

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

If anything was possible, I'd be ambitious enough for my dream job to be a doctor. It is because I've always been fond of watching series that involve me seeing doctors operate and seeing them do an operation is a very huge achievement and hard thing to do. I do idolize doctors because they do things that not all are capable of since surgery is a very complicated thing to do, you need to have steady hands and good eyesight for that.

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?

Unfortunately, I did, one stressful situation I have experienced in my past work is that I received a call with a very escalated customer who doesn't want to cooperate in terms of providing their necessary details in order for me to be able to help them. This was very stressful because it was the very first time that I had a customer shout all over and even speak profanities which we don't tolerate. I was able to overcome it by trying to make them understand that the only way for me to be able to help them is if they provide their details so I can check on my end but she was too hot-headed she disregarded my words and kept on shouting and speaking profanities, I did my best to make her understand but we have a policy where we warn them, we don't tolerate profanities, and in third warning, we are authorized to end the call which eventually happened since she was uncooperative. On my end I did my best to assist her, be calm, and still be on my best attitude to help her.

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 did find challenging was explaining to customers the discrepancies because of the system problems, especially when it involves the amount of money that they're paying. The task I enjoy the most is helping customers schedule system errors, where I create a case and call the designated department for a schedule, I like this task the most because I get to do the work done fast and giving customer satisfaction, where they're given a schedule in an instant.

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

Proactive, on-time, open-minded, and responsible are the most common things they'd describe to me when I ask. Co-workers of mine have mentioned that when she listens to some of my calls, she is impressed by my proactiveness where I do give complete details to the customer and that is because to avoid customers having to spend more time giving us a call that could take minutes and up to an hour for a wait time so as much as possible, I give all necessary details.

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

The personal accomplishment I am most proud of is when I applied for a job where I had no idea if I could handle it or not. For me it is a huge stepping stone that I get to be brave and ambitious since we'll never know our capabilities if we don't try, especially since I graduated on a batch where half of my college life is done online, we lack exposure and tendency of losing confidence, but I'm glad I was brave enough to challenge myself.