



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

If anything is possible, my dream job is to become a trainer in any field; it could be in the BPO industry, virtual assistant, health care, or technology. The main reason why this is my dream job is because, when I started working in the BPO industry at an early age, I was amazed at how our trainers handle each trainee and how they engage with different personalities, levels of understanding, and levels of knowledge when it comes to processes. I wanted to become one, and I knew to myself that if I kept on performing well, I could reach that goal. Sooner or later, I will be one of the evaluators or trainers, and I wanted to help each trainee pass their assessment and provide feedback, making sure to encourage them and cheer them up to be better at any aspect of work. I want to become the trainer that every trainee wants to have during their training period.

**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?**

We can't deny the fact that wherever we go, stress is always there; it's a matter of how we handle stress in our workplace. Yes, it was so stressful at my previous workplace because, first I was overworked and wasn't paid well. Second, I had a supervisor that supposed to be we should work hand on hand to get the tasks done. However, she kept on giving all the tasks to me and I don't want to refuse. Lastly, even how much effort I give to finish all the tasks before the deadline, the recognition was still on her even though I did the work. It was frustrating and stressful of course but since I am just an employee, I still need to give my best in every task I had. I overcome those stressful moments I had by simply taking a deep breath, if I really need to get some coffee for me to be relieved, I do that and if I really need someone to talk to, I talk to my friends and hanging out with them so that my focus is not on the stress anymore but to the advantages I had that job.



**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 or job, the most challenging task for me was to close a sale. As a Customer Service Representative, I encounter different personalities and attitudes. People call us to ask for help with regards to their concerns, like cable service, home phone, internet and even bills. Most of the time, we encounter irate or angry customers because of the bad service they received, defective appliance or there was a change in their bills. That is where I am very challenged because no matter how angry the customer is, we still need to offer a product or make a sale and that is why some customers become angrier. Also, what I enjoyed the most in my previous position was helping my customers with their concerns. I am pleased to explain every detail they need, and I am more than willing to troubleshoot any technical problem they are having in their homes.

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

They would describe me as responsible, determined and organized. In every task assigned to me, I make sure it was done on or before its due date, and if it is complicated, I ask my supervisor if I can get an extension beforehand so that they are aware of what was going on. I am determined to the point that I want my job done right away that sometimes I forget the time where I usually tend to forget my breaks or lunch. If I had mistaken, I tend to overthink right away, however, I learned to accept feedback, corrections and recommendations and after I received those, I practice those recommendations right away. They would say that I am organized, mainly because inside the office, only my station or workplace is neat, and my paperwork is organized based on their importance, due date and types of documents. In terms of computer files, I make sure that I have folder for every topic and task we had and is named accordingly.



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

I worked as a Customer Service Representative for few years and working on a graveyard shift was difficult, handling angry customers with different concerns are challenging but overwhelming once they appreciate you helping them out and once they are satisfied with the kind of service you provided, we need to put ourselves on our customers' shoe so that we can really provide a customer experience and I can say that it was my professional accomplishment.

My personal accomplishment that I am proud of is that I purchased my own house at the age of 21. I am happy to say that it was the fruit of all my hard work and because of my endurance on my previous job, as I was able to visit Thailand without spending any money as it was accompanied by my client. I am very happy with all the experience I had with my previous jobs as they gave me lessons that I can also share with other people.