

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

I want to be a community worker, especially for the unreached community. Since anything is possible, that includes the unlimited resource that can be used. I want to provide for the least fortunate people who can't experience the life that they are dreaming of. I'll fund their needs, especially in education. Building them schools will be very beneficial for their future success. It will allow them to aim higher than their usual aspirations. It will also give them an avenue to hone their skills and talents. Through this, they will have a different perspective about their selves. That they are not just destined to be in the lower ranks because of their present situation. As long as they have a dream and persistence to achieve it, that world is within their reach. I want to encourage them that every one of us is meant for greater things than we imagined.

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 previously worked for a Business Process Outsourcing company or famously known as call centers. Being an agent, we are expected to work graveyard shifts. Usually, my work starts at twelve AM and ends around nine AM. It was hard for me since that was my first ever job. I encountered a lot of stressful experiences during my three-month tenure in the company. One of which is we are always asked to render a one-hour post-shift overtime. At first, it was just okay with me because I thought it will just be on that day. But I was wrong, it happens regularly. Because of that, I asked my Team Leader if it is possible not to render overtime since it was not part of our contract. My Team Leader declines my request and ask us for understanding. We just agreed that instead of post-shift, she'll request for a pre-shift over time for our team. I believe we overcome it through communication. Being open and understanding is really important to team success and to avoid further conflicts.

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, it is our role to assist and provide the best possible solutions to our valued customers. There are a lot of great conversations happening over the phone, but we can't deny the fact that there are also not-so-good talks. Serving them best is our top priority but we should also follow our company's standards. I believe that is one of the most challenging parts as a Customer Service Representative. Balancing your emotions and following the standards is a tough job. I say this because there are times that I really want to fix and help the customers issues but I can't because it will violate some of our guidelines. The result of these kind of situation often leads the customers to be upset.

Simple praises or compliments from our customer always bring me joy. After a long day of work, kind message from someone will surely make our heart flattered.

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

An easy-going or laid-back person is a common description of me by my previous workmates. They always see me as a very calm person. Somehow, I can agree to them since I always try to compose myself in every situation. I don't want to be controlled by my emotions because I know it might not do me well. I always try to think thoroughly before I say or do something just to make sure that I will do the right thing. But sometimes I am also very spontaneous. For once in a while, I go out without any plans and just ride along with my friends. I also find it fun because I believe that plan sometimes ruins the adventure.

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

Finishing my degree in Marketing Management is as of the moment my most proud accomplishment. It was a very challenging four years in the academe and I am very proud that I passed it. We are the first batch of the k-12 program in the country and acted as the guinea pig of the system as they figure out the right process for a successful program. At the same time, we spent our two years of college during the pandemic. It was tough since we are prohibited to go out due to the strict restrictions and most of our outputs are done by group. So, we really need to adjust and be creative on how to accomplish the task but at the same time not to compromise the quality of our work. The situation is difficult since it is very new to us but I can say that it was also the most fulfilling.