

1. What is your background in?

Personal Trainer, Food Runner (also trainer for the role), Mover (Crew lead).

2. What are some accomplishments you want to share? What is the value you can bring?

Learned a lot about customer service, always been successful when it comes to customer interaction which helped me a lot to get promoted on these roles. And also being cited in some google reviews for the company I worked (Delicate Touch Moving)

3. What are your career goals or aspirations?

Work on a bigger tech company and be able to build meaningful things used in the real world.

Draft of Elevator Pitch:

After I tried a couple years of architecture and a couple years of Physical Education in college I decided to change my life and challenge myself so I decided to come from Brazil with the dream of developing my future in this great country. Worked my way up to team leader in a moving company learning a lot of customer interaction until I finally found my passion in coding as a Software Developer and it's been a pleasure to be able to face daily challenges and overcome each one of them in this amazing field. I recently graduated from Boise CodeWorks as a full stack software developer and now I am looking forward to start working on a meaningful company using the knowledge that brought me here and also look forward to always keep learning and challenging myself .

Questions to an employer in an interview:

1. Do you offer any kind of training programs to employees? (If yes) what are those programs?
2. What does a typical day in this role look like usually?
3. (If not CEO or someone like that)What is your favorite part about working here?
4. What are the next steps in the interview process?
5. Can you tell me about the team I would be working with?
6. What are the common career paths in this role?

S.T.A.R. Method questions

1. Give me an example of a time when you were able to successfully persuade someone to see things your way at work.

Situation: When I was a food runner for this Thai Restaurant I started out having a little bit of trouble with my english because it was my first time here in the USA and all the workers were from Thailand and the accent was very strong, so as I started doing my chores I did some things in a certain way that wasn't really their cultural way to do it like the way to set a plate up or cut some vegetables or fruits.

Task: Every Friday morning we had the busiest time of the week, where it was very important to have a quick response from my role.

Action: One week after a couple that I starter working at the restaurant the second foo runner and my mentor had to stay home and I was by myself on the busiest day of the week, so I decided to prepare everything ahead and do it my own way, that way I could be faster and prove that a different way to do something is not wrong but just different.

Resolution: After that day I was complimented by the owner of the restaurant, and offered a full time on the busiest days and also after a couple weeks I was able to become the official trainer for this position in this restaurant and for the second restaurant on the chain.

2. Describe a time when it was especially important to make a good impression on a client. How did you go about doing so?

Situation: Sometimes as a mover we have some very important customers that paid us money to move very expensive pieces with no damages or problems.

Task: This specific customer had a few pieces to move in McCall from a storage unit to a recently built house by the lake.

Action: As I was chose to be the lead on this job I picked a trusted worker and made sure I had in my truck all the equipment to transport valuable items safely, after packing the truck nicely and carefully with the customer paying attention closely we arrived to the new house and before we started I protected the house floors and stairs with special equipment and also the doors, which made the customer happy and not to anxious about the job.

Resolution: As the move was very successful the customer called my boss to show how satisfied they were with the company and I was picked personally by the customer on his next move as the crew lead.

3. Describe a time when you struggled to build a relationship with someone important. How did you eventually overcome that?

Situation: When at the Thai Restaurant I had a manager that was very reluctant about a person that is not from Thailand being the food runner that has to finalize the dish and talk to the whole kitchen crew.

Task: I had to prove to the manager that I was good enough to fulfill the role even though I was not Thai or familiar with all the traditions and costumes from the country.

Action: I worked as best as I could and did all the major and minor things necessary to be a great worker in the role I was, including getting the respect of the kitchen crew.

Resolution: The manager recognized that I was giving my best and accepted me as if I was one of their own.

4. Tell me about the first job you've ever had. What did you do to learn the role?

Situation: I had my first job (besides freelancing when in college for architecture) as a personal trainer in a franchise gym in Brazil. So I had to learn a lot about customer service since the main job was to teach and help people in the gym.

Task: Helping people to achieve their fitness goals through exercising at the gym. I had to improve my customer service skills a lot in order to have customers that wanted to use my services as a personal trainer.

Action: Observing the older and successful personal trainers at my gym I was able to learn a lot about how they captivated and dealt with all kinds of people, so I tried many different ways to talk and treat people, always improving in order to have good feedback from my clients.

Resolution: I improved a lot of my customer service skills and learned a lot about how to treat people and have a good work ethic.