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

   If I am provided with enough resources to be able to do what I want, I really want to be a programmer. I would say mainly because I did enjoy coding back when I was in college though I was not able to dive deep into the course since I stopped. I just find it cool seeing technology nerds in movies creating something out of programmed codes and manipulating the system by it as well. Aside from its coolness that fascinates me, I consider it a dream job as well since we live right now in an era where technology plays a very important role in almost everyday life. Technology keeps on evolving and this kind of job will continue thriving, generation from generation, so working in this industry provides stability in financial aspect. Some of the high paying jobs are in the technology industry, that is why this is my dream job as well because I don't get to just work on something I like doing but get paid enough while doing it as well.

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?

   Yes. I have experience being in a stressful situation in my job. As someone who was able to work in customer service, I got to encounter different types of customers and one thing that always stresses me out is when they're already irritated onset of the call. One time at work, I received a call from an already shouting customer because she said that she was double charged, and she mentioned that she had already called multiple times for that day. In times like this, wherein the customer is already aggravated, you need to be prompt onset of the call to offer the possible solution as soon as possible. One of the contributing factors to why she's already mad is that there was no information populating with the information she provided even though the phone number she provided was the one she's been using for a long time. So, what I

did was I asked the card number wherein she was double charged. After checking the account, I informed her the reason for the charge was because the plan that she did have before was a promotion that expired and went back to its regular rate, but I assured her that I would be able to help her with the charge as I tried looking for available promotions we have. I was able to enroll her on a plan with a lower price and she thanked me for explaining the charges clearly and helping her find another plan she could afford.

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

When I was still working as a customer care representative, I never thought that I would enjoy talking to people, especially as someone who's really introverted. But as time went by, it became easy for me to connect to people maybe because we're not talking face to face. Nevertheless, it is a task that I enjoy doing since I crave the satisfaction of getting good surveys, and every time I get one, that's the basis that I was able to do my job properly which is a wonderful feeling of validation. As for the task that I find most challenging, it would be doing sales. Since there are a lot of promotions my previous company offered which a lot of customers know about as well, I really find it hard to upsell especially since most of the customers that I handle always look for a promotion, and because upsell and saves are part of our metrics, I always make sure that my saves metric is passing so it can leverage my upsell metric.

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

One thing that I know as my manager describes me is that I'm the quietest member of the team which I can't say anything against since I'm really introverted. It's also the same as how my coworkers would describe me. There were times that my coworkers would ask me if I ever felt so lonely because I always preferred being alone. Although that's the first impression most people I work with give about me, there are some of them who will also say that I can be loud and talkative, especially the coworkers with whom I'm already comfortable being and the good thing is that although I am very much a reserved type of person, it's not hard for them to work with me for projects that need collaboration may it be in school or workplace and I would say the reason for that is I don't like the feeling of being a freeloader. It would really be embarrassing if they couldn't even feel my presence at collaborations given the fact that I don't even talk much. So, to balance it out, I always make sure that I am doing the tasks assigned to me if there are any.

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

The personal accomplishment that I will always be proud of is being where I am right now. The thing with being introverted and shy is that there were a lot of times I let opportunities pass all because I fear trying and failing afterward. I always overanalyze what people will think if I will never be able to make it. It took a lot of time for me to be able to muster the courage to get out of my comfort zone. I realized that I had been really scared for a long time that I became stagnant and then became unhappy because my life was too stagnant. One step forward that I took for me to be able to step up is to look for a job I was too scared of trying and that is the customer service industry,

simply because I don't really have exceptional interpersonal skills. The training I went through helped me somehow to get better than what I was before but of course, I know that I still have a lot to work on and I am always trying to be better than what I was yesterday. So, when I said that the personal accomplishment that I will always be proud of is being where I am right now, it is because I was able to land this training period. Being able to be here has never really been easy and I am always thankful for the opportunity that was given to me as well as the trust that I have given myself to be able to reach this point.