

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

If anything was possible, my dream job would still be as an Administrative Manager. In my almost 9 years of working as an Administrative Manager, I have become more confident, mature, and independent. I have learned how to enhance my skills in leadership, time management, problem-solving, decision-making, organization, and communication skills. What I have loved most about being an Administrative Manager is being able to lead a team. I have encountered people with different personalities and have dealt with them appropriately. I have established good relationships both with the owners and the employees. I have developed professional working habits to have overall discipline and order in and out of the office.

Aside from all these, I have become more organized, and results-driven. I have seen how unhappy and disappointed clients were when the team was unable to finish project tasks on time. I have faced a lot of challenges as well, especially going to the office of the Department of Labor and Employment (DOLE) to deal with complaints of past employees. However, these challenges made me more determined to become better for the whole company.

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 many stressful situations in my past workplace. As mentioned in the previous question, one of the many challenges I have encountered was dealing with employees and their complaints at the Department of Labor and Employment. One of the complaints was about the unprofessionalism of our Human Resource Manager. As an Administrative Manager, I have to evaluate all the pros and cons of the situation, including the personalities of the individuals concerned. I have to be more objective and unbiased towards everyone. That incident eventually was resolved. It was only a short misunderstanding between the involved parties but should not have been brought to social media for exaggeration, and worse, to the Department of Labor and Employment. What I have learned about that situation was to have more open communication between the employees and the middle management.

Another stressful situation that really affected me was the most recent one wherein all 34 employees (web developers, transcriptionists, and quality assurance specialists) forwarded their immediate resignation. Beforehand, the upper management received some leaks about stories of pirating on our clients, but it never came to a point that I thought of all of them resigning immediately. It was a major turnaround of events wherein the company was left with only 12 employees, and eventually, after 1 month, the owners and board decided to close operations. It was shocking news, though I have already seen this coming, but with no acceptance yet from my end. I have learned that nothing is really permanent. At first, I considered all the hard work a waste, but in time, there came forgiveness and acceptance.

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 Administrative Manager, the most challenging task for me was creating the payroll. I find it really challenging as it entails me to have a keen eye, and to practice proper time management. Our payroll was done manually using MS Excel, and biometrics but with counterchecking their time records manually written on their individual timecards. I find it really old school, though one of our clients has already proposed incorporating everything into monday.com, the owners would not allow us to do so. I consider it very tedious, and somewhat redundant as well as we do not maximize the use of biometrics. Furthermore, errors were not allowed, especially since we were dealing with the pay of our employees, so we must be very meticulous with data entry, manual rechecking of computations, and finalization of the payroll reports.

I actually have 2 favorite tasks that I really enjoyed most as an Administrative Manager, and those are doing the final interview for recruitment purposes and doing the training for our newbies. These 2 tasks were actually not part of my overall tasks. I was only helping that time if we lacked manpower. I was always looking forward to meeting new people, and sharing my skills with them, especially with training.

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

My immediate superior would be the General Manager. During my early years, I was first promoted to Operations Manager in a span of 4 months of working as a call analyst and transcriptionist. After a year, I was promoted to Administrative Manager. In my roles as Operations Manager and Administrative Manager, the general manager has described me as a very meticulous and in-depth person, especially with my tasks and in dealing with our clients from the US. He mentioned that I was always apprehensive and afraid to make mistakes. In due time, when I was able to gain more confidence, with a lot of focus, motivation, and self-learning, I was able to overcome the panic and anxiety moods I have experienced. I was able to surpass all challenges with the right mindset and attitude that I have instilled in me.

On the other hand, my subordinates have described me as a person who is very orderly, composed, and strict. In my first few months as an Operations Manager, I dealt with difficult clients as well, those who were toxic, and unimaginable. However, I was able to compose myself in front of my subordinates. I made sure I would never say negative things about our clients in front of them. I believe by doing so, subordinates will not be discouraged. Moreover, as years have passed, some described me as very strict. I explained to them that it was just like sharpening a pencil, once it has been sharpened, it is ready to carry out its main purpose again.

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

For me, the most personal accomplishment I am most proud of is becoming a mother. At a very young age, I loved borrowing babies and toddlers from our neighbors. Since I am the youngest, and the gaps with my elder sisters were 7 and 8 years, I was always left alone at home with our dogs, computers, and nannies. This is the reason why I borrowed babies and toddlers. Luckily, their mothers allowed me to play with their kids. Playing included bathing which, I find risky and dangerous. I have always dreamt of having a younger sister or brother, so I would know how to care for babies. So, when I was 34, and became a mother, I am really proud that I was able to take care of my daughter, specifically during her newborn days. It was a very challenging role as we only usually have 3 hours of sleep for the first 3 months of her existence. Now that she is 12, it has been a very fulfilling life for me as I have seen her grow the way her dad and I wanted her to become.

On the other hand, the professional accomplishment I am most proud of was when I became a Sales Master in Atomy. Atomy was founded in 2009 in South Korea to distribute products that are produced by Kolmar BNH, a joint venture by Korea Atomic Energy Research Institute (KAERI). Becoming a Sales Master is the first step to achieving success in Atomy. I was able to

generate sales for a period of 15 days (about 2 weeks) only. This happened last April 1-15 of 2021. I was able to share about Atomy with at least 500 people, and those people have also shared with another 500 people. In addition, I was able to do a product introduction about our Atomy Café Arabica. The presentation was streamed live on our official Atomy Philippines' youtube and facebook channels. Atomy has around more than 15 billion members already around the globe, and continuously opens in other countries as well.