

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

If anything was possible; my dream job would be is to become an astronaut. We all know how difficult it is to be one. It has a lot of requirements and examinations. Not to mention, one must have the resources to stay in the program. It also takes years of study and hard work. Not everyone has that kind of luxury. But, if anything was possible, I can't even begin to imagine it. To be able to work at NASA is already an honor in itself. Only the chosen ones can go to space, and what if I get to be one of them? For me, I have always admired the moon, the stars, the universe, and all the beauty they behold. These are things that are miles or lightyears away but still leaves us in awe of their beauty. So, as for me, to be an astronaut would truly be a dream come true.

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 have been a call center agent for a month in iQOR. I am in this seasonal account called 1-800-Flowers.com. One of the most stressful situations I had there was when I had my first mock call. The customer was already irate and I started to panic right away. I wasn't able to get it together but I was trying my best to communicate. The customer asked if I can get someone who knows how to speak in English but I told him that there is no one else available. I tried my best to calm down so that I can work on the matter at hand. I finished the task and told myself that I would not let it happen again. Every time I answered a call from a customer, I would always take a deep breath first and make myself as composed as I can be so that the customer won't question my capabilities as an agent again.

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

For me, the task I found most challenging was dealing with customers that were not good listeners. When a customer was already irate or not in the mood, I tried my best to calm them down by letting them feel reassured that I would take care of the things they needed me to. In that way, we were able to complete the task smoothly. The task I enjoyed most was assisting the customers to buy the flowers they needed. I felt their excitement as they looked through the different choices they had and decided what was best for the person they wanted to give it to. For me, this was one of the most enjoyable parts of the job. I believe that one way to make the customers feel satisfied with your service is by being satisfied with the job you have done for them. Being able to experience a call center job is an experience in itself.

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

My previous team leader told me that I am a shy person and that I am capable to do the job if I get myself into it. My mentor from my previous internship also told me that sometimes I don't trust myself enough and that I have no idea that I have the potential to be more. My coworkers would describe me as someone who is focused at work but a different person outside of work. They said that their first impressions of me is very different from who I really am and when they were able to get to know me better. Most of the people I got to work with always said these things and I believe that I should take the first step more often than just be on the sidelines waiting for things to fall into place. Applying here at PathCutters is taking that first step to trust myself and to know my potential.

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

I consider this both a personal and a professional accomplishment that I am most proud of. I was accepted as an intern at one of the top semiconductor companies here in the Philippines. In our school, it was a big deal when you passed the examination of Maxim. I was one of the four people in our course that got accepted and we were tasked to program and to create a game using Arduino and the products of the company. It was a 6-month internship in General Trias, Cavite. We had six months to create the game from scratch with the help of our mentors. The games we created were showcased in an event in Mall of Asia. The exhibit was full of people from different semiconductor companies. We had people play with our game while we explained to them what products we used and what we did to create it. It was a once in a lifetime experience and it will always be on the top of my list when it comes to my accomplishments.