



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

I would say working for a certain company as an administrator or data analyst would be my ideal job. Obtaining either of these positions, in my opinion, will help the company I work for expand through data analytics. By working with the various departments, I can contribute to the company in doing such tasks involving in allocating and managing the company's resources (financial, workforce, promotional and advertising mediums, and any other assets). Additionally, I am looking forward to being part of the decision-making body of a particular company in which I also help the directors to address issues and to reform some processes in the operations. Moreover, getting one of these roles can be beneficial, as they both offer me opportunities to upskill and enable me to have access to different industries. In conclusion, I believe that having one of these jobs can reach my innermost potential which can lead me to live a fulfilling life.

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?

One of the stressful situations in my past workplace is when I am working while taking my medication. In my onboarding way back when I was in Transcom (BPO company), my x-ray result indicated that I have an inactive TB. Therefore, one of the pulmonary doctors said that I should take my medication. While working and at the same time taking medication, I find it difficult sometimes to stay intact with my responsibilities as a customer service representative as I experienced some changes in my body. Realizing this problem, I approached the situation calmly and coordinated with my team leader and the doctor on what measurements I can do or what would be the course of actions I can choose to deal with the changes and for those changes not to affect my work performance. By using this approach, my team leader and teammates understood my situation and supported me which also leads me to be more motivated and have the courage to do my work responsibilities and contribute to the team.



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

Managing the irrational demands of customers was the most difficult task I had in my previous role as a customer service representative. Most of the irate customers who made unreasonable demands were also demanding things that went beyond the company's policies and scope, which is why I find this challenging. Furthermore, as a representative, I must adhere to the Key Performance Indicators (KPIs). Occasionally, when I am unable to meet my customers' demands—which are forbidden—they will likely choose to give me a low rating, which also negatively affects my KPIs. In terms of the task that I enjoyed the most was re-packaging the plan of the customers in which products should they avail according to their current financial needs. I enjoyed this task because as an economics student, I like to keep track of my financials as I believe that time is money and a type of resource that cannot be replaced. In relation to this task, I often find ways to discover my customers' needs, preferences, and standard of living while also retaining them as customers in the company. Moreover, retaining them also means that I contributed to the company's growth and productivity, which I also find gratifying.

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

My former coworkers and superiors have always described my work ethic in three words: resilient, industrious, and adaptive. Resilient means that even with my demanding schedule as a student assistant at a university, I am still able to fulfill my work responsibilities with reliability, learning from my mistakes, finding solutions to problems and going above and beyond what is required of me. Industrious, in the sense that I constantly took the initiative to do things outside of my job description and asked some of our office's authorized personnel to delegate some work to me. I'm also raising my concerns or recommendations on how to make such processes better to guarantee seamless operations at work. Adaptable in the sense that I can multitask and come up with new solutions to some of the problems that my coworkers and I have encountered. Additionally, I also volunteer to do some of the tasks whenever our office is experiencing problems with staffing, especially in facilitating such big events at the university.



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

The professional accomplishments that I'm proud of in my previous role as a student assistant was taking the initiative to help when my office was experiencing staffing problems. That was when two of our team members were on maternity leave including the one that has a key role in managing the university student organizations' financial requests. With no one to take this role, I decided to step in. And learning to do these tasks from her, I knew the procedures and what offices I should go to if ever I encountered some problems. I deal this problem by approaching it calmly and talking to my office head to take responsibility in dealing with the student organizations' financial requests considering that they also need such budgets to finance their activities. As a result of my action, I managed to gain positive feedback from the student officers to my office. This accomplishment highlights my adaptability, resiliency, and willingness to go above and beyond to ensure seamless operations in our office.