



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

I dreamt of becoming a Certified Public Accountant. I am fond of numbers, and I like solving accounting problems. I am drawn to accounting because it involves financial puzzles and analyzing data. Also, as I better understand accounting, it offers diverse career paths, from public accounting, auditing, bookkeeping, and financial management. Accountants play a crucial role in helping businesses grow and make informed decisions. I promised myself that whatever happens, I will pursue accountancy. I studied for a Bachelor of Science in Accountancy but lasted only for two years because we were financially challenged. I had to shift course, and I chose BS Accounting Information System, which is still related to my field of study and my interest. So, if anything is possible, I would like to become a certified public accountant, whether it is in the public or private sector. I would love to help businesses make informed decisions about their company.

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 have experience working in a business process outsourcing (BPO) company as a customer service representative. We are handling calls about different debit cards in the United States. We handled fifteen different debit cards and gift cards with different banks' names, but they have the same processes. During my time as a customer service representative, there were busy days with a large volume of calls coming in and irate customers. Some customers are frustrated with the inconvenience they're experiencing, and they often say curse words right after we take their call. It was stressful, but I've managed to stay calm and answer the customers' queries accurately and with empathy. Also, there were times that there were sudden system updates and changes with the process that we had to follow right away. It was hard for us to adjust right away, but we were able to provide that new information effectively to the customer.

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 part when I was still in the BPO company as a customer service representative was the irate customers. Some customers are frustrated by the start of the call, and they keep on saying curse words about the company, and they sometimes hit you personally too. Being a customer service representative was hard, as you have to be more patient and understanding with your customers. I understand that they're frustrated because of the inconvenience they're experiencing, so I make sure to acknowledge their dismay and provide a solution. And for the tasks I enjoyed the most, I like it when we're processing new customers who like to open an account. New customers were mostly in their 20s and were very understanding about the process. And I like it when we fill out their details in our system. We make sure that



everything is accurate to avoid conflict and inconvenience to the customer when they start banking with us.

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

I have a strong work ethic that revolves around dedication, attention to detail, and a results-driven mindset. My previous coaches, supervisors, and past colleagues told me they value my honesty, reliability, punctuality, ability to communicate with empathy, and analytical mindset. I am dedicated to my work to make sure I provide good results. I make sure to be more friendly and approachable, especially to the new hires on our team. The information about the products we're handling was quite overwhelming, especially if you're new and have no experience at all. I want to set an example for the new guys that not everything can be figured out right away and that they can ask me questions if they're confused about the process or what needs to be done in order to help the customer. I am very willing to help them and provide detailed action to address the customers' concerns.

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

I am proud of myself for not giving up and for always showing up even in times of uncertainty. I am proud of myself for sustaining myself in college. There were times that I wanted to stop my education because we're not that financially blessed, but I was still able to finance myself and was able to graduate. I am proud of myself for overcoming obstacles along the way. I know that there will still be challenges along the way, but I'll take them as stepping stones to reach my dream. As a fresh graduate, I'm still figuring things out. I am embracing the fact that there will be a lot of rejections and criticisms along the way, but it's proof that you're growing. I will continue to make myself proud by getting out of my comfort zone and just doing what scares me the most. Because it could be steps for me to reach my goal or a lesson. Either way, I've gained something valuable.