



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

I always wanted to travel and explore the world. It has always been my dream to experience different cultures and traditions. My dream job is to become a flight attendant.

I never really thought of this job until I got to experience flying for the first time. The flight attendants caught my attention with how presentable and professional they looked. They even have their own suitcases that match their uniforms.

However, it's not just about how they looked or their cute uniforms that captivated me to dream of becoming one. I also admire their work. Some may say that a flight attendant's job is easy and all you need to do is serve food or assist passengers on their carry-on bags but for me, ensuring the safety and comfort of the passengers is commendable. It takes a lot of responsibility. From then on, I always wished to become a flight attendant and be able to serve people as well.

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?

Stress is common in every workplace. I have experienced this before in my previous job as a customer service representative. I have encountered a bunch of stressful moments but, back when I was still a trainee, it was the toughest.

Though I already have experienced being a call center agent still, their training for me is challenging and I had to adjust. The account's range of business is wider than what I handled before. The first week of making calls in training I was struggling and pressured. My scores are not hitting the target. I was frustrated and I overthought my results. But I learned to taught myself not to dwell on it and focus more on how to make it better. So, I practiced my notes during my free time and studied some phrases I can use to make my call handling sound better. Stress can affect us mentally, physically, and emotionally so it's important that we know and learn how to manage it.



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

Being at a customer service industry, we face or talk to a lot of people every day. Our main goal is to always provide excellent customer service and to satisfy the customer at the end of the call. The most challenging part of my job is dealing with different people with different personalities. Since I'm assigned to a telco and technical account most of the calls I get are complaints and frustrated customers so it's important that I know how to profile them so I will be able to assist them accordingly.

Though it's challenging to work at a customer service industry, I also appreciate the benefits I get from it. It enhances my communication skills, teaches me how to be more professional, and to be independent. However, the part that I really enjoyed most in my previous job is when I solve a customer's concern smoothly and he or she is happy with the solution I gave or suggested. It feels fulfilling and proud that I was able to help someone in need.

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

I have a pretty good relationship with my previous managers and coworkers. I think they would describe me as obedient, and reliable.

Since I was working from home before, I had less supervision, but I still manage to get my work done properly and efficiently. I was able to finish the courses I needed to take on time without her reminding me to do so. I also give importance to attendance and punctuality. I also make sure that I report on time and no over lunches or breaks. I think these are factors that show if someone is reliable.

Obedience is also a trait that I value, especially when it comes to my job. It shows how much respect you have for the company and your superiors. The rules and regulations of the company and my supervisor was discussed before I agreed to take the job so for me It's my responsibility to abide the rules and I know the rules they set are also for me to be better at my job and as a person.



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

The personal accomplishment that I am most proud of is that I learned how to be independent and confident. Before, I used to be super shy, and I avoided simple conversations with people. I will always ask my mom or my friend to order for me when we're at a restaurant or to come with me if I need to pay tuition in my school. But when I reached the 6th grade and transferred school that's when I got to develop my confidence. I was lucky that I was put into a school where there are no judgments and students are more open minded. It was just a small school, but we are also able to express and enhance our talents because we are encouraged to join extracurricular activities. That's when I started to believe in myself and be more self-reliant. Since then, I had the confidence to be more out there and the courage to face challenging and nerve-wracking situations.