



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

I wouldn't have a dream job if anything was possible. As a person who grew up reading books, I can't count the times that I wished I could be a doctor, an astronaut, a scientist, a playwright, an actress, or even a struggling writer or a starving artist. So, if anything was possible, I would live different lives; a doctor in one where I help the poor, and I come home to a beautiful house built by my years of practicing medicine wherein I can sleep peacefully at night knowing I made a difference in someone's life. An astronaut in another life- where I study the mystery of the universe and go to space to see Earth from a distance. My children would grow up hearing my outrageous stories about the universe and they would think they have the coolest mom. In another, maybe an actress, or a struggling writer, or a starving artist living in an apartment in Europe, drink in one hand while I try to make sense of my thoughts in paper by writing or by painting my woes. I would stay up late at night, looking up at the moon while smoking a cigarette without a care in the world- the only thing in my mind is that I must make it big one day, making my art known outside the four walls of my apartment.

If Jonny Kim made it possible in this lifetime to become a doctor, an astronaut, and a navy seal- then maybe it is possible to become more than what we are now. I admire Jonny for his achievements in his life that I am sure I cannot amount to, but maybe one thing that I can be realistically even without the condition of it being "anything is possible" is to become like my mom. She might not have all those degrees like Jonny, but she is a nurse, a cook, a seamstress, a therapist, and even a vet! With that said, I'll settle with my dream job as becoming like my mother in this life. To become even just half of a woman as she was, that is the dream.

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?

Fortunately for me, I have not encountered a very stressful situation in the workplace yet. The only time I can remember feeling stressed out was when I had a customer call, asking me to stay on the line because if I hang up, he is threatening to off himself. It was stressful in a way that I didn't know whether to stay or go- a moral dilemma wherein if I go he might do just that and I invalidated his feelings, but if I stay my help is limited anyway since I am across the globe from the customer anyway. I brought it up to my TL and we ended up talking to him through it, until he felt better. Bottomline is I was glad that my supervisor didn't care about the rules and the AHT



but cared more about the life of a person. It wasn't the usual stressful work scenario, but that's the only time I can remember truly being distressed at work.

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

As a former BPO employee in a telco account, one of the tasks that I found most challenging is trying to upsell our products to the customers, I feel this way about it because as a consumer myself I do get annoyed when I am forced into buying something that I didn't even want in the first place. I guess I'm trying to put myself in their shoes and every time I try to upsell there's a little voice in my head saying "They find you so annoying, they don't even want to upgrade their plan, they're already happy with it. Stop forcing them!". Looking back at it maybe I was also just really shy that's why for me it was really a challenge to try and convince them. Ironically, the task that I enjoyed the most was my phone time. I enjoyed conversing with foreigners especially if I am building rapport because I can learn something about them, and I get to know about their culture. I can identify their different accents and associate them with the state they came from. It was like a free duolingo class, and I can say that it also shaped me into becoming confident.

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

My previous colleagues or managers can describe my work ethic as respectful and productive. I consider myself respectful because I detest arguments and what causes arguments but blatant disrespect. I also do not like poking fun or making fun of people behind their backs. I'm not saying that I do not talk about people behind their back, but I do not like making fun of people that I respect- especially without their knowing. I am a firm believer that respect begets respect and in a professional setting such as work, as an introvert I know my boundaries well, and I always establish them. Productive, in terms of the fact that I always tend to finish my tasks before going off to talk with my friends. I try to do the most work in the first few hours to kill time and lessen



my anxiety about tasks not being finished in a timely manner. Productivity is probably a byproduct of my anxiety and wanting time to go by faster.

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

The personal accomplishment that I am most proud of was when I was capped and pinned as a student nurse in 2022. I have been our family's personal caregiver- from my mom, my grandmother, my uncle, and my grandfather. That moment when I was capped felt like a reward for all the years that I was practicing nursing even before I was a student. It also marked the beginning of my official duty in a hospital setting, and it felt like growth after being stuck for so long. I wasn't able to finish nursing, nor do I feel the same passion as I did for the profession a few years back, but it will always have a space in my heart- a reminder that at some point I was able to care for other people outside my family. Maybe one day it will come back- the calling, the opportunity to finally become a nurse, but for now I am happy with where I am at in life, I am at peace with what I chose to let go yet still consider it as one of my accomplishments that I'll always be proud of.