

1. If anything was possible, what would your dream job be, and why?

If anything is possible, my dream job would be a graphic artist. I grew up doing traditional artwork using different media. I learned to use graphite and charcoal first, but I also taught myself how to use watercolor and acrylic paints. And by the time I was in college, I had completely learned the basics of watercolor painting and I started to commission portraits. During those years, YouTube was pretty accessible to me after I got my new phone. That is the only social media platform that I used to look for tips and ideas on how to improve my talent. By detecting the algorithm of my search history, YouTube suggested related videos about graphic drawings and it really caught up my attention. I was pretty amazed by the skills that those artists execute from the start when everything was only a messy stroke up until they could form the depth and construction of colors and shadows. A 2D art could present a lifelike masterpiece and it really gave me the inspiration to learn as well. I followed graphic artists on Instagram, Facebook, and Twitter. What started for me as a hobby made me realize that I can work while doing the thing that I love. But I know that turning a hobby into a job can be tedious work. I understand that I will need to reach a deadline, meet my client's expectations, and adapt to the lifestyle of a graphic artist. Which means less sleep and probably more stress. As for now, I wanted to experience and learn about the culture of the BPO and corporate world. A step-by-step process that I know can teach me important values and attitudes that may serve as my stepping stone toward my goals.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh graduate), what was it and how did you overcome it?

Yes, I did. In my recent workplace, I have encountered stressful situations such as de-escalating my customer's complaints and learning to navigate an unfamiliar tool at the same time. Although they had taught us the basics, I really find it a struggle to provide the solution to my customer's request while waiting for a possible answer from production support who is also attending to another trainee's concern. With the panic of a newbie's first call, I tried to teach myself how to stay calm and build rapport with my customer while making excuses as to why her questions were still left unanswered. Multi-tasking took place during the first month on the production floor. Building rapport, listening attentively while responding appropriately, discovering their needs, tool navigation, and selling as well. Looking back, I find myself in a funny situation. It really wanders me how we, as humans, would tend to forget the "Stay calm, you've been through this before! You did it during your training." during a such chaotic situation. I tend to go mentally blocked. By the end of it, I was really burnt out. I finally realized the importance of proper rest and sleep, the time I was able to spend the holidays with my family, and appreciate getting up in the morning to greet the sun.

3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

I had two employments before, even though the first one was being an intern in the government office, we were offered compensation while doing real work within their office.

I will start with my recent work experience in a BPO company where I encountered the most challenging one. It is calming a very rude and frustrated customer. Their bills are due and their services are not working, given that they rely on their everyday tasks and work with their internet. Entertainment is also a huge part of an American's daily life. Imagine you are an 80 years old or more individual staying at home alone. Your cable isn't working; the remote you just bought isn't paired up with your set-up box and you don't know how to use a voice control remote. I mean, who would not panic? The frustration and disappointment are passed on to me as an agent and I must be composed and firm in providing solutions so as not to upset them any further. I'm just glad that I was able to resolve their issues. Something that I acquire during my stay in my recent job.

Well, about the task that I enjoyed the most, it was from my latest work which was in the government. I can travel to different areas in Iloilo while meeting new people and overcoming my fear of going to new places. This is pretty much legit since I cannot go anywhere without having anyone accompany me. Cat got my tongue the very first moment I was tasked to interview the farmers. I gathered my thoughts that I need to be professional while being friendly with them. My senior co-worker noticed that I still need to develop my communication skills so he assigned me all the interviews during my whole duration in the company that I appreciated because I overcome that fear. They taught me other stuff but this is something that I can attest to as my most enjoyable task.

4. How would your previous managers/coworkers describe you?

They could describe me as someone who is very shy and quiet. I may display as a nonchalant individual but I can cover it up with a smile while panic in my head is wrestling with my anxiety. Despite what I can see as a disadvantaging personality, I always try my best to create small talk with my co-workers. My supervisor would often provide me with tasks I am doubtful about at first. But after giving it a shot, I could say that my supervisor is pretty much pleased with my output. We follow metrics in order to maintain efficiency at our jobs and I can humbly say that I never disappoint them besides the most crucial part, the Sentiments. It is an AI-generated metric system that could detect our speech and tone of voice. I, somehow, wasn't really satisfactory with this part because of my monotonous voice. My supervisor would often remind me about my enthusiasm during the calls because even though I have the least non-talk time, my Sentiments are pulling my scorecard down.

5. What personal or professional accomplishments are you most proud of?

I have a personal accomplishment that I always consider my most proud of. That was winning the Philippine Association of State Universities and Colleges (also known as PASUC) at the regional level which allows me to compete at a national level. This was during my college years. It came with the perks of having enough allowances to buy souvenirs and travel to different places. I've been to Dumaguete, Antique, Capiz, Laoag, Ilocos Sur, and Ilocos Norte. At first, I just joined to participate and merely to experience joining a university competition. It never really occurred to me that I can enjoy all these privileges in the future. I was able to see different campuses and a wide range of talents that other students possess. My winnings gave my school and family pride especially when I won a place the second time, I joined the national level that was held in Dumaguete. I won a fifth place among 11 other contestants. Up until now, this achievement is something I always treasure and will never forget.