



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

- My dream job is to be an accountant. That is also one of the reasons why I chose Accountancy as my course in college. The reason behind it is that it pays well, especially when you are a successful one. I also love Math, ever since I was a kid, and I wanted to be in the business world and being an accountant covers all that. My parents also took the same course when they were in college. However, my mother did not graduate from that course due to some circumstances and my father graduated but unfortunately did not have the opportunity to work in the field, so I have always dreamed of becoming an Accountant to fulfill what they haven't. They say accounting is one of the hardest courses to take and to be an accountant is never easy, so I wanted to challenge myself and become an accountant.

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, back then when I was working as a Technical Support for Comcast in Concentrix. We have metrics to pass and besides our main task, which is to answer technical issues of customers, we also must do sales. It's a lot to do especially since it was my first job and was my first time in a call center, and I am not yet used to customers calling you names just because they are angry. It put me under a lot of pressure because I wanted to stay there to have a job and provide for my family. I learned to overcome that situation by taking it one step at a time. I tried to ask for help from my coaches and TL by asking for some feedback on what I need to do to better improve what I'm doing. I tried to familiarize every tool we use and learn about the usual issues of the customers and told myself to be patient and not take it personally when customers call me names. I also told myself not to be too hard on myself.



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

- I find it most challenging when we deal with different prospects and customers because you don't know which type of person you will encounter at the time. You may interact with people who are nice, too grumpy, angry, emotional, bossy, and many more and you must deal with them professionally. It takes a lot of patience to deal with different people every day and it is really challenging to act or answer them professionally, but I am glad I am now able to do that. The task that I enjoyed the most was solving customers' concerns. I love the satisfaction you get when you can help them and give solutions to their problems. I have always loved helping people in any way I can, and I was able to do that in my previous position. Hearing positive feedback and compliments from customers is also very heart-warming and makes my day complete.

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

- My previous managers and coworkers may describe me as someone who will do everything to get the work done efficiently and effectively, resourceful, willing to learn, and a competitive one. I am always eager to excel on the task given to me. I perform well if there is competition as it motivates me not to slack and to always give my best shot. I always want to be included on top and not at the bottom. Once they have feedback about my work, I am all ears and very open to it. I always apply whatever feedback they have for my improvement. Another thing is, I am very frank, in a positive way. If there is something I don't agree with the management or the team or if I have an idea that will be helpful for our team, I always share my opinions and am very open to their opinions also.



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

- I am most proud of graduating with a four-year course. It's a bit challenging to finish in college without being influenced negatively by peer pressure. We cannot deny the fact that some cannot finish their studies due to bad influences. There are also a lot of hindrances that I have encountered, whether financial or emotional. There were times when I lost hope, especially when we had our qualifying exams, and I failed the course that I wanted. I was so down that I wanted to give up but then I still managed to stand up and took another course still related to the course I wanted. I am proud that I was able to see my parents' smile when I graduated, and I am proud of myself that I did not fail my parents when they did everything just for me to finish my studies. I am now able to give back what they have done for me.