

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

If anything was possible, my dream job would be becoming a business owner. I always wish to have my own boutique where I can sell and showcase new fashion designs, given that I love clothes so much. Clothes for babies, teens, adults and elders. I did have a hobby before of watching YouTube video tutorials on how to sew clothes, which I wish to sell in my boutique. However, as I entered college, I became more focused on academics and didn't continue sewing. Another option I have, if ever a boutique shop might not be possible, is a minimart. Though inventory for this type of business is quite difficult, it is more feasible since groceries are the basic goods needed in households. On this note, I will have customers every day and continue the business operation but just make sure that it is placed in a location that is accessible to the target market.

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, as I was a call center agent before I had a lot of stressful situations. One of the examples is whenever I receive a call from an irate customer who is already shouting even before I can start my opening spiel. At first, I was not used to receiving that kind of treatment but as I had some coaching sessions, I was able to cope with it and learn how to address that situation properly. Listening and following what was taught by my leader gave me more confidence in dealing with it and I became less worried or stressed whenever that happen to me. It is also important to take a 15-minute break when the shift gets more stressful by going outside of the production area and doing some refreshers. My teammates and workmates also helped me distressing through small chitchats, eating outside, and sharing things we have in common.

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

In my previous position, the task I you find most challenging is handling an outage. Outages happen when a tool used by our agents is down. It is the most challenging since our team was handling both the Manila and Bacolod sites. We will have to verify from the TLs how many agents are affected and instruct them to do basic troubleshooting at first and when the issue continues, that is when we create a report and forward it to the ITs. However, there are some instances that it can only be resolved by our client so we will then raise it to the client. It's a long process since some outages take plenty of hours.

The task I enjoy the most is creating updating LOA or other leave request of our agents. Though we don't want all of our agents to go on leave but it makes me happy when the request is granted seeing that the agent has a valid reason and complete documents for the reason of request.

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

At first, they thought I was a shy person since I don't talk much yet and only respond whenever I was asked. But as we go along, they got to know more about me. They describe me as outgoing yet focused on the work, trustworthy and a good friend. Outgoing for I talk and laugh a lot whenever we are on a break or have no workload yet. Always laughing when we hang-out. Focus, since I am attentive whenever I was assigned to a new task or when I am being trained. Trustworthy because I can keep secrets and discussions that are not allowed to be shared. A good friend because I can empathize and I try to understand when they have a bad situation going on but I make sure not to tolerate and speak up whenever I know my friend is at fault. Pointing out what is needed to be address and given possible solutions.

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

Graduating as a working student is the accomplishment I'm most proud of. I know it is now common to see a working student but I'm always proud to share I am one of them. Being a working student, it requires me to be wise using my time. I study and attend to my class in the morning then go to work by the evening. There are some instances where I only have 2 hours of sleep then go on my night shift. I had to adjust my body clock and make use of my free time on creating paper works. Nevertheless, that experience helped be become more mature, spend my money wisely, manage my time, prepare my meals, and be grateful of the blessings I receive. Though I struggled balancing my time, I never forget to have a personal quite time to relax and have a positive mindset for the next days.