

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

If anything was possible, my dream job would be something where I will have to read books only. It could be any job as long as I have to read especially fiction and self-help books. I'm not an expert in that field but I think it would be fun to have a job where most of the time what you do is read different books. It would open me to different stories, different perspectives of writers and might also inspire me to write something. It would improve my imagination, as well as my reading skills and written analytical skills (since by then, I would be able to determine a good book). It would also develop my writing skills as I would learn different styles from various authors. It is a job where the only downside is that your hobby is now your job. It's actually a farfetched job from my course but if anything was possible it would be my dream job.

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 experienced a stressful situation in my past workplace. It is about dealing with irate customers especially if I can't do something to solve their concerns in the time period they want. It was an everyday situation and I have to overcome it every day as well. I overcame it by first, letting the customer vent out because most of the time their frustrations are valid and they just need someone who could understand their situation and help them. Second, I thank them for the information that they have provided and third, I assure them that I will do my best to provide the best resolution for them. Since we sometimes differ with what we consider as best resolution, and some customers would still be not satisfied and are still irate, the last thing I do is to remind myself that their frustrations are not pointed towards me. I have to check in with myself to make sure I'm still fine and could survive the entire shift and the coming work days.

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, I find making sales the most challenging task because it's hard to convince customers to buy additional services or make upgrades with their existing services aside from the fact that they will have to spend more but also because of three reasons. First, if the main reason of their call is not resolved yet, most customers do not have the time to discuss any changes with their services. Second, they are calling to lower their bill and third, prices of the services offered have recently increased.

On the other hand, I enjoyed troubleshooting the issues of the customers. I liked to be able to help them with their concerns not only because that's what the job calls me for but also to help another human being. I liked talking and listening to nice customers when they share what's going on with their lives and to talk as well to fellow Filipinos.

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

My previous managers and coworkers would describe me as someone who is quiet, helpful, and committed. Being quiet is natural for me especially when I don't know what to say and I'm afraid to say something wrong. So, to avoid committing a lot of mistakes I only speak when necessary, or if possible, I take time to process my thoughts before I say them. In spite of that, they would describe me as a helpful colleague because I give help when it is needed. I would answer my coworkers' queries if I know how to. They would also describe me as someone who is committed with my job. I take note and apply the action plans for the things I need to do to improve my performance and to do my job well. Difficult times may happen but I will still give my best and deliver what is expected of me.

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

There are two things I am most proud of – for being able to graduate in college and for making it through each day. At this point in my life, I don't have any accomplishments I would consider as grand accomplishments, so I'm proud of these two things. First, I'm proud of finishing college despite not being able to graduate with my first course. It was a turning point in my life and I learned a lot of lessons during those years. I accepted the situation and learned that not everything we want happens as how we plan them but if it's the best for us, we'll have it someday. The second thing I'm proud of myself is by making through each day because life is not easy and we need strength and purpose to continue every day. I'm glad and grateful to live and be present in this wonderful life.