

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

Since I was little, I always dreamed of being a doctor, specifically, a neurosurgeon. I really love watching films including brain surgeries and I get excited whenever I see successful ones. Also, I want to help those who are in need, and it was instilled in my thoughts that if I get to be a doctor, I will probably become rich and be able to travel during medical missions. This was also the reason why I took Bachelor of Science in Pharmacy as my pre-med course, but unfortunately, it was not for me. Although I got a full scholarship, I was not able to maintain my grade due to health reasons. As a result, I was removed from the scholarship program that I was granted. It took a toll on me, but I just realized that maybe that was not God has planned for me. I just enrolled into a new program and finally got my first degree.

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 once had a stressful experience when I was working at Convergys Bacolod (now called Concentrix). For the score card, you need to be able to maintain a certain rating for you to pass the said month. If you fail it, you will be enrolled to a particular program (I forgot its name) where you need to do extra coaching sessions and you will be evaluated again. If you have another failure of passing the score card, they will remove you from the account, and worse, if you are on your probation period, they will probably not qualify you for regularization. Fortunately, I was able to pass it, but the stress I got from there was tremendous because I need to be careful with everything, and I need to do sales. Sales is actually not my thing as a customer service representative, and that was the reason why I failed to pass my score card before.

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 in a certain company, the most challenging task was to increase my sales. I am not that good in sales talking, and I often get scolded by my Team Leader whenever I have low scores in sales. Actually, I had tried searching for spiels that will help me with that one, but it did not work. I also followed the correct flow for doing sales. Maybe it's just with my voice or the way I convey the message that it doesn't sound so convincing.

As for the task that I enjoyed the most, it was providing services to customers, especially with the elderly. Others many say that elders are the most difficult to deal with, but it's not in my case. I love how I teach them the step-by-step process and hear a positive response from them. Although it takes a lot of effort and time, it's actually very rewarding.

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

My previous manager and co-workers would describe me as an enthusiastic person because even at most difficult times, I did not let them see what I really feel inside. Instead, they said that I always radiate a positive vibe. They even called me "Happy JJ". I have always been like that even when I am being scolded. Sometimes, they tend to misunderstand me and see me as being rude because I am still smiling after getting bad feedback. It is not that I am being rude, but I just don't like to dwell in something bad. Instead, I see it as a positive response for me to grow and be better. But of course, I have controlled it now. I am now able to express what I really feel inside and examine if my actions and emotions are relevant to who and what I am talking to. I am now a controlled enthusiastic one.

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

Probably, the personal accomplishment that I am most proud of is I was the first-degree holder in the bloodline. I did not come from a well-off family where I could get everything I want and be provided easily with the things that I need. Everything must be earned really hard. Well, this accomplishment would not be possible without the aid of certain individuals such as my family, boyfriend, pet, churchmates, friends, and of most importantly, God. Their support helped me realize my potentials and be strong in every circumstance that I am into. Though I have accomplished this one, I still need to learn a lot of things because not all information can be taught in the four corners of a classroom. Sometimes, it comes with experiences and meeting people and knowing their narratives. Even in the workplace, you will still need to learn and be trained for you to know the whole process. If you put your heart and mind into something, you will eventually acquire it.