



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

If anything was possible, my dream job would be to become a Cosmetic Surgeon. At a young age, I had this hobby of molding clay into figures. I have the uncanny ability to make it look as accurate as possible to the original subject. As I'm growing up, I fell in love with makeup, and that is specifically contouring and highlighting which gives you an illusion of having a different facial structure, and I also believe that our bodies are empty canvases, and that we should have the autonomy to alter or change something into our liking. Even though I took a different course in college, which is not really into my liking, and eventually took up a job that's more focused on business, I still show a glimpse of my ideal job by dressing up, doing my make up in a certain way that reflects how I feel that day and how I want others to perceive me.

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 have had a lot of stressful situations in my past job, and I couldn't count them with my two hands. But one particularly stuck with me up until now, and that was when it was my first day as a Customer Service Representative. I got my first call of the day and the customer on the line was evidently disgruntled due to a missing package. I tried to explain the situation as best as I could and assured the customer that we could work through it by checking the available options we have for her and even advised her to contact the courier, but the courier then advised her to contact us instead. I presented her with the options I can do for her which is either a refund or a replacement order, the only problem was she needed those things she ordered for a particular event, and a replacement order cannot guarantee she'll receive it by then. The customer eventually asked for a supervisor, unfortunately, no one is available to take over the call, so I had to stay on the phone with the customer trying to deescalate the call and exhaust my resources for other options I may have missed. I then offered our last resort which is to have it on expedited shipping, and we'll waive the fee for her. The customer then agreed, and surprisingly, the customer still gave me a good review.

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, the most challenging task I had was having to deal with customers who were lied to by previous representatives. Not only does it negatively impact the company, but customers tend to be difficult towards the representative who must explain the situation and it's also challenging to assure them moving forward even when you're giving accurate information. BPO companies always have this thing for *turning things around*, and I like the message being projected by that statement, but it doesn't apply to all scenarios, especially when the customer found out that the representative deliberately lied to them or intentionally messed everything up. On the other hand, the task that I enjoyed doing back then was coaching sessions with the representatives. I always consider coaching sessions as a lighthearted way of connecting with my representatives but with the thought of talking about their running performance and coming up with ways that help them improve their scores.

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

My past colleagues and manager would describe my work ethics as very disciplined yet altruistic at the same time. I have a very strict set of house rules for my team, yet I also try my best in considering everyone's best interest and well-being at the same time. Whenever I get new representatives to join my team, I always lay out my expectations from them and what my non-negotiables are. New team members always surmise that I am very strict and unapproachable, but they eventually learned that I still have their best interest in mind despite my strict set of rules. Even when I try to be understanding, I still don't let things slide easily especially when it comes to commitment, attendance, punctuality and zero tolerance policy. I can say I am more lenient with performance, especially for new team members, because everyone's learning curve differs and performance can be worked on for as long as the representative has willingness, I'd give it some time, and I'll observe how it eventually plays out.

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

I think one of my most personal *and* professional accomplishments I'm most proud of is being able to grow my career in one of the most infamous accounts in the BPO industry which is Telco. I've always had a love-hate relationship with Telco accounts because of the sky-high metrics, volumes of calls, complexity of the tools & process, and dealing with irate customers. I have supported a total of three Telco accounts, and I eventually managed to tackle the metrics, get comfortable with the call volume, mastered the tools & processes, and turned things around for most of the customers I spoke with. I was approached by our manager to see if I would be interested in applying for a support role, which I accepted. I was



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in that support role for a month, and I was eventually offered the role of Operations Supervisor, which I gladly accepted. I can say that it pushed me out of my comfort zone and forced me to learn new things. Being a supervisor is not the accomplishment I'm most proud of, but rather, it's how I grew as the person I am right now, equipped with the skills and knowledge that guide me in how I approach life and challenges.