

KAREN MERCADO – Office Manager, Michael Page Middle East**WHAT IS YOUR MOST SIGNIFICANT ACHIEVEMENT AT PAGEGROUP?**

I joined PageGroup in December 2013 as a Secretary. It's been more than 5 years now and today as an Office Manager, I still look back at joining this FTSE listed company as a career milestone for me.

Growing through the ranks, among my achievements feature the opportunity to become more efficient at my tasks, and adopting an agile work approach in a region where the business has seen a huge growth trajectory.

WHAT IS THE ONE THING YOU'D TELL YOUR YOUNGER SELF?

I would tell the 25 year old Karen to be more confident and have self-belief. I used to be nervous and have the fear of not being able to deliver. That's not the case anymore. I have nurtured the confidence in my ability to deliver no matter how challenging the tasks or circumstances are.

WHICH FEMALE LEADER INSPIRES YOU AND WHY?

Oprah Winfrey inspires me. Her rise to the top from unprivileged circumstances would not be possible if not for her courage to succeed and positive outlook. Oprah's rag to riches story, her humble nature and her continuing charitable initiatives are all reasons that she inspires me and millions of women around the world.

WHAT DO YOU ENJOY MOST ABOUT WORKING AT PAGEGROUP?

Every day on the job, I am faced with new situations that need me to use my problem solving skills and deliver solutions within tight turnaround times. While it can be stressful at times, this is what I enjoy most.

I also enjoy working with my colleagues – they really have been an extension of my family here in Dubai since 2013. I experienced a smooth transition before and after my maternity leave. My Directors and team members have had my back through thick and thin.

HOW DO YOU POWER THROUGH THE CHALLENGING TIMES AT WORK?

Maintaining a positive mind-set has enabled me to overcome one challenging task after another. The work requests and tasks assigned to me are very varied and I have to be solutions-oriented. With each situation I face, I find something new to learn. And that's very motivating for me.

ONE KEY SKILL WORKING AT PAGEGROUP HAS HELPED YOU BUILD?

Confidence. I have become a more confident person – in dealing with people across the ranks as well as in my ability to deliver on different projects. I know that whatever the situation is, I will be confident about delivering.

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