



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

My ideal job is to become a flight attendant. Working as a flight attendant provides a distinctive career opportunity that merges travel with customer service, enabling individuals to see the globe while making a living. It's a rewarding profession because you get to meet new people and immerse yourself in various cultures.

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?

Indeed. My most difficult encounter was dealing with an agent who had a behavioral problem related to attendance. Because it impacts the team's output and productivity as well as my measurements, it was stressful for me. I've reminded the agent multiple times, given them coaching logs, and conducted multiple feedback sessions. I talked to the agent but there is only much that I can do. I already can't control the behavior. Due to the agent's violation of the rules and disregard for the significance of attendance, I was forced to take the proper action, which was to escalate the matter to my management and subsequently to HR. The process had to take control.

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

Achieving a positive survey result or a high Customer Satisfaction Score (CSAT) is not only the task that I find most enjoyable, but it also presents a significant challenge that I eagerly embrace. The difficulty lies in the inherent reality that it is nearly impossible to satisfy every single customer, as everyone has unique needs and expectations. However, I strive to do my utmost by leveraging every available resource at my disposal, including providing thorough and comprehensive customer education to empower customers with the knowledge they need to make informed decisions. Moreover, the sense of fulfillment that comes from receiving a favorable CSAT is immensely gratifying, as it reflects the hard work and dedication, I invest in ensuring a positive experience for each customer.



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

My unwavering commitment to strong work ethics can be encapsulated in three key principles: maintaining impeccable attendance, upholding a profound respect for integrity, and steadfastly refusing to procrastinate. I believe that consistently showing up not only demonstrates reliability but also fosters a sense of accountability within the workplace. Additionally, I hold integrity in the highest regard, as it serves as the foundation for building trust and credibility in all professional interactions. Finally, my determination to avoid putting things off ensures that I approach tasks with a proactive mindset, allowing me to meet deadlines and exceed expectations with efficiency and diligence.

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

I'm really proud that I learned how to cook. Throughout my childhood, the only thing I knew how to make was fried scrambled eggs. However, when my mother fell ill towards the end of last year and the beginning of this year, I decided to take the initiative to learn cooking, which became a personal achievement. Another accomplishment was my promotion to supervisor. This allowed me to enhance my skills and knowledge while also providing support to more people.