



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

If given the resources and money, I could have pursued being a performing artist. It is something I have been in love with ever since I was a kid maybe because I am a kinesthetic learner and it is easy for me to learn by physical movements, expressions rather than just sitting, listening and reading. I love how people portray other people and other characters. I may not be artistic in doing artworks, not a crafter I can say, but I can be very artistic and creative in directing short films, impersonation, singing, dancing- in short, I am into skills that require performing in front of an audience. Ironically, I am also very timid growing up, so I wasn't able to really use that much of my skills. I shy away whenever there is an opportunity that I can showcase my talents. Anyways, I would love to be in a theatre play and travel the world.

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?
As a Risk Operation Analyst before, during peak seasons it can be very stressful due to high workload especially that we are processing documents in real time. I can still remember authenticating more than 1,000 different types of documents that come from different clients and with different guidelines to follow. I must do the task within 90 seconds to avoid delaying the authentication process on the customer's end. That's how stressful the work can be. Stress can do a lot to one's well-being and for me to avoid physical and mental exhaustion, there are various ways I did to cope with such stressful situations. I always make sure to have enough rest after shift to recharge and prepare myself for tomorrow's work. Resting can help clear up and also calm my mind. Being in a proper headspace will aid in doing the work with assured quality. Just to give an idea, we are also allowed to listen to music during work time since the job does not require making calls. Listening to music is also one way for me to function more efficiently since music provides comfort amidst the chaotic piles of documents I need to verify. With that being said, I was able to overcome stressful situations like this at work because I have established a series of activities I can do to destress.

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, I can say that every task is challenging since we are dealing with sensitive information and we must retain a 100% accuracy in transcribing the data and verifying the documents. But just to be specific, the most challenging task is verifying what we refer to as "POA or Proof of Address" documents. These can be a combination of IDs and documents like utility bills (such as water, electricity, gas, internet, trash), lease agreement, government-issued letters, bank statements, credit card statements, and the list goes on. Aside from the fact that we are only limited to processing documents within 90 seconds, documents like these come in different formats and so it could take us some time to locate necessary information to be encoded. Also, we provide



services from clients in different countries so not all details will be in English. For us to understand the content of the documents, we have tools that we use to translate details. That's a lot of work to do for a 90-second verification, and yes, I do sometime exceed the time limit because of the complexity of the task. However, with familiarization of the document and enhanced skills, it is still possible to finish everything in just 90 seconds. For the task I enjoyed the most is verifying just the Philippine IDs because I am familiar with it making it easier to locate and transcribe details, this usually doesn't take me 90 seconds to finish.

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

Maybe they will describe me as someone that requires some time to master everything but once I am all set, I can excel in doing the task. Also, I am a hardworking person if ever there are things that need improvement, I am more than willing to be trained for that and also do my very best to improve. When it comes to abiding security rules and company policies, past colleagues and managers can attest to how I diligently abide by it. When it comes to attendance and tardiness, I am the kind of person that if I can still be able to go to work, I will report to work. Mild sickness or bad weather will not hinder me from working. I also hate being late since I don't like when people wait for me just because I am not on time to arrive. So, I always make sure to arrive early or on time.

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

I am most proud of my recent accomplishment which is being a licensed Medical Technologist. I just passed the Board Exam at the same time got my license last year, 2025. I dedicated this success to my late father and uncle who really are my top 1 supporters. I have been through a lot in the year 2024, I can say it is mostly loss rather than gaining. During that time, my father's health condition kept deteriorating. He had a stroke for the third time but unfortunately, this time, it was a bad one that led him to be bed-ridden. He suffered for 3 months until his body gave up, he was in and out of the hospital, and healthcare services here in the Philippines are not cheap so we are being bombarded with hospital bills, medications, laboratory tests. I am left with no choice but to file for a leave just to attend to all his needs while my mother works in Cavite just to provide for us. We were in great financial loss that makes everyday living a challenge. On the other hand, my uncle was also diagnosed with end-stage cancer. He underwent chemotherapies for months and silently passed away in his sleep. No crying, no proper goodbyes, just resting his eyes forever. These series of unfortunate happenings in my life actually delayed the time that I was supposed to take my board exam. So, I made a promise to them and to myself that despite all of these, I am still going to make it. I will be a registered medical technologist. And that's why it is very meaningful to have this license because after what happened I was still able to pull this off. It is very hard to undergo grieving while reviewing for the exam, but I am eager to fulfill my last promise to both of them.



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