Behavioral Interview Question Responses

**1) What is your greatest achievement?**

**Situation** - “When I was an Admin Assistant at Jim’s Conveyancing, we would always get a lot more customers than usual during the summer. It would almost always be packed, and sometimes, there were not enough servers to handle the work. And if someone got sick or unexpectedly could not show up - things were only worse.”

**Task** - “So, my lead conveyancer including Kane Robinson head of TriSearch has demonstrated the training the PEXA and Tri-convey technologies so that we would not get overwhelmed during those 3+ months.”

**Action** - “To make sure we were prepared, I realized we needed a better schedule. For the next summer, I had a very strict shift schedule ready, and a reward system in case someone couldn’t show up for their shift. If someone called in sick, whoever filled in for them would be rewarded with extra pay. And if there was absolutely no one else available, I would personally fill in for them instead.”

**Result** - “Overall, the summer went smoothly with minimal accidents. We didn’t get ANY negative reviews on ProductReview.com.au for the summer (whereas for the summer before that, we had several for slow service). My colleague has made 100k+ revenue securing 85+ settlements.”

**2) How do you set and accomplish personal goals when under pressure? Give me an example**

**Situation –** As a graduate student, I was far behind with my student debt. One of my parents was officially retired we couldn’t pay for the rest of the tuition. While Studying I also must work to pay for my education. At the same time, I took a lot of extracurricular activities to get as much professional work experience as possible before graduating.

**Task -** My goal was to commit higher education and complete the courses requirements to require a degree in Master of Data Science. To achieve this, I realised I must manage and value my time very efficiently. I frequently used Google Calendar to keep daily tasks and responsibilities.

**Action –** Through hard work and dedication, I managed to balance work, studying, and extracurricular activities, i.e. Networking, Upskilling, Applying jobs, Gym. At first, it was tiring at times, but in the end taking it day by day. I would always go over and edit on my calendar for the rest of the week. To ensure that I get the done within my best of abilities to never missed a work shift, assignment, interview or deadline either under pressure.

**Result –** In the end, I finished with a WAM of 71, no student debt and personal data portfolio which landed me my first data analyst entry level position at EPA within 6 months after graduating.

**3) How do you handle unexpected challenges?**

**Situation** - “One time, while preparing for a presentation at a classroom for La Trobe University, one of our guest speakers had to unexpectedly cancel due to sick leave and looking after his child diagnosed with cancer. We found out only a few hours before the event, and there was now a 1-hour gap in our schedule we had to fix.”

**Task** - “So, we didn’t have a lot of time, and had to somehow fill up the time slot to keep the event going.”

**Action** - “As one of the main event organizers and community managers at the company, I decided to take initiative. Instead of the guest speaker, I wanted to present our CEO as the speaker instead - which was a possibility because he was working behind the scenes as well. I personally spent an hour working with him one-on-one, trying to get him to transform his decade’s worth of experience into a presentation. With 65 minutes to spare, everything was ready to go and all that was left was to present.”

**Result** - “From the one 1-hour gap, the speech lasted about 25 minutes, and for the rest of the 10 minutes we took some questions and feedback from our lead lecturer and tutor coordinator. After that, everything continued track, and all the members were satisfied with the presentation.”