

1. Tell us about something valuable you learned during your training with Pathcutters Affordable Staff, your studies, or previous experience. How do you believe this learning has prepared you to support a client?

Before I applied to Pathcutters, I used to be a working student. I was an ESL teacher, tutoring kids, teens, and adults of various nationalities. I have taught Chinese, Vietnamese, Mongolian, and Spanish students. I also used to be a customer service representative during pandemic where I handled an American client. Because of my previous work experiences, I was exposed to different traditions, cultures, personalities, and attitudes. These experiences of mine prepared me to be more flexible in terms of changing shift schedules, handle different personalities and attitudes in a professional way, and understand each of their backgrounds to know where they are coming from. These experiences also helped me improve my English communication skills and confidence. My training here in Pathcutters also opened a door for me to be more knowledgeable especially in different practices in Australian workplace, gained more ideas about real estate and property management, and practiced more administrative tasks that would surely help and prepare me to support a client.

2. Share an example of a challenge you experienced during your studies, training, or previous work. How did you work through it, and what did you learn from the experience?

I believe most of my challenges happened when I was still studying. One of them is balancing work and school. It wasn't easy as I needed to stay at school for 9 hours and another 9 hours at work when I was still a customer service representative. During that time, I already considered myself lucky if I got 2-3 hours of sleep because of my schedule. I will attend school without enough sleep and do the same thing with work until I notice that my health is deteriorating already. What I did was decide to let go one of them, which is my work. I prioritized my studies and health, and for me to continue earning my own money, I looked for a part-time job instead. To ensure that what happened in the past will not happen again, I managed my time carefully. I considered creating a productive and healthy schedule. I prioritized only what's important and what will help me become better. One thing I learned from this experience is to always prioritize your health and well-being. Also, I learned how to manage my time well by writing all the tasks that I needed to do and categorize them which are urgent and important and which one can wait.

3. What methods or habits help you stay organised when managing multiple responsibilities or deadlines? Please include an example.

To stay organized when managing multiple responsibilities or deadlines, I usually write all the tasks that I need to do. I use a physical planner and to-do list on my phone to help me plan my time well. In my planner, this is where I list all my monthly plans and tasks to finish. In my to-do list, this is where I list all my weekly plans and tasks. For example, if I have plans for next month, I will schedule them a month before and I will make sure to put some notes with them to give more details. My monthly plans are not really that urgent, most of them are for leisure and enjoyment, that's why I use a physical planner for it. For my weekly To-Do list, I always put that on my phone and set an alarm or reminder for those

tasks that need to be done within that day or week. The tasks in this list are considered urgent or important, that's why using a phone will always remind me of the things that I need to finish.

4. Tell us about an achievement that you are proud of from your studies, training, volunteer work, or previous employment. Why was it meaningful to you, and what did you learn from it?

One achievement that I'm really proud of was when I finally graduated from college. I believe being a working student is not easy because you need to manage your time well and make sure that you also have time for yourself, family, and friends. Also, since I'm working part-time, I don't need to ask for money from my parents anymore, so they don't need to worry about any school related fees. I can buy what I need and what I want, I can pay some bills in our house and visit different places. However, before my working student journey starts, I have to pause my studies due to pandemic and work full time instead. That's why this achievement of mine is very meaningful to me because, although I got delayed for 2 years, I worked and studied for 4 years, I was able to overcome it. I was still able to achieve one of my goals in life, which is to finish college. Something that I learned from this journey is delayed doesn't mean denied. Sometimes, you need to experience things to help you become better and be more equipped, so when life throws you challenges, you'll know better how to handle them.

5. What qualities do you believe would help you become an excellent Virtual Assistant for Australian clients? Share an example of how you have demonstrated these qualities through your studies, training, volunteer work, or previous experience.

To become an excellent Virtual Assistant for Australian clients, I believe the qualities that I have are being reliable, organized, can adapt well to different environment, strong willingness to learn, and great communication skills. I believe I'm also developing my skills in attention to details with the help of my daily tasks during this assessment period. One example of how I demonstrated these qualities is when I was still working in a call center company. Back then, I wasn't that confident in communicating especially in English and I have very little knowledge about the tools and processes that we use in the office. However, after a month, I was able to build confidence and every time I assist customers, they always have good feedback. In a call center company, your schedule can be changed since most of them are open 24/7. That also helped me to become more flexible and reliable, especially in following rules and ZTPs. My strong willingness to learn can also be seen in my previous work experiences as I was able to handle different accounts or services and perform well in each of them.