



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

My dream job was to be a Forensic Analyst. I grew up watching crime documentaries and the CSI franchise with my dad. He was the one who influenced me into wanting to be one. Back then, Kids my age would be watching Cartoons, Anime, or something from Disney or Nickelodeon and not how crimes were committed but what piqued my interest was how fascinating it was, the way they gathered evidence, and how science and technology were used to uncover who the culprit was. It wasn't just entertaining, but it was also educational. You learn a lot, whether it be chemistry, biology, or criminal justice, and you also get to have an insight as to why people commit crimes. Is it something that they were forced to do, are they mentally unstable or just downright evil? We can never really pinpoint what runs through people's minds. There are things that we would never think someone is capable of doing.

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, there was a time when we were transferred temporarily to a different account and had to cram train for just a week. We were only given a week's worth of training since it was somehow similar to our current role at that time. The allotted time that they gave us was not enough and the trainer was also new to the account and had a hard time training us. There was lots of missing information when we had our training and there were things that were not discussed to us, the training materials were not enough, and we lacked proper tool navigation. When our training ended, we had to start taking calls for the new account. We requested for tenured agents from our manager to help us and guide us for the 1st week but we were not granted one, so we had to figure things out on our own. The only way we got to overcome that obstacle was to work closely together, help each other out, and share our ideas when we encounter things that may help the other.



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

What I found most challenging was speaking with different kinds of people. Because in my previous role as a Dispute Analyst, most of our customers were irate. We deal with bank disputes and since we're talking about financial concerns it's no shock that most of them are upset and would shout profanities most of the time.

What I enjoyed most from my previous position was investigating dispute claims. I like how it helps with my analytical skills. We would be the ones to gather the evidence and the information as to what happened to the transactions, we would also be the ones to call the merchant to compare and confirm the customer's details and statements. We work to prove if the disputed transaction is fraudulent or was it something that the customer did and is just trying to see if they can out smart their bank and get some free money.

4. How would your past colleagues or managers describe your work ethic?

Past colleagues or managers would describe me as someone punctual. I would come to work as early as an hour or 30 minutes before the start of my shift. I was also dubbed by a manager as an emoticon, he claims that he would always see me smiling at everyone like a smiley face emoticon. I would rarely be out of the office as well; I would only be out of the office if I could no longer function due to severe sickness. If I feel under the weather but can still function or have the ability to work effectively then you'd still see me coming to the office. When it comes to how I handle my job then I do put all my efforts into doing my job as best as I can. Work ethics is something that I value, it's not something that you can teach a person but rather something that comes within them.



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

Working on being healthy is a personal accomplishment that I'm proud of. I've recently started going to the gym and working on my eating habits. I'm not doing this for myself alone but also for my son. I want to be healthy and keep up with him, he's still very young and I want to be there for every milestone in his life. I want to see him grow, learn, and be true to himself. I want to be a good role model for him. I want to show him that he can accomplish anything as long as he puts his mind and determination to it. It wouldn't matter what people would think or say as long as he's not stepping on someone else's shoes just to better himself. Every accomplishment is something that you should always be proud of, it may not have been easy to fulfill but the results will always be better.