



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

If anything was possible, my dream job or position is to be a chief executive officer and manage my own company. I am a big fan of Korean dramas, and I really enjoy watching their series and movies. Most of the Korean dramas that I have watched, many of them have handsome and pretty chief executive officers. I enjoy watching them do their work, and I also want to do it. I want to do the same thing, such as managing the primary responsibilities. For instance, being a leader for a company or leading a team, making major corporate decisions, and monitoring performance. I also want to become a newscaster. It was really my dream course when I was in high school, but due to financial problems, we can't afford to go to a private school to study mass communication since there is no public school here that offers a mass communication program. In Gen Z, we have this term called TOTGA, which means The One That Got Away. I will say that is my TOTGA course in college.

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, I once worked for a call center company, and the work environment there was quite stressful. I handled the telecommunications account, which, according to most of the agents, was the most difficult. Every day, I receive lots of calls, and some of them are from angry customers who would yell and curse at me. I did my best to remain calm and professional. I actively listened to their issues so that I could properly address them. Also, I assure them that I am willing to assist them throughout the procedure. I did not let my emotions dictate my interactions with the customer. I would simply take a break to clear my mind. I constantly tell myself that at the end of the day, they do not know me as a person, and their anger is directed at the service or inconvenience that they are experiencing, not at me as a person.



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

In my previous work as a call center agent, the task that I found most challenging was doing technical support. Doing technical support through calls is very challenging because I will guide the customer through words only. I need to tell them about the step-by-step process of troubleshooting. Not a lot of customers are proficient in technology, especially in navigating their phones, so it will take a lot of time guiding them and instructing the process. The task that I enjoyed doing was adding minutes to their phone. For my internship, I had my on-the-job training at the HR Recruitment Hub and Office of the Guidance and Services. For the HR Recruitment Hub, I genuinely enjoyed all the days that I worked there. My tasks there include pre-screening or interviewing walk-in and online applicants, giving tests and exams, and encoding applicants' information on the database. For the guidance office, I also enjoyed working there because I get to try a lot of things. I experienced being an examiner for an entrance exam; after that, I will do some scoring, norming, and encoding. We also help administer some psychological tests.

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

My past colleagues would describe me as a serious person when I am working. There are times when they are talking to me, and I am doing something; sometimes I can't hear them talking because I'm too focused on my work. I usually tend to focus too much on my work, and sometimes I'm no longer aware of my surroundings. I even forget to eat sometimes when I am too focused on finishing my tasks. My supervisor before would describe me as a fast learner because every time she had our discussion with us, she would show us how to do something, and I could follow certain steps in the process. When I am tasked to do something, I will do it seriously and really focus on that one. I tend to finish what I have already started first before taking breaks or anything that could make me stop what I'm doing and lose my focus. I prefer to focus on things one at a time.



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

The personal accomplishment that I am most proud of is when I graduated college with flying colors. I graduated as Magna Cum Laude, and I am very proud of that because I worked and studied hard to achieve it. I am a working student. I did a lot of things to earn money and support myself because my family is struggling financially, and my parents' salary is not enough to support us because my younger brother is also in college. I need to work, so I don't need to ask them for money. I experienced a lot during studying; I worked as a call center agent; I also tutored kids in our neighborhood; I sold various stuff online; and I provided academic commission services. Some of my friends would ask me to help them make a PowerPoint presentation, make a report, or help them with their activities, and they would pay me. All those experiences helped me grow personally and professionally, and I am very proud of who I have become and who I'm becoming.