



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

If anything was possible, I am a simple person, my dream job would coincide with my personality and the skills I possess. For my personality, I am a motivated, flexible, and positive person. I have a positive approach to the clients and my co-workers. It is important to me that I am respected by my line managers, team members, and do well in my appraisals. I am also very trainable; I would consolidate my skills and train up to a good standard. I am always looking for ways to improve my skills to the highest standard possible in my role and do it effectively and efficiently as an employee. Regarding my skills, I am proficient in MS Office applications, real estate processes, particularly in title processing, and documentation. I would want a job where I can apply and enhance my skills. My dream job is something that would be best suited for my expertise, allowing me to further enhance my skills, and have a work life balance.

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 have gone through multiple stressful situations in my previous job. As an admin staff in charge of title processing, I also assess client concerns regarding their documents. There were many irate customers dissatisfied with the product or documents are still pending. I was handling 400 accounts and attending to every client's concern while also managing my quota for every month can be stressful. When a client contacts me, either by email or going to the office, I prioritize active listening. I follow the company's guidelines to help and understand the situation and provide timely assistance ensuring that the client's concerns are met professionally and efficiently. Dealing with irate clients, I remain calm and empathize with their concerns. I took ownership of



the problem and provided a clear resolution. Regular follow-ups and feedback are also important. By being professional and having a proactive approach, I managed to turn the situation around fostering a positive customer experience.

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, I was an Admin Staff in charge of title processing and managing my quota every month unforeseen obstacles was the most challenging and it was also the task I enjoyed the most. The reason was that my job depended on multiple departments in a step-by-step process. If one task is pending in one department, my tasks will not skip to the next one. I had to make sure from the beginning of my tasks that the initial process was already going smoothly so I could move forward to the next step. To meet those deadlines, my work depended on multiple different departments and was a step-by-step process. If one task is pending in one department, my tasks will not skip to the next one. So, I had to make sure from the beginning of my tasks, the initial process is already going smoothly until I finish and meet my goals. It requires time management and adapting strategies on the go with unforeseen obstacles and hindrances which is a challenge every month. Although it is challenging, through strategic planning, problem-solving, and teamwork, we successfully navigated the obstacles meeting the goals. This experience has helped me learn more about strategies and problem-solving. This experience has refined my resilience and helped me to thrive in a dynamic work environment.



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

In my previous job, my manager and co-workers would describe me as a reliable team member demonstrating a hard-working nature. Firstly, I like to help and support my team members and attend to my manager's concerns regarding our operations. I am dependable in the workplace, and I have learned the importance of making tough choices, strategic problem solving and team effort for a better outcome. Having a dependable team is integral for day-to-day operations in a work setting. Secondly, I possess a hard-working nature, I am always looking for the positives and for ways to further improve my skills, and I work on highlighted areas during constructive feedback. In my previous work, every now and then we have evaluations of our performance. During evaluation, I acknowledged the valid points raised, understood highlighted areas for improvement and worked on refining those skills. This experience has helped me learn the importance of constructive feedback in personal and professional growth.



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

I have achieved both personal and professional accomplishments in my journey. In terms of my personal life, I am proud that I have achieved a closer family relationship. My father died last year due to health problems, and this impacted our lives greatly. His passing lead us to understand each other more. I grew closer to my sister and her family, we showed more emotional support for each other, and we have been prioritizing health over everything else. It's not much of an achievement but I am very proud of my family especially while mourning a loss. Professionally, for me, I am proud that I've made it this far in Pathcutters. I am impressed by the company's focus on employee growth, teamwork, and a work life balance. Contributing to this dynamic team and growing professionally in this collaborative environment greatly appealed to me. I am very proud to be here improving my skills to the highest standards possible in my role.