

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?

I successfully learned to be thorough and meticulous during the week 1 training at Pathcutters Academy. During week 1, we had a lot of tasks that needed to transfer the data from one file to another. There are letters in the names and numbers or codes that were repeated twice or thrice. I approached this task with much more care since entering the wrong data might affect the documents or information regarding the client. In doing this task, I would first check how many letters are consecutively repeating from the given data and enter the same number of letters or numbers into my spreadsheet. I then double-checked if what I entered in the spreadsheet is the same as the data. This is how I minimized my typos and scored above expectations. Being thorough and meticulous is the current skill that I have been continuously improving since it is very important to my role as a virtual assistant.

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?

Before starting the training, I knew that I was an introvert and a bit timid. However, during the bootcamp we had an activity called "30-second speech," and when I saw that activity, I was nervous and tense because speaking in front was one of my struggles. To answer the question that was given to me by the trainer, I first processed the question and thought of an answer. I started using the simplest English words that came to mind. After my turn, I felt that I was so lacking and frustrated, which is why I downloaded a Duolingo app to practice every day. As days went by, I felt that I was improving and started getting a bit comfortable talking in English with my co-trainees and trainer. I used this process, which is to practice the things that I found difficult every day, when I encountered something difficult during my training. Right now, I am currently practicing my typing, communication, and editing skills every day to continue improving.

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.

Since I have learned how to use Trello, I used this to organize the priorities and deadlines. During the Canva task, I used Trello and created a list. I made a card for every client and created a checklist for every image that I am supposed to make for them. Every time I finish the image, I ticked the checklist. This made it easier for me to see what image or client I lacked. In the typing test which must be taken daily, I set a recurring due date to remind myself. Using Trello makes it easy for me to track the deadlines and priorities.

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?

The work achievement that I was most proud of was successfully ending my term as my department's Team Captain. It was a big challenge that I suddenly took up since no one would take the position. When I was appointed by the council adviser, I thought that she must have seen something in me; that is why she appointed me this important position. Because of this, my self-confidence increased. Being a team captain was hard since I still must go to school for the whole day and go to practice in the evening with my dancers or players. I was lucky enough to have good time management; I managed to do my role as the team captain and at the same time be a Dean's lister. Being a team captain was hard since I had to communicate with the university president and my department's dean to the trainers, dancers, and players. It was hard; however, it was also fulfilling when I ended my term successfully. My time as a team captain brought out the skills that I didn't know I had.

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 will make me an excellent Virtual Assistant for Australian clients are reliability, adaptability, organization, thoroughness, accountability, communication, and willingness to learn. I demonstrated reliability, adaptability, organization, accountability, and communication skills when I was the team captain of my department and the senior editor in the yearbook organization at my university. These qualities and skills were honed for two years and more, in line with this, I believe that I am reliable and accountable enough to take on the work. When I was the team captain, I had to be flexible since there were events that were suddenly pushed up or criteria that were suddenly changed. I believe that students under my department trusted me and saw me as a reliable figure since most of my juniors in the university would still send a message asking for some advice about their events. I am currently developing my communication skills and thoroughness at Pathcutters Affordable Staff. Completing the training, I believe that I improved compared to what I was before the training. This exhibits that I am willing to learn new things and to improve my knowledge.