



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

In the past, I used to dream of becoming an Area Manager, someone who travels and ensures that standards of Company operations are met and branches within a specific region are well-supported to perform their best. Aside from the fact that my skills are suited for the job, one thing that also got me hooked to the position is that it requires me to travel – which I love to do!

However, over the years, a lot of changes occurred that made me gain more insights in life and develop a different sense of maturity when I became a mother of two lovely children. Right then, I began to value work-life balance, peace of mind, and time, where it doesn't require me to sacrifice family life. When I became a Virtual Assistant, I loved doing a vital role in Property Management. Although it wasn't my initial dream, doing this for more than six years made it clear to me that this is exactly where I want to be.

I've come to realize that a dream job isn't always something that could be identified beforehand – sometimes, it's something you discover while you're going through the process. Like what happened to me, this work had become a dream job while I'm walking in the journey and I can foresee myself doing more for the long term.

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?

Certainly yes – as stress is part of work and that squeezes more of what we truly are as a person. One of the stressful situations that I always encounter with my past workplace is handling the pressures and anger of our clients and contractors to the Management (who often preferred to stay in the background rather than directly face the issues in an instance). Being at the forefront is a huge challenge, since, when I imagine being in their situation, I would probably feel the same way, however, I also haven't forgotten that I still need to protect the Management. It was like a tug-of-war. It was extremely difficult yet I was able to overcome by letting them vent out their issues and totally listening to what they were saying. Not only did it let their emotions subside, but it also made them feel valued and respected. Aside from these, I also kept a record of what I was told through writing, then I communicated them to the Management for them to take the required actions until issues were finally sorted out.

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

The one that I find most challenging is doing the Monthly Tasks with which I am required to generate a long list of all properties with Compliance that is about to expire the following month, then send Work Orders to various tradesmen, then send messages to Tenants and Owners



right after. The challenge of the work is not by the difficulty of it but rather by the tedious nature of the process. I have to keep my focus, making sure that I didn't have anything missed out. It is something that I actually love to do but just had to be very patient at the same time.

What I enjoy doing the most is updating the Compliance – it is when I have already received the invoices and certificates from the Work Orders that were sent out, so I now have to input the documents and update the records accordingly. When a property was tagged in red then becomes clear when updated, that gives me a sense of fulfillment.

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

Highly commendable, proactive, positive mindset, a source of light, one-of-a-kind, calm under pressure, very detailed and organized, friendly yet professional, a person any client would be very lucky to have. It is truly heartwarming to receive such compliments which sometimes make me feel shy yet it honestly inspires me to keep doing my best, not just in everything that I do but also in continuing the kind of attitude that I apply in my everyday life. It radiates across the miles and clients are able to sense "work done with a heart" from "work done for the sake of getting by". They perceive me as someone who makes their lives easier, a colleague who lessens the burdens even without them asking for it. The impact I have made resulted in their satisfaction, with them soon labeling me not just a Virtual Assistant but a part of the family.

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

I have a number of awards in my years of work experience but the accomplishment that I find most remarkable is not related to career but rather on how my two children have become despite me raising them as a solo parent. Before, I used to be embarrassed with my personal situation, however, I was hit with the realization that it is something I should instead be very proud of. Motherhood is definitely not for the weak, how much more if you're a father and a mother rolled into one. It is extremely challenging, but seeing how my children have grown and developed in all aspects, how they shine in school and other activities while consistently being in the Top 10 ranking in the whole batch, or even when we're just simply at home doing house chores or enjoying a family bonding, I am impressed with the way they think and how they deal with various scenarios. With this, I know deep within that I have raised children (and will continue to train them) in a way that makes them ready for the future.