

1. Tell us about a time you successfully learned a new process, system, or skill at work. What helped you adapt, and what was the outcome?
 - During my time as an admin, one of my main responsibilities was managing the company's CRM. The system contained most of the information I needed throughout the process, from tracking leads to converting them into clients. It was overwhelming at first, but with the assistance of my supervisor, I slowly learned the system day by day. Eventually, I could navigate and integrate it into my work, creating positive results for the company.
2. Share an example of a challenge you faced at work and how you worked through it. Looking back, what did you learn that has made you stronger in your role?
 - During a situation where both of my POCs were away, I was the only available support. Surprisingly, an urgent settlement needed to happen that day and could not be delayed. Early in my experience, I was initially hesitant to handle this alone. To avoid further delays, I ensured my approach directly targeted the root problem. I gathered the information and drafted a quick script to guide my calls to each solicitor in charge. This approach led to a successful settlement, and I learned how better planning can mitigate similar pressure situations.
3. What methods or habits help you stay organised when managing multiple priorities or deadlines? Please include an example of how these habits have helped you work effectively.
 - To manage my workload effectively, I rely on accessible checklists to organize tasks and prioritize daily details without feeling overwhelmed. I also maintain open communication with my supervisor during shifting priorities. This ensures we remain aligned, allowing me to adjust tasks and seek suggestions to keep multiple opportunities moving forward smoothly.
4. Tell us about a work achievement that you're most proud of. Why was it important to you, and what impact did it have?
 - As an admin, my role is to manage operations behind the scenes, taking over tasks from upper management so they can focus on the more important goals. One of my achievements is receiving direct recognition from our clients. I was specifically mentioned by name in client reviews posted on our website. Even though I worked in a small company, it felt good to be valued as a team member, motivating me to push and deliver better results.

5. What qualities do you believe make you an excellent Virtual Assistant for Australian clients? Can you share an example of how you've demonstrated these qualities?
- Beginning my career working with Australian clients made me nervous due to cultural differences, but my willingness to learn and adapt kept me moving forward. As the sole support for two points of contact, who currently manage completely different departments, I successfully catered to their individual needs. I learned to switch between contrasting responsibilities while maintaining good service across the board.