



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

If anything was possible, my dream job would be to become a medical technologist or pharmacist. This is because I want to be in a medical setting. However, when I graduated high school in 2012, due to financial constraints, my parents could not afford to send me to college, and the person that I was looking forward to helping me, who is my elder brother, decided to settle down early because his girlfriend got pregnant. My parents do not want to ask anyone of our relatives to help me with my studies. So, I decided not to go to school because I couldn't even have my favorite course. Why study? As time went by, it seemed that I didn't have anything to do at home, so I decided to enroll in TESDA, and the community-based course that I took was Computer System and Network Installations. I finished it, and after that, since my younger brother was already studying in college, I couldn't help hearing my parents argue about the money that they would give to my brother. I had the courage and decided to leave home and work here in Bacolod City as a call center agent. I was hired at Panasiatic Solutions, so as time goes by, it seems that working in a call center doesn't allow me to go out of my comfort zone. Though I am still helping my brother, I decided to enroll and go back to school. I took up a Bachelor of Science in Psychology, which is not my first choice either. As I have mentioned earlier, I want to work in a hospital or medical laboratory, but I can't because I cannot afford the tuition fees in colleges and universities here in Bacolod even if I am working, and that is the reason why.

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?

Yes, I was able to experience a stressful situation in my past workplace, which was when I was working for my previous employer. Usually, before our shift starts, my teammates and I will always have a chat while having our cups of coffee in the pantry. 15 minutes before our log-in time, that is when we will go inside to pull our tools up and log in with our shift as well. However, our operations manager says that time is so strict that every time she goes inside the production floor and she is an hour ahead of our log-in time, she will always yell at us about what happened to our scores yesterday; are we really sales agents here that an hour has passed already but we do not have sales yet, and sometimes she is shouting foul language at us. Which I don't want because it feels like I am demotivated before starting my shift. I was supposed to be motivated so that I could start my shift well. However, it's not the same thing that I wanted. I overcame it all by just minding my scores, doing my job well, and doing hard selling. In that way, I could give her the sales that she wanted, though it is sometimes hard to attract and sell to customers. I always have the mindset that she is also pressured by our clients, which is why she is acting that way.



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 selling mobile phones to our American customers. We have all kinds of mobile service providers all over the world, so for us to reach our target, we need to do hard selling for the customers to get a mobile phone. We will provide them with lots of promotions and show that our services are better than those of other companies. We have to sell regardless of what call we are receiving, so it is really hard because the calls we receive are usually billing concerns and technical, so we really cannot sell a mobile phone or any other service provided. The task I enjoy most is dealing with customers who want to apply for an internet or cable connection, or even mobile phones, because I will reach my target and avoid being yelled at by my manager.

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

My past colleagues or managers would describe my work ethic by saying that I am resilient because even after a coaching session for the mistakes that I have made and for doing such things that hinder me from reaching my target, I would still be happy and optimistic that it is part of their job to coach and guide me in what I am doing every day in our workplace. They would also say that I am always open to feedback or what they would say about me, even if it's criticism. I will just smile at them, accept them with an open mind, and think of the things that I will do next to improve. They would also say that I can adapt to changes very well because I've been transitioned to a different line of business, yet I am still working there. In addition to this, if they were cracking some corny jokes, they would always say to me, "You are always happy; is there anything to laugh about?". That is why I consider myself a happy-go-lucky person as well.



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

The personal accomplishment that I will always be proud of is when I helped my brother send him to college because I was still 18 years old back then, but I am already thinking of helping my parents in a way that they would also be proud of me without asking them anything in return. I was able to sustain him until he graduated with his Bachelor of Secondary Education, majoring in Filipino, up until he reviewed for his licensure examination and got his license. And now he is studying for his master's in education degree. Another thing is that I am always proud of myself for taking up the courage to pursue my bachelor's degree, though it is not the course that I desire the most, while I am working as a call center agent and helping my brother in college. Lastly, I will always be proud that I was able to help my parents earn a living that made their lives easier. Not just their lives; it includes ours, myself, and my siblings.