

Tell me about yourself

I'm currently studying my last unit for my bachelor of business: Applied finance degree. I have been working within sales/customer service for the last 7-8 years whether this was based in retail, e-commerce or digital marketing. My specialisation comes into understanding clients and customers, finding out what they need and building strong valuable relationships with customers. In the last few years, I've developed customer service skills which allowed me to communicate with various clients in various industries. And on average with this skill I've developed I've been able to assist the businesses I've been employed for to close leads / increase satisfaction rates and this is something I've been extremely passionate about.

What I'm looking for is a company that I can challenge myself to gain new experiences towards customer service. I want a company that revolves around a great team who sets out to improve their team both on a personal and professional level. Is this something Said company is looking for?

What do you know about said company?

- leave unknown but i know what i'll say.
- mention basics, and projects they're involved in

Where do you see yourself in five years? Goals?

I'm always trying to progress in my career and develop the skills I have. I have had experience with customer service and being able to communicate with different clients and this is something I've enjoyed doing. I've had the experience of working with different clients in Australia as well as remotely managing clients in a digital marketing setting but now i see myself continuing to work with new clients and move into new industries such as property in order to challenge myself towards using this skill to improve companies

Another goal is taking on leadership roles here. I've always taken on those opportunities to be a leader and usually i have a role at my different places of employment where i'm considered to take on a "mentor" role where i value collaboration, teamwork and helping everyone succeed through my own experiences and i aim to continue to do this in this role and more so later.

What are your biggest strengths

I pride myself on my ability to relate to customers/clients through understanding their needs to assist them with their own. I've had customer service and sales experience for the last 5 years, dealing with over 40-50 customers daily from different backgrounds and building rapport. I know it's a really specific niche skill but my interpersonal skills and my ability to use those to my advantage has helped me closed many accounts in the past

That being said, what are some key traits that you see people in my role having to succeed here?

Another strength:

I value how detail-oriented I am in the roles I'm employed for. Everything I do, I make sure everything is to the highest quality and aim to find areas of improvement where I'm able to provide some sort of value within my expertise. I prefer to stay organised, have certain plans to tackle solutions and as such during my time at MP, introduced new tools to the workflow to help increase efficiency but also enable us to concentrate on tasks.

What are your biggest weaknesses

I occasionally second-guess myself and the ideas I have, especially in group settings even though I am able to prepare. I find myself having great ideas but when I'm in a group, I tend to undershare. I've always had the sales motto of "Listen before you speak and I enjoy learning from other people but i definitely had those ideas where i held myself back from talking about

. I've been reading a lot of books such as "Micro-manager" which have helped me gain tips and tricks to stop second-guessing myself and to filter out my thoughts when certain pressure comes up. I've also started gaining interest in group-work especially in my University setting where I'm part of a team that's currently developing a solar car which has helped within collaboration. This has been something I'm continuously working on and right now, it's gotten to the point where I'm able to address my thoughts more clearly.

What is good sales? Sales is about understanding the product and providing value

Thorough understanding of the product needs to be able to assist customers in making the best decision for themselves. When i worked at SC, i would spend time looking at the measurements, features and benefits, designs to make sure i was able to offer recommendations to our customers and also be able to assist them in their own customer design process

What would you do if you did not know how to help a customer?

In an ideal world, you know we'd all know the answer to every question. During the first 4 months when I was employed in the digital marketing firm, I had to go through and understand every marketing concept in the book. We would usually contact these warm leads and prospect them to offer them our services. And a lot of the time, I actually didn't know the answer to what we could do for them. If we're able to create content, do an ad for them, the rates of our services. However what I would do is I would ask them to hold the phone so I could ask for advice from other people, I'd go through manuals and even do my own research in the short span to ensure I could offer the best knowledge I could about our products. I even asked my manager to let me borrow their own personal reports just so I could go home and study them through and through to understand our products into clear detail

Why are you interested in working for [*insert company name here*]?

I think this position as an onboarding coordinator would be challenging and it would be an experience where I'm able to continuously push myself. I come in with a deep customer service/sales role and I want to be able to develop this skill set and learn other valuable intel especially in a booming industry like Property. I aim to take on more clients, work on different projects and continue on a mentorship role in the workplace which I aim to do. I am willing to learn.

Please give me an example of a time when you had a problem with a supervisor/co-worker and how you approached the problem → issue with delegation, collaboration with teams to generate ideas, more proficient in certain things

There have been specific times where in work I have had issues, whether it was productivity or organisation. During the last 3 months of MP, there were a lot of new clients coming in and a lot of our key digital marketers were moving on. We often found it hard to complete projects in time as well as multi-task with clients and such, customer service/employer feedback was at a low. I took the initiative to solve this issue through collaboration in which I introduced new tools (Slack) to enable us to communicate, schedule meetings (whether to learn or solve issues) and also delegate tasks if it is much suited to someone's strength. This actually resulted in the team staying more organised and we were actually able to come up with viable solutions in being able to multitask as well as find areas of improvement in which we as a group can target such as focusing on certain clients per data. This helped us stay focused and improved our feedback rates those months.

How do you deal with rejection/failure?

I have a strong belief that rejection/objection is a symbol of growth. It is the greatest teacher we can have and all we've experienced in our lives. And it happens so much in sales. There

have been many times I've closed a sale but there have also been many times where no matter what, there's a rejection in the end. When I first got started in sales, there were tons of objections I had no answer to and would usually fail to deliver something suitable for our client's needs. Now over time, I keep a small diary entry that I write about what went wrong and I do whatever I can (read books, talk to different people, watch videos) on how I am able to improve and solve this if next time this comes around. However, I value myself a lot both in a professional and personal sense so I know rejection is not anything personal. I know there are so many more businesses that need my input.

Tell me a time you dealt with a difficult situation/ customer

I'm actually going to tell you about my first ever shift at the retail store I used to work for. My first day - I walked in and had absolutely no customer service experience. He takes 4 minutes to train me how to use the registers, stock management and how to address customers in the shortest time possible and then he runs off. I'm left there standing on my own in the first 10 minutes of my first ever job with a huge line and a bunch of customers waiting.

Needless to say it was a disaster at first and I had to keep apologising for taking my time. However, I remained calm, methodical and just offered my best to the customers. I just looked for practical solutions, multi-tasked and stayed cool under pressure despite possibly impatient customers waiting in line in my first ever job

Another story: Rude customer → Solution: offered alternative, stayed calm.

What is your greatest accomplishment?

I've always achieved high results in my education or in my professional life. But my biggest accomplishment to this date is starting my first successful business creating fitness goods/supplements. I've tried to start my own side-hustle for the last three years but I never turned a profit. Over these years, I've developed my skills by challenging myself through different experiences, reading books and networking. I was able to create a fitness-based business that was able to gain a bit of revenue.

Tell me about a time you were a leader/schedule time

During my time at MP , we were actually in our second-third month of operations. And there were a lot of clients coming in and sometimes we would be behind on time, there were some layoffs with our digital marketers and our team had to somehow to multi-task on more than one role. So what I did was I started scheduling meetings every week to discuss weekly plans and solutions to problems that may surface. I input a new slack program where if team members needed assistance, there could be delegation. I started putting a plan for our team to brainstorm ideas so creativity can be increased. The team loved the idea of being ready to find a solution to the problem because we were all so passionate about the business growth. We came up with a few ideas that saved us time and overall our team morale changed for the better and we were able to deliver results at a faster pace for our clients.

Schedule time: I usually schedule my time through tools such as Google Calendars, Slack and through my phone. I prefer to always manage my time and am always disciplined when it comes to sticking to a routine. If there is a huge task, I prefer to break it down to smaller parts and target the parts I'm unsure of whether this is through my own personal research or asking around if I do need help in order to learn. However, i'm able to remain calm under pressure if certain pressure does come up and aim to stay flexible by thinking on my feet to ensure i'm able to reach deadlines

Why should we hire you?

Your job description had 5 skills required and I'm going to mention each one here. I always have a positive attitude where I have a strong belief in my work and that is often reflected in the KPI's I reached. As someone that has utilised my customer service skills in various industries, I have dealt with many issues regarding customers and often see myself as a problem solver. This is backed by customer service skills, working 6+ years in this aspect communicating with over 50+ customers individually on a daily basis as well as being able to be empathetic in assisting them to solve their issues. As i know this role requires high attention to detail, i'm able to accomplish this as in projects, i've preferred to understand each component at the highest detail and always before speaking to a customer, i always prefer to prepare so i'm able to provide the best value for them.

Tell me how you think other people would describe you."

I'm a 360 degree person. I value my strengths but I also aim to improvise on my flaws at its root cause. People would describe me as someone that is always willing to learn and always willing to get the job done. If I say something is going to get done, I will do whatever i can to make sure it gets done.

What motivates you?

I'm driven by results but mainly through sales, I'm driven on how I'm able to achieve results by providing value to businesses and customers, whether that's through exceptional customer service. I want to be able to help and provide value to everyone around me. I like it when I have a goal in mind and I develop plans to fill this. At my different roles in sales, there were expectations in reaching high sales quotas but I was able to adapt by working with teams and learning to not only reach this but exceed sales KPIs by over 30% every year. It's all about challenging myself and being the best version of myself I can be.

Can you tell me about a difficult work situation and how you overcame it/ difficult customer

→ During the Christmas Period, there was always an influx of work to do at ED. I received a phone call from an angry customer because a stock he wanted to order was out of stock. I was in charge of customer enquiries that day and I apologised for the inconvenience. I checked the stock board to see if there were any products available and unfortunately there wasn't. I quickly came up with two alternatives and explained it. One of the alternatives were we could send him a similar product in a different colour or another one was we could send him the same product but a bit smaller. Needless to say he ended up purchasing a different alternative and actually came back to the store to apologise.

Tell Me About a Time You Failed.

A year ago at S.C, we actually were in the midst of forming a relationship with a client that was able to provide a lot of business to us. We provided a lot of value to each other and I thought that we could build a relationship with his company. He had the objection of "it being too much on the economic side" and as someone who just hopped into sales, I was unsure how I was able to follow up on this. I tried many tips and techniques I learnt to convince him on the value of our product however it was still an objection. After that I actually started changing my sales and positioned myself with a much higher frame. I wrote in my diary entry where I went wrong and read books like "Way of the wolf" by Jordan Belfort, videos and talked to others on what I should do next time. I see failure as a learning curve. I moved on and used what I learnt in all my failures to help me succeed.

Management style? Workstyle environment?

In the workplace, I don't want to be a 100% perfect person that people idolise. I want to be someone that they want to work with. Someone that's willing to give credit but also take blame when things go wrong. Someone that's able to better our results together but to better the skills we have inside us. I prefer a team that loves the company and strives together to achieve high results together. I want a team that is able to offer feedback but also assist

when needed.

Any questions

Difference between good and great employees?

Team culture

9. *What are the biggest opportunities currently being presented to the company?*

What's one of the most interesting projects you've worked on here?

Elaborate on anything

Next steps, how i can follow up and when you might be getting back to me by