

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

If anything was possible, my dream job is a teacher. Why? Because aside from my love for children, being a teacher is a lifelong learning process. As you go along, you will learn something from your experiences, your students and from the people around you. Being a teacher takes a lot of responsibility as you will stand like their second mother. You need to be a good example to them. You need to guide them throughout the learning process as you will be the one to hone them and help them broaden their knowledge to fulfill your goal in helping them to have a brighter future. I also love the feeling if all of your students understand your lesson as this means that you are an effective educator. It will take a lot of patience when dealing with students. All students are not perfect that there are some that does not understand your lesson. This will help us think of the best options of what we can do to help the students who is having a hard time understanding the lesson.

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 did experience a stressful situation before in my past work place and that is when every time you will get a bad survey where in all of the people inside the production floor will hear about it since they are announcing it using a walkie talkie. As an agent, you will feel embarrassed and demotivated. All of the good surveys you generated before went to nothing. What I did to overcome it was we had a conversation with my supervisor, reviewed my call and checked what are the things that I should have done better. I checked as well what are the bad practices I have done so that I can correct it and make sure not to commit the same mistake again. Also, I made sure to be apply the knowledge I have learned from that bad experience and to be consistent at all times to make sure that I will never experience that again and to redeem myself from what happened. I know that no one is perfect and I might get a bad survey again but of course, it will be new learnings for me.

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

I was a customer service representative before and the task I find most challenging is talking to customers who are frustrated since their bill went up without receiving any notification from the company about the increase. These are customers who are difficult to deal with since they are already angry onset of the call and won't listen to any of your explanations and that is also the task I enjoy most and what I am doing before is to let them vent out. Once, they are done, I will acknowledge their frustration for them to know that they are being heard and they have someone that knows what it feels like if you were in their situation. If the customer is calm and ready to listen to your options that is where we will look for a new promotion to lower the customer's bill. We will need to ask questions to the customer to know what are their activities whenever they are using their services. This is for me to identify what will be the best promotions I could apply to customer's account that would not affect their activities but with affordable price and more discount.

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

My previous coworkers describe me as talkative and sometimes silent since our mood changes everyday and depends on the situation. If I am comfortable with whoever I am with, I am very talkative and that means I am happy as well to be with them. I also make sure that they are comfortable to be with me since I am a type of person that I will not force myself to someone who doesn't like me and that is not a problem for me as I respect their opinion about me but I will try as well to get along with them and to make a good impression to them because life is too short to hate each other and not to enjoy the company of everybody. I also don't like the feeling of having complicated relationship to someone. I find it hard to live life and you tend not to enjoy good things. What I always keep in mind is always respect each other to live a happy life.

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

I think my personal accomplishment that I am most proud of is to get my own house with the help of my partner though it's not yet paid and just started it this year. I am still proud as I got to achieve something for myself, my family and for my son. The house was just officially turned over to us last week and I am sad that my mom was not able to witness it as she passed away a month after we started the process of getting it. My son and my family, especially my mom is my inspiration to work hard and getting a house for them is an additional inspiration for me to work even harder. My next goal is to get the house fixed as this does not have any rooms yet. We will do our very best to improve our life especially for our son and I want to prove to my mom that I can live well with the knowledge and wisdom she taught me.