



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

If anything is possible, my dream job is to become a medical technologist. This job has fascinated me because of its work nature. Medical technologists are mainly the back end of the hospital and not much exposed or deal face-to-face with patients unless needed. I always have a passion for helping people, as I grew up in a family that struggled to get medical attention, and I am also aware that in this country medical care is scarce. Medical technologists mostly do troubleshoot in lab equipment and run diagnostic tests and analyze results. This job has inspired me to be one of the frontliners who plays a huge part in saving lives of people. Medical technologist is an underappreciated job because not everyone is familiar with the job and is mostly recognized still as nurses. Overall, it has been my dream to become part of a medical team with the goal of taking care of people.

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 have experienced a lot of stressful situations in my previous workplace. I previously worked as a customer service representative. One of these situations was when I felt helpless when doing my job. It has come to a point where I have really decided to resign; however, due to my needs, I still mustered the courage to continue. This happened when I encountered a complicated issue, and it so happened that my team leader was on an unauthorized break. I didn't have someone who I could reach out to since other team leaders could not accommodate me since they were prioritizing their own agents. By the time I got a hold of my team leader, I was even scolded, on which my case needs direct approval from him. I did my best in the end to reach out and exhausted my options to help out. It was not only me who was frustrated as to how my previous team leader carried the team, but at the end I explained everything and called him out for the unfair treatment. I did my best to step up and raise the concern to the direct manager and settled it. Stress is not an uncommon thing that we experience; it has become part of our lives for us to do our best and make us better people.



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

The task that I have considered most challenging was when I was upskilled into a flight support agent. This line of business is really complicated since I am toggling between 4 different tools, speaking to a customer with a concern, and notating everything that is happening during our call at the same time. It was quite challenging since I am more on the technical side, operating customers' flights and making modifications based on their requests. It is also challenging since it needs focus to assess their concern and find resolution. Sometimes I am the one who needs to figure out what the root cause of their concern is since some customers are already too frustrated to even figure it out on their end. Even though things are very complicated, I still enjoy doing the task and resolving customers' concerns. It is very fulfilling that they appreciate the work that I have done at the end.

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

If my previous colleagues or managers may describe my work ethic, I am very open to taking constructive criticism. I have a passion for learning and unlearning things. I am very open to communication and taking steps to reach out if I have concerns about my end. I always admire being a better person and want to become one, as every day is a learning experience, I always look forward to what the day will give me to benefit. I always learn from my colleagues and take advice; may it be work- or life-related. I always take account of the things that I have done and learn from them, making progress and overcoming challenges. I am also upholding values such as respect for my colleagues to maintain good relationships and harmony at my workplace. Lastly, A positive attitude brings light to work and somehow relieves stress and having a great time working.

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

I have a lot of things that I am most proud of, but one thing that really stands out is having a job despite not finishing my degree. It had been an eyeopener experience for that I was able to overcome the challenge of the pandemic and the process of entering the job. It made me realize that I am not qualified based on my degree but rather the skills that I can give. My first employment gave me a lot of good and bad experiences and realizations. I am always thankful because it allowed me to grow and mature; it had become a stepping stone as I started to navigate life alone, doing things, and making decisions on my own. It might have been scary at first, but I did everything scared of what would happen. At the end, it made me accomplish things that were more than I even dreamed of.