

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

My dream job would be as a famous table top dungeon master on youtube. Because I have always wanted to share my fictional stories with the world, together with my players. Doing the things you love might just be the best way to live. I really don't believe the quote "learn to love your job" as it only complicates things, especially when you reach situations that stress you almost all the time. But working with something that you know from top to bottom is a different story. This in fact can affect the way you work even during the most stressful times. This is why I specifically chose being a dungeon master as my dream job since it something that I know and love doing from within, and youtube does pay a lot.

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?

The most stressful situation that I have experienced in my past work place would be those times that many callers would start bombarding me with calls. During this time of my shift I would even say that I didn't have enough time to breathe. Every call that ended was followed by another in a split second. But what I did to overcome it was to talk over the phone slowly and not in a rush. With this method I got to pace myself during my shift. Sometimes I would take a quick bio break after ten or more calls, just to refreshen myself and prepare me for more after. Though I only had a quick moment to myself at least I get a chance to complete my tasks without that much errors. Just with these two methods alone was enough to lessen the load.

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

The most challenging task that I find most challenging during my previous job, was that a single call had multiple concerns at one time. I find this hard to do especially when you are running on a timer. The usual situations or calls that I handle would usually just be one single concern per call. But during this call I had to handle not just health insurance concerns but it included perscription and the caller also had me look for a doctor or clinic that was open at the time. Looking for doctors or clinics is usually an easy task, but what made it difficult was that I had to look for an open clinic in the middle of the night.

The task that I enjoyed during my previous job were more on simple tasks. I enjoyed health insurance related concerns since I had proficiency in it already. Also these were task that I was confident in doing, that I had the time to strike up a conversation with my callers. I was at least able to build rapport with callers that had these concerns. I was also able to complete these task more quickly and efficiently than most. I find that doing something your good at especially in work can strongly affect the outcome in a positive way.

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

I think that most of my colleagues and managers would describe me as a plain old office worker. They certainly would see me as the type of person who knows when it's time to work they don't think I can be disturbed. I think they would see me as a robot when I am at the office. Since I'm

not the type to get to the office late, and that I am not the type to have any absences for no reason. I was just your standard work mate at most, not a unique type of person that stands out. I know very well that my co-workers see me as the introverted type of person.

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

The accomplishment that I am most proud of, would be that I was able to get high scores during my previous job as a call center agent. I was also proud of myself being able to assist newcomers with their questions or when they find it hard to complete certain tasks. I was seen as a guide by newbies besides their team leader. It was a nice change for once, I didn't have to be shy around people since they were new. Even some of my managers would acknowledge me during the times I assisted people during my free time at the office. I did not know that by doing these things would actually affect my overall score as an agent. But that would mostly be it since I haven't gotten that far in BPO industries.