



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

"If I was only given the chance to pursue my dream job, I would've been a singer/songwriter. Ever since I was a child, I've always had a fascination with music and its ability to make people move and feel things. I might not be musically inclined, able to play any instruments or have a great voice, but I've always enjoyed writing songs about my experiences, societal issues, and even those that I can't relate to.

A tune would play in my head while washing the dishes or taking a bath, then I'd have the urge to take my pen and translate those tunes into words. I'm inspired by the music of Taylor Swift, Lady Gaga, Madonna, Lana Del Rey, and Katy Perry, and just like them I want to inspire people and revolutionize music and society that will transcend in the generations to come, but then again, it's just a dream job."

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 never fell short of experiencing stressful situations at my previous workplace and in college. In my four years in college, I was also working on the graveyard shift as a call center agent. I had to deal with irate customers and people who were not technologically inclined in the evening, and then I had to take classes and do school tasks in the morning.

When the pandemic hit, I had a hard time keeping up with my relationships and academic responsibilities. Everything that happened to me eventually took a toll on my mental health, which also affected my academic performance and social interactions. However, I was lucky enough to have a circle of friends and professors who showed me compassion and understanding, which helped me get by.

Aside from that, time management really helped me balance my tasks at school and work, eventually leading me to graduate with Latin honors."



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

"Prior to this job, I was a telemarketer and a customer service representative before that. All previous jobs that I had were challenging, and mainly it was due to unfamiliarity with the job and handling people as well.

One notable aspect of my previous job as a customer service representative that made it challenging was de-escalating irate customers. There are instances when customers would become verbally abusive. Fortunately, by following de-escalating steps and adhering to company guidelines, I'm able to properly deal with them without compromising my job and well-being.

Analogously, one goal of being a telemarketer is to please potential customers, however, this time my goal is to make the company known and for them to purchase the service. Persuading customers is very challenging, especially if your company is unknown to them.

In both working experiences, I found comfort and pleasure in solving the customers' problems and turning a prospect into a customer."

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

"I had brief interactions with my managers or professors in an academic sense, but I had a lot of conversations with my workmates and fellow interns. It might sound self-serving to note their descriptions of me, but they have described me as a quiet person at work who eventually becomes talkative when I start to trust people. While at school, they would describe me as a liberated and happy-go-lucky person who's able to turn personal traumas and frustrations into humor.

When it comes to descriptions from my superiors, I've never really heard any critical comments, since they know that I'm a working student and I start to work on myself whenever I receive suggestions. I think one feedback I received from my professor was when I started to submit projects later than usual, which she understood due to my status as a working student, and during that time, balancing my responsibilities and the pandemic took a toll on my well-being."



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

"I grew up in a low-income family and started becoming self-sufficient when I turned 17. I started working as a part-time private tutor for two kids and I eventually transitioned into a customer service representative. While doing those, I was pursuing my bachelor's degree in psychology and providing for my family's needs as well.

To say that it was hard is an understatement since I would intermittently have thoughts of giving up. However, by enduring those sleepless nights, frustrations, and unhealthy thoughts, I was able to finish my degree and support my needs personally and academically.

I have never thought of graduating on time, much more getting a Latin honor, but with dedication and hard work, I did it and I was even able to get a bonus by graduating with honors. Therefore, the accomplishments I'm most proud of are being alive, being independent, and finishing my bachelor's degree with honors."