



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

It was my dream to be an accountant. Since I was a child, that is really something that I aspired to be. However, due to life circumstances, I was not able to pursue that and took up an education course instead. Do I still want to pursue that? Not anymore. I had given up that dream and I learned to love my course since it is second on the list anyway. If someone's going to ask if I regret not pursuing it, I will say no. Given my life's circumstances, I will not be able to finish it, maybe. Sometimes, there are things out of our control and not meant for us. We may be the ones who build us and who will achieve our own dreams but not achieving one does not mean we are not successful. For now, I am with the life I have, I am proud of my own hustle, I was able to achieve something bigger, despite giving up something that's been always a part of my childhood dream.

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?

The situation I've been in, and I find it most stressful, was during my first day on the production floor wherein it is my first-time taking phone calls. I also aspired to work in the call center industry but during that day, that is when I got to have a full grasp of a call center life, especially when my first customer was a frustrated one. She was shouting on top of her lungs; she did not listen to me nor allow me to speak. After that day, I almost gave up. A part of me wanted to quit and another part wants me to continue. That is when I realized, I need the job and I also comforted myself that I just began. What I've experienced maybe was just there to discourage me, but I am persistent, as I always be. Later, I learned how to pacify frustrated customers, I learned how to make them love and change their moods especially I am dealing with people aged 65 years old and above. It's satisfying that they will end the call with smiles on their faces, happy with the customer service I have provided.



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

The task that I found most challenging in my previous job was dealing with irate and aged customers. Since I was working in a BPO industry with American customers, I was assigned to a healthcare account – website technical support. It was my daily routine to deal with them and help them with their login issues. The challenging part is when they are already agitated and at the same time, they are not tech-savvy. I need to provide an extra mile and gave extra patience to them. On the brighter side, that is also the task I enjoyed the most because while we were working on their logins, we also talked about random things. I get to know more about American culture, different places and states in United States and most especially, I get to know how healthcare system works in America. It may be a common notion that call center work is stressful, but if you know how to deal with it, deal with people's emotions, it would be a lot easier.

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

I was described by my previous colleagues as an introverted type of person. I don't usually talk a lot but when they got to know me well, that perception changed as I have the tendency to be noisy as well once I we've become close. It's the same perception from my previous managers but in terms of work ethic, they also admired me in terms of how I learn and adapt and how I execute myself during work hours. Furthermore, my manager describes me as independent and reliable because she always said to me during coaching sessions that she is happy with how I took ownership with every call that I have. She also described me with my punctuality since I always came to the office 20- 30 minutes before the shift.

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

I am most proud of being able to make it to college amidst the hindrances. I am also proud that I was able to graduate with flying colors because of my hard work and dedication which of course, I owe everything to my father who also work very hard to support me. Additionally, I am proud of myself for being able to pass the board exam with a good rating. I gave myself credit and a tap on the back, because while reviewing, I am also working night shift. Every after the Friday shift, I didn't get the chance to rest because I need to attend the review for the whole day. Indeed, it was all worth it in the end.