



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

When I started college, I made a commitment to myself that becoming a flight attendant was my ultimate goal. This has always been my dream because I love the idea of being able to visit different countries in a single month and travel to different places for free. It was influenced by the character Maya from the TV show "Be Careful with My Heart." In addition, I want my parents to be able to travel the world whenever and wherever they choose without having to worry about the cost of transportation at each stop. My goal has always been to take my parents on trips to different countries whenever possible so they can experience the beauty and culture of other countries. In addition to the perks and benefits this job offers to its workers and their families, I would like to wear the elegant, tidy, and attractive uniform of cabin crew, particularly Emirates. My ideal airline to work for is this one.

2. Have you ever experienced a stressful situation in your past workplace (college if a fresh graduate) What was it, and how did you overcome it?

Yes, this used to be quite common at my job because I was constantly fielding calls from clients of all backgrounds. One of my customers asked for a refund because he bought the wrong service card at Walmart, but I can only convert the card because we are unable to issue refunds for service cards that were not directly purchased from our system. The customer had two choices regarding the problem: either allow us to convert the incorrect card to the correct one so he can still use it or return this service card to Walmart for a refund. I made a sincere effort to inform him of the situation, our company's policies, and the actions he needed to take to avoid wasting the funds he had used for the purchase. However, he ignored my advice and persisted in demanding a refund from me until he became furious and cursed me. Since it is improper to argue with a customer and raise my voice to him, I chose to remain composed and listen to his outbursts and feelings instead. I waited for him to finish speaking before giving him the options again and explaining the company's policies in order to resolve those conflicts. Ultimately, he chose to convert the card so he could use it because he was unable to return it because he had already misplaced the receipt.



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

Requesting that a customer move a phone number from their old phone to their new phone was the most difficult task I had to complete in my previous role. If the old phone was still functional, this transaction would be simple; however, if it was broken, lost, stolen, or not functional at all, it would be difficult. Since this type of transaction necessitates verification before we can proceed with the phone number transfer, we will send a code to their old phone number. However, since they do not yet have access and verification is not possible, we are unable to proceed with the process, so the last option would be to activate the customer's new phone using a new phone number. On the other hand, since adding data or services to customers' devices is the simplest transaction and only takes two to three minutes, I really enjoyed doing that task.

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

Every job requires a strong work ethic because it will help you perform well and contribute to the success of the business. Regarding my former coworkers, they frequently say it's fantastic because I've received positive feedback regarding my performance from trainers and good surveys from various clients. They often describe it as great since I've gotten good surveys from different clients as well as positive feedback from trainers about my performance. Good customer satisfaction surveys show that customers are happy with the agent's performance because I can fulfill and resolve their requests. Also, my team leader would constantly compliment me on these positive survey results and tell me to keep dealing with various customers in the same way because it will benefit the team and be consistent. Additionally, because I was only employed for a brief time, I was unable to meet with the company's managers and hear their collective opinions. However, thanks to the trainers' advice, I am generally satisfied with how I performed at my prior employer.



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

I am thankful for a number of my accomplishments, but this one ranks highest in my opinion. My completion of my degree is the personal achievement of which I am most proud. This is a testament to my parents' perseverance, sacrifices, and unwavering support throughout my journey, making it one of the greatest gifts I have ever given to both them and myself. Even though there are some reasons why I did not march on the stage with my proud parents, I'm still thankful for that accomplishment. Why this accomplishment? Because studying was difficult. It was difficult to finish an internship and thesis at the same time because sometimes my teammates and I had to encode participant survey responses while on duty to meet a deadline. Countless edits and restless evenings in order to meet numerous obligations and requirements. Nevertheless, I sincerely thank God for His unwavering guidance, which enabled me to get through school, especially the college journey, despite the challenges that I encountered.