

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

If anything is possible, I would like to be a professional photographer. I've always been fascinated with photos since I was young, especially old photos that I would see whenever I would read history books. I love reading and history, so combining them with pictures or photos is already a great deal for me. I could spend a whole day inside a library surrounded by those kinds of books. Old photos made me imagine how life was back then when that photo was captured and it's like I'm traveling down in time whenever that happens. For me, each photo has its own story to tell. Some photos served as proof of events that happened and are already a part of history that most of us may not have known happened if not for the photos that were taken. I also love the idea of traveling capturing photos of people, events and places. Though today's technology allows us to be able to capture images or photos with the use of our mobile phones, it's still quite different when you use a camera, especially a film camera. There's just something about film cameras that makes them so special. Maybe it is that you can't edit the photos that you captured unlike with digital cameras that you can just delete if you don't like how it turned out. Or maybe the thought that every shot matters because the film is limited so we try to take photos that are quite meaningful. But the main reason why I would like to be a professional photographer is that I would like to be that person who's behind the camera capturing those moments that may only happen once in this lifetime.

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?

Yes, I have. It was when I was working as a secretary at Frank and David Food Manufacturing Corp. I was hired to be a secretary for my Chinese boss, the wife of the owner of the company. Although I was a secretary, my main task was to oversee the receiving process of incoming raw materials for food production, which is corn. I was supposed to be in the office by 6 am Mondays to Saturdays to be able to start my tasks early and that is to check every truck that arrived in the factory. I need to take at least 8 samples from random sacks of the corn that they have brought. The samples should be dry enough to be stored in the warehouse for the whole year. Once they pass, I would then personally take the truck scale just to make sure that we get the right information. I also need to be present whenever the sacks of corn are discarded in the warehouse and to ensure that the people hired to discard them will properly put them on pile in a pyramid style. This happens during late January or early February, just the right time for harvesting yellow corn. The stressful part is having to do your main job but also to do what your other bosses need you to do. Since it is a family-owned company and a Chinese one for that matter, you don't serve one boss. My boss has 2 sons, and they are more likely to be in the office since they are already slowly taking over the business. It's quite stressful that you need to choose whose order you will need to do first because if you follow them they tend to yell at you. I can't say that I overcame it because before my contract ended my lady boss was asking me to extend it, but I politely declined. I can say that working in that plant, though I gained a lot of experience, was not an ideal place to work. Mainly due to poor safety standards

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

The task that I find most challenging in my previous position is to get a promoter survey all the time. It is easier if you receive a call from new customers because most likely they have little interaction to none with customer service representatives. It is much easier to please them if you can address their concerns and if not, you just need to explain to them clearly the reason why it is impossible to do their requests. Just a small number of credits or payment extensions and they will be very much satisfied with your assistance. However, if you receive a call from a customer who's been with the company for like 2-3 years, expect that most of them will be demanding to resolve their concerns even though it's not possible to do so. For example, if the customer has a suspended account due to moment, and to activate their serve again they need to pay at least their minimum amount due, expect that most of them will demand you to activate their services without paying anything and that if you can't do it they will give you a negative survey. But not every call is like that, there were also good calls like customers calling to ask for a payment extension. I enjoyed it the most because in the process we need to explain to the customers how the process works and that somehow it is where we build connections with the customers. We get to provide them with options that will be an advantage to them and ways on how they can save money as well.

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

I'm not quite sure how my previous manager and coworkers would describe me. Maybe one thing is that I'm quite reliable. There was this former colleague from my previous work who would always want us to go home together in the company van. Even when I already advanced to the nesting period while she was on the remedial team, she would still message me and tell me that she would wait in the pantry so that we could ride the van together. Some would maybe describe me as an introvert, I heard that from one former colleague who is now a friend. She would always point out that I love being alone doing my stuff. But it's just because I'm not comfortable interacting with them at first, it takes time for me to warm up with people and get comfortable with them. There may be a few people that I get comfortable with fast and mostly it's because we have a lot of things in common. Introverts like me mostly prefer to be alone but that does not mean we are lonely. It's just that it might be that our social battery is almost drained. I have a limit on interaction with people. Like after a day at work, when I arrive home, I just want to have a quiet time in my room listening to music or playing with my dog. But sometimes there are also instances when I enjoy being surrounded by people.

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

A professional accomplishment that I am most proud of is maybe when I became a team leader/supervisor. I started in the company as a trainee as well and went through the same training as everybody else. Maybe my advantage then was that I had BPO experience, though every account is different. When a client needed the company's services and wanted to first have a trial period to see the quality of our work, I was one of the 7 people that was chosen to participate in the trial period. It was an Australian account, and our shift would normally start by 6 am to 3 pm Mondays to Fridays on weekends we were scheduled rotating of 2 agents on Saturday and then another 2 agents on Sunday. That is how it started for us, and slowly we grew due to client satisfaction. Our number doubled, and then the chat department was later offered to our operations manager. It was an unexpected turn of events. I was about to transfer to another company, but one of my colleagues who was already a team leader knew about my plans and recommended me to our operations manager. I was an OIC at first, the operations manager was still evaluating my performance in handling the tasks and after around 2 weeks I got the position. When there was fallout among the owners of the company, the operations manager offered us the same position, in her own company. Our operations manager is tenured when it comes to the BPO industry. She started as an agent too, worked her way up, and was an accounts manager when she decided to return to Bacolod. We trusted her and so we decided to join her company. Although there was a lot of job to do since we were lacking in manpower, I still enjoyed it and I'm so thankful of the things that I learned working there especially with the people who I was able to work with.