



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

If anything was possible, my dream job would be to be a writer. Because I want to write an inspirational book. A book where I can help other people ease what they are going through. I want to touch people's lives with my work. I want them to know they are not alone. My book would not only be limited to those who can pay but also to those who need it.

My goal is not to gain profit but to change people's lives. I want my book to be their comfort in their rough times and to spread inspiration to others. This would be a ripple effect. We may never know that in this way we are already saving people's lives. Since I believe whatever, you are putting into this world has a way of coming back to you. So, I want to spread kindness, compassion, inspiration and motivation.

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 experienced a stressful situation in my past workplace. There was a time when one of our colleagues did not show up for work for 3 days. No one knows what happened to him, he did not notify anyone, and we are not able to contact him. We were worried about him, and he went AWOL. But what was stressful was all his tasks were neither done nor started. We have a deadline every Friday.

So, what did I do to manage it? I composed myself and came up with a plan to make sure we were still meeting the deadline and not compromising on the quality. I stepped up to divide and assign his tasks to us all, and we met the deadline. Even though it was hard, and we extended the time to finish everything, it takes teamwork and composure to ensure you are not letting your emotions take over you.

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, the task I found most challenging was keeping up with too many workloads that were already beyond your contractual obligation where you are an all-around employee. This removes the work-life balance set up and I am already spending too much time on work that I miss having time for myself



and my loved ones. However, the task I enjoyed most was auditing agent calls and giving them feedback on how they could improve their scores.

Because I love to see improvements and I am happy to know that every time I coach them on what needs to be improved, they work on it and prove to me that it could be done. Every time they see me, they are thankful since it helps them to grow and improve their score which gives them incentives. This made me enjoy my task as it let me help people improve but I also learn in the process.

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

My previous managers/coworkers describe me as:

- Kind
- Patient
- Helpful
- Passionate
- Potential Leader

These are some descriptions that I usually hear when we have coaching and meetings. Which I also treasure and value. I am kind, helpful and patient towards other people since for me you never know what they are going through and any act of kindness and patience towards them can help them ease what they're going through.

When it comes to work, I am passionate since I gave my 100% in everything, I do that sometimes I go beyond. Every job I have I love it.

Some say I have the potential to be a leader in a way that in case my supervisor or manager is not around and if there are any problems. I step up if needed to ensure that the team was aligned and productive. I am open to any suggestion and feedback from the team which could improve our work.



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

These are my professional accomplishment I am proud of:

- My attendance as I am never late or absent ever since unless it is an emergency or natural disaster.
- Being the Top-Quality Evaluator

These are my personal accomplishment I am proud of:

- I am proud that I was determined and worked hard to reach my goals. Since I was able to accomplish my 4-year course by being a working student. Working as an agent in a call center at night and during the day as a full-time student.
- I am proud that I was a consistent honor student when I was in elementary school.
- I am proud that in my college days, I was able to get in as a dean lister for one semester.
- I am proud of everything I've been through since I never gave up on every challenge or problem I encountered. This made me who I am as a person.