



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

My dream job is to be a chef because I always enjoy being in the kitchen and cooking delicious meals for my family. I want to learn how to cook different dishes and try different cuisines from other countries. I prefer to make my own meals because somehow it tastes better if you make an effort in preparing your own meal. I also enjoy experimenting in the kitchen, sometimes I challenge myself to create a meal based on what's available in our fridge. I also try making meals from around the world. Recently, I liked making Japanese dishes like Japanese curry, tonkatsu, sushi and tempura. They are easy to make if you have the complete ingredients and follow the instructions on how to cook them. I enjoy cooking every day, especially cooking Filipino soup dishes during rainy days; like Bulalo, Arroz Caldo, Sinigang, Sopas and Tinola. It makes me happy to see that my family likes how I cook, even though sometimes they are too salty or bland, they always gave me honest feedback to let me know what to change next time I cook it.

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, my first job experience was very stressful for me because the job was beyond my expectations, and it is my first time working in a BPO industry. I was assigned to the billing department, where we handle bill inquiries and mostly complaints about the bill. Most of the calls we received were coming from upset customers who were wondering why the bill was higher than what they expected. As a billing representative, it is our job to let the customers speak first and give them the time to vent their anger before providing the resolution. We also need to make them feel that we understand their situation and we are willing to help. Sometimes if I feel exhausted because of work and stress, I will go to my grandma's house to breathe some fresh air and escape from the city life. Taking a short vacation in rural areas helps me relax from stressful work.

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 task for me from my previous position is encountering demanding customers or passengers. I was a chat representative for an airline company before and some passengers would contact us because they missed their flight and want to board the same flight or the next flight available. Some passengers would demand to solve their concerns right away even if it is not possible on my end due to airline policy. There are some passengers that no matter how much you explain the Policy and guidelines, they are not willing to listen and want to do only what's beneficial for them. On the other hand, the task that I enjoy the most is answering general inquiries like flight information, flight rates, flight route and flight promotions. All of the informations are already



posted on the airline's website and agents guide and you only need to relay that information to the passengers.

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

I believe my past colleagues or managers will describe me as someone who is punctual. I always arrive 15-30 minutes before my shift starts because I like to prepare my tools and check for computer errors before logging in. I am also someone who has a good attendance record because I don't like having deductions in my salary and it also affects my monthly performance if I incur any absences. I also treat everyone with respect and have a good relationship with my colleagues. I always avoid work conflict and make sure to clear any misunderstanding before the shift ends. I am also responsible and consistent. As much as possible I always follow the action plans set by my supervisor during our feedback session and maintain a positive scorecard. I always follow the chat flow guidelines and make sure that I do not miss anything in the process as much as possible.

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

The personal accomplishment I am proud of is being an independent person and financially stable. I came from a poor family, and my parents struggled to feed us when I was a child. So, I vowed to myself not to be content in that life. I am now living in my own apartment and taking care of myself and my needs without asking for my parents assistance. Sometimes I also provide allowances for my younger siblings and buy them whatever they need. Now that I'm an adult, I can now afford to treat my family to delicious foods and restaurants. It is not a big accomplishment, but I like to believe that I am making one small progress at a time. I am proud that my family are now eating meals 3 times a day and are now living comfortably. I no longer worry about where to get any money for my bills and needs because of the savings I made in the past 3 years. It is my personal belief not to ask my parents for financial assistance because they are also depending on me if they need anything.