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| Name: | | Galvez, Hance Henley S. | |  | |  | |  |  | Date: | 11/07/2023 | |  | |  | |  |
| Section: | BSIT4-1AA | |  | |  | |  | |  | Instructor: |  |  | |  | |  | |

**Questions and Answers**

**Directions:**  It is impossible to predict exactly what will be asked in an interview, but there are a few answers that you can prepare ahead of time. Use this chart to practice your answers to these questions. (***40 points***)

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| **Question** | **Example** | **Your Answer** |
| “Tell me about yourself.”   * 1-2 minutes spoken * Your background: academic, work experience, extracurriculars—as they pertain to the job * Why you are there and what you can bring to the job. * Your personal brand | (Interviewing for an entry-level position in a non-profit organization)  My name is Jennifer Smith. I graduated from ABC University with a degree in women’s studies. I started at ABC with a major in biology, thinking I would pursue a career in environmental protection. But then, two things happened. First, I realized that I was more interested in environmental policy rather than the scientific aspect. Then I took  an elective in women’s rights, and a light went on for me. I had always supported women’s rights and was amazed that it continues to be an issue currently. Since then, I have been able to volunteer and work on behalf of women’s rights, both for abused and homeless women. I am here today because I believe my demonstrated passion for women’s rights and my experience in non-profit organizations will benefit your organization. | My name is Hance Henley Galvez. I graduated from National Secondary School of Arts and Trades and currently studying in STI General Santos City. I am a 4th year BSIT student. I started at Trade school with a Electrical Installation and Maintenance in NC2 certificate, but I was thinking that I would pursue a career in Computer Engineering focused on computer hardwares. The reason that I want to pursue that career because I have lots of experience in computer hardwares and softwares but mostly, in hardwares. I had done several of repairs and services such as computer services and phone repairs and services. My skills in computer services is in technician level such as motherboard and system software level, and for the phones, I can do parts replacements and software installations. I am here today because I believe that I am suited to this job in your organization because I am humbly proud of my work experiences and I believe that I am more that qualified to do great things in your organization. |

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| Can you tell me a little about your strengths and weaknesses?   * Identify 3 strengths—as they pertain to this job. * Identify one weakness and how you manage it. | “My interpersonal skills probably top the chart of my strengths. I thrive on approaching people I don’t know and quickly establishing rapport. I can think on my feet, and I manage stress well. One area that challenges me is of delegating. It’s hard for me to delegate to other people, whether it be a team project for school or on the baseball field. I know this is a problem, so I have trained myself to list the things I must do myself and those that can be passed on. It’s still not easy for me, but I have found that I get more done when I consciously make that determination, and the quality is better.” | "I bring a strong technical background to the table with expertise in computer hardware and software, encompassing computer services, motherboard repair, and software installations. My problem-solving skills have been honed through practical experience in computer and phone repairs, enabling me to diagnose issues and find efficient solutions. As someone transitioning from Electrical Installation and Maintenance to Computer Engineering, I thrive on adaptability and a willingness to learn. However, I'm aware that in some cases, meticulous attention to detail is crucial, and I occasionally overlook minor details. To address this, I've implemented strategies like using checklists, setting reminders, and seeking feedback from colleagues to ensure precision in my work, while emphasizing the importance of attention to detail in relevant tasks." |
| Where do you want to be in 5 years?   * A dreaded question but frequently asked. * Be honest but keep in mind that most entry-level positions don’t provide much autonomy. | “Simply put, my ideal job at this stage in my career is one in which I can learn the products and industry and I can contribute to your success. Eventually, I’d like a job that gives me control over my day, but I know I am not in that position right now, and it will take some time to get there.” | When asked about my five-year plan, I envision myself in a position where I have not only gained substantial experience but have also continued to grow professionally. I understand that most entry-level positions may not offer a high level of autonomy, but my goal is to learn as much as possible during this period and contribute effectively to the organization. In five years, I aim to have a deeper understanding of the industry, to have honed my skills, and to potentially move into a more specialized role within the company. I hope to have taken on increasing responsibilities and made meaningful contributions to the team's success. My ultimate ambition is to be a valuable asset to the organization, and I believe that over the next five years, I can achieve this by continuously learning, developing my skills, and embracing opportunities for growth within the company. |
| Can you tell me about your leadership experience?   * Direct leadership – in a student organization * Indirect leadership – although not specifically designated a leader, maybe you assumed leadership in a certain situation—a class project, working with a group to plan an event, a recognized leader.   Use the mnemonic **STAR** to provide a framework for your answers:   * Describe the situation or problem clearly * Describe the task about the situation * Describe the actions you took * Describe the result and reflect on the experience honestly | “I oversaw the committee that was asked to revise our school’s vision as they were transitioning to a co-ed school. There were some issues because not all the faculty agreed with the transition, and we had to get their buy-in within a tight time frame.  I quickly realized that I had to include my advisor in each step we took and each meeting we held to communicate the changes. We were able to come to an agreement and meet the deadline. I learned the importance of ongoing communication.” | In high school, as an Electrical Installation and Maintenance student, I led an entrepreneurial initiative tied to our field. We were challenged to create a product that showcased our electrical skills and promoted sustainability. I suggested crafting pendants from recycled electrical components like circuit boards and wires. As the leader, I coordinated our efforts, and the result was a successful showcase of these unique, eco-friendly pendants. This experience ignited my passion for entrepreneurship and highlighted the importance of innovation and sustainability within our field. |
| Tell me about a time when you were asked to complete a task but didn’t have the information you needed. What did you do?   * They are trying to assess your ability to self-manage * Use the mnemonic STAR to provide a framework for your answers. | “When I started my summer internship at XYZ Online Marketing, I quickly realized that it was a small organization which meant that I was left to my own devices. I had to figure things out on my own. There was one instance when I had to rely on myself to get the job done. The salespeople were at an off-site conference.  When the sales manager called in to get the latest sales figures, I realized I didn’t know how to use that system.  I knew I could access our prospective client database, but I didn’t know if that would give me access to the sales figures. After manipulating the data, I could access, I was able to call him back to give him the information he wanted.” | During my time as a freelance computer and phone service technician, I often encountered situations where clients asked me to complete tasks without providing all the necessary information. One memorable instance was when a client brought in a malfunctioning laptop but couldn't provide any specific details about the issue. While this lack of information posed a challenge, it was not uncommon in my line of work.  In response, I initiated a thorough diagnostic process, systematically checking for hardware and software issues. I began by conducting a visual inspection and quickly realized that the laptop had signs of overheating. Given this observation, I decided to focus on the laptop's cooling system and potential software-related problems. After cleaning the cooling fan and conducting a system scan, I identified a malware infection that was causing the laptop to overheat and perform poorly.  I proceeded to remove the malware, conducted necessary software updates, and optimized the system's performance. When I returned the laptop to the client, they were impressed by the transformation and grateful for my ability to diagnose and address the issue despite the initial lack of information. This experience taught me the importance of adaptability, problem-solving, and effective communication when faced with incomplete information, ensuring that I can successfully complete tasks and provide valuable solutions in my role. |
| Tell me about a time when you failed.   * They are trying to see how you would handle it when a mistake is made on the job. * Use the mnemonic STAR to provide a framework for your answers. | “When I was a freshman, I had a great campus job, probably one of the best. Unfortunately, I didn’t take it seriously. I showed up late, was not properly dressed, and probably showed some attitude. What a shock when I wasn’t hired back the next year. It forced me to take a good, hard look at myself and where I was headed. I made the conscious decision to turn my grades and attitude around. I soon discovered that it felt good to do good, and everything was on the upswing from there. I was young but was able to turn myself around.” | As a phone repair technician, I once encountered a situation that served as a valuable learning experience. A customer approached me with a damaged smartphone screen, and I proceeded to replace it with a new one sourced from a trusted supplier. Unfortunately, after the repair, the customer returned with a complaint – the new screen had several dead pixels, significantly impacting their phone's display quality. I immediately took responsibility for the error, apologized to the customer, and assured them that I would rectify the situation. I contacted my supplier, explained the issue, and requested a replacement screen. While waiting for the new part, I offered the customer a temporary solution to minimize their inconvenience. The replacement screen arrived promptly, and I installed it without any issues, leaving the customer satisfied. This experience underscored the importance of accountability, transparency, and customer satisfaction, and I used it as an opportunity to improve my quality control measures. It reinforced my commitment to providing excellent customer service, even when faced with unexpected challenges. |
| Why should I hire you over the next person?   * Opportunity to remind them why you are unique and the best person for the job. * Sell yourself again. * Be sure to relate your qualities to the position you are interviewing for! | “You mentioned that the most important skill you are looking for is the ability to communicate with diverse groups of people, solve problems as well as developed business acumen. My experience at the admissions office required that I field answers quickly to prospective students, parents, and administrators.  When the admissions requirements were changed, I was on the committee to communicate the new requirements to new and existing students so that it was understandable and accepted with a minimum of problems. This has enabled me to work with diverse groups of people as well as solve their problems. Finally, my internship at XYZ taught me how a business is run. The nuts and bolts of profit, revenue as well as expenses. As soon as I start here, I will do my best to complete the reports and analysis on time and in such a way as to make them as user-friendly and informative as possible.” | You should hire me over the next person because of the unique combination of skills and qualities I bring to the table, perfectly aligned with the requirements of the position. As a fourth-year BSIT student with a background in Electrical Installation and Maintenance, I have a strong foundation in both electrical systems and computer engineering, offering a well-rounded technical expertise that's vital in the role. My extensive hands-on experience in computer and phone hardware repairs, along with my proficiency in software and motherboard-level troubleshooting, sets me apart as a candidate who can tackle a wide range of technical challenges.  What truly distinguishes me is my adaptability and willingness to learn. I've transitioned from one field to another, showcasing my ability to quickly grasp new concepts and technologies. I'm not just a technician; I'm a problem solver and a proactive learner, always staying up-to-date with the latest industry trends. My leadership experience in student organizations and my ability to lead and collaborate effectively make me a valuable team member. I'm not just looking for a job; I'm eager to contribute my skills and passion to drive innovation and growth within the organization.  In summary, I offer a unique blend of technical expertise, adaptability, and leadership capabilities that make me the ideal candidate for this position. I'm not just a candidate; I'm the best fit to help your organization excel in the ever-evolving world of computer engineering and technology. |

Use the rubric below for scoring.

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| **Criteria** | **4** | **3** | **2** | **1** |
| The interview script presents the answers to all the questions in the instructions. ***(x5)*** | The interview script presents an excellent record of the answers to all the questions in the instructions. | The interview script presents the answers to all the questions in the instructions. | The interview script presents the answers to more than half of the questions in the instructions. | The interview script presents the answers to less than half of the questions in the instructions. |
| The interview script shows at least three pieces of additional information compared to the given examples. ***(x4)*** | The interview script shows at least three especially insightful pieces of information compared to the given examples. | The interview script shows at least three pieces of additional information compared to the given examples. | The interview script shows at least two additional pieces of information compared to the given examples. | The interview script shows no additional information compared to the given examples. |
| The assignment uses proper grammar and spelling. ***(x1)*** | The assignment has no grammar or spelling errors | The assignment has one grammar or spelling error. | The assignment has two grammar or spelling errors | The assignment has more than two grammar or spelling errors |