



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

When I was in college, my dream job was to be a psychologist. However, I became interested in taking an education course since my parents said that they know a lot of our relatives who took that course. After that, I couldn't decide at that time if I should pursue taking my dream course or take up education. In the end I took up education, but my curiosity for my dream job did not stop. I wanted to be a psychologist since I am curious about how the mind works. Studying human behavior is not easy, but it is interesting at the same time. Every one of us has our own characteristics and habits as a person. I want to understand why a person reacts and thinks the way he/she does. We have our own unique way of deciding, based on what we know is right and just. It could be that our decision and way of thinking are different from others, and it is interesting.

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, I have experienced a stressful situation in my previous workplace. I am a dispatcher in a facility management company, and I am responsible for accepting and scheduling requests. There was one time that I accepted 2-3 emergency work orders that needed to be prioritized for that day. Aside from the emergency requests, there are work orders that I need to accept and schedule as well. I got overwhelmed with requests, especially the emergency ones, since they need to be completed within the day. What I did was I listed down all the work orders that I need to schedule and tagged the emergency ones as priority. From there, I scheduled them one by one and informed the facility manager. Then I scheduled the other work orders as well. I coordinated with the technicians to confirm that the emergency and non-emergency jobs were completed. I was able to schedule all requests and complete the emergency request on that day.

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

The task that I found most challenging was scheduling a normal request, but after the initial repair, it required additional repair and resulted in a big job, which will be tagged as an emergency. It's challenging since we need to explain everything to the facility manager about why and how it happened. Then we will work on the proposed budget and wait for approval. Once approved, we will continue with the repair and coordinate with the technicians, store manager, and facility manager until the job is completed. On the other hand, the task I enjoyed the most



was completing a request on weekends. It's not easy to find a technician who will accept the request on weekends, but if you can find one and complete the job within the day, then you'll get a bonus. It's kind of a tiring and pressured kind of day but fulfilling once you are able to find a technician and complete the jobs you just accepted on weekends.

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

If I ask my colleagues, they will say that I am a respectful, hardworking, and accountable person. There are times that it will take me some time to master the job, especially if it is new to me, but I'm willing to learn and familiarize myself with it and never give up doing so. I work hard at studying and learning so later I can finish my work and do it correctly. I also show respect to everyone; this includes my colleagues and clients. I always greet my colleagues every day and ask how they are, and the same goes for the clients. I always make sure to be careful with my words whenever I say something to make sure I don't disrespect anyone. I also take responsibility for my work. If I did something wrong, I'll take responsibility for it and will ask for forgiveness and redo my job to make everything right.

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

I am proud that I was able to finish college. I consider it one of my accomplishments that I will always be proud of. Studying in college is not an easy thing. It will require money, time, effort, patience, sacrifices, and a lot more. I can say it's easy since we were struggling financially when I was studying in college. My father was preparing to go back to working abroad to support my studies and our family. Because of that, I was able to stop schooling for one semester so we could save some money for my father's application. It took me a lot of courage to understand our situation and accept the fact that I need to sacrifice my schooling for half a year. I continued my studies after my father was able to work abroad again. I did my best and strived to graduate and make my parents proud. After all those sacrifices, it paid off, and I was able to graduate and finish my degree.