



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

If anything is possible, my dream job is to become a Business Owner as I like the fact that you are the one who handles your time and you are also the one making sure that your money will grow.

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 one a few years ago at work. There's a conflict between my close friend and our RTM or we call him our Floor Coordinator. They fought and I was dragged into it. Our RTM cannot bully my friend because she has a strong personality so instead, I was the one who got bullied. I suffered bullying for almost a year and I got anxiety and depression at that time. I was able to overcome it because of my family who gives their full support and I was able to seek medical advice as well.

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, the task that I find the most challenging one is closing a sale because we need to reach the target to pass the metrics so we need to offer or sell a service to a customer and close a deal on every chat that we handled after or during the time that we assisted them on their issues as some of the customers declines to the offer. While the task that I enjoy the most is assisting the customer with their needs as I can feel the happiness of the customer right after we fix their issues, especially with their Internet connection.



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

My previous manager and coworkers often describe me as a reliable person. That is because when I know something with regards to the processes for example I always initiate to help them with their concerns and to help them as well with providing a good customer service experience to the customers.

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

The accomplishment that I am most proud of is that I got an award as the Top Agent of the Year in our account way back in 2019 and during that time I am still recovering from anxiety and depression. And the award was given to me by the clients from the US as they attended our Recognition Ceremony,