



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

If anything were possible, my dream job would be to become a neurosurgeon. When I am still a child, I want to become a Philippine soldier. But it changed when I was in senior high school. One day, I attended a seminar for rescue volunteers, and immediately it captured my attention. I suddenly fell in love with anatomy. I can still remember one of the discussions about vehicular accidents, and the lecturer said that most of the time it was resulted to a traumatic injury to your brain, and that time I was amazed at how powerful and complex your brain is. To answer the question of why I want to become a neurosurgeon, the sole reason is that I want to understand things much deeper. I want to help people. I want to help them. Our brains are powerful; they are the reason why our world is evolving. There are a lot of things that have not yet been discovered, especially in preventing brain tumours, and if anything is possible, I want to help discover the prevention of brain tumours.

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 believe every person and any workplace you've been in will always experience a stressful situation. The word stress is attached to my name in my previous work. As a consumer affairs team admin, I always need to make everything perfect. One time there was a demand from our client that we make sure that our work is free of mistakes. At first, it was unbelievable. But I accept the challenge to prove myself. One of the things that I work on is reviewing everything again from the start. I read multiple PDF files and looked back on my notes. I tried to memorize as much as possible all important and small details. I also worked overtime, and even on my rest day, I'm looking at my laptop and trying to learn it. Eventually, I see an improvement. From 1 to 5 mistakes every week, it's down to zero. I am happy that I see the fruit of my hard work.



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

In my previous position, the task that I found most challenging was reviewing the medical survey for our customers. When I was still a trainee, I thought medical surveys were much easier because they were all about patient details, but I'm wrong. The medical survey was complicated. If a Tier 1 agent creates a medical survey, he or she needs to complete it. Most of the time, our agent cannot complete all the details in the survey. So, I need to follow-up with the customer for three consecutive days, one email and one call per day until they answer my questions.

The task that I enjoyed the most was reviewing the returned case from our client. The returned case was easy because it had already been reviewed by my co-admins. All I need to do is edit some errors and make sure that the description of verbatim from the customer is accurate.

4. How would your past colleagues or managers describe your work ethic?

They describe me as hardworking, diligent, and a by-the-book person with integrity at work. I still remember the time that we were in training. My colleagues didn't believe I was part of a Tier 3 team. Most of them already had like 5 to 10 years of experience working in the BPO industry. And I don't have any work experience yet; I am just a schoolboy who didn't acquire any diplomas. At first, I belittled myself; I felt like I had impostor syndrome. But still, I'm attending the training, and I followed all the instructions and guidelines. For the first month, I saw the result: I am one of the top trainees. Eventually, they scolded me and called me "by the book." After our three-month training, I was selected and promoted to be a consumer affairs team admin. Again, I thought they would bash me. But I am surprised it didn't happen. They told me that I was fit for my new role. Then I asked my trainers why they chose me. They said because you have the ability to check for all common errors. My operations manager also congratulated me at one of our meetings. She said that I achieved zero errors in a whole year.



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

I cannot say that I called it an accomplishment because, to be honest, I believe I haven't yet accomplished anything in my whole life. But, yes, let me share something that I am proud of. Since I was a child, I wanted to have a computer, and my father wanted a motorcycle. I love to play online games. When I was in elementary school, it felt like the computer shop was my second home. Every weekend, I stay for almost 12 hours in the shop just to play special force. I said to myself that when I'm grown up and have a job, I'm going to buy a computer. And yes, I bought one. I know from my mother that my father wants to have a motorcycle, especially the brand name Suzuki Raider. So, when my father went home from Saudi Arabia, he said that he wanted to buy a second-hand motorcycle. That time I had savings, I talked to my mama, and I told her to surprise papa with a new motorcycle. So, I told my papa that I would buy a brand-new Raider FI. That time he was very happy and asked me if I was sure, I said yes. The greatest accomplishments that I have been proud of until today are healing my inner child and seeing not only my father but also my family happy.