



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

If we put the aspect of income out the window, I would very much love to be a graphic/manga artist. The idea of creating immersive fantasy worlds, or works that comment on the world's state, is one of my lifelong dreams. That and creating beautiful characters, breathtaking designs, and mystical landscapes. It just really amazes me how a lot of artists are able to realize their imagination into a piece that is both complex and outstanding. Especially now, where many common artists create stellar masterpieces that speak to many people, may it be online or in real life. I truly also want to be a part of these artists and express my truth and emotions through my own art pieces and hope to resonate with other people. I want to be able to create famous works that can inspire, motivate, and help others out there who also dream the same dream I have. If I were only fortunate enough to have been blessed with the resources and the talent, I would have probably gone and pursued that dream, but alas, I am not that lucky. However, I am still grateful for the experiences that I have had, and I am proud of who I've become and how far I have gone despite all the struggles and challenges I've faced.

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?

During my time at Transcom, I did have some moments of struggle, as it was my first job experience. Learning new information, adapting to the work schedule, and adjusting my work ethics were some of the things that I had to do to be efficient on the job. Because of all these changes, I admittedly had a little bit of a stressed-out phase during the onboarding phase. I wanted to be good at the job, but I wasn't sure if I was. I also evaluated myself if I was ready for the job, because I didn't want to produce low-quality performances and potentially lose my job. Fortunately, I had great teammates, and we all supported and helped each other through words of support, and we sometimes taught each other stuff that we knew how to do to those who didn't. Personally, I told myself to just enjoy the journey, and just be open to learning new information. That way, I won't be too pressured and anxious for the assessments. I was able to thankfully pass the training and proceed to the production floor.



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

As a newcomer to the BPO/CC industry, the hardest part for me was the calling part. I would say that my knowledge of English is decent, and that I'm proficient enough to be able to write well and converse meaningfully; however, it is totally different when taking in customer calls. I needed to be good with empathy statements and had to be able to appease angry callers, which I was admittedly not good at. It truly proved to be a challenge for me because I had a hard time finding the right words to say and how to phrase my ideas in a way that the customer would understand. This, in turn, also affected my ability to sell the company's products, a thing I'm also not very well-versed in. I guess it was just very new to me, as I was used to only speaking in English during presentations in class and during recitations, which made my vocabulary a little bit stiff and formal. I had to unlearn a lot of stuff that I knew in order to adapt and be able to do what I needed to.

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

I think I have heard some of my colleagues describe me as an earnest worker. I am quite the fast worker, as sometimes I get too focused or immersed in my work. Also, I try my best to learn all the topics discussed and then challenge myself by taking up the relevant quizzes and assessments for the said topic. I was also known to be quite a participative person, as I was always the one answering questions during discussions. It got to a point where my colleagues would just urge me to be the one answering in place of them, which is a funny but dear memory for me. I also strive to do my best in each task and assignment I have and go over mistakes I commit in order to learn from them and make sure I do not repeat them. I would also say that I would probably be described as an independent, self-learning person as I usually try to figure out things on my own and only ask for help when I really need it. This made me a good student for my previous trainer, as she didn't have to exert too much effort into assisting me and helped out the ones who were struggling instead.



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

The biggest accomplishment for me, of course, was graduating college. I know that it is, very much, a cliché response, but it truly is one of the best things I have ever achieved. I once questioned myself; “will I really be able to do this?”. “Will I really be able to finish school, when I am currently struggling so hard just to barely make it?” But guess what, I did. I was able to successfully graduate despite the hardships and challenges I encountered. I was able to overcome my own fears and hesitations, and I was able to make it as a part of the 2024 graduating batch. Those restless nights of wondering whether I would be able to walk up on the stage paid off, and the days of doubting myself finally came to an end. I am ultimately proud of myself for that achievement, and proud of being able to withstand all that I went through. Despite starting my college years during a pandemic and being a zoom resident for more than half of my time in school, I was still able to learn a lot and develop greatly as a person.