

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

If anything was possible, my dream job is as a chemical engineer. It's been my dream since I was in High school. Bachelor's in chemical engineering was my first-choice course in college, however, I applied as a working scholar in our school and unfortunately, they don't allow working scholars to take chemical engineering and accounting courses for some reason. So, I proceeded to my second choice which is the Bachelor of Secondary Education major in Mathematics. It's my dream to become a chemical engineer because I am interested in chemistry subject since high school. I have a high interest in studying chemicals and I want to learn more about them. I want to take part in the research industry to help discover more drugs that can treat severe diseases mainly cancer. I want to discover a drug that can treat cancer patients. I want my research to be a great contribution to humankind.

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 experienced a stressful situation back then when I'm still working in the BPO industry. Not to mention the graveyard shift which is a challenge for me because I usually function best in the daytime, I've also encountered a very stressful situation and that's when one of our account's customers called in and was very irate because his internet is not working even though he already paid his bill. I was about to tell him that he should wait within 24 hours for his service to restore since his account was suspended due to non-payment, but I can't start my explanation yet because he keeps on yelling and saying insulting words. What I did was, I just listen to him finish saying everything and after he was done yelling, I empathize and told him I understood why he was very disappointed because he might have something important to finish using the internet. He listened, and I told him that his service should be restored within 24 hours after he made a payment. He apologized for yelling at me and thanked me for knowing that his internet will be restored within 24 hours.

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 back-office associate, the task that I find most challenging is to cover every client's schedule and make sure that there is an assigned caregiver to the client in his/her schedule. If the assigned caregiver to a client is absent, I should look for a caregiver who could fill in the regular caregiver's schedule. For me, it's the most challenging one because I should call and text all the active caregivers and ask them if they're available to work on a specific client. It's a challenge on my part because some clients are very far from the city and there are few or even no caregivers living near the client's area. I usually negotiate with the caregiver and increase the rate so they would take the client's schedule. On the other hand, the task that I enjoy most is answering potential clients' calls to inquire more about our services. I enjoy answering calls and promoting what the company has to offer to clients.

4. How would your previous managers/co-workers describe you?

My previous manager/ co-workers describe me as a reliable and helpful employee because I always do the task assigned to me passionately. I always make sure that I am a great help to my manager and co-workers so that I won't be an added responsibility on their plates. I also make sure that I exhaust all my resources first before asking for help from them because I don't want to disturb them every time I encounter difficulty in my tasks since they also have their own task to deliver. There are times when co-workers need to be away from the office, and I help them finish the tasks that they can't finish outside of the office. I do this kind of help because if their task won't be finished in a certain period, almost all our tasks will be affected also. It's also my pleasure to help my co-workers with their tasks once I'm done with my tasks. Anyway, all of us could benefit once all of our tasks are up to date.

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

I can say that having a Bachelor's degree in Secondary Education major in Mathematics is my greatest accomplishment of which I'm very proud. I'm very proud that I was able to graduate and obtain a license as a Professional Teacher despite our family's financial difficulty during that time. Getting this degree is not easy as it requires great determination, passion, and patience to pass all the exams, pre-service training, and Board examination. I may not be in the teaching field anymore but I'm still proud that I was able to have this degree in the future if I won't be successful in any career or field that I'm into I still have that one field that I can say is mine. But now, I'm not into teaching anymore, I like to work as a Virtual assistant. I may still have a lot of things to learn in this field, but I'm very determined and patient to be successful in in my career here as a Virtual Assistant.