

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 training here at Pathcutters Affordable Staff, I had to learn and unlearn a lot of things to equip myself with the right mindset, skills, and understanding. I had to be more systematic, organized, and most importantly keen on details. My training period helped me enhance those skills in me, day by day, step by step. Each day, I approached the whole learning process with utmost commitment and dedication, giving everything I've got to learn and grow. Every feedback given to me was taken into consideration and was worked on right away. Despite being unfamiliar and uncomfortable, I still pushed through as deep inside I knew that this would really help me and equip me into becoming the best VA I can be.

I believe one of the few factors that helped me adapt successfully is being receptive to feedback and being always willing to try and improve. I noticed that listening to feedback is like breaking the ice within me. Exposing yourself out in the wild just to learn is something that I'll always recommend to anyone who's doubting themselves and is scared to take a leap. Furthermore, familiarity is also one thing. This was also highlighted during one of our bootcamp activities, and I believe that it was indeed true. But as what one of our trainers has said, it is a double-edged sword, so we should still learn when and how to utilize it wisely.

The outcome is still working in progress. But little by little, I am slowly adapting and equipping the right mindset and skillset meant for this job. For now, the physical results could be my scores in my assessments, slowly progressing from little to no mistakes. Every day is a learning curve for each one, so we must never limit ourselves as there is a huge room for improvements than of mistakes.

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?

A challenge that I have faced at work is my tendency for typographical errors. During my first ever feedback with my trainer, he highlighted that my common mistake during that set of tasks revolved around typos. So, during the session, I listened very carefully to what he suggested. From what I can remember, he recommended some reviewing tips for me to use for the next succeeding tasks, and I did listen to what he said. With that, I improved in the next following tasks, and it was very fulfilling. Looking back, I learned that it is okay to make mistakes and learn from it, but I also learned that we should not be always learning from mistakes, but rather, we should avoid them in the first place. So, my mindset now is that when learning something, I should learn it correctly and apply it properly by making no room for mistakes or errors. This made me become more careful with the things and information that I am dealing with. Moreover, as much as we are double checking our outputs, we should also double check the instructions just to make sure that we are working towards the right direction to avoid further corrections and delays in submission.

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.

I believe in the power of to-do lists and the impact it could have when used correctly. To stay organized, we should first plan everything out. From listing the set of tasks that need to be completed, to determining which tasks are to be prioritized, and setting internal deadlines for each one so you can know which one you should accomplish first. To-do lists and trackers are our best friend when handling multiple tasks because without those, the chances of missing deadlines and tasks are high, and we don't want that.

During my last year in college, I am juggling my academics, internship, and council responsibilities and sometimes when all these clashes it could really get overwhelming. So, what I did is that I usually plan my day or week ahead by utilizing the tools that I mentioned above. I label it accordingly and put tags naming it from top priority to least alongside its due dates. Through this, I am able to manage multiple responsibilities throughout the school year productively.

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?

A work achievement that I am most proud of is making it through my third week of training. It is a very important milestone for me as it determines my chances of getting hired. The impact it did have on me is that it served as a motivation for me to do well each day and to continue giving my best efforts, which I believe won't even stop even after training. I have learned to deal with things professionally, handle pressure with grace, and accept feedback positively. It may not seem much, but the three weeks challenged me to the best of my abilities that right now, I can confidently say that what I learned from here could really take me far as long as I'll stay consistent and committed.

Hardwork and perseverance really does pay off; we may not notice it at one glance, but we are making a difference. We are committing ourselves to delivering the best service possible as early as now, and it should be something that we instill forever in our minds. To stay committed is to make a positive impact not just on our outputs but on our future clients and the organization as well.

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 I possess that makes me an excellent virtual assistant for Australian clients are accountability, willingness to learn, reliability, initiative, and the willingness to collaborate with other team members as well. Along with the process, I have also been improving my communication skills and attention to detail, which are also some of the best qualities a VA can have.

One example I could give is my experience in the student council. As the standard bearer, I am expected to oversee everything, making sure that everything runs smoothly not just the projects and processes but also ensuring that my colleagues are also in their best condition. There was one time when one of my batch representatives missed sending a notice to our faculty regarding one of their events. This caused the faculty to get mad on the day of the event. So, what we did right after the event is that we proceeded right away to the faculty office to apologize and take accountability for

our mistake. We talked to them for around 30 minutes until everything was fully explained to both sides. They gave us suggestions and advice as to what we can do to the future activities that we will be conducting. We noted everything and applied those to the other activities.

These small actions are not so small anymore once we see its impact, and I think we should always embrace taking the initiative to be the first one to take accountability and to be someone that listens to feedback and willing to learn no matter how uncomfortable it may be.