



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

Ever since I was young, as I remember, I have always loved to do singing combined with dancing and acting. I dreamt of becoming a star in a theatrical play or opera. I came to realize this when I was in high school when I got the chance to join a theatrical group. I developed my skills in acting and dancing but never in singing, perhaps, not given the role of a singer. Nevertheless, I was still able to participate in contests: local and national, with supporting roles in different genres of drama. I love doing this stuff as it personally fulfills a part of my happiness cup. I have also learned that theater casts, actors, and actresses earn a bigger amount of compensation for their hard work, effort, and of course talent especially if they perform on bigger stages and audience. I still want it now but reality hits, I can't as I am not gifted in terms of singing. Now only living with the rest as hobbies and pastimes to not lose the passion in doing them.

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 was a Customer Service Representative way back in 2022 at a BPO Company here in Bacolod. I handled a specific financial account designed for US citizens and took calls for inquiries, transaction errors, and even complaints. Though things are manageable, it is inevitable to encounter customers with anger issues. Knowing Americans, they tend to be aggressive if they cannot get what they wanted, especially the old ones. Patient as I am, I get to talk to them in my calmest voice but there are times when they would give an introductory call screaming and being angry over something I do not know yet. The least I could do was to give them the time and chance to speak and let their emotions out. After they have poured out everything, it would then be my time and chance to speak and ask questions that could somehow elevate their problem. Occasionally, customers tend to put the blame on me, ending the call with a supervisor call but oftentimes, there are costumers who cooperate, and I get the job well done.

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



As mentioned in the previous question, I was challenged, and my patience was tested by irate customers, screaming their concerns and issues. Things will really challenge me if they get to my nerve that I have done nothing wrong, but I am the one blamed for it. I do not consider it as being impatient because I know I was patient enough to deal with their problems but the more they insist that I am not doing my job for them, makes me think I am not here to roll the ice cream for them. As tasks are mostly laid unto answering customers' inquiries, I still get to enjoy talking to them, looking for answers to their questions, and helping them out in various ways, and by the time they would be happy to thank me, I know I was able to do my job, so I get to be happy about it too. Knowing all of that, I would do things if they were distributed fairly, especially in terms of blame and merit.

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

I had shifts way back with changing schedules and offices, away from close co-workmates but I was still able to click pages with them every now and then. Every time we would meet in the pantry, or in the movie room, I would always hear them say, "Ari na ang babaan," which translates to, "Here is the talkative one." This does not literally mean that I talk too much. It is just that I am comfortable talking to them after shifts or during breaks and sharing my i about the day. I also remembered when my previous supervisor would call me "scholar" since right after my shift, I must go home earlier than the rest of the team as I still live at E. B. Magalona, and I still must attend school meetings. Establishing this kind of relationship with all of them meant a lot in my journey and motivation to go to work, as one of my weaknesses is a toxic environment.

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



No matter how small a thing a person achieves is considered an accomplishment. Regardless of the setting or area, I always view them as peculiar, especially if I only get to experience them once. As for me, personally, I am very proud to accomplish a 4-year degree in college without troubling my mother about the expenses and other school fees. Though my brother aids me sometimes with financial support, I was able to support 75 % of my studies through various scholarships, both private and government. I was also able to make my family proud by ending college with flying colors. This is an accomplishment, knowing I am not into teaching but receiving an award at the end is just fulfilling. In a professional setting, I am proud of accomplishing these little steps toward carrying out my goal of being financially stable. I get to apply to work and perform tasks to somehow become a productive part of society. Though this is not guaranteed yet, I see in myself that I am trying and doing my best to the extent of my capacity. That is how I see accomplishments.