



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

If anything is possible, my dream job is to be a documentary photographer and filmmaker. I always wanted to tell the world its own stories. I always believed that we sometimes keep on losing ourselves in our quest to realize who we truly are. We sometimes forget what has been in our pursuit to answer the question "what could be?". I wanted to preserve our own story, our mistakes and the lessons they taught us, and our tragedies and victorious moments that shaped our history. These fleeting moments are often cast aside because we always tend to only look forward. What I learned in life is that the only way we can truly move forward is to look back on our tracks. We must remember the lessons of history and impart them as we move forward. Our own history and the stories they tell are proof of our own existence. Forgetting them is also forgetting who we truly are. By doing photography and filmmaking, I found a way to preserve these memories for the next generation to watch, along with my hope that we ourselves will not be forgotten by them.

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?

One of the stressful situations that I can still remember from my past workplace is when I was talking to a racist customer. She basically shouted at me and cursed at me at the onset of the call because of the bad experience she had with the previous representative who assisted her. As someone who has been working with the BPO industry for quite some time, I often experience this type of customer, and I already have a preplanned set of actions to take to pacify her. The thing is, when I opened her account, it was so messed up that she has been without service for almost a week. Previous documentation on her account also shows that she has called multiple times already and is not cooperating with the previous representatives who assisted her. What I did first was to let her voice out all her frustrations with the experience she had. After she finished, I directly addressed her emotions by telling her that I would feel the same way if I were to experience that as well, and I sincerely apologized for what happened. The next step I've taken is to review her account of what exactly went wrong and provide her with an overview of the reason why her services were shut off. After that, I told her the best solution that we could take to turn her services back on and emphasized the resolution itself. Throughout our conversation, I made her feel that she was valued and made her realize that my goal at the end of the call was to help her. In the end, the customer was so happy that I fully resolved her concern and even gave me a perfect score for the survey.



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 I've done in my previous position is to explain to an elderly customer the steps on how to set up her internet modem. I found it challenging because talking to the elderly is not the same as talking to an adult who has knowledge of what you're talking about. There are a few things about the process that I must describe to them in the simplest terms that I can so that they will understand what to instruct them on. On the other hand, the task I enjoyed most was troubleshooting an internet modem. I enjoyed it because it helped me become more familiar with how internet modems work and what you can do on your end in a situation when you are experiencing internet connection issues. By experiencing these situations, I have developed my problem-solving skills, communication skills, and critical thinking skills. I'm also hoping that these valuable experiences can help me be successful as I move forward with my career.

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

My past colleagues would describe me as someone who tends to be quiet but knows how to get things done. I always believe that it's important to lend your ears to someone who knows the ins and outs of the job and learns from them. After gaining the necessary insights and knowledge, I will create my own game plan on how to hit the required target for my role and apply it to my everyday habits. Sometimes, this game plan can be effective, but most of the time it needs revisions and necessary updates. It is part of my long-term goal to create my own symphony in doing my work that is tailor-fitted to my personality and habits while putting careful consideration with company guidelines and policies as well. By doing these, I am assured that I will be able to hit the required metrics for my role and thrive on it.



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

The personal accomplishment that I'm most proud of is having learned how to take photos and even having it as a side hustle. Looking at my previous career path, I really haven't considered myself as a creative person, much less being able to produce any visual creative output. Way back during the Pandemic, on the pursuit of keeping myself sane with the isolation from the outside world, I began to study photography. Little by little I begin to realize that it isn't all about taking pictures. Photography is like a blank canvass. The person who's holding the camera will be the one to decide what kind of picture to paint and want kind of masterpiece the world will see. My experience as a Freelance Photographer taught me that there is so much story to tell out there. There are many songs to be sung. Many moments to experience and many emotions to feel. Having developed my own technique in taking pictures and presenting to the world, I realized that I have a mission to fulfill. As a Photographer, I've taken it to myself that I'll be the keeper of the memories that are otherwise forgotten. I will be the one to safeguard those fleeting moments not only for my clients but for the whole world to see and experience. Pictures are not just visual outputs. For me, whenever I look at a certain photo, I get to experience the emotion and the story it tells.