**Opening Question – Tell us a bit about yourself**

My name is Akshita. I’m a first-year postgraduate student at UNSW and I’m studying Master of Information Technology with a major in Data Science and Artificial Intelligence. I completed my Bachelor of Science (Hons.) in Mathematics from India, so I have an inevitable love for numbers and technology. Academics has certainly played a major role in my life.

Apart from academics, my passion lies in helping others, which is why I take up positions of responsibility with zeal and enthusiasm. I am currently the Postgraduate Student Representative of the CSE department as well as the Treasurer of the International House Resident’s Society. I was even active in student societies during my undergraduate studies. I believe, the skills I have developed during these roles have helped me in the past to obtain my first full-time job.

During the campus recruitment sessions, I was able to get a position as a management trainee at a distribution firm in New Delhi. I worked on several dynamic projects, and after a year got promoted to Assistant Manager and worked directly under the Group Director.

Apart from my professional life, I have also been practicing and teaching yoga and meditation from the last 10 years.

**Opening Question – Proudest Achievement**

Having been good at academics, I would say my proudest achievement would be getting into UNSW and my experiences thereafter in the university. Being in the first term of my post-graduate studies, I have already contested and won not one but two elections. I am the postgraduate Student Representative for the CSE department as well as the Treasurer of the International House Residents Society. Apart from that, my team bagged the runners-up position in a Data Visualization competition hosted by the UNSW Marketing Analytics Society in presence of industry experts from Tableau and finally I was also accepted in the Professional Development Program.

I love to fill my life with experiences thus, I aim to make the most of my time at the university, by partaking in several activities and obtaining replete professional experience by the time I graduate.

**Behavioral Question - Tell me about at time you managed an unhappy customer**

During my second year of undergraduate studies, I was working as a client acquisition intern at a financial services firm in New Delhi. In this position, I was supposed to gauge high net-worth clients and organise their meetings with my mentor, the relationship manager. This was the first cold-calling role that I had experienced and not surprisingly, received several unhappy customers who were not interested in receiving cold calls. While some customers politely declined my request, others were very arrogant. On several occasions, they were upset about the time I called or were not interested in a cold call. However, over time, with enough practice and mentoring sessions, I perfected my pitch and was able to handle angry customers by asking them the right time to call and then following up. I even inculcated sentences that would hint that the call was for their benefit.

Ultimately, out of the 80 interns, I was the first person to get break my zero. This was appreciated and complimented by the management, seeing I did it in only a matter of 45 days.