

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?

Last month, I had training in another industry which was Mortgage Broking. At first, I was a bit worried because it was completely new to me. The training covered admin tasks, call and email handling, processing documents and assessment tasks, so it was important to absorb the information quickly and apply it accurately so I can pass. What helped me adapt was being resourceful during the MB training by staying calm and adaptable, asking questions if needed, and reviewing the material afterwards so I could strengthen what I had learned. I also made an effort to put the training into practice during the assessment tasks, because I find hands-on experience is the best way to build confidence and retain new information. As I became more familiar with the process, I was able to complete tasks more efficiently and with fewer errors. The MB training gave me a fundamental understanding, but what made the biggest difference was staying engaged, being open to feedback, and applying the new knowledge to my tasks. The outcome was that I became confident in the new process in a short period of time and I was able to pass the training. It also showed me that I adapt well to new learnings by keeping an open mind and positive attitude.

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?

In my previous work, I had a task where I did research and look for potential leads then upload it to our CRM so we can send cold emails to them. My client would just normally send me step-by-step instructions with video or screenshots on how to do the task, but this time there was no screenshot or video. He asked me to set up an automatic email sequence so I can compose an email and pick a future date and time for delivery. I know that in our previous CRM it had that option, and we were using a different one that time because he decided to change it. I raised this question to him, and he said that he was also not very familiar with it. After going through the steps again and really could not find that option, so I did a little research and found out from the CRM FAQs that scheduled emails are available on the business and max plans. Our plan does not have that feature, so I suggested that we can send bulk emails so it will be fast and we did not have to send it one by one. He agreed and I just sent the follow-up emails on the scheduled date. I have realized that we need to always be resourceful, communicate well, and be proactive so we can resolve any issues that we have in doing the task.

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.

If there are multiple responsibilities or deadlines, I would first check and identify which are the most urgent and high impact tasks. I will then make a simple check list and start working on the most urgent ones. I will also ask my supervisor or client if there are any clarifications on the deadlines. Having the checklist would help me stay organised and ensure that I have completed all of them on time. In my previous job, I used to work for a company marketplace and property management software platform for professionally managed vacation rentals. The task that we do was mostly make listings for our vacation

rentals so our client would send us an email and inform us which tasks are the urgent ones. Then, our team captain would divide the task or the number of listings so we can finish it on time. We used Asana in organising our daily tasks, track deadlines, and collaborate with the team. We can leave comments, share files, and update the status of our tasks so it was very useful. On my normal days, for example, if I have errands to complete I would usually plan my day or even my week especially during weekends. I have some houseworks that I had to do so I would schedule the tasks for the day and make sure it will be finished on time.

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?

I think the achievement that I am proud of was being able to complete and pass Real Estate training, so now I have the chance to work here. Last month, I also passed Mortgage Broking training. It was meaningful because these industries are completely new to me, and it is something that I did not expect that I would be part of. At first, I thought that it would be very difficult for me since I did not have knowledge about it, especially with the MB industry. I have picked up new skills and sharpened the ones that I already have which will be very useful in providing reliable admin support for our clients in the future. Just like what I have said in my answer to the No. 1 question, I had to be more cautious or careful, especially in processing the documents needed both in RE and MB industries. These training courses have helped me learn the necessary information and additional skills that I need to know to be prepared.

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 that I believe would help me become an excellent Virtual Assistant for Australian clients are organisation and reliability. These are the two skills that I have also developed during the assessment period and will also be helpful in providing consistent administrative support to our clients. During the assessment, we had a task where there were several documents that we needed to process so for me to easily find them I created folders and saved them in their respective category. Also, I created a simple checklist so I can make sure that I have completed all the steps needed to finish the task. In my previous role as an admin assistant, I was responsible for daily administrative tasks like doing research, updating customer records, organising files, and sending cold emails. I always make sure to consistently complete the tasks on time with accuracy and keep my client updated on the progress. My client knew that he could rely on me in completing the task and required only minimal supervision.