



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

If anything was possible, my dream job would be somewhere in the field of fashion. I am going to be a fashion designer or a model. Growing up, I always enjoyed watching my mom dress up and put on her makeup. There was even a phase in our lives when she would let me pick up her outfits. Up until the present, she would ask me how she looked and let me make some adjustments to her outfit whenever I saw fit. I am fascinated by the intricacy of the details of each piece of clothing a designer makes because it does not only depict their talent and skills but is also a form of expression. To satisfy the fashion enthusiast in me, I saved up money during the pandemic and bought myself a mini-sewing machine. From there I have learned to sew my clothes from scratch without proper sewing classes but just by watching tutorial videos from YouTube.

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?

Handling calls from an irate customer has always been a nightmare for a customer representative because you get to be called names and hear negative words that could demotivate you to do your best. I have handled such customers multiple times, and it was stressful especially when their requests went beyond your scope and capacity as an agent. Each call is different from another. Thus, if I encounter such a scenario, I usually do my best first and resolve it on my own. However, some cases need intervention because there are certain steps and processes that we are not allowed to do as an agent, but some disputes from the customer usually arise from that. In that case, I asked for the assistance of my supervisor and went the extra mile to resolve the issue and satisfy the customer. I always thought to myself that it is good that I know how to do my job independently, but it is also best if I know how to ask for help when needed and that there is nothing wrong with that.

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

As a customer representative, taking customers' calls, I have a love-hate relationship with talking to customers. I find it the most challenging part yet enjoying the process. There are repeat caller customers who have no intention of listening at all and only want their request to be made right away. It would require a lot of patience and understanding on my end to effectively perform my responsibility and resolve the customer's issue. It is challenging because it is draining and sometimes could affect us mentally when we encounter customers who have cultural differences from us and unnecessarily highlight it during the conversation or use it to criticize us. However, I also enjoy the task because it allows me to connect with others and further improve my communication skills by answering customer calls and queries. Looking at the brighter side, I get to talk and be introduced to various cultures and ethnicities apart from mine. The task may be challenging but it helped me shape to become better at my job and as a person.

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



I was able to have my first employment back in 2022 when I was still twenty-one years old. I was the youngest on our team. My previous manager and coworkers treated me as their younger sister and would usually highlight the positive energy I exuded. I always make sure to set boundaries between my personal life and work to have a balance. If I have personal problems at home, I make sure to leave them at home and not bring negativity to my workplace that could affect my performance. As much as I can, I try to be optimistic. I always remind myself to focus on the brighter side of things and that everything happens for a reason. As for my performance, I was granted the title of the “most improved” agent during our graduation from training. It was my first employment and I had zero knowledge about the industry, my trainer was satisfied with my progress and how quickly I was able to adapt to the environment.

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

I am proud of my academic achievement and the little steps I have taken so far after graduation. Last June of this year, I got to finish my degree in Bachelor of Science in Accountancy at the University of St. La Salle – Bacolod, a school in Bacolod City known for its quality education and training in the said course. Despite the adversities brought by the pandemic that required us to transition from face-to-face classes to online classes and then back to face-to-face classes in our senior year, I am proud that I did not stop and made sure to graduate with my batch on time. Finishing my degree wasn't the end, it was just the start of something bigger and I am proud of myself for taking small steps at a time, such as exploring the virtual industry, and just basically trying even if I am afraid and unsure of what lies ahead of me.