



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

If anything was possible my dream job is to be a President. I know that this position requires a lot of work and obligation but then my main goal for this one is to address everyone's concern and extend help especially to those in need. I wanted people to know that I am transparent, and I am someone that they can trust when it comes to needs and they can assure that their voices will be heard and will be taken actions immediately.

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?

In my previous work, every day I encountered different scenarios. There were times that onset of the call the customer was already shouting, and the worst thing is that they were mocking and cursing you just because of their bad experience with their service. Another thing was I had encountered a lot of racist customers that discriminates offshore representative saying that Filipino representatives don't know how to speak English. I even had a call before, it was more than an hour call and then I repetitively asked the customer if she was accessing Peacock then she said no, so I cancelled her subscription because she says so, when we're almost done that's where she mentioned that about the application, I told her that I asked her about it but then she told me that my accent was too thick that she couldn't understand me. During that time, I was about to lose my temper but then what I keep in mind is that regardless of how bad their treatment will be, I will never give them the same treatment. As much as I can, I will always give them the best customer service that they deserve to have, regardless of how irate they could be.

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

The most challenging part in my previous job was to assist customers that don't cooperate with the basic troubleshooting steps that I am asking them to do to. Regardless of how simple it is, they keep on refusing to at least check if it will make their service work to prevent them from waiting for the scheduled truck roll. But then, I always remind them that it was not just me who will work on their issues, it should be between the two of us because it's teamwork.



Aside from the challenging part of my previous job, of course there's still a good one that I enjoyed with. And that was the time where I assisted Filipino customers, for others it may be normal but for me this is just so relieving to assist someone who won't judge you because of your accent or whatsoever. And what I love about it as well, is that most of the time during the whole duration of the call it was just us laughing and enjoying the day regardless of her concerns.

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

Based on my previous coworkers, they described me as a quiet type of person and very serious when I am handling calls. And yes, that's true because normally if I am at work or I am doing something, I make sure that I am focused on the task that I am doing to protect myself from any wrong doings and distractions. But that is just when I am at work and when I am not, I'm the total opposite. And when out of work they described me as an easy-going person. I am easy to deal with, I have no problem at all. I can adjust into whatever environment I am in, and my workmates will have the assurance that they can trust me about their secrets and everything.

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

I believe the personal accomplishment that I am most proud of is that I was able to survive and overcome the days that I thought I couldn't and from stepping out in my comfort zone. I am just so proud of where I am right now, standing still amidst the circumstances. Looking back on all the dark days I've been through; I just can't believe that I was able to survive all of them. The pressure that I am continuously battling with myself and such. These past few months, life has not been easy at all. Everything was so overwhelming but then I always remind myself of the reasons why I need to go on regardless of how tough life could be. I am not just battling for myself but for the people I love as well, I wanted to give back and give them the life that they deserve to have. And that's what I am working on right now.