



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

If anything was possible, my dream job would be a travel vlogger. Growing up, I always thought about being a teacher or an engineer. But then when I entered senior high school, that's when I realized that most of our teachers are less compensated for the amount of work they need to do. Then a pandemic happened and online platforms like TikTok, and Facebook reels became a trend where you can post random videos and vlogs made me want to become a travel vlogger. I honestly do not know if being a travel vlogger is a job, but I guess it is because some people earn as a vlogger. One of the reasons why I also like to become a vlogger is simply because I want to travel and eat. I want to explore the wonders of the world, eat, enjoy, and be able to do the things that I want without any hesitation.

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 guess we all have that stressful situation, and it will always be present in a lot of circumstances. As for me, one of the stressful situations I encountered was when I took my first call as a customer service representative. I will never forget that call because it took me three hours before the caller hung up. What stressed me out the most was when I was asking for help and none of the floor support was helping me, instead, one of them scolded me for taking too long to resolve the customer's concern. Given that situation, I can't really say that I have overcome it, because knowing me, I tend to overthink things. So, what happened was right after I ended the call, took my lunch and cried it out to my friend who was also my teammate. After that call, I took a rest as my supervisor told me not to take a call and just wait till my shift ends.

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 job as an airline customer service representative, one of the most challenging tasks that I encountered was processing refunds, flight rebooking due to cancellations, disputes, and escalations. As a ticketing agent, our job was to book a flight for our passengers which is kind of easy for me. But if there comes a flight disruption, that is the time that we panic because we need to look for an available flight that is convenient for the passenger, there are times that they are ok with the new flight schedule but most of the time a lot of passengers are not happy with new flight schedule and want to have a refund instead. This is where I am most challenged because if you are the one who handled the call, you are also the one who needs to follow up on the refund request and escalations. There are times that passengers call in again and ask you personally about



their refund status, and since most of the refunds are processed in two months at least, most of them are not happy about it and tend to give me a detractor score.

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

I honestly do not know what they think about me, but I really have a good relationship with my coworkers and supervisors. I guess one general comment they have for me was that I was never late and had a good attendance record. One thing that most of them also noticed about me was that I am a fast-paced talker. I tend to talk really fast with my calls which leads me to getting a detractor score. They also see me as someone who is very determined with her studies as most of the time, I bring my lessons and reviewers with me at work and read right after I arrive. I am also very close with my coworkers; they sometimes see me as someone who is very serious when on call and very bubbly outside work. I am also very thrifty and careful with my money, and I think they are also aware of it, that is why if we have gatherings that I don't want to go to because of a tight budget they sometimes cover my expenses just for me to attend.

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

I think the greatest accomplishment I have made so far was to graduate. And I am very proud of it because, during college, I rarely ask for any allowance from my mother. All of my expenses in college came from my hard-earned money working in customer service and as a student assistant. It was also kind of hard as I also needed to cut off my daily expenses to save for my tuition fee. Although in college, I was fortunate enough to have a scholarship that covered my tuition fee, it was also hard for me to work and study at the same time. Now looking back on all the experiences and struggles I encountered, it made me feel very blessed and thankful. I really did not expect that I would go through college and finish it as I was really weighing my decisions before if I should stop or proceed to enroll myself in the second year when the pandemic happened. Now that I have graduated, I am so excited to venture out and do new things and finally work without thinking about any schoolwork.