



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

I dreamt of being a writer, a published writer. When I was in college, I was very confused and undecided on what path to take. I thought of taking up criminology or anything related to being out in the field, fighting for my country, but then I ended up signing myself to the business courses program and just *went with the flow* as they say it. It was when I was already in my 3rd year in college, that I realized I wanted to be a writer, sharing stories I had imagined while trying to sleep. Reading stories on Wattpad made me more intrigued in writing my own stories. I was very inspired by our Filipino writers who had their dreams come true in the said platform. That started my dream as well, to be a writer, because I find it relaxing and stories seemed to overflow while I'm thinking about it, and it was even more rewarding just seeing your words already jotted down in paper. Other than that, I also wanted to be a writer because I want to share a story that will make my future readers feel all the possible emotions a story can have, I want it to be an inspiration for them and a way to escape, like it did to me.

I'm still working on that dream, and I will make it possible somehow.

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. It was so stressful for me since it was my first encounter with a client who was shouting and causing a scene in our office. I was so shocked at that time, and I didn't know what to do at first. I tried subtly asking for assistance from my coworkers, but we were all newbies at that time. I was able to resolve it by talking calmly to the client even though he still had his voice raised. Eventually, the client tried to elaborate his concerns more calmly, as I maintained my composure and I reassured him that we would have all his concerns addressed at the earliest possible time.

It was my supervisor who taught me not to mirror a client's anger or frustration, instead, I should be emphatic and calm because it will help me understand a client more and that's how I overcame that stressful situation.



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 position, I find it most challenging when I'm interviewing a client who seems to not be engaged and not cooperative with the interview. In my previous work before, we needed to assess a client during the admin interview, because we would know if they had concerns or questions regarding their reserved property and for them to verify all their declared information to be true. If the client does not participate well in the interview, it is likely that in the future, they will have concerns that were supposed to be addressed beforehand, causing more conflicts with their account entirely, that could have been avoided.

While I find it challenging to assess new clients in admin interviews, I also enjoy talking to clients when they have inquiries and concerns. Aside from that, I enjoy tackling documents to be sorted and to be completed, with that I am familiarize with the client's details and documents, giving me a chance to note down what are the missing or documents that are still for submission. It makes my work easy whenever we need to assess certain client's documents, either when they are due for loan processing or title processing.

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

I think my previous coworkers would describe me to be outgoing and friendly.

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

I am very proud when I passed the exam and had my license as Financial Advisor.