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| **Skills Developed** | **Challenge** | **Action taken** | **Results** | **Self-reflection/ Key takeaway** |
| **Adaptability**  (e.g., challenge faced in an internship; situation where you handled a lot of pressure; time you failed) | During the corona pandemic the hair business was at its peak and the demand of work was 5 times more than usual. | I had to do multitasking handling my profile area along with all other business requirement areas during that period. | The business flow was increased by 3 times sales and our company became highly competitive challenging the leaders of their field. | I understood my real capability and multitasking skills |
| **Analytical**  (e.g., project where you had to perform detailed research and analysis) | My company gave me an opportunity to design a website with unique content for its United Kingdom based company called RAVENSAIT | I made a complete comparative analysis of similar websites and finally pitched a unique design for the website keeping in mind the management requirement as well as users’ access.  For reference:  <https://ravensait.co.uk/> | They received positive responses from their customers which was a key to get more business. | Research based learning and different perspectives towards the business. |
| **Communication**  (e.g., convince someone of your idea, present complex information, get your point across) | When I was interacting with a human hair buyer from USA over a phone call, she had a lot of product queries which wasn’t answered by many other vendors. | I answered all the tricky queries asked by the customer about the product and she was very much impressed with my explanation in English and gave me the order and gave satisfactory reviews on our company’s website.  For reference url: [Reference Link](https://www.google.com/search?q=mouri+hair+enterprises&newwindow=1&sxsrf=ALiCzsZzSO9Q_eQofEXW-Kylk__-z1aYcw%3A1665149375864&ei=vylAY_uLNPmVseMPmOKxmAo&ved=0ahUKEwi7567onM76AhX5SmwGHRhxDKMQ4dUDCA4&uact=5&oq=mouri+hair+enterprises&gs_lcp=Cgxnd3Mtd2l6LXNlcnAQAzILCC4QgAQQxwEQrwEyAggmOgQIIxAnOgUIABCRAjoECAAQQzoLCAAQgAQQsQMQgwE6CwguEIAEELEDEIMBOhEILhCABBCxAxCDARDHARDRAzoICAAQgAQQsQM6DQguEMcBENEDENQCEEM6DgguEIAEELEDEIMBENQCOgUILhCABDoHCAAQsQMQQzoFCAAQgAQ6CAguELEDEIMBOggILhCABBCxAzoHCAAQgAQQCjoICAAQgAQQyQM6BQgAEIYDOgUIABCiBDoNCC4QgAQQsQMQgwEQCjoNCAAQgAQQsQMQgwEQCjoGCAAQHhAWOggIABAeEBYQCkoECEEYAEoECEYYAFAAWNowYOUzaANwAXgAgAHWAYgBpxiSAQYwLjI0LjGYAQCgAQHAAQE&sclient=gws-wiz-serp#lrd=0x3a5265ef613006b9:0x45bdbdd9845e8f51,1,,,) | This brought in regular orders from that customer as well as few other customers referred by her. | I was able to gauge my strategies in marketing |
| **Initiative**  (e.g., stepped up to a challenge, identified a problem and took action to solve it, did something even though not your responsibility) | When I was working in TVS as a contract employee in the parts department. I faced a challenge and managed to solve it. | My company assigned me for order processing and one of my colleagues had to go on an emergency leave for 6 months She has an unachieved target left for the year. I informed the company that I will take up her responsibility along with mine and complete the targets on time. | My company recognized my efficiency and promoted me into the company role as a Junior Officer from being a contract employee. | Juggling between dual responsibilities and striving hard to achieve targets |
| **Skills Developed** | **Challenge** | **Action taken** | **Results** | **Self-reflection/ Key takeaway** |
| **Leadership**  (e.g., coordinated several people to achieve a goal, led a group but not successful) | When I went to work for a Telecom company in UAE, A huge responsibility to manage a big team of staff was given to me | Though it was a new experience, I handled it at most care and organized my work well so that discrepancies in work management was avoided | The entire team developed a very good rapport with me and they delivered better sales as they were handled with due respect and followed an organized schedule | Team building and handling |
| **Planning & Organization**  (e.g., overcame a tight timeline, handled multiple responsibilities, manage your time and prioritize tasks) | When working with the telecom company, my immediate boss had to leave the country for establishing another business in UK. I was asked to take care of the entire business during his absence. | I handled multiple roles and responsibilities which required a lot of mental strength and time management. Learnt the nuances in the role and effectively managed to run it single handedly without disturbing the top management | Received appreciation from our top management as well as the partners and was given a job shift to my hometown on my personal request with a deserving position and hike. | How to shift and adapt to roles and handle deadlines and stress. |
| **Problem-solving skills**  (e.g., talk about a problem/obstacle faced to reach a goal and how you solved it) | During the tenure with the telecom company, had to undergo a unforeseen situation where one of our new recruits absconded during the peak business time | The management could not find a quick replacement so requested me to shift between roles till a replacement is found. I worked extra hours and double the duties but gave my best and fulfilled all the responsibilities and made it easy for the replaced employee | Understanding the pressure undergone during that period, my management gave me 5 months paid leave and travel benefits during my wedding which happened immediately after that period | I can fit into any kind of roles and quickly grasp any learning that would benefit me and my company. |
| **Teamwork**  (e.g., when you worked on a team to achieve a goal; conflict faced when working on a team; working with a team member not cooperative) | When I was working in UAE, I had a conflict with a few team members and they were reluctant to show good results in sales | As a team member, brought the situation to control following simple strategies like one on one meet up and making them aware of their value and how much their work would add value to the business and managed to cross the targeted turnover | As we aimed, we crossed 1.75 million Dirhams sales turnover and got good profit out of it and company gave away a good sum as incentives for our Hard work and effort. | Team efforts and benefits of employer and employee meetings |