Born in 1988 and raised in a loving family, Viola Irving had nothing to worry about. She was fed, had a roof over her head, and things were stable. Her first relationship was at 14 with a boy named Gregory and ended up with heartbreak, as it was one-sided, riddled with emotional neglect, and never did she hear the words 'i love you'.

The second man to walk into her life was at 16 and his name was Shunsuke. He was kind and held an unwavering love that left her without doubts. But because of life circumstances beyond both of their control she once again was the subject of emotional neglect. Against her wishes she chose her mental health over him and ended their relationship. He died just a week later from blunt trauma to the head and to this day, guilt lingers in her subconscious like a ghost.

In Viola's first year of college at the prime age of 18, she thought she finally found somebody. Cain was open and loving and everything she could ask for. Things looked promising between them, but life had others plans. Things quickly went from being available to talk and spend time with to having no time at all for her between school and a job. Her love gradually faded and she left him, sad that she once again was neglected.

The final nail in the coffin came in her third year of college. A man close to her brother named Aaron began to make subtle compliments towards her, taking advantage of Viola's state of loneliness at having no friends of her own. Unfortunately she fell for this hook, line, and sinker, interpreting his actions as friendliness and feeding off the positive attention. Gradually, throughout the course of months, he got her to open up to more physical acts through his sweet talking, some she was hesitant to do but others she wasn't. Friendliness evolved into hungry stares, lewd comments, hidden agendas in his words. Thankfully before things could spiral out of hand, her brother stepped in to the picture and ended the months long fling.

After becoming a victim of grooming, she swore off of romantic relationships, tired from the emotional neglect she went through and paranoid over some men's intentions.

June of 2011. 22 and now fresh out of college, Viola has what seems like a bright future ahead of her. After working towards her bachelor in college, she finally has a work visa and a job offer at a newly opened highschool as an english teacher in Japan. She finds soon that reality isn't so kind - mixed opinions of foreigners, discrimination, conforming completely to society and more. As years pass by, what little hope she had left at 22 years old is squashed. In January of 2015, she decides to finally seek help, on the verge of breaking. It's there that she meets the kind hearted Takuto Maruki. What was supposed to be short term counseling turns into long term as the doctor helps her sort through her problems. Little by little Viola's hope in the world starts to rekindle and a light has returned to her eyes.

After confessing to Maruki in December, she's left heartbroken. Unable to leave her in the state she is, a friendship is formed between the two with Maruki becoming an anchor and light in the darkness called life.

During the events of September 14-18 in 2016, Viola is pulled into Okumura's palace while on her way home. It is there she awakens to her persona. After Morgana and Haru extend an offer for her to join them, she declines out of concern of violating her work visa. However, she leaves her contact info with Haru. The events of the 15 - 19 play out like normal, yet Morgana and Haru never bring up Viola out of respect for her decision.

On January 1st (when Maruki creates his alternate reality), Viola's cognition is changed so that she never grew feelings for him, hooked her up with the staff member at her school that has a crush on her, raised her pay, and rid her of the psychological issues she suffers with men and emotional neglect.

Haru, after snapping out of it, reaches out to Viola and snaps her out of it, asking her to join soon after. While she is hesitant to join the Phantom Thieves for their mission, she changes her mind after learning that the ruler of the palace is Maruki. She goes through the palace with them, yet learns through encounters with him that her will wavers and she can't always maintain a firm resolve, seeing as she's close to him. Knowing this, she opts out of the final battle.

After the battle is over and Maruki goes MIA she falls into depression, believing he died. Only a month and a half later she learns that he's alive. During a conversation where they're catching up, he admits that during his reflection he realized that his life wouldn't be the same without her and he needs her in it, confessing his love.