



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

If anything is possible, I want to teach in preschool or early education. When I was young, I dreamt of being a teacher because I really had much respect for my teachers when I was studying and even until now since some of my close friends are mostly teachers. For me, teaching is a very noble profession. They help students shape their future, impart values and act as mentors who inspire, provide knowledge and instill values to the children. Teachers are also our second parent because they are the ones guiding us and we are with them the whole day when we are at school. I chose early education because I really like children, I love playing with them and they bring brightness to our day.

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?

Yes, I experienced a stressful situation in my past workplace during my first job. I was a fresh graduate, and I decided to apply in one of the call centers here in Bacolod that was ramping. I did not have prior experience in taking calls, so everything was new to me. I was designated to the Parts and Services department where customers order parts for their major appliances and call us if they need a technician. We often received high volume of calls and our average handle time was only 5 minutes. Most of the callers were irate because they were having issues with their appliances and they just bought it. They get more upset especially if we tell them that the earliest available appointment for a technician to come is 3 days after or even a week after. If the customer curses me or shout at me over the phone, I just maintain focused and listen to what they were saying because I know that they are frustrated. I would also empathize and tell them that if I were on their situation I would probably get upset too. I also let them know that, I would make a note that if there will be cancellations or an earlier date, I will have the technician call them right away.

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 role working as a VA, I think the most challenging part for me is not really the tasks but convincing your colleague to do her job well. There were only two of us working for that client, so we had to help each other. However, my colleague has other side jobs, not only one but three. She would tend to make some shortcuts in our research tasks and not attend the weekly meetings. If one of her lists was assigned to me to send emails, I would have to redo her research. I tried to communicate and tell her that I was having a hard time with her work because I need to do it again. The task that I enjoy the most was data enrichment; I like doing research and searching for customer information using different sources. I feel happy if I could complete our



customer prospect records and ensure that they are accurate and complete so our marketing team or sales team would be able to use them.

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

I think my past colleagues or managers would describe me as an employee who is always on time for work. I would always make sure to plan my time ahead even though I live a little far from the workplace, I would often plan my schedule ahead like for example, what time I wake up, have a meal, how many hours would it take for me to arrive at the workplace, and if I still have a time to do the house work that I had to do before coming to work. I am comfortable working independently or with a team. I have experienced working in a team during my time working in the BPO industry and maintained good relationships among my workmates. I have also worked independently during my time as a VA, where my client would just provide us with tasks along with step-by-step instructions on how to do it.

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

I think the accomplishment that I am most proud of right now is that I was able to experience working as a VA for clients that need support in administrative tasks and contribute to the success of their companies. Although, I got laid off from my previous company. I knew that I have done my part for them to get the information that they need for them to focus more on the next phase of their strategy. I was employed by start-up companies, so they have limited resources but my clients would refer me to their friends and would still hire me if they needed someone. That only means that they were satisfied with my work and I take pride in it.