



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

Since I was kid, I've always dreamed of travelling and visiting places all over the world. I often wondered how people on the other side of the world live, their cultural traditions, and social practices. If I was given the chance to be anything I'd like to be, I would have probably been a flight stewardess or commonly known as a cabin crew member.

Growing up, I have learned that cabin crews are privileged to explore all their flight destination city or country, which I believe considered as a complimentary.

It is also exciting to meet locals, try different foods, and to have personal experience.

Also, it is heartwarming to know that passengers entrust their safety to you while inside the aircraft. Classy uniforms are a plus!

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?

Being a Customer Relations Officers, our everyday task is to assist customers, especially with their complaints.

One of the stressful situations was when a customer of a brand-new car requested to replace or return the car just because "they don't like it" or they changed their mind, opting for a different color or variant instead in just less than 24 hours of use.

As every company does, I believe, has also their own internal operating procedures and even government laws that need to be followed as a protection for them also.

Our standard course of action is to always have a clear explanation and constant communication with the customer. It's not just about stating facts but also making sure that they understand everything you say. Also, constant communication assures customers that the concern is being attended to, not neglected. And I found that a very effective approach, to be direct and clear with your action, so they can manage their expectations to whatever decision it will be.



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

The most challenging part for me is dealing with unreasonable customers. I know that customers will always be our top priority, but sadly, there really are people who sometimes take advantage of them to gain something from our end. It's hard to convince them something if they already have a clear intention in their mind, which would require a lot of time and patience to come up with an agreement and resolve the issue.

On the other hand, the task I enjoy most is helping customers with the things they are not aware of. I am a testament that not all car owners have the same level of knowledge regarding car loan processing, regular maintenance check, renewal of documents, etc. Most of the time, low profile customers visit our area to ask questions or advice on a certain document or process. And it's just amazing to have that interaction every day, having the chance to share my ideas with them and knowing that they also value your insight. A warm "thank you" and a little smile at the end really makes my heart full every time.

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

It always sticks to my mind how my Marketing Communications manager previously been saying "You could manage the whole department alone", whenever we accomplish a project. So that, I think, makes a productive and trusted employee. Since I report directly to her, I would step in as the main person to handle most of her work. Also, I usually lead every project's ingress and egress. She would just come in and check the set-up and advise if there are still things to add or redo. But behind the scenes action plan is always my duty.

A week after my resignation in Toyota, my colleagues told me, "Work feels tiring since you've been gone", and that somehow created a small pain in my chest. I was supposed to leave the company last October 2025 after the retrenchment happened. i wasn't supposed to renew a contract but I asked them if they can now handle things on their own, without my help. I stayed for 2 more months because they asked me to give them a little more time to adjust. With that, I think I have been reliable and a good guidance to them before I left.



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

Being independent is one of the things I am most proud of, personally. Since 2021, I am already living alone- away from my parents, making decisions on my own, and managing my finances.

It may seem like a notion of rebellious freedom for some, but I take it as a small win. I am proud I get to stand on my own but also provide for my family at the same time. It is not just a symbol of complete freedom. However, a slow but steady step of progress of not depending on others.