



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

If anything was possible, my dream job was to become a fashion icon or ambassador like the famous artist Heart Evangelista. It is kind of ambitious and posh, but it is inspiring to see her thrive and do the things she loves. I am not into superficial things, but I just find it occasionally amusing to be able to dress up, promote different brands and couture, and do photo shoots. It also takes a village to be part of the fashion industry. On top of that, there are a lot of perks that come with being a fashion icon. I also want to experience traveling to other countries, to be invited to fashion weeks, wear couture, and appreciate the artistry of different famous designers. Being a fashion icon, I can express myself through how I dress, curate, and compose myself. That sense of freedom for self-expression requires a lot of self-confidence which is amazing for me.

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 was a customer service representative for more than 4 years at Concentrix, and part of our scorecards was to have sales. I found it challenging to generate sales for our account because customers were usually irate and calling about billing concerns and technical issues regarding their internet, televisions, landline phones, home security, and mobile services. I did not want to give impressions to the customers that I was just hard-selling, and I might get a detractor for doing so. I did not want to compromise the other metrics that were part of the scorecards. I was able to overcome it by researching and mastering the products, services, prices, and benefits. On top of that, I learned strategies to build rapport with customers, plant a seed, and discover customers' needs, so that I can seamlessly transition from troubleshooting to pitching sales. It was very satisfying to close sales and receive positive feedback from customers.



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 found the most challenging was generating sales on the account, because customers were most likely to decline the offer. Most customers were just calling to resolve their concerns and were in a hurry. I really needed to profile customers first and strategize to close sales. Also, I need to find a good deal for them because they were also very particular about the prices and services. On the other hand, I enjoyed the troubleshooting part, building rapport with customers, and resolving customers' issues. I am an introvert, but it was fulfilling to be able to communicate with customers. They were able to trust and share with me the happenings in their lives. It even warmed my heart whenever I turned irate customers into happy customers. It just meant that I was doing my job well. I learned a lot from my customers. This position greatly helped me to grow as a person, so I am thankful for this experience.



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

My previous managers/coworkers describe me as someone that is workaholic, reliable, and independent. From the get-go of the training, I was punctual at work and had never been absent unless I was very sick. I strictly followed my schedule and followed the correct processes as provided by the management. In addition, I work overtime when needed by the company. I also did the signoffs and took my courses on time. Whenever there was scheduled coaching, my supervisor just gave me free time instead. Moreover, I had the highest productivity in our account for the months of May, June, and July 2022 while I was working from home. There was this one instance where I got careless with my work. I immediately approached my supervisor and explained to her what happened. Just to give her a heads up. She was glad that I am proactive and transparent with her. She told me to be careful the next time. In my opinion, these are the characteristics that they may describe me.

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

For me, I am proud that I was able to graduate even as a working student. It was very challenging yet very fulfilling at the same time. For my part, it was a very adulting thing to do. I was able to sustain myself financially and have the tenacity to achieve my goal. Despite the hardships that I encountered, I did not depend on my mom, elder sister, and other relatives. Being a working student greatly molded me as a person, especially with the great demands of my course and the nature of my work. I've put in my blood, sweat, and tears so that I can graduate. It helped me to be mature and professional. I was able to juggle my studies, work, and personal life successfully. I learned to be diligent, manage my time, sort out my priorities, and balance my workload which I can apply in my personal life and career.