

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 was a temporary replacement, I had to learn everything, from how to navigate the tools to learning every process. Taking notes, hands-on practice, and recording every task completed during the training helped me to adapt quickly. At first, I was looking through my notes and my video recording while doing the tasks, and as time went by, I could work independently without looking at it and was able to finish all the tasks on time. Doing these helps me remember everything and eventually get familiarised with the tasks.
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?
  - I think the challenge that I've faced in my previous work was having a miscommunication with other departments. I was following the old process while doing the task, since I was given a go signal by my manager to stick with it, however there was a newly added process by another department, yet it wasn't properly disseminated to us. It resulted in a big discrepancy in both departments. We wrote an incident report for this, and we came up with a solution to follow the new process. What I learned from this experience is to be open to communicating with the people involved in the tasks. Through this it can prevent creating mistakes and being able to ask questions if ever there's confusion along the way.
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.
  - One habit that helps me stay organised is planning my day. First thing in the morning, I create a to-do list, listing down all the tasks I need to do. I sort them by identifying them based on their urgency and how complicated the tasks are. I always do urgent tasks first so that I can have more time for them, and when I still have time, I start doing the non-urgent ones. When doing complicated tasks, I tend to do it step by step so that I won't miss out on some information. I also like to avoid some distractions whenever I do the task so that I can focus and finish it on time. It's always been my goal that I should aim for zero tasks by the end of the day. So that I can rest my mind and body and get ready for another day.

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 achievement that I'm proud of is when I successfully pass the training period. At first, it was challenging for me because everything was new for me, from the processes, tools, and data. If I found the task complicated, I looked for alternative resources and sought help if there weren't any. I'm grateful that I believed in my skills; I was able to adapt quickly and applied all the feedback of my trainer. By the end of the training, I'm confident that I can adapt quickly, learn fast, and work independently.

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?

- The qualities I believe would help me to become an excellent virtual assistant are attention to details, accuracy, and consistency. During the training, there were multiple tasks to test our skills. Each task has different types of difficulty, and I always keep in mind to stay focused, have less distraction, and double-check everything before submission. In that mindset, I was able to adapt to it as I answered the succeeding task. Having those skills will help both me and the clients: me to work efficiently and effectively while the clients have fewer worries to guide me with.