

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

If anything was possible, my dream job is to be a surgeon specifically in the brain and heart, or a general doctor. Since I was little, I really wanted to become a doctor. I wanted to work into one of the hospitals here in the Philippines or maybe even outside our country. I always dreamed of wearing a lab gown and scrub suit with a stethoscope and being called "Doctor Trish" by my fellow staff. I also dreamed of having my own clinic and hospital that serves community with hospitality and considered as one of the trusted hospitals in the country. This is a personal dream, what it means is that my mother is not approved of my dream, she doesn't want me to be a doctor. She wanted me to become an accountant. Yet, I still strive to follow the path of being a doctor. My journey may be paused this time, but I will never give up until I haven't reached that dream – if possible

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 Business Process Outsourcing (BPO) Industry is stressful. It seems that being in a stressful situation is the new normal in the said industry, stress embodies the environment, the workplace, the workers, and even your lifestyle. When I was starting in this industry, I was culture-shocked by the management and the work habit since you must work a graveyard shift, and every week your schedule changes. Dealing with customers over the phone for 8 hours or even more if it was mandated by the scheduler or your team leader. Irate customers are one of the most challenging and stressful struggles I've encountered, they yell at you and throw profanities, you may wish to avoid them, but you must assist and solve their problems. As days go by, I am also getting the hang of it. I've learned some tips on how to overcome irate customers and how to de-escalate them, it is by listening to them and empathizing with them and as well provide the best solution to their problems.

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

When I was working at my second company, I was promoted to a Case Manager Specialist with a minimal idea of the workaround of the account. I was working as a customer service representative agent for only three months and was transitioned to a higher role. Higher responsibilities and vast scope of workarounds. As a case manager specialist, it is our role to accept supervisory calls from the customer representative agents, handling special cases that need further research and investigation to provide the solution. I was thrilled since it was an indication of career growth on my end, yet I am struggling since I still need assistance and I don't have enough knowledge about the account. We do have training; however, it was not enough to tell that I am capable of that role. I asked for assistance from tenured colleagues and seek for tips and how to adapt easily to my role. It was challenging when accepting calls since all customers are irate. I like it when I am doing cases, it is like you are doing an investigation by coordinating with other colleagues and specific departments to acquire the needed information to come up with the best solution to the case, to close it.

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

My previous managers/coworkers described me as a hardworking, helpful, and trusted agent. I always aimed to work hard in my previous companies. I took my job seriously. I'm always doing the extra mile in every task given to me. I am mindful of my work ethic, and being a trusted agent is a plus. Doing your best in your role and working hard means you are dedicated to that company or whatever situation you are in. It reflects on what kind of person you really are. I am also helping my colleagues, during the training period, we are also conducting lessons about product knowledge, I am always taking down notes and understanding the lesson to make sure that I wasn't and to understand the workaround in the account. I am helping my colleagues if they don't understand something about the lesson. I used to give them reviewers or provide some scenarios so that they can understand more about the lesson.

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

For personal accomplishments, I am most proud of what I am right now. I am a college undergraduate, yet I am proud of myself because I can provide for my family's needs. I neglected my dreams first just to make my family live. Since I was 13 years old, I am already working, not in a company, I am working for my aunt doing paper and computer work since she is an elementary teacher every single day. In return, she will give me money for my school allowance which is good for a week. I used to sell items in school, such as school supplies and even food. In that way, I won't ask money to my parents for my school projects and other miscellaneous fees. Up until now, I wanted to be as independent as ever. I don't want to rely on my parents. We are poor so I must strive hard to earn money. I can stand on my own feet. that is what I am most proud of.