

Choose the correct form: Present perfect or Present perfect continuous.

Job Interview

Interviewer: Good morning Mrs Sandra Lopez. Let's get started with some background about your experience. Could you tell me what kind of work you(do) over the past few years?

Sandra: I(work) in the customer service field, specializing in client support and retention strategies.

Interviewer: Great! And what new skills(you/acquire) recently to keep up with industry trends?

Sandra: I(complete) several courses on digital communication and conflict resolution.

Interviewer: I see that you have strong client-facing experience. How long (you/work) in this industry, and what changes(you/notice) over time?

Sandra: I (be) in this industry for about seven years, and I (notice) a huge shift toward digital-first customer support.

Interviewer: We're looking for someone who can manage high-pressure projects.(you/handle) any challenging projects recently?

Sandra: Yes, I (manage) a large team project with a tight deadline. It was tough, but we(finish) successfully.

Interviewer: you(work) on any ongoing projects that have improved your skills?

Sandra: Yes, I(focus) on improving our customer satisfaction scores through consistent feedback and process refinement.

Interviewer: That's impressive. Our team values adaptability. How(you/stay) motivated in your roles over the years?

Sandra: I(find) new challenges and learning opportunities in each role, which keeps things interesting.

Interviewer: So tell me what are your three main strengths?

Sandra: I think they are reliability, loyalty and energy.

Interviewer: Ok, do you work well under pressure?

Sandra: Yes, I am accustomed to working under pressure.

Interviewer: Finally, (you/keep up) with industry changes? If so, how?

Sandra: Yes, I (follow) online webinars and industry blogs to stay current with the latest trends and best practices.

