



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

- I majored in Social Sciences back in my college days. If anything is possible, I would like to work for a company where I can apply what I learned from my course. My dream job is to become a community, social, or government worker. I want to have interactions with other people from different cultures, traditions, and stories to tell. I like to listen to people, especially from the minority group, about their problems, experiences, and lessons in life. I like to be of help to them. Be a bridge for them to connect with the government who can help them. It is really inspiring to know that there are people who go up to the mountains, sail to the seas, and cross dangerous rivers to help people who are having trouble going to the main city just to ask for help. I want to become that person who will help those in need. That is also the main reason why I chose Social Science as my major instead of Political Science.

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 worked as a customer service representative as my first job. While working there, I experienced a stressful situation that led me to resign from my work. I am handling technical accounts, and we are helping customers to troubleshoot their phones. It is stressful for me because some of the processes are not taught for us in training. It always took time for me to process one issue and it affected my call handling time. At first, I resolved it by watching and reading additional learning materials with my free time at work and at home. I spent extra time to familiarize myself and master the process for different troubleshooting. It is inevitable to encounter new issues and processes because our technology is advancing. We must be flexible for us to adapt and join the advancement. Unfortunately, I resigned because of the workload that eventually affected my class schedule. My priority that time was my studies so I must let go of that job because it was not helping me anymore.

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

- I worked as a Loan Officer as my second job. The challenging task for me is to keep up with the quotas. During my probationary period, we have five stages to pass for us to be regularized. Each stage has a specific quota to reach. It is challenging because sometimes, you cannot make a loan for days and it will affect your quota. In the end, I did not pass my last stage because I did not reach at least 80% of the given quota. On the other hand, I have a task that I enjoyed during my stay there. I enjoy calling the customer's bank for bank verification. One of the processes that the customer must undergo is bank verification. This is where we verify their correct bank information and their salary. I enjoyed it because most of their banks are big banks like JP



Morgan, Wells Fargo, and Bank of America. Some bankers who answered our calls are Filipinos. I enjoy talking to them because they are more straightforward in providing the needed information compared to other nationalities.

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

- My past colleagues or managers would describe me as punctual. I am never late or absent during work hours. I uphold attendance the most because I believe that appearance or presence matter. I am also diligent in adhering to the given break and lunch times. I don't go beyond the given time. On the production floor, we can talk but must ensure that our microphones are muted and there is no one taking calls near our station. My colleagues and managers often described me as approachable because when they can ask me questions and assistance if I am not calling a customer. I made a lot of friends at my workplace and built rapport with other employees in different positions. When it comes to performance, my trainers or managers sometimes compliment me for my improvements and consistency. I sometimes made mistakes, but eventually improved myself. I am also committed to working on my tasks, if I am given a task, I always do it at a given time. I prefer to finish what I started before I could jump into another task. Overall, based on my past work experiences I haven't made grave mistakes regarding the company policies, guidelines, or regulations.

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

- One of my personal accomplishments is during my college days. I am proud to say that I am a consistent Dean's Lister despite being a working student. I managed to maintain my grades and performance at school. I am also part of our college student council, and I am assigned to additional tasks. With my busy schedule, my thesis team achieved the title of highest graded thesis and managed to be the third place in a research caravan. I have many sleepless days and nights, and I am sometimes 48 hours awake due to juggling both my studies and work. This is an accomplishment that I will never get tired of mentioning when it comes to achieving something in school. It made me realize and learned that hard work and perseverance are being rewarded. We can accomplish the things that we want if we have dedication and commitment. I learned that the first step is the hardest step to take. We need to take a lot of courage and support to make our first step. After taking the first step, the next steps will be easier because we already discovered the necessary attributes to finish the process.