

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

Cooking and drinking are a way of life in our modern lifestyle today. I always dreamed to be a renowned chef and bartender that can travel the world. I also would love to share my experiences with people, to show them different techniques and cultures of the world. It is a fascinating job that gives you an opportunity to interact with different people and know how their culture works. It also provides a connection for them to see new knowledge and different experiences apart from their culture. On top of it, as you travel the world. You can also see different places, from famous attractions to historical locations that shares the true wonder of the world. It is a big dream but it takes also your commitment and determination. I believe, there is no big dream if you work hard for it, have that passion, and push yourself to be the best. Always learn from your mistakes and be strong for any upcoming challenges.

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?

Stress is a normal experience at our time now. It, It is present in each one of us. I came from a BPO industry where commonly I heard that it was a challenging environment. Feedbacks from my friends and colleagues may sound negative but they mentioned that despite the stress you are paid in line with your service. Sharing my experience is about taking my first call. At that time, a lot of questions comes to mind. Will I be able to handle it well? Is the customer irate? Will I commit an error? Surely these questions come to mind, it got me anxious and nervous. Then the first call arrived, it started out okay but considering it was my first call it took time and went too long. In the end, the customer lost their patience, got mad, ranted, and disconnected the call. It was really not a good experience. It got me to tears and asked myself, where did I get myself into? I decided to quit. I went to my supervisor to share my experience. But I was given a piece of advice, comfort and guidance. For you to overcome it, you just need to be confident in yourself. Be frank and firm. With that in mind, I stood my ground and faced the challenge, I said to myself that I can do it. Moving forward, I stayed for day, weeks, months, and even years. And that experience in mind helped me grow as a person to always believe in myself and that there is no task or challenge you cannot overcome.

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 as a quality assurance specialist, it was a great opportunity provided due to my tenure. Its job responsibility ranges from monitoring agents, identifying if the correct processes were fulfilled as per company standards, strictly compliant to the company policies, and arresting errors to avoid financial impact. It was a challenging position but it helped me grow professionally. As for the tasks I shared above, the one I found challenging would be the last one: Arresting errors and avoiding financial impact. This is a crucial task since it affects not only the agent but the company itself. It may be a loss for a company for its business, and may also lead to the termination of the agent's job. It was not easy to handle, to be honest. Apart from that challenging task, the one I enjoyed the most is definitely about monitoring agents. It gives you the empowerment to check on their work and monitor their calls. You can learn from their interactions with customers and also identify what could be their strengths and opportunities. With it gives you an outlook on what areas can be improved or avoided and ensures good customer satisfaction with the business.

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

From my previous managers and coworkers, they may describe me as a happy, jolly person, helpful and accommodating. I may be described as diligent, obedient, and hardworking. I am really cheerful and I always think about the positive and good things in life. Optimistic in a way that I always welcome the challenges and difficulties that may arise. I always believe that this promotes growth in life that will bring me learnings and teachings for me to gain an understanding of improvement for myself. The experiences that I encountered in my previous work helped me a lot and gained good friends and acquaintances with happy memories to remember. As for my managers, they are the ones who helped me grow professionally and with their guidance really improve my way of thinking to handle problems and decisions in life. They shared part of their experiences and outlook in the business. I'm thankful that I meet them and interacted with them, I gained developments that pushed myself moving forward to become a new and better me.

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

Personal or professional accomplishments is an ambition that everyone wants to achieve. It may be big or small but this gives you the drive to attain your goal. Personally, an accomplishment that I am proud of would be traveling outside of our country. I was blessed and was provided an opportunity to go out as an exchange visitor intern. It is one opportunity provided by my school to gain exposure outside our country and to have satisfactory work experience and skills with pay. I consider it an accomplishment because it was a rare and great opportunity to enhance my skills and gain knowledge and a better understanding of working in the hospitality management industry. I got to see the big world and encountered different interactions with different people. I gained new understanding of good work ethics and values. I can use these learnings as a guide to improve myself and to be a person with good character.