

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

If anything is possible, my dream job would be an Ob-Gynecologist or Marine Biologist. My mother is a Midwife and growing up, I assisted her on her job, I would hold the newborn baby and place him or her on her mother's tummy for them to share body contact. I was doing that up until now and the feeling of holding that baby still lingers in my heart. It was very special that made me want to become a doctor and help new life be born into this world. I also chose Marine Biology because I've been fascinated and curious as to what creatures lie under the deep sea and how they can survive. Moreover, as a child growing up with fantasy books, I have this character that I idolize. Her name is Maya and her parents were marine biologists. They were living on a boat while moving from port to port to the different marine laboratories in the world. Just imagining all those makes my heart flutter.

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 have been in numerous stressful situations in my past workplace. The one thing that I can never forget was having an irate customer. At the beginning of the call, he was really shouting his throat out, using profanity words that can really diminish your sense of self-worth. He was having trouble with his internet and was putting the blame on me. I was so stressed back then, but I did not let my emotions get the better of me. I have goals in my life that I need patience in order to have and giving up on this situation means I am not yet ready for what life has in store for me. I took a deep breath and relaxed my mind thinking that this is just another obstacle to accomplish. After that, I was able to complete the call without crying or losing hope. I told myself, one call at a time.

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

As a customer service representative, the task that was most challenging was appealing to irate customers. Sometimes, they were so mad that they were taking it up on us while we were trying to help. We would often hear profanity words some were directed at the company and some were at us. On other days, they would scream the moment we answered the call, it was probably because of the long wait time in the queue or because they were having trouble with their services. It was really hard keeping your composure during those moments. However, despite the long hours of all that, there were still customers that were respectful and nice to talk to, especially the elderly. Most elders in the east live alone so sometimes they would call for support just to have someone to share what happened in their day and I found that nice because I was able to give them an ear to what they have to bear alone.

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

They would describe me as an outgoing and hardworking individual. During my stay within the company, I was a working student. They know how difficult my schedule was in school and in work. My Team Leader told me one time that no matter what happens don't lose sight of your goal and be as outgoing as you are now even if you are tired. This is an example of how positive I was despite the hardships in life because no one will be there for me at the end of the day but myself. I am doing my best to work hard and still be happy because once I start to feel low, that is when everything falls out of place. I have so many things to achieve and do to help my mother that I cannot afford to lose motivation to continue striving in this lifetime that's been so cruel.

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

The personal achievement that I am most proud of is simply not giving up no matter what hardships life has given me. Growing up, all I knew was that my family was going to stay together until the end but just a couple of years ago, everything went downhill. My parents got separated and my father moved out of our house. I was daddy's girl. It was difficult to process that what I had believed in didn't happen. My mother was the one most affected by it all and she suffered both financially and emotionally. The moment my father left us, problems started to arise and I had no one to go to since my mother cannot also cope with herself and so I cannot add more to her burden. I carried all the negative emotions within me and every step I took was heavy. But I am most delighted that despite that, I was able to move on with life being as positive as life requires me to be.