**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.

LIVEWORKSHEETS