



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

If anything was possible, I would probably be a teacher. Although I am very timid, I find joy in teaching others. When I was younger, I simply wanted the job because I enjoyed writing on my classroom blackboard. But when I got older, I enjoyed the satisfaction of knowing that others are learning something from me and in one way or another I was able to contribute to their growth and development.

Secondly, I would like to work in a bank or any office setting where I would have to work independently. I just want to be free from the guilt of bringing the whole team down simply because I was not performing well.

I also had a dream of being a lawyer back when I was still studying in college. I guess I just enjoyed the thought of a discussion where we don't get to discuss the lesson word for word but rather the application of the study material. But this is just a dream, and I don't have faith that I will be able to achieve this.

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?

First would be when the company decided to put up our website so students can have their assessments there, teachers can easily access study materials and create examinations for their students as well. The owner is Korean and knows very little English. I was the first person they talked to regarding the website, and they asked me if I could make the contents of the website along with them. I have another colleague who was supposed to work with me but since she had a family emergency I had to start alone. Drawing, doing different types of tests, and categorizing the assessments according to the level of the student is hard but it's even harder to communicate the updates to the Korean manager. Somehow, I was able to bridge our differences by including pictures and examples whenever I have things I want corrected or if there are errors on the website.

In my most recent BPO job, I had to dispatch roadside assistance. This is my first BPO job and I guess there were certain months in America where there's a lot of requests coming in and all of those should be resolved in time. There was this time when there was a bad storm in America and a customer called in to ask for tow service. The location where he was at was badly flooded. There were some tow services in his location that could tow him but could only drop him off within the city. The customer was so irate asking to have him and his vehicle dropped off to his residence



which is an hour away from where he was. It was really impossible as nobody from another city could get to him and no tow service could get out of where he was as well. I've exhausted all means to help him out but to no luck. I've explained the situation to the customer, and I've apologized several times, but the customer still refuses to accept no for an answer. Eventually, his insurance company called to ask why the customer called them up stating that he had been waiting for hours. I stayed calm and explained everything to the insurance company and have also told them that they can check my notes for all the providers that I have reached out to. Eventually the insurance company just laughed it off and said that they would take care of their customer and apologized and thanked me instead.

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

In teaching foreign students, especially the younger ones, I think the challenge is the language barrier. When speaking to them, I should always take their level into consideration. The tone of voice, speed, and the words I use should always be well-planned. The same goes when communicating with my Korean manager. Although, I enjoyed seeing my student's progress. I also enjoyed having some time alone when doing the tasks for the company website since I had to be in the office 4 hours earlier than the rest of the teachers to work on the website content.

In my previous BPO job, I found that pleasing the customers was always a challenge for me. I am a people-pleaser kind of person and hearing irate customers just makes me lose focus. I've always believed that appeasing everybody means that I have done a good job, and the opposite would mean that I failed. Up until now this is still something that I believe in and as of now I am trying to make this belief my driving force to do good in whatever is asked of me.

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

I believe that my colleagues would describe me as someone who is very eager to learn. I am a good listener, and I try to do what is asked from me in the given time as well. Those that have worked with me would probably say that when I come to work, I just work. My former colleagues would only hear my voice when I'm on break or if I need assistance from my supervisor or any support team member.

I think my colleagues would also describe me as someone available. There is a part of me that always makes sure that whenever I am able, I also try to help out with the workload. For example, some employees cannot make it for work. I also offer help by doing some time after my shift just



to help with the workforce or in my teaching job I would take over some classes if the teacher is absent.

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

Personally, I am proud that I was able to get myself a job and sustained myself with it given my educational history. I am also proud that I was able to maintain a healthy work-life balance.

Professionally, I'm still in the process of development. The highest professional achievement that I can probably think of is pioneering a project that benefited a lot of people. Most teachers teach foreign students at night as their part-time job and most of them had to hurriedly prepare examinations and teaching materials when they get to the office which makes it stressful for the teacher and the probability that the study materials are not at par with the standards of the company. Since the creation of the website, teachers were relieved of that stress. Teachers can simply compile the examinations they want to give their students or submit a request if they wish to have a new examination which would be in line with their lessons.

Also, I am just happy that even if I am not teaching anymore, some of my former colleagues who are freelance English tutors now would still reach out to me in cases where they need a substitute teacher.