

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

If anything was possible, my dream job would be a teacher. Back when I was still in Elementary, I was already fascinated by their role. I always listen to them eagerly and observe the way they act, the way they speak, and the way they deal with their students. I love the way they are respected and looked up to. I also find it fun to create materials for teaching like lesson plans and I also like to write on board. I also love to discuss topics and elaborate on them. If I am given a chance to become a teacher, I would like to teach History. My dream to become a teacher doesn't only focus on teaching students but also on learning as well. I dreamed of becoming a teacher because I find it overwhelming to know that your students are listening to you and that they are getting a lot of learning from you.

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?

Since I was in college, I have already worked in a BPO company. I've been through a lot of BPO companies already. It was because of the pandemic that I decided to enter that kind of industry. I have already heard a lot of negative feedback about working in BPO. At first, I didn't believe it until I was the one who experienced it. From working on a night shift to taking in calls for almost eight hours every day, that's the life of a call center agent. Our job requires us to multi-task and to work under pressure. It is stressful to work when you are talking to an irate customer and explaining to him/her something that he/she doesn't want to listen to because they want to have the resolution as soon as possible. The accounts that I handled are all technical accounts and that makes my BPO experience really stressful.

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, the most challenging task that I have encountered is talking to irate customers. It is really challenging to explain to customers the resolution you have for them when it is not the one, they want to hear. Almost all the customers that are calling if not in a hurry, are irate. Despite that, I still understand them because if I were in their place not able to work from their home because they don't have internet, I would be frustrated as well. Since I am working under a technical account, I usually handle customers who are unable to use their internet, unable to make and receive calls and texts, and unable to watch their favorite channels. On the other hand, I also enjoyed it when I was able to answer the customers' inquiries and if I fixed their concerns in a real-time manner. If that happens, an irate customer becomes a happy and satisfied customer.

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

My previous manager used to describe me as a calm and friendly employee. They know me for those traits since they have observed that even though they can hear from my headset the loudness of the voice of the customer for being angry, I still remain professional and calm. My previous manager also observed that when he was listening to my calls, I could easily make friends with the customer since I was trying to communicate and build rapport with my customers. My co-workers also observed the same traits that my manager had observed. They always ask me how I can be calm in situations where the customer shouts and never stops cursing me. I always tell them and make them understand that the customers are only angry because of what is happening with the services that they are subscribing to us, but they are not angry with us, personally.

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

The personal/professional accomplishments that I am most proud of are that I was able to finish my studies and was able to pass the Civil Service Examination in just one take. I know that there are a lot of students that also finished their studies with a more difficult course than mine but I'm just proud that I graduated because I didn't think that I would be able to make it because of what I've been through. I am part of the first batch that underwent the K-12, I am also part of the batch that experienced online school setup because of the pandemic, and I've been a working student since senior high school. I also find passing the Civil Service Examination an accomplishment that I could be proud of not only because I passed it in just one take but because I was the one who was able to take the last slot available here in Bacolod for the examination that was scheduled last March.