



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

My dream job is to become a flight attendant. It may not be that impossible to others, however, as I am already a mom of a 4-year-old it may seem impossible for me as I now have different goals and responsibilities. I have always been fascinated with flight attendants as they look good and poised, especially with their uniforms and one of the perks of their job is to be able to travel in the Philippines and abroad which I always wanted to do. Second, as a crew in an airline, they have the benefit of having a family member fly for free. Having to travel while working has always been a dream of mine and to be able to visit the places that I only see on the internet. Hopefully, I will be able to achieve my dream and if not, I just want to have a contented, stable and happy life with my family.

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?

One of the stressful experiences that happened to me with my previous work was I was sharing a locker with 3 of my workmates, one is a close friend of mine that I already knew from work before and the other one was a well-known thief from her previous workplace, but we gave her a benefit of a doubt. My close friend and I are very empathetic, so we were sorry for her for having no one. That's why we let her share with us, but we bring our wallets with us most of the time. 3 months passed and we thought that she was just mistaken about being a thief in her previous company, however, she stole my money that was kept in a secret pocket the one time that I forgot to bring my wallet and I was confident that she won't do anything as if she will open my wallet she won't see any money as I kept it hidden. I knew she was the one who stole it as it was my close friend's rest day, and I realized my money was missing the day after she stole it as it was my rest day, and I was going to buy a meal for me and my kid. If it was a small amount, it wouldn't be a big deal to me, but it was one thousand pesos and I really felt betrayed as she knows that if ever she needed any money she can just borrow from me as she did that many times already for the past months. What I did was I double-checked everything first as I don't want to wrongly blame someone but once I was sure that she took it, I messaged her and asked her and thankfully she admitted it and said she was sorry. After that, I just let her pay me and told her to find another locker as we won't let her share it with us again.



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 work, the task that I find the most challenging was if there was a canceled flight and need to rebook the passenger, but they were not amenable to the change. Usually, once the flight was canceled the airline will send a notification to the passenger to let them know and give them another flight which they can accept through the website. Some accept the new flight even though they are not okay with it and will chat us to rebook it which may need another payment as they already rebooked it when they accepted the changes. Also, if they really wanted the flight but it is not available, we can check if there may be available seats and can put them on a waitlist, we need to let our team leader know so they can add the passenger, and once done I can reissue the ticket and the passenger will be able to receive the new ticket with their new flight details. It will be challenging if the team leader is not available as they will only be the only one to add the passenger to the waitlist and some need to be reminded many times before they work on it which may cause the passenger to be distressed as they are waiting to have the flight as well and not their fault that the flight was canceled. If the ticket is reissued once the passenger is already on the waitlist it may cause a financial impact as the flight may not be available anymore, that's why we need to wait or remind the team leader. The task I enjoyed the most was booking a new flight as all I need was all the correct details from the passenger and input it.

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

I think my previous managers/coworkers will describe me as a kind and hard-working person. They know that I really don't get mad a lot even though I was wronged by someone, I just don't mind them and let it go as I believe my peace matters more. One may say something bad about me but most of them know the truth as I am very transparent, and I mostly do my job efficiently as possible which is why I never experienced financial



impact during my stay with my previous job. I like to mind my own business and help someone financially or with work if they need it.

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

The personal accomplishment that I am most proud of as of now is having to start trial with Pathcutters. I heard that it is hard to start work here, and I was not that confident before applying as I am an undergrad with just a few months of BPO experience and when I started the trial, I was the only undergrad and it made me question myself on why I was accepted. It made me realize that they must have seen potential in me, and I need to prove myself. I am proud to be out of my comfort zone as having work as a Virtual Assistant may be quite overwhelming, however, I am quite having fun doing tasks and doing them as best as I can. Before applying here, I tried to find work-from-home jobs and had a lot of rejections so having to start trial here is a redirection for me.