

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

I have always wanted to be a factory worker. I love a job that does not require me to talk more. I believe I am more productive with back-office jobs which does not require me to speak and work with a lot of people. I really enjoy when I do my work without talking. I can finish my task in a timely manner, if not faster than the needed time, if I am alone and minding my business. It is important for me that the working environment is not that noisy. I also like it when people around me just mind their own work.

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?

I had a call from a company employee who is unable to register her information for the benefit that we offer. The website keeps on rerouting her back to the registration page. I helped to have her signed up on my end. We still had the same issue after a lot of attempts. I apologized and let her know that I will keep her posted once the issue is resolved. I was very worried that she might get frustrated but good thing she was understanding. I reached out to the internal team and found out that there was a system issue and it got fixed after a couple of hours. I then reached out to the member as soon as the site was fixed and we were able to create an account for her. She was very happy and informed me that she had been trying the whole day and almost decided not to register.

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

It is a challenge to inform your customer that the request they needed especially refunds are not valid. It really is difficult most of the time to let someone know that their request cannot be fulfilled due to the terms and conditions agreed. What I like the most is answering email requests and inquiries. With emails, you have enough time, which you also need to use wisely, to research and check for the information needed by your customer. You also need to be accurate as you have the resources and time needed to give the right information. Writing emails also helped me improve my writing and typing skills which is I am very happy about.

4. How would your previous managers/coworkers describe you?

I am a respectful and obedient employee. I am also very open to feedbacks as this can help me in a lot of way. I am not afraid to ask for help if needed. I want to learn new things everyday and make sure that I put into practice all the things I have learned from the previous days. I admit to my shortcomings as I know that nobody is perfect, and I put effort to my work and do not do things halfheartedly. I am also approachable and I respect everyone in the workplace regardless of the position that they have as long as they also give respect to the people around them.

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

As a former overseas worker, I can say that I am very proud that my Kuwaiti employers were willing to keep me as a household worker for as long as possible. They told me that they were very satisfied with my work for the two years that I have stayed with them. Their house was always clean and fragrant. They did not see me doing nothing if there are chores to finish. Most of the time they are the one telling me to continue my chores in the morning since I am the type of person who wants to finish everything first before calling it a day. It is just sad that the pay was very low that I decided to go home and decline the offer. But I am very happy that they are very satisfied with my service.