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

If anything is possible, I would love to be a software or electronics engineer. I am really interested in technology, and I want to know more and much deeper about it. A mixture of these two branches of engineering is really a game changer since electronics engineering focuses more on hardware and software engineering and focuses more on programs and computer languages. With these two, I can make some cool technologies, or even build a more complex one. I was always interested in watching futuristic shows where lots of possibilities with technology are shown. There may be a time in the future when cars are already flying. I also want to be able to travel while working. When my family and I talk about traveling, I always get so excited thinking that I can explore some new places. It would be really cool if I could be an engineer and I could travel with my family at the same time.

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 used to work in a call center, and this industry is quite stressful. Sometimes, it depends on the account you are handling but in general, it is really stressful. Personally, most of the accounts I handled were very easy and not so stressful, unlike other accounts like tech support. I handled an airline account. The process is repetitive and was really easy. It was a local account, and I was able to talk to Filipinos here in the Philippines and Filipinos who were residing outside the country. I understand that people are anxious and some of them are encountering problems with their coming flight. It was really stressful to encounter a customer who doesn't understand the process and even with how many times you explained it to them, they are still mad. Especially if there are flights that are canceled due to weather, some of the customers were calling that they really want to push the flight to happen. One example is the closure of Vancouver airport due to a very strong snowstorm. All flights from and to Vancouver were canceled and there is no way that we can make it happen. Some passengers understood since it was for everyone's safety but there are really some people who don't understand. I was able to overcome that stress somehow by taking a break if I felt really stressed and freshen up.

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 job as a customer service representative, I mostly did repetitive tasks like booking, rebooking, and canceling flights, The only challenging part of my job was keeping up with the KPIs of our account. They require us to have very minimal time to talk to the passengers while making sure that we don't compromise the process. Doing these tasks was easy but we needed to take our time so all the information is correct and verified because if ever we missed some important information, it would be us or the customer who will suffer the consequence. One thing I enjoy the most is when the customer I was talking to is really kind and sometimes overshares their whole life while they are looking for their information like their passport or credit card for the payment. These are the customers I was looking forward to talking to since they can lighten up the tension that's been happening in the office.

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

My previous manager always praised me for going over just to help my customers and also my other team members. If we have team members who don't know the process, she always tells them to come to me to ask for help. She also used me as a comparison sometimes to my other team members since I always pass my scorecard. I really hated it when that happened since I don't want my other team members to think of me badly and I just don't like being compared to others. So that's it, my previous manager would describe me as a helping hand and someone whom they can rely on. My previous coworker used to call me TL just because I always help them if they don't know the process. Some of my coworker friends can also describe me as someone they can share their problems with too. One of my close ones was always telling me her problem, I asked her why I was the only one whom she shared her problems with, and her reason was that I always listened and never judged her.

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

It may not be a big accomplishment, but I have always been proud of being able to pass any of my exams or assessments in one take. Before I graduated from high school, my friends and I took an entrance exam at the University of St. La Salle. When the results were out, I was anxious and was kind of overthinking that maybe I wouldn't pass the exam. Out of the four of us, I was the only one who passed the exam and got a very high score. The same goes for when I applied for my very first job. I tried to apply as an ESL teacher and since that was my first job application, I was anxious. I was able to overcome it and passed the process. I was so proud of myself at that time because many people were saying that it's not easy to pass the hiring process of that company. These accomplishments may be small, but these are the things I am really proud of.