



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

If anything is possible, my dream job is to become a dolphin trainer. Studies show that dolphins are the second intelligent species after humans so they can understand human commands like hand signals or gestures and they can even recognize themselves in the mirror. I also love the way they look because it seems that they are always smiling. I also enjoy watching videos of dolphins performing tricks. When I was a kid, my father and I used to go to Panay Island to visit my grandparents. Every time we went there, we rode a small boat to cross the sea and that was the first time that I saw a dolphin swimming ahead of our boat like they were playing and leading us the way. I will never forget that time so every time I am riding a ship or a boat, I always watch out for dolphins that might appear. That is the reason why I want to be a dolphin trainer.

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?

Yes, in my previous role, I have a customer complaining about a delayed shipment. Upon checking, her order was shipped out however it was stuck in the Canada Post warehouse due to Canada post-strike. The customer was very worried and frustrated at the same time because he only had 1 week of medication left, and he could not afford the medication in the US. The customer was very worried because he might skip his medication if his order with us will not be delivered by the end of the week. What I did with it was, I first stayed calm, and I listened fully to the customer. Then after that I acknowledged his concern and reassured him that I would be taking ownership of his case and will make sure to look for alternative ways to ship his order as soon as possible. I reach out to our pharmacy owner and our warehouse team if we can use other shipping carriers and fortunately, they are already looking for alternative carriers at that time. So, we partnered with FedEx for the meantime even though they are more expensive compared to our original shipping carrier. I immediately requested to prioritize the order of that customer and provided an update to him over the phone that we are shipping the order with another shipping carrier with no extra fees and will make to track it from the time it leaves our warehouse until it is delivered to his home. The order got delivered 2-3 days after it shipped and the customer finally received it.



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, the task that challenged me the most was weekly reporting to clients. I used to be nervous and cannot explain the words in my mind however, I continue to practice it, did some practice reporting with my teammate and utilize notes so I can organize my thoughts and not miss anything during the reporting. Overtime, I became confident during reporting, and I could communicate clearly and smoothly with the client.

The task that I enjoy the most is talking to customers over the phone. I love helping people with their concerns and every time I resolve an issue, it gives me a sense of accomplishment that I have done great. Most of our customers in my previous role look specifically for me whenever they called in, and they don't want to speak to other CSR because they love the way I assist them and being efficient when handling their concerns.

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

I would say that my previous manager would describe me as a reliable and responsible employee who takes ownership of my work and can step up whenever I'm needed. During my previous role I make sure that my task is accurate and consistently meet deadlines. I also listen carefully to advice and feedback from my colleagues and my superiors. I treat everyone with respect because I also want to be treated that way. I am also willing to help others with their tasks if they are struggling to meet deadlines. Even though our previous company has already closed, we maintain communications with my former colleagues and our manager since we already formed a bond and deep connection with each other. We usually gather around once in a while to talk about our career goals and share life updates. So overall, I would say my manager would be proud of my growth both personally and professionally.

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

One of my accomplishments that I am very proud of was the time that I was promoted in a Marketing position. For a person that really has no marketing background, my manager believes and saw the potential in me and that really meant a lot because it is not a simple role. The role gives me a lot of knowledge and experience that is very valuable to me that I can use in my future professional growth. So, from an entry level position, I worked my way all up to a position where I engage in meeting with clients and participate in company decisions. I also gained a lot of skills that I can use here to contribute to this company's success. In the future, one of my goals here is



PATHCUTTERS AFFORDABLE STAFF
PATHACADEMY

to be given a higher responsibility whether it's supporting trainees or participating in company decisions on improving a process.