



**“THE FEELING OF BEING ABLE  
TO HELP PEOPLE ACHIEVE THEIR  
DREAMS ON A DAILY BASIS  
BRINGS ME A GREAT DEAL OF  
ENJOYMENT AND SATISFACTION”**

# MAKING THE SMART MOVE

BY ANNIE KANE 

Originally from Vietnam, Misa Huynh joined one of the Top 25 Brokerages in the country, Smartmove, in 2013. Since then, Ms Huynh's star has been rapidly on the rise, winning several industry awards and in the running for another this year – the NSW Better Business Award for Rising Star. We catch up with the Rhodes-based broker to find out how she's done it

## Q. You were born and raised in Vietnam, what brought you to Australia?

I first came to Australia for the reason of fulfilling the promise my dad had made to my grandfather.

My grandfather was a successful doctor who left Vietnam during the war with the purpose of seeking freedom. He then moved to Australia as a refugee.

Before his passing, he had a strong desire for me to lead a better life, so he asked my father to send me to Australia for a better education and work life. My parents, at that time, worked diligently and tirelessly to fulfil my grandfather's wish, which allowed me to go to Australia to study as an international student.

## Q. Why did you become a broker?

I inherited many qualities from my grandfather. I am always willing and ready to help people. Fortuitously, I soon became a mortgage broker and realised that this is the right job for me, that I am destined for this profession.

The feeling of being able to help people achieve their dreams on a daily basis brings me a great deal of enjoyment and satisfaction.

## Q. What kind of loans do you write?

I write an increasingly varied form of lending, which includes home loans, investment loans, asset/commercial finance is growing, along with car leasing and personal loans. I specialise in residential lending.

The majority of my clients are first home buyers and investors, predominantly those who use English as a second language as well as coming from a similar background as me.

Having an Asian background, I have a deep understanding of the challenges that my clients encounter when living in a foreign country, such as comprehending Australian banking policies, home loans and the property-buying process – all while using English as a second language. This drives me to be enthusiastic, empathetic, patient and willing to support my clients. I hold their hand through the entire process.





**Q. What does your typical day look like?**

I spend most of my time working during weekdays. I could start from 9am and finish around 9-10pm on most days.

I always start a new day with a prayer or meditation. Activities like these are really important as it brings about positivity, calmness and refreshment to my mind so that I can concentrate on my work for the day. Also, I always ensure that the first email I send out on the day carries a positive message.

During the day, I prioritise my files based on the principle of

The Urgent vs The Important Matrix. I will perform important and urgent tasks first, followed by those that are important but not urgent – and the rest will have my attention later.

**Q. What has been your biggest professional challenge to date and how did you overcome it?**

I am not sure if I have any big challenges, as I perceive them as great opportunities to sharpen my professional skills. Every difficulty turns out to be a valuable experience with important lessons.

When I first started, a difficulty that I sometimes faced was getting

overwhelmed with the workload/ volume. I soon overcame that feeling once I achieved absolute mastery of organising and prioritising tasks into a reasonable and effective flow.

**Q. What do you attribute to your success as a broker?**

I attribute my success to my passion for the profession. I simply love my job and I do everything wholeheartedly. When you love what you do, success will follow.

My positivity and optimism are also contributing factors. I believe that there is always a solution to any problem if you maintain a can-do attitude towards them.

Other qualities are dedication, capacity to concentrate and focus for long periods, and striving for excellence. I focus 100 per cent on every task at hand and complete them with a focus on achieving excellence.

**Q. What tips would you offer new brokers?**

Don't think too much about how you are going to find your next client. If you put 100 per cent of your heart, focus, effort and passion in the tasks at hand and deliver a five-star service, people will never forget you and, eventually, they will sing your name from the rooftops and new business will come to you naturally.

**Q. What are your interests outside of broking?**

I never forget to unwind. I love spending time with my family as their presence plays a central role in my life. Without their support and love, I could not be the person that I am today.

Every weekend, I play badminton with my beloved, I make vegan meals and take care of my pet dog and share our quality time together.

Such quality moments allow me to recharge and then motivate me to overcome challenges and provide the optimum service to my clients.

**Q. What do you have planned for the future?**

I believe that happiness will multiply when we pass it on to others. Last year, I raised funds for more than 11,000 kilograms of rice and delivered it personally to 644 Vietnamese households in need. My future plan is to continue doing charitable activities on a yearly basis to give more back to society. Though not big, I strive to make positive changes to my community and society as a whole. ■

**11,000**

**KILOGRAMS OF RICE**

distributed to 644 Vietnamese households in need through a fundraising initiated by Misa Huynh