



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

If anything is possible, I would like to be a chef on a cruise ship. I love cooking and it brings me so much joy seeing and hearing from other people that the food I made was delicious. Aside from that, my mother used to tell us that before we were born, she was about to board a cruise ship to pursue her career as a chef. Unfortunately, love wins for my mother and father. She wasn't able to go after her passion but went on to be a loving mother of 4. She said she didn't regret it, but I was the one who regretted it on her behalf. I feel bad that she wasn't able to board the ship just because she followed her heart. I know a part of her sometimes wonders what her life would have been like if she only pursued her dream. That's why, if anything is possible, I badly want to take her place on becoming a crew member in the kitchen of a cruise ship.

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?

During my past workplace, I have no negative experience with it even though call center has its reputation when it comes to workplace environment, the work itself, the nightshift, and more. The reason behind this was because our account had something to do with flowers, cookies, gifts, and stuff. Almost all the customers were nice people because they're nice enough to order flowers for someone they love and treasure. If there were upset ones, it was because their emotions were valid; their orders were either unsuccessful, stolen, destroyed, etc. Aside from all of that, my workplace was also very comfortable, my team was helpful and never toxic, my supervisor was strict but kind.

If I ever had a workplace that I was stressed about, it would be during my college on-the-job training. Aside from the fact that this place was very far from home, which was Laguna City, our schedule starts at 6:15 AM, which means we had to wake up early; around 3 AM just to make sure we won't be left by the shuttle bus. Not just that, we had to endure a whole day of standing while inspecting all products and were never allowed to lean on to something to rest our body. On top of all that, we were forced to comply with 2 hours overtime from Monday to Saturday. Waking up early wouldn't be such a hard thing to do if we only worked 8 hours a day and were allowed to sit. The only way I overcame it was to treat myself to a delicious mango shake from a famous stall near the building where we were staying, paired with buy one-take-one shawarma every Sunday with my classmates who were also unfortunate enough to choose this company for our training. We would talk about our experiences and how it would help shape us into a stronger and more resilient people in times of difficulties. All in all, it was a good experience. I've learned that through discipline and a proper mindset, I can grow into a more knowledgeable person. Also, simple gestures to make myself happy lightens the mood and help me be productive each day.



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 call center agent, the only challenging part about it was to handle customers who were already upset. More importantly, if their order was for a funeral and the flowers were nowhere to be found or still out for delivery. There was nothing I could do but assure them that the flowers were on the way to them. It was hard to comfort a grieving family because their emotions were our priority. A single misuse of words could trigger another emotion in them, which we do not want.

The task I enjoyed the most was talking to enthusiastic customers. It not just lightens my mood but also contributes to my record of having one of the agents who has the greatest number of customer satisfaction and positive feedback during Christmas. I also enjoy suggesting some products to customers who have no idea what to give to their loved ones while also being cautious not to step on the line or cross any boundaries. All in all, my interactions with my customers could trigger which ones were challenging and which ones were satisfying.

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

I have always heard good praise from my supervisor during my days at the call center agency. He would always mention that I was a fast learner, which he always commends me for, easy to be taught and learn from my mistakes. For my colleagues, they used to praise me for always having multiple 5-star reviews from my customers every single day. They would sometimes joke around and say I could befriend just about anyone of our customers. I know for a fact that I was genuine with my customers and know how to empathize with them accordingly. Everyone on my team knows that. Though, I had no choice but to end my contract because I was only on seasonal account and I have a different plan for my future than to be a call center agent.

During my on-the-job training, my QA patrol would also say that I was a fast learner and easy to learn. That's why she transferred me from inspecting lead wires that must be supplied to the production line all the way to the last part of the actual production line, which was inspecting actual products for car parts which was a little challenging because in every line, only one QA is required, which was a pressure because I was the last form of assurance that all products that came from my line was properly inspected before transferring to another stage.

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

One of my personal accomplishments that I'm most proud of is the fact that I am resourceful. I like trying new things and I'm proud to say that because of that, I might have equipped myself for my future husband because I learned baking, mastered the art of making cookies, mastered crocheting, which at some point of my life became a livelihood, learned a thing or two about nursing because of my past experience with my parents, mastered cooking, and most of all, became a better fur parent. Another personal accomplishment I'm proud of is successfully making my older sisters rely on me and not just treat me like a child. We lost our mother, but they gained a sister. More reliable than I was before. Some professional accomplishments I can say I'm proud of are my discipline for myself, my ability to genuinely empathize with other people, and I'm



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proud to say that because of my work experiences, I became more knowledgeable than I was before.