



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

If anything was possible, my dream job would be to work in a corporate environment. I have always been interested in an office-based or type of job because I believe that the corporate environment would really help me grow professionally. It would also help with enhancement of skills and career growth. There will be professionals who would impart their learnings and would guide you to becoming like them.

I love discovering, learning, and enhancing my skills as it would really help along the way and align with my long-term goal, which is becoming a professional as well.

With my dream of being a professional someday, proper guidance and help from a professional would really have a big impact on me.

More than the specific job title itself, my dream is to become stable and successful in my career, contributing to the team, and taking on new challenges while doing the work I actually enjoy.

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?

In my past workplace, I experienced a lot of stressful situations, especially with instances that agents we handle received escalation from clients. But the most stressful experience that I could not forget and really helped me a lot was when my co-coach suddenly resigned without giving us prior notice or even just a heads up. Things have been hard for all of us, especially higher management.

The unfinished tasks, escalations, and team he handled were all delegated to me, as we were the only coaches on that campaign. At that time, I was handling 31 agents, and it lasted 2 months before they were able to find a new replacement for that coach. At first, I was prone to burnouts -- crying in the company's comfort room just because I could not handle the stress anymore, but I did not want to resign since I really loved my job at that time.

Slowly, I learned how to overcome that stressful situation by managing how I handle tasks and adapt to sudden changes. I would prioritize tasks that were urgent. I finish things one at a time, but still with a sense of urgency, especially with tasks that have deadlines.

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 more challenging was working with multiple tasks at the same time and under pressure. I always want to make sure that I am finishing tasks accurately and avoiding mistakes as much as I can, so I am not fond of working tasks that have short deadlines. But those also helped me become more adaptable to my environment and now I could say that I work better under pressure than before.

Things that I enjoy on the other hand were generating agent's KPIs, updating the trackers, and updating the scores of the agents for their incentives. It is really satisfying to see the improvements of the agents based on the scores or data being encoded which would also help me with being an effective coach as I would see what attributes agents need to work or focus more. Aside from that, I just really enjoy data encoding as it helps my mind become active.

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

My managers would describe my work ethic as responsible, dependable, and easy to work with. I tend to take my tasks or responsibilities seriously no matter how big or small it is. I also like to take initiative with tasks that were not yet delegated, but I know needed my assistance. I make sure not to ruin my manager's trust in me by making sure I finish the task on time, making sure that I am doing it correctly. I also value punctuality and professionalism in the workplace.

My past colleagues might also describe me as respectful and trustworthy as I would always want harmony with the people surrounding me. I am not the type of person who would prioritize feelings over logic. I always tend to understand people and always have the heart to help. I tend to make sure that I am imparting something good to people that are surrounding me.

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

One professional accomplishment that I am most proud of is when I got promoted as a team coach when I was only working on that company/campaign for more than a year. At that time, I really loved helping or assisting my colleagues with processes or things that they were not sure about.

When there was an opening for the team coach position, I was really encouraged by my coach/team leader since he saw that I have the potential. I was thinking that it would not cost me anything to try, so I applied. I did not even think that I would get accepted as the people that



PATHCUTTERS AFFORDABLE STAFF
PATHACADEMY

applied along with me already had positions on the company; one of them was a Quality Assurance before.

And fortunately, I got the position. Being a coach really helped build my confidence. There were times where I doubted myself if I could do or finish the tasks that were given to me, but I managed. Over time I am happy that I have become an effective coach.