



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

Soccer player. If I could still do it now, I would. Being a soccer player is more than just a job; you need to have passion and it demands dedication and perseverance. This has been my dream job since I was in high school. I was a varsity player for 2 years and I loved every game that we played, even the practices and scrimmage. Others think that this is not an actual job but it requires rigorous training every day, and waking up early is all part of becoming one of the best that ever played the sport. Now given the fact that this has its ups and downs, and the risk of injuries is high, I'd still play it. I can't be bothered with those if I'm on the pitch running with the ball and scoring, that is the best thing that any soccer player would feel. It is called the beautiful game for a reason.

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 have been working for quite some time now, referring to years of experience in the BPO industry. Stressful situations are kind of like the norm and how you respond to them affects your relationship with the management and most especially your colleagues. Whenever I am faced with those types of situations, I would just try to clear my mind and act logically rather than have my emotions get the best of me. Most of these issues are primarily caused by scorecards that need to be met and every aspect of that scorecard affects how you are graded individually. Building rapport to customers is also setting them up for a sales pitch but also affects your average handling time on the calls you take. So really, it's a juggle of what you need to prioritize more on your scorecard. Scorecards in the BPO industry are like your grade card back in school and it is important to pass them for you to be able to keep your job.



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

I was a dasher support for DoorDash, and I answered calls from drivers and assisted them in completing their deliveries. It was a fun job, and I was working at home for that job. What I could say was challenging for me is the staying at home part because it blurs out my perception of having to rest at home as well as working at home. I prioritize work-life balance, and having my work done at home was a struggle for me. I did that for almost 4 years; what I enjoyed though with what I was doing was helping drivers and on top of that getting to talk to fellow Filipino drivers in Australia about their experiences while doing their job. The stories that they share help me picture life outside the Philippines and how Filipinos make a great impact as we are known for our positive work ethic. It makes me proud of what they were doing, and I admit I was more eager to help them complete their tasks.

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

My team leader at my previous job complimented me on how I easily adapted to some tasks assigned to me. As I was a Dasher support handling calls from drivers in Australia, there was an instance in which I was assigned to email support and sometimes take calls from customers and assist them in processing their orders, getting refunds, providing driver updates and pretty much do customer service tasks. I was also told that I was diligent in my tasks and that my team leader is confident to assign me those responsibilities if the need arose. It was probably because of my previous experiences that contributed for me to be more adaptive in those situations and I was already familiar with the work that needs to be done. It felt nice, to be honest being depended on by my team leader, it made me want to be better and improve with what I was doing.



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

If there's one thing that I am so proud of, in any of my personal accomplishments was being a full-fledged Christian and publicly proclaiming it. I was baptized last year and have been trying as best as I can to live a Christ-centered life. Depending not on my own understanding but by fully submitting my life to Christ. For me it gave meaning to my life, receiving salvation that was freely given to everyone and it makes me want to spread the good news also in any way that I can. My sister was the first to be saved in our family and it took her years of prayer for me to be saved too. I have buried my past life, although I am not ashamed of it, it's a testimony that prayers do actually work wonders. All we must do is to believe that we have received it. It has been a journey for me in this walk of life, and it's all worth it.