



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

My dream job is to be a teacher because I am passionate about learning, enjoy helping others, and want to make a positive impact on students' lives.

I love sharing best practices because they help people save time, avoid mistakes, and improve their work or life. Instead of everyone learning through trial and error, we can all grow faster by learning from each other's experiences.

Plus, it feels good to help someone succeed with knowledge that has already been tested and proven effective. Teaching is a profession that requires dedication, patience, and a genuine love for education, all qualities I strive to embody.

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 most stressful situations I have experienced is balancing my responsibilities as a working mom while also being the primary breadwinner for my family. In addition to providing for my own children, I am also supporting the education of my cousin's three children. Managing financial obligations, work commitments, and family needs all at once can be overwhelming at times.

To overcome this challenge, I have learned to manage my time effectively, set priorities, and remain resilient. I plan my schedule carefully to ensure I fulfill my responsibilities at work while still being present for my children. I also practice financial discipline, budgeting carefully to ensure that everyone's educational needs are met. Seeking emotional support from family and maintaining a positive mindset have also helped me stay strong in difficult moments.



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

One of the most challenging tasks I faced as a call center agent on a graveyard shift was handling irate customers, especially during high-stress situations. Working overnight meant dealing with customers from different time zones, some of whom were already frustrated before the call even started. Staying patient and professional while finding a quick resolution required a lot of emotional control and problem-solving skills. However, I overcame this challenge by actively listening, empathizing with the customer, and focusing on providing solutions rather than reacting emotionally. Over time, I developed strong conflict resolution skills, which helped me manage difficult calls more effectively.

The task I enjoyed the most was assisting customers in resolving complex issues, especially when I could turn a negative situation into a positive experience. It was fulfilling to hear a customer's tone change from frustration to gratitude because I provided a solution that genuinely helped them. I also enjoyed mentoring new team members, sharing best practices, and helping them adjust to the challenges of the role.

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

My past colleagues and managers would likely describe my work ethic as resilient, hardworking, responsible, supportive, and team-oriented. I am someone who remains steadfast in the face of challenges, always finding ways to overcome obstacles and maintain productivity. My strong dedication to my work ensures that I consistently put in the effort needed to meet and exceed expectations. Responsibility is at the core of my professional approach, as I take ownership of my tasks and commitments, ensuring that deadlines are met with efficiency and accuracy. These qualities define my work ethic and contribute to a positive and productive workplace.



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

One of my proudest accomplishments is completing my education with Latin honors while being an academic scholar of Bacolod City. Coming from a background where financial and personal responsibilities were a challenge, I worked hard to maintain my academic standing. It was not just about earning high grades but about proving to myself that perseverance and determination can overcome any obstacle.

Another accomplishment I am proud of is balancing my role as a working mother and breadwinner while supporting my cousin's children's education. Managing work, family, and financial responsibilities is not easy, but I take pride in being able to provide for my loved ones and support their future.