



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

If things were possible in this life maybe I would be able to achieve my dream job and that is to become a Certified Public Accountant. It was my greatest dream job before, thinking of going up on stage and having an oath-taking with my proud parents. Dreaming of having a license for the dream job that I truly desire makes me want to continue but unfortunately, I have many responsibilities for my family.

Being a Certified Public Accountant was my ultimate dream job when I was in high school because my father always tells stories about the job of being an accountant and my best friend as well. I really do love English and Math subjects so when I graduated from junior high school, I took Accountancy and Business Management Track and there I was able to understand that accounting subjects and lessons are not exactly in math, but it focuses on English comprehension. I was able to survive it until my college year but unfortunately, things don't go smoothly at it was due to family problems my studies had been affected, and that resulted in failing. I was devastated and depressed, but I always thought to myself that life doesn't stop there. There's a lot of opportunities ahead of me so I just must go smoothly.

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 work in one of the BPO companies in Manila and I receive calls every day from our US clients. I had many stressful situations in my past workplace that I experienced but the most stressful was taking more than 100 calls in 8 hours or in a shift. I worked as an agent in a financial account and the account that I'm working at is a financial app wherein all banks are connected on that app. So, if one of the biggest banks in the US will have a maintenance problem with their system and customers are not able to send or receive money that is when the most stressful situation occurs because we will have more than 400 calls in queue. There's an instance that I can't have my breaks and lunch in time since we must clear the calls in the queue.

In that stressful situation, I manage to overcome it by extending my patience with my customers since I need to provide them with an excellent quality of service. It is my job, so I need to understand it also that as a call center agent I need to be resilient and reliable to do my job.

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

I am a customer service associate or a call center agent and I am dealing with US citizens customers every day. The most challenging task that I encounter is dealing with most of the irate customers since scam is currently happening in the US, I receive a lot of calls that they have been scammed and they wanted to get their money back but we need to create a report for the



investigation that's why it was so challenging since we needed a lot of information. On the other hand, the task that I enjoy the most was achieving my statistics because we have these statistics that we need to achieve for us to get the incentives, so I always enjoyed being one of the top agents and receiving the incentives that I deserve as well as having a conversation with some of our customers who really appreciate us and providing our them with an excellent quality of services.

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

My coworkers always describe me as a patient, jolly, and hard-working type of person. In my workplace, my coworkers and I always hang out during our lunch, and we always tease each other, and they always told me that even though how much they tease me I don't easily feel irritated or mad at them. My teammates also told me that I am kind of strict and straight-forward with them because we have also our team statistics that we need to achieve so that our team can be on top there are some instances that I will help our team coach or be its spokesperson to discuss and talk with our team and especially on their instances that will have a big impact on our team stats so I always tell them frankly what they need to do. It is better to tell them frankly so that they will be able to know what we need to accomplish or achieve in order for our team coach and our team to have good recognition.

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

I have one personal and one professional accomplishment in my life that I am proud of. First, is my personal accomplishment wherein I came and worked in Manila all by myself. It was an accomplishment for me because I was able to live independently. I continue my life and work in Manila, and I was so proud of myself that I am paying my bills and doing grocery stuff from my hard work as well as doing household chores all by myself without the help of my mom. Although I miss them but is also an adjustment for me and for my future. Also, my professional accomplishment is when I graduated with my bachelor's degree last year even though I was not able to pursue my accounting course it was fine with me because I still finished my studies at the right time, and I am still building my career for my future self.