

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

My dream job even when I was young was to be a chef. Cooking is the passion of most of my family members, that is why growing up I dreamt of being a professional chef. Learning how to cook is a good skill but being a good cook is a gift, it's a talent. Cooking also is a very good skill that one must acquire because it's a basic skill for survival. I cannot say that I am very good at cooking, but I can say that I'm very passionate about it. Doing a job that you are passionate about will show great outcomes, that's why we should take the roles that we really want. I love to cook and learn new recipes not only from our country or city but internationally as well. If given a chance to have my dream job, I think I'll just see it as a freelance kind of work rather than doing it as a full-time job because of the ongoing competition among the food businesses.

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?

Working in a BPO company, stress is present most of the time due to irate customers and sometimes connection problems. Communicating only through the phone is hard because certain factors may affect your conversation such as line problems, language barrier and sometimes older people can be hard to understand when speaking. One specific situation was my first live call when a caller called to have her number transferred but could not verify the account. I do understand her frustrations at that time given the fact also that it was almost midnight EST, so she wanted her phone fixed but unfortunately, it was a standard procedure and she failed to provide so I cannot proceed with the transaction. I tried to educate the customer regarding the standard procedure but still insists on what she wanted. I gave her options and other solutions, but she really wants to have it her way. It was a stressful call for me, and though I tried to sympathize and empathize with her still it did not turn out fine. As it was my first call, it did give me an unpleasant memory when it comes to the BPO industry.

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, I think the task that I find challenging the most is assisting with technical problems. I often receive technical calls from customers wherein they wanted to have their phones fixed. Assisting technical can be sometimes easy for you will only be following steps provided by the website but not all steps will work and not all are applicable to the type of phone that the customer has. I find that task challenging because sometimes there are cases where you are going to bypass or re-do a certain procedure which includes listing down all the processes and information needed. Any missed information or calculation of a certain procedure could lead to more problems, so you really have to be careful in what you're doing. During technical calls, there are steps that you need to instruct your customer to do and sometimes they can't follow the instructions so that ends with an unsuccessful call. In technical calls also customers tend to be very frustrated, that's why it can be hard sometimes to instruct and explain.

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

My previous managers described me as a quiet worker. When doing tasks and taking calls I am very mindful of my speaking voice to not speak too loudly so I won't disturb my teammates that are working also. During discussions, I try to be very quiet and only speak when my trainer asks me to. I always listen attentively to the instructions so that I will pass my mock call and do well in my live calls. They know that when I work, I always follow the policies and avoid auto-fail behaviors. My managers also know that I'm serious about my job as seen in my work and performances. If I got an average score or passing score in one of the evaluations, they know that I'll do my best to improve my score. My previous coworkers often describe me as someone who is willing to help them, especially with work. Even before when we were still taking the exams, they know that they can rely on me because I'm always willing to lend a helping hand.

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

There are so many accomplishments that I'm proud of, one is of course being given the opportunity to have the Trial Period in your company after all the processes that I've been through. One accomplishment also that I'm proud of is earning the top score from my previous company in their exam and being able to help my teammates as well in reviewing which helped them pass. I do not take all the credit for that, but I know that I was able to help them in the review sessions that I gave. A personal accomplishment that I'm proud of was winning 3<sup>rd</sup> place in a city-level quiz bee out of 27 participants. I studied a lot for that competition and all my hardship paid off after winning. I did not only make my barangay and parents proud but myself as well for being able to conquer my fears and prove that I can indeed do it.