



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

If anything was possible, my dream job was to be a policewoman or to be a WIU (woman in uniform). Maybe it has something to do with my strong personality or simply admiring that job because I find it really cool. Serving and protecting other people are the things I have always wanted to do. Unfortunately, to be in that position, there's a height requirement to qualify as an applicant, and I did not meet that requirement. Even though that dream job of mine stayed a dream up until now, that doesn't hinder me from serving other people. I really enjoy mountaineering, and every time we have a schedule for it, we are also doing an outreach program for the people living near that mountain where we'll trek. We give clothes and grocery items, and we also cook food for them as part of our outreach program. It always makes me feel better whenever I help people.

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, one of the stressful situations I experienced in my past workplace was when a client threatened to report our company to a known radio station to complain about our services. It happened one time during our lunch break when a client walked into our office and requested our assistance even during lunchtime. I politely informed the client that we are still on a lunch break, and we'll be back as soon as we finish our lunch. The client did not complain and exited the office calmly. After a few minutes, we received a text from that client that she will go to a radio station and will report a complaint against our company due to poor service. Upon reading the text, I honestly felt mad at the client for not stating her complaint while she was in the office. What I did was report that incident to our main office, and I was advised to contact the client and to try to settle the issue between her and the company privately. I followed the advice from our main office to avoid public news that could give a bad impression to the company. The client admitted that she has that attitude that wants to be prioritized, especially since she's a senior citizen and she had something important to attend to during that time, but at the end of that day, she apologized for her behavior, and the company also adjusted its policy to have a flexible lunch time for the employees to cater to clients even during noon time.



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 I found most challenging was dealing with clients with different attitude problems because you really have to adjust for them, control your own emotions, and be very patient while having transactions with them to give them quality service. After all, you are not just representing yourself; you are representing the company.

The task that I enjoyed the most was conducting interviews for new accounts because during that task, I was able to get to know our clients, asking them about their current lives and the lives that they had before they retired or became widows. Also hearing amazing stories from them and their plans or the reasons for applying for a loan. It also makes me sad whenever I hear sad stories from them, just like how they ended up deciding to apply for pension loans and for not having an extra income or retirement plan. But through this task, I was able to appreciate life more.

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

My past colleagues or managers describe me as dominant and someone with a strong personality. I can work independently, and whenever my colleagues are on leave or absent, I can relieve them. I also like leading the team/branch, especially when I'm confident or knowledgeable about the task that we are asked to do. According to them, I am also flexible since I can finish my tasks accordingly and can extend help to colleagues with their tasks and reports whenever they need help. If they ask me to be temporarily assigned to a different department, may it be in the accounting or operations department, I always accept the offer. Whenever they ask for my assistance to handle other branches, I always say yes. There were no requests from them that I declined except last month when I decided to resign. I politely declined the offer since I was already firm with my decision.



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

The personal accomplishment that I am most proud of was when I finally pursued my master's degree. I'm not yet done with it, but I am happy that I was able to enroll myself in that program and finally paid my tuition. I was happy that I was finally able to do something for myself because after I graduated from college, I was asked to pay for my younger brother's tuition. Ever since, I have not been able to do or buy anything for myself since I already had my priorities, and those are to help my brother finish his studies and also to help my family financially. Two years ago, I decided to step up for myself and chose to do something for me. That was when I realized that I also needed to live a life. Not to disregard my brother and family, but also to set aside something for myself. I realized that I also have my own dream to chase and goals to accomplish.