



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

If anything were possible, my dream job would be to become a military personnel member, specifically in the special forces division. As a child, I grew up watching them in some documentaries and reality-based movies. These films would always amaze me to see how the special forces operate in such an exceptional way, which I like to term "badass." They may also be the reason why I became an avid fan of playing tactical shooter games like Valorant, Counter Strike, Rainbow Six, and Arma series. Their natural physical and mental fitness and decision-making skills under pressure are what set them apart from the other divisions of the military. They possess the capability to assess the situation quickly and adapt to certain changes in the environment. I believe that the skills that they have are what I want to have eventually and that is the reason why my dream is to become one of 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?

I can recall a lot of stressful situations in my past work as a call center employee in one of the BPO companies here in Bacolod, and they mostly revolve around the customers. However, one particular thing that would forever be stuck in my mind is when a customer was issuing a complaint about her booking, pertaining to the hotel itself. As you may know, Booking.com is one of the most used online travel sites, especially in the West and Europe, and you may expect their service to be also top-notch, but that was not the case here. Going back to the customer, she complained that her hotel does not actually exist in real life. She visited the location and shockingly, it was just an open space with debris of construction materials, and I guess that hotel was not yet built but was already listed as rentable property in the app. There was also another problem, it was 12 o'clock in the midnight and there was no nearby available hotel at her location. The nearest one was probably about 3 miles away. So naturally, the customer did not want to travel that far and as a frontliner to these types of calls, I had to find alternatives. Imagine finding alternatives, getting the important details, and finding out that the customer doesn't want to rebook to that place. I was under a lot of pressure at that time because I had to repetitively go back to square one. After a while, I managed to find the best alternative for her and it took me 2 hours due to constant disagreements and discussions.



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

In my previous position at my most recent work as a content moderator at Telegram, the task that I found most challenging was to figure out if content is violating the Terms and Conditions of the company. In Telegram, while most of the content is in English, there are also some that were published or created in Arabic, Hindi, Chinese, Korean, you name it. It was very difficult for me to figure out what was wrong with the content because there was no direct language translation feature. I had to copy and paste individual messages from the app to Google Translate to get the English version, and apart from that, I also had to structure the messages again just to get a glimpse of what the group is all about. On the other hand, what I enjoy the most is that the job was straight to the point wherein you have buttons to click on, and it will directly perform the necessary action, whether to ban, to clear, to delete the messages, or to skip. Together with that, there are guidelines to follow, so the job was to just follow the instructions clearly.

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

I didn't really have any interaction in the workplace before since I worked as a freelancer at home in my previous job at Telegram, and at Concentrix, I wasn't introduced to the production floor after graduating the nesting period. However, I can tell how my past colleagues would describe my work ethic. When I was in senior high up to college, I was an active commissioner in marketing, a secretary, and a year-level representative in student organizations. They would describe me as someone who is very patient with his work and is notably impactful when it comes to results, as I would tend to overwork on something just to perfectly produce quality work even if it costs me a lot of my time. I somehow find it as a compliment and at the same time a bad habit because I would usually go home late in the evening because I was too focused on finishing my tasks and not giving myself a chance to get enough rest for the day.



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

My first personal accomplishment that I am most proud of is the fact that I finished college with a degree in Bachelor of Science in Entrepreneurship. I did not just study entrepreneurship just for the sake of playing safe and being comfortable with myself since it was related to my previous strand and subjects. It was undeniably because of my father. He is the one who inspired me to take up that course because he managed to successfully raise 4 children just by being hardworking with his business. He started from scratch, and for the past 31 years, the business has still been operating, and I wanted to learn how he kept up with the market. I also want to know how to eventually handle our family business properly, especially since the competition in today's generation is getting harder. The other personal accomplishment that I am most proud of is when I also successfully started and operated my own business for 2 years while studying and until our college graduation.