



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

If anything is possible then I would be an entrepreneur. More specifically a business owner. I would own 2 shops one would be a workshop for wood and metal, I would be spending my days here since you can't work here during the night because it would be too noisy for the neighbors. At night I would be manning my Internet Café, this is just a way to have good internet and earn a little on the side. Both as areas that can be tedious at times but it's that busy work that I need to keep me occupied and keep my mind from wandering. Ideally, I would be designing pieces at night, and I'll be working on them during the day. It's a schedule that would be very flexible even if you add family and children into the mix. Compared to what I have now this is just a dream but I'm taking baby steps towards that goal. I want to make it profitable but until I am satisfied with the pieces I make; it will never see a display area. I am my very own harsh critic. So, until then that's the dream.

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?

I encountered a lot of stressful times during work, on this case, 'll be talking about CASL (Canadian Anti-Spam Law) and when it was introduced to the company and the changes we made on our side, and the new process flow. We were first informed formally that we will comply with the law, about 6 months before its implementation. The company can be divided into 3 parts in reference to this topic; the executives, the legal team, and us (the people on the ground). The executives have already decided that we will comply. The Legal team is still discussing how to get around the law and, on your side, the initial assessment was we would lose 1/3rd of our database. The execs didn't like that but that was the initial assessment. After 2 weeks, we changed our email and call script and added 4 tags to the database. One is for if we sent an email, the 2nd is for the confirmation if the contact person is still willing to be part of the mailing list or not, 3rd was if the verification was done through calls 4th is the call recording. Then at the end of the 3rd week, the legal team presented a workaround that they can defend. It basically stated that if the email can be found in the public domain, then that means you're giving us permission to use it since anyone can see it. So, we had to change our flow again and added 2 more tags one was verification through the internet and the 2nd is the print screen of the webpage and the email of the contact person. When the law finally got implemented, we lost about 1/5th of our database since some just didn't want to be on the mailing list and the rest didn't reply. It was very stressful at the start, but no drastic changes happened, so we adapted to the longer workflow easily. What made it stressful was the new learnings and what we can do about that information. It was great that our legal team suggested a work around, so we were able to keep more of our database.



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

In my last job, our team was slotted to be both on calls and chat support. So, most of the tools are the same but you have different scripts. What I find challenging was moving from chat to calls since the system is slow for some reason you really have to find creative ways to engage the customer while the tool is loading and minimizing "dead air". You have to be 30 min early for your shift because it takes that much time just to load everything. I found it difficult to understand why they keep the system so slow when you need to be able to change websites easily so that you can offer products to the customer.

What I enjoyed was just doing chat support, it's very tedious because you have 3 active tickets all the time and because of that you won't notice the hours go by. Also, the tool needed to chat has built-in scripts, so you just need another notepad for your custom templates, and you are fully equipped to do your job.

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

Generally, people describe me as silent, direct to the point and I mind my own. In fact, I am happy to be alone. On my database job, I was characterized as "tahimik lang", efficient, and very strict on details. On my CS jobs, I was noted to be too direct on my tickets. At that time, I was handing drives for a transportation app, so I didn't see the need for flowery words, what they needed was help billing the clients for the mess they made on the car. As long as, they submitted everything I need to process the ticket and I don't find the claim to be fraudulent then I'm more than happy to work fast for them. There were cases where they asked about why their concerns were rejected by the system so that is the time I have to explain and be mindful of the language because they are already stressed.



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

Since I have the choice between personal and professional then I'll take personal. It was a milestone for me to make my first 50k PHP on a game. At that time, I was still a working student in UPLB, I had a shift manning an Internet Café. While on my shift I was coding a bot program for the game Ragnarok Online. During the day, I would be on campus, and at night you can find me at the Internet Café. I earned the amount via trading in-game currency with real currency. I would run 10 accounts for a week and collate everything on the weekend and trade those earnings as well. I only listed 50k because I stopped counting after that point. I realized that as long as you are good enough at a certain thing/skill and people need that thing/skill then an opportunity to gain from it either monetary or other things.