



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

If anything was possible, I would not call it a dream job. I prefer to call it a “business”. Maybe for some, they are not working just for the money but for me it is. At my age, 28, I’m already thinking about how to be financially stable or what we call “financial freedom”. I just want to be a successful businessman. I just want to have a passive income. In that way, I can be financially stable. I’m going to use all the skills that I have learned while I’m still working in companies, and this is what I am doing right now. If you can call managing my own business a job, then that answers the question. To support that statement, I have continued my father’s business at home which is board and lodging. It is safe to say that I’m a landlord back at home and I have 3 tenants.

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 think the most stressful situation that I experienced in my previous workplace was during Typhoon Odette. It was already Thursday at 7 PM evening and it was dark. No electricity with strong winds and less rainfall. My previous company was extending the site, so we do have a different production floor. That extended production floor, unfortunately, doesn’t have backup power. We were forced to travel to the main office, but it is already crowded and also having ISP issues. The only thing that I had was my phone to communicate with the clients. I already called our clients and informed the situation here in the Philippines. A week before we gave a heads-up to our clients about the upcoming Typhoon coming into the country and the details. Since my previous company was a contact center, our client was forced to redirect the queue to a different site which is in New Jersey. I volunteered to do overtime just to backtrack the work that I missed.

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 as a workforce analyst (WFM) was to determine the reason behind the numbers and generate the most accurate forecast. Mostly, if you work with numbers and look at them, they will relate to each other. But there are really instances that you need to do some research to have the answer. Some factors are unexpected tools or PC issues, unexpected downtime of ISP locally, huge drop in attendance, long calls, and many more. Mostly these issues can be resolved by means of communication. The only challenge there is that you don’t get a response in a timely manner. As WFM, our client wants real-time answers as well. What I enjoyed the most and gave me t me thrills every week was our weekly business review. It is set on Tuesdays but sometimes moved but only seldom. It’s for me to present the numbers, If the numbers are good then great job but if the numbers are not good, I’m already compiling the reasons why during Mondays. The most satisfying part is when your client commends you after your presentation even if the numbers are not that good.



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

My coworkers would say that I am a reliable and trustworthy individual. I am always willing to take on responsibility and I am able to follow through on my commitments. I am also a good problem-solver, and I can come up with creative solutions to difficult challenges. They can describe me as an organized, thoughtful person who works well under pressure. So much of what I enjoy about doing administrative work is creating a well-organized environment and anticipating the needs of my coworkers to make office life run as smoothly as possible. I am a hard-working and driven individual who isn't afraid to face a challenge. I'm passionate about my work and I know how to get the job done. I would describe myself as an open and honest person who doesn't believe in misleading other people and tries to be fair in everything I do. They can say that I am a people person as well.

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

I have 2 accomplishments that I am really proud of. One is personal and the other one is professional. My personal accomplishment was when I was able to have our house renovated. Especially the roof and the floor. Before, our roof had multiple leaks every time it rained. Now, we don't have leaks anymore. Our floor, due to the age of the house, has a lot of cracks already. It was 2019 when we successfully furnished our house floor. For my professional accomplishments, I really cherished the experience that I was promoted as a WFM even though I was just a lead agent. Yes, I was a lead agent before I jumped into a WFM position. I don't have any managerial experience yet, and this was my first. At first, it was hard since the workload was different from being a phone/lead agent. This is where my skills were enhanced and I'm proud of it, professionally.