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Professor Chang

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### 6 STARS

*Tell me about a time when you felt overwhelmed with duties and responsibilities. How did you handle it?*

When I was working as a graphic design intern, I bit off more than I could chew. I was given a list of tasks to complete by the end of the day along with those that were randomly assigned. I started with the highest priority to the lowest priority. About halfway through, when I realized that it was taking longer than expected, I approached my supervisor. In case I didn't finish, I wanted to let her know what was going on. We talked and figured out a different time when I could complete the tasks (either at home or come in for extra time). She was impressed with my professionalism and appreciated that I was able to speak up in an uncomfortable situation.

*Talk about something that challenged you.*

When I was working as a graphic design intern, I was asked if I could try to create a motion graphic, something I had very little experience and skill. While I was hesitant at what the result would be, I was eager to try my hand at it and see if I could figure it out. I didn't know exactly what they were looking for, and the project took me a really long time. I created a basic version of what they were looking for but they liked my ideas! My supervisor applauded my persistence with a project she knew was difficult. I didn't regret challenging myself instead of helping them with other projects that needed a much faster turn around time as I am a naturally curious person who loves to learn.

*Tell me about a time when you experienced problems in a team setting and how did you overcome it?*

More than once in a group project in college, I've had teammates who have not upheld their assigned part. As with any assignment, we had a deadline but managed our own time. Realizing that we could not rush the project at the end, I took it upon myself to assign smaller tasks,

check-ins, and specific due dates that were not necessarily attached to the project guidelines. This created a generally more organized and efficient way of working. My professor ultimately loved the outcome and appreciated the detail and effort that was put in.

*Describe a time when you made a suggestion to improve the work in your organization.*

When I was working as an intern, I noticed that we were getting a large volume of client requests that we didn't have the capacity to manage as a small team. I was tasked with organizing the information, but I realized that the process could easily be automated and cataloged so that we didn't have to depend on going back and forth between physical files or asking the person whose client it was for information. I then went ahead and created a system that we could use, which ultimately became the basis for the new division.

*In what ways are you trying to improve yourself?*

Before college, I had a few goals for myself including improving my leadership and public speaking skills. To create my own community and meet new people, I joined a few clubs and organizations. Before, I didn't consider public speaking to be a good skill of mine but Toastmasters has been instrumental in helping me gain confidence in front of a crowd. I practice both impromptu short speeches and longer prepared speeches. I don't think my work will ever be done, but I've made significant progress and I'm really proud of my initiative to conquer my fear.

*Give a specific example of a time when you had to address an angry client or colleague. What was the problem and what was the outcome?*

When I was working as assistant at the time, I had a reoccurring project each month. I was in charge of all social media accounts, creating all company blogs and newsletters for two brands. My supervisor and I had developed a method of deciding the concepts for each weekly cycle of media releases. I sent out the A/B tested mailers out to different groups as planned, but later that night she contacted me and thought that I had sent out the wrong ones. I double checked, and sent her screenshots of the mailers and explained that it was what we discussed. Ultimately she understood that I didn't make a mistake and we moved on. I was able to show my ability to handle juggling many moving parts and I was promoted to handling clients as well.