



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

If anything was possible, I would love to be a Flight Attendant. When I was younger, I liked to travel but never had the chance to go out of the country. Me and my friends liked to go out of town during our rest days. We went to different places like Leyte, Cebu, Antique, Dumaguete and Siquijor. We would do a short trek or hike to visit some falls. We love going to rivers, waterfalls and beaches even though none of us can swim. When it was almost our rest day, we talked to each other and asked where we would go next. Of course, we had to save money first so we could pay for our travel expenses. So, I kind of envy the Flight Attendants because they can travel to different places either within or even outside of the country as part of their job without having to pay for airfare.

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?

When I was working in a call center, there were a lot of times where we had to be assigned under a different supervisor. There was a time that I got assigned under a supervisor who really stressed me out. They like to shout and throw things when they are angry. If you did something wrong, they would make sure that everyone in the hearing vicinity knows about it. During coaching session, instead of guiding us on how we can improve, they liked to guilt trip us instead. Some of the new employees that were also assigned under that supervisor decided to resign. I also found out that there were already many complaints from other agents regarding that supervisor, but they were never reprimanded because they are close friends with the manager. Since I was not comfortable with them, I reached out to our manager and raised my concern. I requested that, if possible, I would like to be assigned under a different supervisor.



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

When I was working as a customer service representative that handled retention account, I found it challenging to retain customers who cannot afford to pay for their services anymore. Due to their limited budget, it was not easy to look for options and offers that would suit their needs. They mostly wanted the best services, but they cannot afford to pay for it. Some of the customers who subscribed to services they cannot afford often get their services disconnected due to non-payment. Then they will call us to complain about their services being disconnected. They will curse and shout at us as if it was our fault that their services got disconnected. I enjoyed helping customers with their concerns, may it be regarding their bills or issues with our services. It gives me a feeling of satisfaction whenever I was able to resolve their concerns and hear them say that I made their day.

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

I believe that my past colleagues or managers would describe me as reliable, responsible and professional. For the many years that I stayed with my previous company, I had a good reliability record, and I don't go on being absent unless I am sick and need to rest. I log in on time and do not avoid any calls. I made sure that I did not go over break or lunch. I complete the tasks that were given to me. I attended coaching sessions and listened to feedback. I have always dealt with customers in a professional manner. Whenever the customers are upset and cursing, I never took it personally. Even though there are customers that are hard to deal with, I kept my composure and stayed professional throughout the call. I also respected my colleagues, supervisors, managers, and people working in the company. I made sure I was not rude to anyone while I was working in the company



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

I can say that I am most proud of the contributions I made to our house renovation. Even though most of the contributions were from my older sister and brother since their salary are much higher than mine. But still, I am proud of my contributions because even though my salary that time wasn't much, I still gave most of it so that I can help with the expenses. It was hard because aside from contributing to our house renovation expenses, I also liked to buy unnecessary things. I like to buy stuff that I don't really need, especially ordering it online. I don't even know why I order them; I just like to be able to receive a package then open it. I really had a hard time managing my expenses before, so I couldn't save much. But with the little contributions I made, we were able to complete our house renovations