

Outsourced! (A Small Collection of Monostichs From an Entry-Level
BPO Company Worker in Our Third World-- Er, Developing--
Country)

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Author's bio:

Karlo Sevilla is the author of two poetry collections: "Metro Manila Mammal" (Soma Publishing, 2018) and "You" (Origami Poems Project, 2017). Recognized among The Best of Kitaab 2018 and twice nominated for the Best of the Net, his poems were first published in *Philippines Free Press* in 1998, then in *Philippines Graphic* in 2015. Hence, he has over 200 poems published in various literary magazines, anthologies, and other platforms worldwide. In 2018, he won the Readers' Choice award at the annual Human Rights Online Philippines' 8th HR Pinduteros' Choice Awards and third place in Tanggol Wika's DALITEXT poetry contest. He worked for a BPO company from 2017 to 2020.

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Outsourced

Customer service representatives entertain calls to hear curses in their second language.

Debatable

We may be better or worse than our displaced American counterparts.

Definitely

We are five times cheaper and ten times more docile.

Funny

Mutual, how we find each other's accents.

False Lunch

If taken on night shift, it's actually post-midnight snack.



Not an Employment Issue

Sleepy, and I was at a loss when the customer wrote, “My wife is not working,” when he really meant, “wifi.”

Night Shift

I have long forgotten how it feels like to sleep with my wife and little children.

No Bonus for the Month

Log in one second late or early from your break on any given day, and that's it!

Team Leader I

Dared ask about my family and stuff when it's my metrics that's all he cared about.

Team Leader II

I believe, is truly glad that I'm finally COVID-free – and not just because I can now get my ass back to work immediately.



Quality Auditors

We have the nagging feeling that most QAs will be the scabs in case we go on strike.

Crysa

How wrong I was to think that just because I started this job under a beautiful trainer, everything else that would follow shall likewise be as beautiful!

Constant State of Flux

We change teams more often than NBA franchise players do.

The Secret Chat Group

Is where the mice play subversively with words, GIFs and emojis even when the cat stays.



The Apologists

Among my compatriots here in the Philippines are those who have assumed the treasonous man's burden and believe that it is their divine destiny to defend manifest destiny and all its shit.

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