INTERVIEW PRACTICE

Tell us more about yourself

Thank you for the opportunity to introduce myself. My name is Sikhulume Masibuve, and I completed my Diploma in ICT in Application Development at the Cape Peninsula University of Technology (CPUT).

I am currently employed at Plum Systems as a Full Stack Developer, where I develop and maintain web-based applications using Java, Spring Boot, React, and MySQL. My work involves designing both backend and frontend components, testing, and deploying applications, which has strengthened my problem-solving and analytical abilities.

During my time at CPUT, I developed a strong interest in software engineering and system integration. My studies, combined with my professional experience, have given me valuable technical and interpersonal skills that allow me to work effectively in a team and communicate clearly with clients.

I am passionate about continuous learning and always eager to explore new technologies and development frameworks to enhance my professional growth.

What makes you different / what will you be bringing?

What makes me different is my adaptability and strong problem-solving mindset. As a Full Stack Developer, I manage multiple tasks that require both creativity and technical precision.

I bring technical versatility, a proactive attitude, and a collaborative approach to every project. I don't just focus on completing tasks I focus on understanding user needs and delivering high-quality, practical software solutions.

My ability to remain calm under pressure and take initiative when challenges arise makes me a valuable member of any development team.

What is your biggest weakness?

One of my weaknesses is that I sometimes take on too many tasks because I'm eager to help and ensure everything is done correctly. While this shows my commitment, it can occasionally lead to feeling overwhelmed.

To improve, I've been focusing on **better time management** by prioritizing tasks and using project management tools to stay organized. I've learned to delegate effectively and maintain clear communication with my team, which helps me maintain quality and balance my workload.

Where do you see yourself in the next five years?

In the next five years, I see myself advancing into a Senior Developer or Technical Lead role, continuing to grow within the software development field.

I aim to deepen my expertise in backend architecture, cloud computing, and API development, while mentoring junior developers and leading collaborative projects.

I also plan to obtain professional certifications in software development and cloud technologies to strengthen my technical foundation and expand my leadership capabilities.

Can you describe a time when you had to work as part of a team to complete a project or task?

At Plum Systems, I worked as part of a team on a client web application project that required us to meet a strict deadline.

My role focused on developing the backend system using Spring Boot, while the rest of the team handled the frontend in React. We used GitLab for task tracking and daily meetings to ensure everyone was aligned.

We faced integration issues between backend APIs and the frontend, but through communication and teamwork, we quickly resolved the conflicts. The project was completed successfully and deployed on time, receiving positive feedback from the client.

How do you handle difficult or upset customers?

I handle difficult customers by staying calm, professional, and empathetic. I focus on listening carefully to their concerns and acknowledging their frustration before providing a clear and helpful solution.

For example, a client once reported a system bug that disrupted their workflow. I apologized for the inconvenience, explained the cause in understandable terms, and provided regular updates until the issue was resolved.

By staying composed and transparent, I maintained the client's trust and turned a potentially negative experience into a positive one.

How do you ensure accuracy and attention to detail in your work?

I maintain accuracy by following a structured workflow that includes planning, testing, and review. I double-check code, use debugging tools, and conduct peer reviews before deployment.

I also create task checklists to ensure no step is taken and document changes in version control systems such as Git. This organized approach helps maintain both high-quality standards and system reliability.

How do you prioritize tasks when you have multiple deadlines to meet?

When I have multiple deadlines, I begin by assessing the **urgency and importance** of each task. I break down complex projects into smaller, manageable goals and focus on the tasks with the closest deadlines or highest impact first.

I use **task management tools** like Trello or GitLab Boards to track progress and maintain transparency with my team. If priorities shift, I communicate promptly and adjust timelines to stay on schedule.

What does excellent customer service mean to you?

Excellent customer service means understanding customer needs, providing timely assistance, and maintaining professional communication. It's about ensuring the customer feels heard, supported, and satisfied with the service provided.

In software development, it also means delivering reliable systems, providing clear updates, and going the extra mile to ensure clients receive solutions that truly meet their goals.

Additional Information

What is your strength?

My greatest strengths are problem-solving, adaptability, and team collaboration. I'm comfortable working with both backend and frontend technologies and always eager to learn new frameworks. I also pay close attention to detail, ensuring that each feature I develop aligns perfectly with user requirements.

What is the role of support staff?

Support staff play a vital role in maintaining communication between clients and developers, ensuring that issues are reported, tracked, and resolved efficiently. In a software company, they handle customer queries, monitor system performance, and provide technical assistance to end users.

What do you think are the most important qualities for a support staff member?

The most important qualities are patience, empathy, effective communication, and technical understanding. A good support staff member listens carefully, resolves issues promptly, and remains professional in every interaction.

They must also stay informed about the company's products and systems to deliver accurate, consistent, and high-quality support.