



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

If anything is possible, my dream job would be to become a businesswoman. Back when I was in elementary school, my mother used to operate a small carinderia owned by my aunt. My aunt immigrated to England, and so she left my mother to take care of her small business on her behalf. I used to help my mother manage the business before, doing small tasks like getting the orders of the customers and operating the cashier. That was when I came to a sudden realization that I wanted to pursue business. It gave me a sense of satisfaction, and before I knew it, I had already graduated college with a degree in business administration. My dream job is still too out of reach, but if anything were possible and I had the startup money and the resources, I'd be more than willing to pursue my dream job and do what I really love.

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?

In my past workplace, stressful situations happened more often than anyone could ever imagine. As a customer service representative, you are bound to encounter different people with different personalities, and most of these encounters are not really pleasant ones. Irrate and unhappy customers are rampant, and they can surely ruin your day. However, I managed to overcome this hurdle by building a good support network with my colleagues. They helped me see things in a different way. They remind me not to get too affected because the customer's anger is not personal but rather a reaction to a problem. Their advice and tips helped me learn how to keep calm and compose myself in a stressful situation. Aside from this, I also tried to relax by getting a new hobby, which is painting. This small activity helped me unwind, and I can say that it was effective. This helped me in a lot of ways, and I managed to last long at work up until I had to resign for my on-the-job training.



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 as a customer service representative, the task that I found most challenging was solving a customer's problem. Most of these types of concerns are complex and require patience. There are times when the customers refuse to listen and want things to go their way even though it's not appropriate. In that type of scenario, the call can last as long as one hour, which is truly serious, as it can affect the scorecard. For the task that I enjoy doing the most, it's updating the customers' details on the system. Unlike the first one, this task is not that complicated. I just had to put the data of the customer on the CRM tool, and that's it. This can be done in a few minutes; it's just that I had to make sure that I put the correct details on the CRM tool and to avoid any errors.

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

My past colleagues used to describe me as someone who is hardworking because they were fully aware that I was a working student at the time. They also commented on how independent I am when I shared that I chose to work so that I can sustain myself and pay my tuition on my own. I once shared how I came from a humble family and that I don't really want to rely on my parents. Both of them are already old, and it's disheartening to see them work too hard. My team leader also used to say that even though I was a working student with a very tight schedule, I was still among those members who never had any problem with their schedule adherence. Our operations manager also commended me when I received a certificate of recognition for exemplary performance. I always try my best when it comes to work because it feels rewarding.



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

Despite juggling work and studies at the same time, I am proud to say that I managed to excel in both fields. Going to school in the morning and having a full-time job at night was definitely not easy. Not to mention that I also have exams and outputs that I have to worry about. I barely had any time for myself and even my friends during that time. I missed a lot of things that could have been a core memory as a college student. My goal back then was just to finish my studies at all costs, and I was successful with that. However, I can't deny that I do regret not enjoying my school life that much. Nonetheless, I am still grateful and proud that I managed to graduate without relying on others that much. Most of all, I am proud to say that despite being a working student, I still managed to graduate as a dean's lister, which is not an easy feat.