



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

- Ever since I was a child, I have always dreamed of being a lawyer. I wanted to be one because, as a child who loves watching court proceeding documentaries, being in a courtroom is quite fascinating. But growing up as an adult, it's more than just the fascination of being inside a courtroom and saying 'I object!'. It's the fulfillment of being able to make sure that your client is absolved of the accusation made upon them. I want to focus on criminal law, as it is the timeliest practice that I can work on as a lawyer. I want to be the voice of those who are silent and silenced. Being their representative can change how I perceive the world, the law, and life itself. I want to be the one that would deliver them justice even if it takes quite a long time. I know this is already far-fetched, since there are times that things don't go our way. There will be times that I'll be needing to bend my principles and play dirty just for me to win my case. Nevertheless, I will still do my best to be as ethical as possible and do things the right way.

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?

- Since I had a working experience with the BPO industry, the most stressful situation that I have experienced was keeping my metrics at par with the standard set by the company. I was constantly pressured by my supervisors to keep my metrics up. It was also challenging to do so because every time I hit one metric, one would go down due to some inevitable factors. It made me question my capabilities and skills as a customer service representative. I was able to overcome it by making sure that I always follow the standardized process in every call I receive. I also made sure to communicate and voice out my confusions to my supervisors or to any immediate person. Not just that, I always create an action plan for the metrics that are quite low compared to the others and execute that action plan to achieve a much better metric score. By following the rules and the action plan I made for myself, I was able to improve day by day.

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

- I am the kind of person that does not have the patience of a saint. It's very challenging whenever I need to calm down an irate customer and let them see the reason why a certain situation escalated to them having a higher phone bill, losing internet service, etc. There were times that my tone of voice goes a minute decibel higher than my usual jolly tone. It tested not just my patience, but also my self-control. There were also times that my voice tended to sound sarcastic every time a customer tried to insult me. On a happy note, I find it most enjoyable talking to nice and professional customers. Those type of customers made my day and made me



love my previous job. It made me feel giddy whenever a customer thanks me for helping them out with their concern and appreciates my effort in doing my best to resolve it for them.

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

- From my previous job as a customer service representative, I have always been commended by my supervisors for always following their advice and being able to assess myself. I have been known as the type of agent that believes in a collaborative work ethic. I always communicate with my supervisors whenever I have some confusion on the processes and make sure that I uphold the policies and guidelines set by the company. Aside from that, I am also commended on my communication skills because I can relay what needs to be conveyed to the customer and I am very sensitive with their emotions based on their tone of voice. Demeanor-wise, my supervisors always notice how I carry myself. They often tell me how I look confident and graceful, even though I can't see it myself. My workmates often have the first impression that I am snobbish or unapproachable because of my piercing gaze. Yet, when they got to know me, they got the idea that their first impression is very far from my real personality.

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

- Professionally, I don't think I have anything to be most proud of since I am still exploring my opportunities and expanding my career growth. Personally, I think the most significant is moving out of our family home in the quaint, little town of San Enrique. I was able to be independent and test if I will be able to fend for myself. I was able to test the waters of adulthood. I have always felt safe in my hometown, safer in our home, and safest in my bed. When I moved out, it was a hard decision to make. I battled with the idea of giving up being coddled and embracing the uncertainties of being independent. I had to give up the idea of calling for my mother every time I needed her presence or even run to her whenever I felt like crying. I had to exchange the warm, frequent laughter for occasional hugs. But because of this decision, I can stand up for myself now.