



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

If anything were possible, my dream job would be to be an accountant. Growing up, I was really fond of numbers. During my free time or playtime, I usually answer math window cards: for addition, subtraction, multiplication, and division. Mathematics is my favorite subject. I love algebra, geometry, and trigonometry. In my senior year, we had basic accounting as a topic for our Technological and Livelihood Education class. I enjoyed doing the balancing, bookkeeping, creating financial reports, and filling out the spreadsheets. I was the only one who passed the subject on that specific topic, and I aced it! With that experience, I started dreaming of becoming an accountant. I applied and took an entrance examination for UPCAT (University of the Philippines College Admission Test). Luckily, I passed! The Visayas campus is offering the Bachelor of Science in Accountancy. There are two campuses in the Visayas: one is in Iloilo City, Iloilo; the second is in Miag-ao, Iloilo. Unfortunately, the slots were already full in Iloilo City, where the Bachelor of Science in Accountancy is offered. So instead, I had to select an available degree course with an available slot on the Miag-ao campus. So, I settled for the Bachelor of Science in Computer Science instead since it is my second choice.



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?

A stressful situation that I have experienced in my past workplace was when our main tool was down. It is a tool where we can see all the details and information about our customers and process all the troubleshooting regarding their network. Our customers would usually wait long minutes, sometimes hours, on the line just to talk to a customer service representative. One time, I had a frustrated elderly caller who had issues with his data services, and he is currently using Google Maps on his way home. He had challenges looking for his way home due to the data services not working. Since the system was down, I cannot see an overview of his account. I did empathize and explain to him what is currently happening. To help him resolve the issue, I tried to look for ways, think outside of the box, and search for other approaches on how to make his service work. First, we tried checking his balance information from his end by doing the text options (text "Balance" to 611611). Second, after confirming that there is a balance on his account, we did try troubleshooting his phone by walking him through how he could reset his network settings and update his APN settings on the phone. Lastly, since he was calling from the phone and his phone needed to restart after doing the troubleshooting steps, we had to end the call, and I did a callback and made sure that his data services were working. Fortunately, the steps that we did resolved his issue, and he was able to navigate Google Maps. He was so delighted that he gave me a positive survey at the end of our conversation. Sometimes, there are challenges that we think we do not have any resolution for because we do not have resources available. We can try to think and look for other ways or options and look for other alternative approaches to how we can provide a resolution and help our customers. We can do research or provide tips and options based on our personal experiences. It may be a stressful situation, but we have to bear in mind the positivity of the outcome once we have helped someone.



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 task that I found most challenging was when my customers wanted to know information about their account. As part of the security and privacy of the company, we are not allowed to disclose any information if the account has not been validated. Usually, our callers are elderly people; most of them use flip phones or basic phones, and mostly they use them for calls only. So, when we are sending out OTPs, or one-time codes, it is hard for them to navigate their phones, and they would become upset. Options that I can do are to ask for an alternate phone number where I can reach them so that I can walk them through how they can navigate and get into the messages on their phone to get the code. I myself am already challenged on how to navigate these basic phones. So usually, I would ask them what they are seeing on the screen and explain to them which part of the keypad they should tap to get into those options.

The task that I enjoyed most is helping customers with their technical issues. You know, us Filipinos are great when using our phones. We tend to press everything in our settings and check out all possible apps that we can download on our phone. We explore a lot and do a lot with our phones. Americans, on the other hand, are not like that. Most of them are busy people, and some don't even know how to download an app, check an email, or maybe send a text. With these technical issues, I do a lot thinking about how we can resolve their issues. I like helping them. There are times that there are issues that are challenging enough that even our supervisors and other support staff cannot provide an answer or a solution. Usually, I do a lot of research, read manuals, read reviews, and check out all our resources to look for possible solutions. Obviously, I am obsessed with resolving all my customers' issues. I will not stop until everything has been fixed or has a resolution.



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

I think they would describe me as dependable and smart. I am a punctual person. I always make sure that I am 30 minutes early before my scheduled shift. I ensure that I am early and prepared for my everyday work. I am also eager to learn. I see to it that I am always equipped and knowledgeable with the daily updates to make sure that I am always complying with the rules, policies, and guidelines. Productivity and reliability are also some work ethics that can describe me. I make sure that I am always on top, or maybe above, the scores in our metrics. I do my best in all my calls, not just in calls but in everything that I do at work, to ensure customer satisfaction and provide the best resolution and options for all my customers. Some of my colleagues would call me "Walking Google." Since I am fond of looking for answers to everything, they would tend to ask me if there are things that they cannot find an answer to. I am trustworthy; my supervisor would usually assign me to gather all the YubiKeys that we are using to log in to our tools whenever she is already out. I am my colleagues' "manang, tita, and mommy"; I am always their go-to person whenever there are problems, issues, or conflicts or may it be chitchats.



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

A personal accomplishment that I am proud of is when I was a housewife for nine years. I was “just” a housewife for nine years. In those years that I was just at home, I was a business owner as well. I had an online selling business. First, I tried selling all types of food: pasta, viands, cakes, salads—you name it. Then, I sold imported bags, shoes, clothes, and perfumes. Lastly, I was a bikini seller. I have been supplying bikinis here in Bacolod. I am one of the online stores that are known for selling bikinis. I have supported and collaborated with some vloggers. Even though I'm just staying at home, I was able to provide for the needs and wants of my family. I was able to purchase appliances and furniture. We were able to travel. I was able to take care of and see my kids growing up. For some, they might see me as just a plain housewife. I am just proud of what I have accomplished. The accomplishment is I was able to raise my kids, earn, and run a business at the same time while just staying at home and not being a burden to my husband. You know, as a parent, seeing your kids growing up, taking care of them, attending to their needs, helping them with their homework, being present at school events, and raising disciplined and well-mannered kids is an accomplishment. Growing up, I have not experienced those things since my parents were always busy and not around. So, I am just proud of that accomplishment; it may be simple for some, but it is something that I am proud of and brings me a sense of fulfillment.