



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

My dream job would be a business manager and/or owner if only we had the right amount of money to finish a 4-year course. Early 2000s, there was no free education for public colleges. We were so poor that we hardly paid for the tuition fees and since I am the eldest, next to me is my sister who is 3 years younger, our parents could not afford to send us to college together. I graduated college for only 2 years as an associate. If I pursued the 4 years, my sister would be unable to go to college or would have her stop for 2 years and wait for me to graduate. That's why I sacrificed a bit for my younger sibling, finished 2 years, and got my first job in the city government. Until then, I am unable to pursue a bachelor's degree and just work as to what is suited to my skills and knowledge.

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 had a stressful situation in Amdatex wherein we had these overtimes both daily and rest day overtimes due to unforeseen high volume of files received. In order for us to meet the deadline, all of us were advised to render overtime. We felt disappointed because some of our leaves were disapproved. At those times, we felt demotivated, burned out, and overwhelmed. The pressure was really intense because if we were late with our turnaround time, we had penalties and it cost a dollar per page of the transcript. In order to comply, we had overtime and did everything to finish despite the fact that we were so tired already. I knew that some of us felt upset with how it was, but we do not have a choice but to comply. We just make sure that we are well paid for the work we had, and we knew that we contributed to the income of the company.

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

As a technical support in Concentrix, the most challenging task for me is to upsell while troubleshooting. The customers called in because we understood that they have issues with their internet, telephone, or cable services even though I tried my best to fix it over the phone. Then some of them got irate if I hitched a sale for the mobile services, or maybe it was a matter of how



I positioned it to them. Some customers are fine with internet upgrades, especially if their bill lowers down. The fact as well that the account is in the United States, the time difference made it more challenging as kind of my mind is not really functioning at night. I had a difficult time adjusting to it. Nevertheless, I enjoyed most the troubleshooting because it was a different feeling that I was able to help fix their services and some customers gave me a promoter or positive survey.

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

My past colleagues or managers describe my work ethic as hardworking and professional. I know I was not doing everything perfectly, but I had been a good employee and a friend to them. If there was a deadline that needed to be finished, I did my best to submit it even at times if there was a need to extend my time. I was a productive employee. If there were quotas or targets, I made sure that I would reach it. If I'm unable to reach it, then I made sure that the next time, it would be great. I cared for my work; therefore, I tried to be on time and minimised tardiness and absences. I treated everyone with respect regardless of their position and tenurity to the company. I gained lots of friends also to whenever I've been. It was been a pleasure working with them and the company.

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

I am grateful that my younger siblings finished their colleges and they are professionals now. It is my personal accomplishment that I would say we are settled and ready for the next chapter of our lives individually. It is indeed a wonderful feeling despite the sacrifices and hard work I had for so many years of providing for their education. They are currently doing well in their field of work and earning better as well. Every job that I had before and the new work that I have in Pathcutters is my bread and butter, so I am very compliant with the rules and regulations of the company. I am blessed to have a good job in order for me to provide for myself nowadays. I have also grown to be a professional individual and hope to be an efficient assistant to my future clients and look forward to bringing more returns.