

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

If you were to ask me what my dream job would be, I would most likely answer a job that dealt with the gaming industry, particularly with development. Throughout my life, I have been playing games and I can definitely say that I have never thought of being separated from the industry. I am even confident that I would still be playing games even when I am of old age.

The reason I am fond of games is because they let you explore worlds and realities which can only be imagined by mankind. As they say, the sky is the only limit, and I believe that because games are so varied in genres you wouldn't run out of options to choose from. From plain fantasy to strange mixtures of futuristic and archaic worlds, you can immerse yourself in these worlds created by human hands. And this is the reason why I want to get involved in the development of games because I have my own ideas as to what world I would like to create and present to fellow enthusiasts like I am.

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, there have been many times when I have experienced a stressful situation in my workplace but the most stressful would be the time when I had to deal with a guest who had to cancel their booking due to a family member passing away. Naturally, as someone who empathizes with them, I had to do all that I could so that the booking could be canceled free of charge since the final decision of whether or not to provide a free cancellation lies with the hotel itself.

Of course, due to the situation, the guest was frustrated and very irate. She was constantly blaming me and the company stating that since she booked through our platform, we had to cancel the booking free of charge. Since there are processes that need to be followed, what I did was placate her first and explain the situation and what I was going to do for her.

What I did first was to contact the hotel staff and ask to speak to the manager in charge directly, that way I would be able to get an immediate response. Thankfully, the staff were very accommodating and granted the request without any complaints. Empathizing definitely did the trick since by the end of our conversation, I was able to feel that her mood was lighter despite the situation.

3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

The task that I found the most challenging in my previous position was using one of the tools that we used for processing changes in the account of a customer. The reason for that being is that it was very unfriendly to beginners due to its complex layout and very old design. The changing process required you to memorize codes that did not make any sense and would have taken at least a year to be familiar with. It was also cluttered with all sorts of irrelevant information about the changes that you were going to make, adding even more difficulty.

Meanwhile, the task that I enjoyed the most was talking to customers who had pleasant personalities and were easy to get along with. Even though you were assisting them with their technical concerns, there were lots of topics that you could talk to them about since you had to primarily probe for their situation. It was fun to relate with them because by the end of your conversation, both of you would have had a pleasant experience and you are most likely to get a good survey.

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

I have not had many comments as to how my managers/coworkers would describe me, but they thought of me as an introverted person. I have heard from my trainer before that she was hesitant to speak to me during our first meeting because I sat in a corner of the room and did not speak to other trainees. She mentioned that she initially thought of not letting me pass the training since I might have problems communicating with the customers. She did mention that she was surprised that by the end of the training period, I had become talkative.

As for my coworkers, they initially thought that I was mute or had some communication problems since everyone was introducing themselves and talking to each other on the first day of training. Just like my trainer though, they were very surprised that I have become talkative once I got to be familiar with everyone else.

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

As your average person, I do not have many accomplishments to speak of, but I am proud of the fact that I was able to become eligible to become part of the honor society of the first college that I studied with. The college had strict criteria that needed to be met to become eligible for the list. A major part of that would be the scores and thankfully, I met the scores that they needed for eligibility. I am proud that even though the subjects were hard and complicated, I was able to get high scores during the exams and the overall subject itself, and presenting those to my parents was a joyous occasion for me.

I am also proud that due to my good scores, I was even invited to tutor a classmate of mine who was struggling with the subject. This is because they had a peer-to-peer tutoring system wherein they pay you by the hour for assisting your fellow learners.