



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

My dream was to be a teacher back when I was in university. I was a kind of a lonely person that could not hang out very well with my friends so when I graduated from high school, I took engineering at De La Salle University because I was good in math and computer which I took computer engineering. Then I stopped after a year because of financial matters then I started to work for BPO companies. There was a time after working a graveyard shift when I went to my previous high school to see students going inside the school and then I realized what I wanted to be. I want to become a teacher so that I can teach young people and help them to become the person whom they want to be. So, if anything is possible, I want to pursue the path I have taken and fulfill my dreams.

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?

There are countless times I have experienced stress from work. Firstly, you have a client who would make demands from you that you think it is impossible to reach. A client cannot speak directly to me as an agent so it will be my immediate supervisor. My supervisor would take an extra step to ensure we would meet the client's demands, so he would impose a reward or penalty system. Lucky if it's reward but if it is the latter then you should be ready. Next would be my teammates, instead of looking out for each other they take it for granted and make it like they don't care. Well, I am the kind of person who brushes it off my shoulders after a contemplation in my head that I work for my family and myself. If I am stressed at work, I just sleep 8 hours, eat healthily, and most importantly take time to visit church.



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

My last position was Technical Advisor. It was challenging because I helped different personalities and ages over the phone. Imagine giving instructions to the elderly, I need to slow down my pace and ensure that my tone of voice is clear. I have an invisible mask that I wear for each kind of customer. It is even more challenging when the person calling is irate. We cannot deny there are times when the service provided is acting up and messing up with your work. My first step is to ensure that the person calling from the other side of the world trusts me as an expert to help him or her. Then, I empathize as a human because we would feel the same way if we were in the position in other words care before repair. It is satisfying if you can turn the mood of the customer from irate to satisfied.

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

I think my manager and coworkers would talk about my positive traits dependable, patient, and dedicated. I am a dependable person because I give reliable service and am loyal and stable. You can count on me in the workplace, at home, or even in the greater management field. I do not become annoyed, upset, or angry. I exercise self-control rather than lashing out and complaining. I am being patient when I take deep breaths and seek inner peace after things don't go the way I hoped. Practicing patience is all about how I act and respond to negative things I have not anticipated. I have a dedication to work, and I want to produce high-quality results for my company. When I am dedicated to my job, my own goals align with those of the company. I have strategies to stay motivated during the workday, trying to get all my tasks done on time.



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

I have accomplished some small and short-term goals but haven't achieved the bigger ones yet. I can't be proud yet, but I'm grateful to Him and the people around me because if not for them, I would not be able to be in the position where I am today. I would like to work harder and prove to myself that I can reach those things that I yearn for. Nothing is too big for a man that has a big God. While I take these baby steps toward my goal, I instill in my mind that it won't be a walk in the park. To pull off a close-to-grand wedding was my best accomplishment so far. We own our house with a motorcycle, good health, and an active spiritual life is an accomplishment for me. The best is yet to come so I will keep my head above the water and keep treading.