

## Career Services Assignment 4 – Soft Skill Interview Prep

**Points possible:** 50

Category	Criteria	% of Grade
Completeness	All requirements of the assignment are complete.	50
Quality	Answers show thought, proper grammar, and would be acceptable in most interview situations.	50

**Instructions:** Find a job post online for a role and company you would like to apply for. Answer the following questions as if you were being interviewed for the job. Research the STAR method of answering behavioral interview questions and where applicable, utilize the STAR method in answering the below questions.

**How did you hear about this position?** (Make sure you remember where you heard about the role so it doesn't look like you are just applying randomly to every position possible.)

I heard about your company by looking up tech companies to look out for in the Phoenix/Arizona market. Nurseio came up as top 10 startups here in Arizona that are on the path towards growth, and I wanted to be a part of the growth.

**What do you know about the company?** (Research the company, website, products/services, and reviews. Talk about good reviews that make you want to join.)

What I learned is that Nurseio wants to provide a platform for health care professionals to be able to have the freedom to work when they want based upon the increasing need of health care of people all over the valley. I have also learned that this is a place where not only the working professional benefits, but the employer does as well. With the constant uprise in health care issues rising for everyone, being able to get the help they need on demand is very vital to employers these days. I understand that Nurseio partners with CNAs, LPNs, and RNs. Bridging the gap between employer and healthcare professionals, is what Nurseio is all about.

**Why do you want this job?** (Be very specific. Talk about what appeals to you about the role but focus more on the value you'll add to the team and company rather than what the company will do for you.)

I want to be a part of Nurseio because I have always had a business frame of mind. I respect the initiative of what Nurseio brings, but I also can appreciate what the company stands for, freedom. Freedom for health care professionals to continuously help in the world and work on their time, providing a space for employers to fill the needs they need met as health issues increase, and taking initiative to put the needs of patients at the forefront – it all seems full circle. I have worked with large companies, and I have also worked on a business on my own, and to me there is nothing like being a part of an establishment and growing with it.

**Why should we hire you?** (Be very specific. Talk about your skills, passion, and willingness to continuously learn to be an asset.)

I should be hired for a role as software developer because I take initiative, I am a self-starter, and I am an individual that cares about seeing a project all the way through. I am an individual that is loyal and dedicated to her craft. Once I have my mind set on something, I will fight to make the best of the situation and do what is best for the company, client, and lastly, best for development. I want to be on this team because I feel I can help further push the brand's mission into more hands of the working professional. I would love to be a part of a team that has already laid a great foundation in the health care community, and I would just like to come on and help strength what has already been set forth.

**What is your greatest professional achievement?** (STAR)

My greatest professional achievement is when I was able to increase revenue within a business I help grow further. I helped own and operate a printing business from 2017-2021 by bringing forth my customer service experience as well as sales. I was most proud of this because I had worked for other organizations all my life. Taking what they laid in front of me and not being able to make any changes to a well oiled machine. With the printing business, I was able to make changes on the fly and further enhance what was already set in place before I got there.

When I came into the business, we had not been using any systems to track customer orders and no one was delivering on the customer service aspect. I realized how much business we were losing by not answering messages or emails, and so I went right to work. I would build customer profiles of those who purchased before and also built a calendar of who I needed to follow back up with.

I was able to create a database of customers and help build retention. I used software that allowed me to keep record of our profits, sales, and high performing product. I had the most business growth and acumen from running a business and it has strengthened the way I think about and how I manage my own professional experiences.

**Describe a difficult work situation and how you overcame it.** (STAR. Never speak negatively about anyone else or any companies. Perhaps talk about change you experiences, as change is always difficult to overcome.)

Transitioning from working a W2 type of job versus a 1099 was very difficult for me once it came to training and development. There was no HR, no training manual, on how things should be handled. So, I had to figure out how to train a new staff on my processes and handing of what I built to next staff member so that I can grow the business in another way.

I was working with a younger adult in her early 20s, and what was so challenging about the situation was being around a younger person that was so heavily focused on social media and less about actually the printing business. As a manager I came to realize that I needed to tap into her interest rather than what I needed from her in the immediate moment. She is hooked on social media, so why not have her help in that area, since I did not prefer it myself.

I had to have a discussion with her about her printing performance thus far, but also saw her strengths and that we would need to transition her into doing something else. She wasn't a bad team player, but in order to get the best out of her, I had to realize where her skillset lie.

She was excited about the opportunity as physical demands of printing is not something she was interested long term. From there, I allowed her to create ads and social media stories to post to our page. In turn she made the printing environment more enjoyable, but also, she brought a creative spin to our page that we had been lacking in certain areas.

**What are your goals for the future?** (Make sure you answer in a time bound manner and talk about how you are looking to learn as much as possible in your field.)

My goal is the work professionally as a software engineer and help bring the best user experience for the client. I would love to take a look at what challenges you all may be facing and see if I can help turn those things around. I have always been passionate about helping people and

providing my creative insights on how that might happen. I want to work professionally with a growing organization that has the same mission as me: helping people towards freedom.

**Why are you leaving your last job?** (Don't say anything negative. Mention growth, changing industries, etc.)

I loved working with Nike. Nike is such an amazing company and the stories that have been embedded in me will last forever. I decided to part ways from the company because I felt I wanted to be challenged in a different way. I had worked for the company for 8 years in the retail brick and mortar, and I was feeling like I wasn't being fulfilled or challenged in my role. I had personal goals of learning to code, and I set out on that journey and I also wanted to be closer with my family – and working in a retail factory outlet wasn't bringing me closer to my dreams. So, it was my time to let go.

**What is your salary expectation?**

**I would feel most comfortable with a salary of \$55K to \$70K depending on the total compensation package and job requirements.**