

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

My first choice when I was deciding what course to take for college was HRM. I really liked to be in hotels and restaurants that's why I planned to take this course before. But due to financial issues, I can't afford to go to college without a scholarship. The scholarship I got during that time only offered technological courses, and sadly HRM wasn't included in the list so I just took my second choice BSIT. But if anything was possible and I could turn back time and take HRM, I would really like to work in the hotel and restaurant industry. I want to be at the front desk in a hotel catering to customers or work in the front line in a famous restaurant or cafe. I have always enjoyed observing people and feeling accomplished if I was able to tend to their needs. I am also soft-spoken and friendly which I think is needed in jobs like these.

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?

During my first job, after I graduated from college, I really felt overwhelmed since the environment was really different in the workplace compared to school. And I wasn't that comfortable meeting new people so mingling with my co-workers at that time is really challenging for me. And since it was my first job experience, I also had a hard time coping with the training. But I really persevered since I wanted to keep the job. I slowly made friends with people whom I can agree with or who share similar personalities with me. And over time, I somehow got used to talking to new people in our department. I made sure to make improvements every day even just a little. I was patient with the training and learned it one step at a time to avoid overwhelming myself with the lessons. That way, I somehow improved over time both in interacting with colleagues and with my work as well.

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 as a customer service representative, the task that I find most challenging is empathizing with the customer all throughout the call. It was my first job experience in a voice account, and my verbal communication skills are not that excellent yet. And because of that, it was difficult for me to express myself to the customer. When the customer has issues, I had a hard time conveying my empathy or what empathy statement should I provide which suits the customer's emotions and concerns. But gladly, I was able to learn it and get used to it over time and I was able to convey my empathy to customers the right way. And the task I enjoyed the most is providing the correct resolution to customers' issues. I find it really satisfying if I was able to resolve the customer's concern, and if the customer expresses their gratitude to me for solving their issues after the call.

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

My previous manager or coworkers would describe me as a serious person when it comes to working. I make it a habit to be really professional once I have set foot inside the office. I take every task or work seriously in order for me to avoid mistakes. And this kind of attitude really helped me achieve great things, like being a top performer, and was able to receive incentives from it. For me, it's a great achievement that's why I make sure to maintain this kind of mindset during work. Of course, I also know how to have fun with my colleagues. I always find the right time when I can have fun conversations with my teammates and friends without compromising my work. I choose to keep this kind of attitude in the future as well, as I know it will really help me maintain good performance and achieve great things along with it.

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

In my previous work as a customer service representative, I was a consistent top performer in our account and was also awarded as one of the employees of the quarter in the company. Since it was the first time for me to work on a voice account, I find it really challenging at first since I wasn't that excellent in the area of verbal communication. I get overwhelmed every time I take calls during training. But I worked really hard to get the hang of it and gladly, my communication skills improved a lot and I was able to pass the training. I was really grateful that they gave me a chance, so I made sure to maintain a good performance once we were sent to the production. And due to that, I was able to achieve great things and received incentives while working in the company as a customer service representative.