



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

My dream job is to be an executive assistant. Growing up, I had this love of organizing things. Whether it's files or things, I always wanted to see it organized. When I was little, I watched those movies where there were executive assistants who wore those professional uniforms or suits, and I love it. I love how they are so efficient with their job and are able to multitask with all those tasks. During college, I took a Bachelor of Science in Office Administration course. This is where I decided that I really wanted to work in an office, doing paperwork, organizing files, and stuff. Doing office work or back office is what I want to do. I know for other people it's tiring to stay in an office and face those piles of papers every day, but for me, if you just know your work and are passionate, it will be worth it.

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 did experience a stressful situation in my past workplace. It was during the time I worked with a Telco account in a BPO industry. Working on a Telco account is stressful since most of the time you will encounter irate customers; they are demanding, racist, manipulative, and some shout and curse at you. In that kind of environment, you really can't focus on doing your work, especially if you have a soft heart and can be easily swayed with words. I was able to overcome those stressful moments because I am always staying positive and not letting words affect my daily activities. I also got used to it and learned to fight back professionally if needed. I always make sure to be confident with my skills and knowledge so that I can overcome any other situations I may encounter in the future. If it's really stressful, I just try to be calm, take a quick break, think of positive things, or think of anything that inspires me. I sometimes read a book since it's a great diversion.



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

The most challenging task for me in my previous position was dealing with elderly customers. It was challenging since elderly customers have a hard time hearing words over the phone. Dealing with those types of customers makes you lose your patience sometimes, but being professional, you must make sure that you can assist them with their concerns until the very end. It is hard since most of the time their concern has to do with troubleshooting, in which we give them instructions on what step they need to follow. It was challenging, but at the same time I got to enjoy assisting elderly customers. The way you accomplish the task with every elderly customer is like a reward, especially when we are able to solve their concern. The way you can hear the smile on their voices and how happy they are that you are being patient with them also brings a smile to my face. They are very appreciative, and it overwhelms me every time.

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

My past colleagues and managers describe my work ethic as focused and hardworking. When I have a new task or transition to a new account. I always make sure to stay focused and work things out, especially on the new things I encounter. If there is training for a new account, I always make sure to listen and take note of the new things I learned, making sure I stay focused since some accounts need their agent to be knowledgeable enough before they proceed to production. Being focused makes me know my priorities and be organized on things that matter. If I encountered tasks that were complicated, I worked hard searching for every possible way to accomplish them. I sometimes ask my supervisor for help or ask for feedback. My managers sometimes commend me for my hard work and give rewards, which makes me more inspired to do my best in every task.



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

The professional accomplishment that I am most proud of was when I got promoted after being just a Tier 1 agent for 3 months. The operations manager is the one who selected those agents who will be promoted as support; she based it on performance, attendance, and the agent's knowledge on the account. I was just at my 3 months on that company, doing my usual job, when the operations managers sent me an email for an interview. She mentioned that I was one of the candidates to be promoted as support. She explained to me that she was able to see potential and believes that I can do the role. Eventually I was promoted as a support. My role is to assist Tier 1 agents if they have concerns with the process, answer customer emails, answer supervisor calls, and do back-office stuff. I am proud of that accomplishment since it means my hard work is seen by my employer.