



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

Answer:

If anything was possible, my dream job would be a doctor. When I was just a kid, I was amazed every time I saw a doctor or nurse passing by our house or visiting our school to conduct a vaccination or have a free medical check-up on their patient. Every time I looked at them, I told myself that I wanted to be like them. I want to treat illness. I want to save lives. I want to save people from their suffering. But that dream of mine vanished when I accidentally cut my knee with a bolo knife. When I saw my knee covered with blood, I trembled. I didn't cry, but I panicked. I became dizzy and wanted to vomit by just looking at my blood. That incident made me realize that I can't be a doctor, or I can't have any medical-related jobs because of my fear of blood.

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?

Answer:

Working at a BPO Company is stressful, especially handling an irate customer. There was this time that I was still reciting my opening spiel, my customer was already shouting and looking for my supervisor at the other line. Every time I face that kind of situation, what I do is compose myself and understand where they are coming from. I listen actively and respond properly to their concerns, for me to know how to fix their problem. Even though it is not my fault that their service is not working, I need to be sorry and show some sympathy and empathy while speaking to them so that I can gain their trust. Once I had already their trust, that's when I started solving their problem. It was also stressful that every time I went to work, I needed to set aside all my problems at home and act like it was a very beautiful day for me because I needed to be joyful and enthusiastic while assisting my customers, but as time went by, I found myself already used to that kind of situation.



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

Answer:

In my previous job, the most challenging task for me was to be flexible in any shift that I may have. Having a different schedule of shifts every week is hard because it affects my sleep. If my schedule changes every week, so does my body clock. As much as I want enough good sleep, I can't because of my schedule. On the other hand, the task that I enjoy the most is making the phone and service of my customers work. If my customer has a new phone, I am the one who will make it work by registering the phone and the SIM card in the system. I feel so happy every time I successfully make the phone work. It warms my heart when I hear my customer's happy voice while thanking me that I was able to make his or her day by making his or her phone work.

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

Answer:

My previous managers and coworkers describe me as an ambivert kind of person. They describe me as an ambivert because sometimes they see me as such a talkative and outgoing kind of person and sometimes, they cannot talk to me because they notice I am not in the mood to talk or go out with others. Sometimes I love being in a group or having some people on my side but sometimes I also want to be alone and accompany just myself or maybe, have a "me-time". Some of my coworkers also told me that I was their love advisor. They share all their love experiences with me and ask for some advice even though I don't have that much experience. They trust me to the extent that they share some tragic and epic experiences with me even though I don't share that much with them because I'm not the kind of person who seeks advice from others.



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

Answer:

The accomplishment that I am most proud of is helping my family in terms of finances. At this very young age, I feel so proud that I am one of the members of our family who helped my parents provide for the needs of our family. I can see and feel also that they are proud of me, of what I have become. I am proud also that even though I am away from them, I know I can support myself in living on my own. It's been hard for me when I decided to take a different path, different from what I dreamed of, but I know deep inside that I am happy where I am right now and happy with my little accomplishments. I know that I am taking one step at a time, and I know that there is progress. I know that my hard work already pays off.