



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

My dream job would be to be a journalist. Ever since I wanted to take up Mass Communication, however, in reality and practically wise, it is impossible to achieve. I started to love being a journalist when I was in high school. Every time the school needs a public speaker I would try to volunteer, because for me speaking in front of the crowd is a step closer to being a journalist. Being a journalist somehow feels like I was trusted to deliver pieces of information, and people look up to you every day. It excites me to inform the public, to act as a watchdog over power, and help hold institutions accountable. Journalists also inform citizens to make better decisions, facilitate democratic processes, and can expose wrongdoing and injustice. Additionally, good journalism gives a voice to marginalized groups, drives cultural change, and helps the public go through complex issues by providing fact-based, contextualized information. That's why I learned to love journalism even if it's hard to be one

2. Have you ever experienced a stressful situation in your past workplace (college if a fresh graduate), what was it and how did you overcome it?

Yes. I experienced this multiple times while working in a BPO company. It was when an irate customer would lash out over the phone, say things that are rude and hurtful, also using profanity words while addressing or calling my name. Some other time they would say how uneducated I am because I only work as an agent and living in the Philippines, others would also mock and say all the typical stereotypes and discrimination they know – just because I am a Filipino. It was hard at first to just bear the situation. However, over time I learn to just accept the fact that I cannot please everybody. So, what I do once I receive a call just like this is to stay quiet, not in a way that would make me rude, but stay quiet while they shout, speak, or cuss over the phone while I lower down their volume. This helps me stay calm, and lowering the volume would help me focus on my surroundings, not on them. It would shift my attention for the time being to my surroundings and during this time I would count 1-10 to regulate my emotions and if I feel that I am calm enough, I go back to my customer, after the shift I would sometimes reward myself with an ice cream. That's how I overcome every stressful call.

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

Previously, the challenging role for me was technical support because the process was very complex. I fixed remote, tv, internet modem, and cable remotely, and was required to make a sale, so technically the role was very broad. It was hard to be a salesperson and a technician at the same time, not to mention there was pressure to make a sale which made the role more challenging. On the other hand, being a Risk Operations Analyst is what I enjoyed the most. Basically, what I do here is data-entry. I ask for personal information from the customer over the phone while filing a claim to be submitted to IT for them to investigate. Not only do I interact



with customers, but I also encode information digitally, which I am fond of. Also, while doing this it makes time run faster without me knowing it; it really kills time and avoids unproductive days.

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

They would describe me as hardworking and diligent I believe. As much as possible, I avoid being absent even if I feel unwell. I try to be present at all times. In this way, it could help me avoid any problems at work if it comes to my attendance and performance. I try to be productive every day, produce good calls, and receive a hundred or five stars from different customers.

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

I am proud that I got to work at an early age because it opens me to a lot of opportunities. I get to work with different types of people and learn from them, and I also learn to adapt in any situation. Realizing this makes me happy, not only that I manage to gain new friends and family, but I also gain wisdom, knowledge, and was able to develop my skills. Some would say that being a call center was right down easy, but they have never been in our shoes to experience how draining it is in BPO world. It was never easy, and others never see how we compromise our mental and physical health just to produce good calls. That's why I am proud that I got to survive the job. I am proud to work with different professionals that molded me to become the person I am now.