



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

I don't really have a specific dream job. I just want a job that has a competitive salary to help me suffice the needs of my family. I also value the workplace itself, not just the job. I want to work in a stress-free environment. To have fun with my workmates and build relationships with them. I want to have workmates where I can easily get help from them when I don't know how to do a certain task, and I can help them too when they need it. However, if I really need to choose one job, I think I want those that are related to accounting. I want to use all the knowledge and skills that I have learned during college in earning my degree. I want to further enhance and improve this skill to be more productive and useful in my job. I just want a job where I can be happy and at the same time live my life to the fullest.

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 BPO industry before. Almost all of my customers are irate and angry. Talking to those people every day is very stressful. However, it is part of my job, so I really need to compose myself and learn every situation. The very first thing that I do is to stay calm. I listen to all the problems my customers are experiencing. Next, I provide empathy, making sure to understand their problems, and provide an assurance that I am dealing with those concerns. After that, I look for a certain solution, process it, and inform the customer that their problems are solved, or tell them to not worry about things and everything will be solved just in time. I learn that in every stressful situation, I need to stay calm; in this way, I can better read and understand the situation to provide the best solutions that I can get to their problems.

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

In my previous position the tasks that I find most challenging are handling customers' problems and requests. Every person has their own problems, and some of them are



very complicated to deal with. If I encounter problems that are new to me, I always maximize every resources that I have in finding the answers. However, if I exhaust all of my resources without finding a solution, I ask our team leader how to handle this one. I always make sure to listen to every detail he is saying and take down notes so that I can have my own reference in case I have to handle the same problem again. The tasks that I enjoy the most are those tasks that are not complicated. Usually these calls only take ten to fifteen minutes. These calls are not stressful, and I can relax my mind from thinking of complex solutions. These calls can also increase my productivity rate since they are simple to handle.

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

My past colleagues and managers describe me as a diligent and hardworking employee. I am the type of person who always does his tasks accurately. I tend to double-check every time, making sure that I encode all the information correctly. When they are instructing us on how to do new tasks, I really listen and pay attention to every piece of information. I also ask questions when I am confused with something and write it down in my notes. I really work hard in doing all those tasks so that I can master them. In that way I can do them more accurately and faster. I am also punctual; I always sleep early, wake up early, and arrive in the workplace on time. This is also what it means to be a good employee. I respect other people's time; that's why I don't want to be late. I'm doing this because I am practicing to become a better professional.

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

I don't have any professional accomplishments yet, but I do have a personal accomplishment that I am most proud of. That accomplishment is finishing my studies and earning my bachelor's degree. My parents work hard day and night just to send me to school. And thankfully, one of the most awaited part of my life has already come, and that is graduation. Now that I am a degree holder, I want to work in order to give back to my parents. This time I will be the one who will give them money. I will help in paying our utility bills in the house. I will contribute to buying groceries. My parents are now old, and I don't want them to work hard anymore. I just want them to relax and live their lives happily. I also want to give back to my



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older sister, who also supported me and financed most of my expenses in school. I'll make sure that I can repay my family for all the things they have done for me.