

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?

When I started working as a General Administrative Assistant, I needed to learn about a new industry, new terms, and different work processes. Since I did not have any previous experience in this industry, I needed to understand the workflow and how each department operated. I also needed to learn how to support different departments, including Bookings, Finance, Export, and Logland, and understand their specific tasks and requirements. I approached the learning process by listening carefully during training, taking detailed notes, reviewing examples, and practicing the tasks on my own. My client trained me through Microsoft Teams by explaining each process, showing examples, and guiding me through the correct steps. After one day of training, my client trusted me to continue learning through training videos, which helped me become more independent and improve my understanding at my own pace. What helped me adapt successfully was my willingness to learn, stay organised, and take initiative. I created my own examples based on real work situations to practice different scenarios and made simple step-by-step SOPs to help me understand and remember each process. I also created an Excel time tracker to organise my daily tasks, monitor my workload, and make sure I can complete all the responsibilities on time. As a result, I became confident in handling tasks across different departments. I can now process bookings, check invoices, track shipments, review documents, organise files, and identify errors before completing tasks. I also contribute by improving SOPs and training videos to make instructions clearer and easier for new team members to follow. This experience helped me become a faster learner, more adaptable, and more confident when handling new tasks and responsibilities. It also taught me the importance of being proactive, organised, and always looking for ways to improve my work.

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?

One of the biggest challenges I faced at work was learning about a new industry while supporting different departments. Since I had no previous experience in the industry, I needed to learn new terms, systems, and work processes while making sure I completed my tasks correctly and provided reliable support to my client. At the beginning, I needed to understand how each department worked and how their processes were connected. To address this challenge, I focused on learning one step at a time. I paid close attention during training, took detailed notes, reviewed training videos, and practiced the tasks using real work examples. Whenever I was unsure about a process, I reviewed the instructions and asked questions to make sure I fully understood the correct steps. I also created my own simple SOPs to help me remember each process and make the instructions easier to follow. As I became more familiar with my responsibilities, I created an Excel time tracker to organise my daily tasks, monitor my workload, prioritise urgent activities, and ensure that deadlines were met. Through these efforts, I became more confident and was able to work independently while supporting the Bookings, Finance, Export, and Logland Department. I was able to handle tasks such as processing bookings, checking invoices, tracking shipments, reviewing documents, organising files, and identifying errors before completing the work. I also contributed by improving SOPs and training videos, making them clearer and easier for new team members to understand. This

experience taught me the importance of patience, continuous learning, organisation, and taking initiative. I learned that adapting to a new environment requires effort, a positive mindset, and the willingness to improve. These lessons have helped me become more confident and flexible in my role. Today, I applied them by staying organised, paying attention to detail, solving problems carefully, and always looking for ways to improve my work and provide better support.

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 stay organised, I plan my tasks every day and prioritise my work based on urgency, deadlines, and the importance of each task. Since I support the Bookings, Finance, Export, and Logland Department, I use an Excel time tracker that I created to record my daily tasks, monitor deadlines, track completed work, and make sure that no important task is missed. At the start of each day, I review my pending tasks and identify which items need immediate attention. I also check emails regularly, organise them into proper folders, and categorise them based on the department and type of job. This helps me easily find important information and avoid delays. I follow SOPs and checklists to ensure that I complete tasks correctly and consistently, and I update my tracker after finishing each task to keep my records accurate. When priorities change or a new urgent job comes in, I review my workload and adjust my schedule. I communicate with my client when needed to confirm priorities and make sure the most important tasks are completed first. For example, there are days when I need to process import booking requests, draft and review invoices, update the export shipment schedule, and complete Logland tasks within the same day. By using my Excel tracker and arranging my tasks based on priority, I can manage my time effectively and complete each task accurately and on time. These habits help me stay productive, organised, and focused even when handling multiple tasks. They allow me to provide reliable support to my client and different departments while maintaining the quality and accuracy of my work.

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?

One of the work achievements I am most proud of is gaining my client's trust and confidence to handle tasks with minimal supervision. When I first started, I needed guidance because I was learning a new industry, new systems, and different processes. Through consistent learning, attention to detail, and delivering accurate work, I was able to build trust with my client. Eventually, they became confident that I could complete tasks independently, even when they only provided instructions or left the task for me to manage without constant follow-ups. Another achievement I am proud of is creating simple SOPs (Standard Operating Procedures) for different departments. After learning the tasks and understanding the workflows, I created clear and easy-to-follow step-by-step instructions to help team members understand the processes more quickly. My goal was to make the instructions simple enough that even someone new to the role could follow them with less guidance. I also improved our training materials by editing training videos and adding subtitles, introductions, and ending sections. These improvements helped make the videos clearer, more professional, and easier for new team members to learn from. In addition, I created an Excel time tracker to organise my daily tasks, monitor my workload, and manage my responsibilities across the Bookings, Finance, Export, and Logland Department. This achievement is meaningful to me because I started my role with no previous experience in the industry. Through

patience, continuous learning, and taking initiative, I was able to grow from needing guidance to becoming someone my client could rely on. The improvements I made helped make training easier, reduced confusion when following processes, and supported a more organised way of working. It also allowed me to manage multiple tasks more effectively and provide better support to different departments. This experience taught me the importance of being proactive, dependable, and always looking for ways to improve. It showed me that building trust takes time and consistency, and even small improvements can create a positive impact on the team and the overall workflow.

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?

I believe the qualities that make me an excellent Virtual Assistant for Australian clients are being reliable, organised, adaptable, willing to learn, and having strong attention to detail. These qualities help me provide consistent support, complete tasks accurately, and build trust with my client. I believe an excellent Virtual Assistant should not only complete assigned tasks but also understand the needs of the client, take initiative, and look for ways to improve daily processes. When I started my role, I had no previous experience in the industry. I understood that learning quickly and adapting to change were important in providing good support. I showed my willingness to learn by listening carefully during training, taking detailed notes, reviewing training videos, and practicing tasks using real work examples. I also created my own simple SOPs to help me understand each process better and make the instructions easier to follow. As I gained more knowledge and confidence, I was able to support multiple departments. I learned how to manage different types of tasks while maintaining accuracy and meeting deadlines. I created an Excel tracker to organise my daily tasks, monitor deadlines, and manage my workload effectively. This helped me stay prepared, prioritise important tasks, and ensure that nothing was overlooked. I also believe attention to detail and accountability are important qualities in a Virtual Assistant. Before submitting my work, I carefully review information, check for missing documents, verify details, and look for any errors in spelling, formatting, or data. If I notice an issue, I take responsibility by identifying the problem, providing clear feedback, and making sure the necessary corrections are completed. Aside from my regular responsibilities, I took initiative by improving SOPs and training videos. I added simple instructions, subtitles, introductions, and closing sections to make the training materials clearer and easier for others to understand. These improvements helped create a smoother learning process for new team members and supported better workflow within the team. These experiences show that I am responsible, adaptable, and committed to providing quality support. I believe my ability to learn quickly, communicate clearly, stay organised, solve problems, and take initiative helps me build trust with Australian clients. My goal is to become a dependable Virtual Assistant who can support clients effectively and contribute positively to their business.