



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

If anything was possible, my dream job would be a full-time Powerlifter. When I just started powerlifting the joy and excitement every working set brings brightened up my day. Through powerlifting I slowly started to appreciate life in general.

The patience and tenacity powerlifting brings to someone's life hits different. They are just simple movements, however, the experience, the weight that it carries will affect a person's overall lifestyle. The dedication to the craft speaks more than words can ever describe. In the future, I would love to be able to coach the newer generations on how to get started in powerlifting. At the same time being able to step onto several major stages and represent myself over thousands of people watching would complete my dream job.

Repeating the cycle of coaching, competing and overall improving myself as a person would sum up my dream job. To be able to sleep and wake up in the morning and appreciate life is more than I could ask for.

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, Fortunately I have experienced several stressful situations in my past workplace and the one I look back to the most was an experience I had when chatting with a client while resolving their admin issue for their domain.

At my previous company, once a client has decided on the domain they want to purchase, they will then proceed with what kind of services and subscriptions they want to include along with their domain. Which then can be found on the dashboard of their domain under our company's servers. Now, several issues our clients are having are that they fail to notice that you can have different owners for the domain and the dashboard. When a client comes to us via email or chat informing us, that they want to change the owner of the domain and the email address they registered the domain with is completely different from the email-address they registered on their dashboard a misunderstanding occurs.

In this particular instance, the client wants us to provide what email-address was used to register the domain, however, company policy states that we are not able to provide this information to the customer as it breaks privacy laws in Denmark. We can only provide a masked email address showing limited information. A rather simple solution is to provide a form that they will need to sign and provide the necessary documentation as proof that they own the domain. Upon receiving the form, we will cross-check the information with our database to see if they both match. Unfortunately, it did not match at all, and we had to send a follow-up email to inform our client regarding this. To cut the story short, the client decided that our practices were unreasonable and that they'll bring this issue up to court, and to my dismay I was the supporter that she was contacting during that time and my information detail were to be used to file the



complaint. At this point, I was worried since her accusations were serious and I was just recently placed on the production floor. We weren't able to accommodate the client's need since it's stated on our terms and conditions that we must indeed follow strict yet necessary protocols in order to ensure the safety of our other clients.

I kept my cool in chat, even though I was shaking in real life, and explained this to her. I then informed my team leader regarding the court claim, and he guided me to the steps I needed to take, informed our legal team and was then assured that they'd have my back since I was only following standard company policy.

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

The task I found most challenging was issues regarding WordPress. As a level 1 supporter, we were only able to assist our clients with a few issues on their WordPress website since this would usually be escalated to our technical team.

A few clients would understand that these issues would take time and would be patient and wait for updates coming from our technical team. The challenging part are the clients that want to resolve the issue immediately and would start being irritated that we are unable to accomplish this as a supporter. Which will result to a low customer satisfaction score even though I've assisted them the best I can.

The tasks I enjoyed the most during my work in my previous company were admin issues, which includes owner change, updating contact detail, assisting in transferring on domain to other companies and Financial inquiries. Since I've already created templates for various scenarios for each inquiry our clients have which made these tasks easier to accomplish.



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

Every last shift of the week we have an evaluation, during one of my previous evaluation with my team leader, he would usually describe me as being able to empathize with the issues our clients are facing and have a calming and understanding tone when chatting with them, that have the ability to satisfy even our irate clients on chat which leads to the clients giving me a high rating at the end of our conversations. However, I tend to keep to myself and not interact with my co-workers or people sitting beside me. He does understand that a major factor would be the language barrier between my co-workers and me. He will then encourage me to mingle in and still try my best to interact with them. As this will only help me in the future to be able to learn the language and enjoy my time as I have a quick conversation with them.

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

The most recent significant personal accomplishment I am proud of is when I was finally able to lift a total of 1000lbs in powerlifting, When I started my journey to the sport, I would always look up to people who could lift weights that extremely heavy and not even break a sweat. Telling myself that it would take me a long time to reach the point where they are. Last November 2023, I was able to accomplish a goal I set at the start of that year. It took me 11 months of dedication, patience, and consistency to reach my goal and during this time, I was able to reflect on the time and effort I placed into reaching this goal which encouraged me that as long as I put my mind to it and keep improving on myself, anything in my life would be possible. This resulted in me trying a lot more things and slowly began to understand myself mentally, emotionally, and physically.