



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

My dream job is to work in a bank. I used to go with my aunt to the bank when I was a kid and observed people working there, they looked so neat and looked professional. I also assumed before that everyone who works in a bank is rich, they are working with money, and they also have lots of money. I am not able to pursue that dream job since I was not given a chance to finish college because of financial problems. I still wanted to pursue and finish college, but working is now my priority since I already have family and parents to support and my chance to give back for their hard work and efforts in raising me as what I have become right now. I believe I can still be rich; I just need to strive harder because everything is achieved through hard work and dedication.

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 was working before as a staff in a printing business. The most stressful situation that I experienced was when I was being blamed for the money that was lost. When there is a customer who comes in we list down their order and the amount but there is a time that we already have lots of customers and there are some transactions that we have not listed and before the end of our shift we already checked the list and the money that we received and it is more than the amount on the list, so we back tracked all the transactions and the amount on the list is more than the money on hand.

I was in a closed-door meeting, and it was my first time. I was asked where the money was, I was just the one asked about it since it never happened before and knowing that I am a new employee and the person I'm working with has already been working for them for years and she is already trusted. My colleague just kept silent and just kept herself out of the issue and I felt I was left alone. I was just thinking that we will be working on it together since it is assigned to the both of us and we are the ones responsible for it. She did not even defend me when I was the one who's blamed. After the one-on-one session she reacted like nothing happened. I still worked with her professionally though I was very stressed and hurt from what just happened. It was fixed and we just figured out that there are double transactions. But as years go by, I just realized that the only person who can help us is ourselves.



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

Before I entered in the BPO world, I had worked before as a secretary of a Marketing Manager, the task that I enjoyed most is when I assist some applicants and students, with their inquiries, I keep and record the requirements they submit because when there are people who come by to the office I got someone to talk to and I get along with other people because if there is none especially if there are no classes, I get to experience the most challenging part of my job which I just sit and work alone with my boss. He is very nice, he always treats us to lunch and snacks, but he is very demanding when it comes to work. I remembered he asked me to make 7-10 videos and slide shows he needs to present at the opening of the school year, and it is already next week. He gave me multiple flash drives and hard drives with lots of videos and photos and he wants me to put some effects or transitions that are not available on the program that I am using. I have an idea how to do it, but I can only select the available effects on the programs, and I am not that good with it but at that time I really do not know what to do, I don't know where to start and if I need to do it again from the start. It caused me not to go back to work anymore since I was really pressured. It was not a graceful exit, until now I don't know what happened to the task I left. I was young back then and I realized leaving was not the right thing to do, it would cause more problems for the boss and for the person who did the job for me. I just learned that I should just tell him that I cannot do it instead of forcing myself to do it and it got me pressured. Communication is the key and I know someone would understand if you just told them what the problem is.

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

I believe they know me as a chatty person. I can easily get along with my coworkers since I cannot be with them and just be silent. If someone talks to me, I talk a lot too. I am silent sometimes but in just a short period of time when I am on the listening part but when it is my turn, I really talk to them a lot. They also think that I am fighting with them when there are some arguments but in fact I am just explaining or talking clearly. I really have a strong tone of voice sometimes when someone who does not know me thinks I am angry. It is one of the perspectives I am trying to correct because not all people could understand it. It sometimes affects my work, my manager or my teammates could understand that that is my normal tone but considering that I am taking calls before, we cannot justify it to my customers that that is just normal but I need to work on it for me to make sure that I have a pleasant tone not just on the customers but also the people around me.



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

I was not able to get a college degree or get to have high honors when I was still studying, I don't have something like others post in social media about their graduation pictures, I have not reached the top yet like getting promotions at work, but I am proud of the decent job that I have right now. I already have the chance to give back to my parents especially my aunt who raised me and supports me until now. I am now able to give them what they wanted like what they did to me before. I can help my siblings as well who are still studying, I still have 3 sisters that are still in school. I can help my parents with their school needs. I know this is just a simple thing to be proud of but someday I still want to do more so they will be proud of me as well.