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| **LP tags** | **Situation** | **Tasks** | **Actions** | **Results (measurable)** |
| **Customer Obsessions**;  **Earn Trust;**  **Frugality;**  **Ownership;**  **Freedom;** | In 2018, the entire train signaling system undergoes major upgrades in Singapore. Due to this, the automatic platform announcements system that relies on old signaling system will become useless. | I was tasked to make sure the PA system work as if nothing changed, and was given some budget (not carte blanche).  However, I know the Automatic PA system is implemented 20 years ago, and is long overdue for an upgrade as well.  So I have two options   1. to follow order 2. to discover what the public really needs and roll out an upgrade | I gathered support from my station operators’ friends. I conduct surveys at the station and asked the station ops to help me. 60 stations, and conducted over 200 surveys.  Found out ->  40% station do not really listen to automatic PA, (CBD stations, common stations.)  10% stations find the announcement irrelevant. (no information on upcoming trains etc..)  Interchange stations relies heavily on APAS.  Visually Impaired / Elderlies / People who do not really understand English still need it.  Based on result, proposed new design;   * Removed Automatic PA for 40% of stations * For Interchanges and stations close to elderly home and Singapore Association of Visually handicap, update messages to help them with their needs. | 95% drops in complaints.  Station operators received 10 compliments on the first months.  Easier to maintain as well, maintenance team do not have to carry bulky items. |
| **Customer Obsession;**  **Ownership;**  **Insist on the Highest Standards;**  **Deliver results;**  **Harcore** | My team maintains a web application for designing product / product configuration for bank card / telcom sim card  There are **certificates** inside the card. and sometimes the cert uploaded to the web app is not good. so our webapp returns an error, saying it is invalid cert.  End users demand a link to the certificate repository, so that they can be redirected to the page to search the certificate. | I believe we can do better than that.  We can synchronize with remote certificate database, and provide recommendation on the spot.  I verified the database of certificate to be not very big, and proceed to propose my idea.  We decided to roll out this certificate recommendation system based on the product we have. | We talk to domain experts on what Certificates to use, and what are the requirements.  We gathered feedbacks from end user.  Designed workflow, check with the user;  Draw the framework,  Check with the user.  Results are Two dropdowns. one dropdown is recommended list of certs, the other is all valid certs. (hidden because loading all will take time, and not necessary for most of the case) | Much time saved , A TC can spend as much as half an hour to look for the cert for one product.  At least saving of 500 man-hours. |
| **Earn Trust**,  **Insist on the highest standards.**  **Hardcore** | Our team help provide TC with tools to personalize configuration within Bank card chip or sim card chips.  Due to **mis-communications**, one of feature we developed is using a old encryption (DES, instead of 3DES)  **Thousands of records are already affected** | I immediately informed my manager. and we had an impromptu meeting with the TCs that afternoon, explaining the situations.  I propose we roll out a scanner to find and rectify the affected record. | However we still need the TC to manually open the specification and make sure the changes does not affect other things. Otherwise there will be production related impacts.  The TC was not too happy about having to open thousands of records that might be affected just to check integrity.  So after some discussion with the team, I sat down and improved the scanner. I improved scanner to not only rectify the problem, but also run a few tests. | So instead of having to check thousands of specifications, now we only needs to check 20 specifications that won’t pass the test.  For a team of 10 TCs, that is reasonable amount of re-work. |
| **Deliver Result**  **Collaborations** | Our team help provide TC with tools to personalize configuration within Bank card chip or sim card chips.  Sometimes TC also wants to see how a particular card is printed in productions **(GPD)**, given a few parameters. | I was tasked to roll out this feature in **less than 10 days**, and during that time it was Dec, many people are going on vacations soon.  So it is imperative for me to deliver before they go for feedback so subsequent launches are not delayed. | For this feature, I tried to clarify requirements and use-cases involved and I understand that for this particular request, only a few form factors are concerned, and the number of graphics on the card is also limited.  I noticed that we had an existing solution we can leverage, however, the solutions is desktop applications. So it doesn’t really work well in a web environment.  So In order to solve that, for the first iterations I used the embedded jetty server for our RCP applications. I wrote a simple servlet with a synchronized method to handle requests from HTTP POST/GET.  It is not ideal solution, but we do not have a very high QPS for this feature, so for first iteration it works. | Demoed to the customer before Christmas break, and gotten a few feedbacks.  Many to test and enroll this feature successfully in the upcoming releases |
| **Learn and be curious** | I feel like it is must to learn new things and keep up with the new technologies.  For me I have taken courses on Udemy, to perfect my skills, because I care about my craft.  Master Spring and microserverice development; as well as javascript courses; I also plan to pick up React.js or vue to enhance my front end skills | I have taken a class on mind mapping.  It is a technique developed by Tony Buzan, and in that course it teaches you how to organize your thoughts around a mind tree, and how to memorize key words or figures within your jobs. | I took the course, I realized I have a better memory on things that are number related.  I can remember the line number in the source code that may require cleaning;  I remember the JIRA ticket number of a test that I created a few sprints back.. | I think every now and then it will saves me a few seconds of search time. It is not a lot, but over a long period of time it saves me quite number of time so I can focusing on quality work. |
| **Innovations,**  **Accountability,**  **HardCore**  **Collaborations** | Out team maintains a web app, for which we do not follow a concrete backend and front end framework.  Code are not **very readable (java within in jsp**, html in java) and unit test can be painful sometimes, we are reinventing the wheels and mocking objects that could typically be handled by framework. | I would like to clean up the code but without impacting the existing behavior.  So I turned my head to Spring MVC models. | I studied Spring MVC, especially the view parts / template engine.  I put up a confluence page, explaining how we can approach it step by steps.  I promoted this idea within the team, and try to bring everyone onboard | The proposal is accepted and currently we are using thymeleaf and Spring MVC to truly separate our front and back end. |
| **BackBone, Commit** | Was given a **bug ridden project** left behind by someone who resigned.  The API poorly defined, and there are problems with the model, as well. | I am tasked to deliver a working first version of the feature in our next release in **1 months time.**  in Dec nobody is home. There is no one to do code review and test validations with.  Also there was some new requirements in. | I broke down my jira ticket (21 points) into two ticket each of 8 points, and despite the sprint planning being over already, I tried to convince my team lead to include the additional ticket that I included.  I talked to him about the challenges convinced him that in order to deliver in Janurary, we have to do it this way.  I convinced him to let another team member to j­­­oin me, so that we can share knowledge. | So it works, I included two tickets in the current sprint, and manage to deliver a working demo before everyone went on their holiday leave.  Also, I empowered a younger colleague with knowledge of a new feature.­­  The release version is also rolled out in January. |
| **Humility, Accountability** | I was given a task to study the implementation of the new feature.  I thought it was easy, because it can be implemented via existing lib and modules. Therefore I created a very **simple confluence page** / documentation page, with just a few tickets that break down the task.  However, during presentation to product owners, we found out that the page is not addressing many questions raised by the product owners, because it does not cover enough background on how things work. (they are in my mind but not on paper). The discussion becomes one way and it does not involve everyone. | I own up to my mistakes and apologized to the team for my lack of documentations.  I realize that I made assumptions here that the page is only for experienced developers, whereas there could be other stake holders like product owners, and new comers. | The same day, I added sequence diagrams to my page, and pasted code snippets that will actually help any developer understand my proposal.  I treated it very seriously, and formatted it using one of confluence template, so that it is more structured.  For the JIRA ticket, I enrich it with pointers on how developer can approach them, and test them. | The team was able to understand my proposal much better, and with the enriched information, we were able to pass the ticket to one of those new comers to do. |

# Binance Interviews

This interview will assess your knowledge on Software Engineering; Concepts like **Software Development best practices**, **things to avoid and improving software quality** will be covered during this interview. You can also review **Software Engineering fundamentals and best practices** in the industry. In addition, you will be asked behavioural questions from your past; Please be prepared to share specific examples from your career.

* Software development best practices: <https://www.apollotechnical.com/8-best-practices-for-software-engineers/>
* Software Engineering fundamentals:
* Java best practices
* Spring best practices
* Backend development best practices
* Testing best practices
* CICD best practices
* Security related best practices
* Agile best practices

Please also familiarise yourself with Binance Values. You can find more information on our Careers page here.

**KYC:** mandatory process to check your customer’s identity, make sure they are who they claim to be. So that banks can help prevent and identify money laundering, terrorism financing, and other illegal corruption schemes

**KYC procedures:** ID card verification, face verification, document verification such as utility bills as proof of address, and biometric verification

# Values

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| **Binance** | **UBS** |
| **User-Focused (Customer Oriented)**  We protect our users by putting our users' needs first and delivering quality service. | **Our Pillars**  What we’re built on  **Capital strength –** a balance sheet for all seasons  **Simplification and efficiency –** make it easy to do business  **Risk management –** anticipate and handle risk effectively |
| **Collaboration**  We communicate openly.  We work as a team towards shared goals to build the ecosystem together. |
| **Freedom**  We execute responsibly and autonomously.  We empower those around us.  Our team is diverse and we challenge the status quo. |
| **Hardcore (Deliver Results, Earning Trust)**  We are results driven. We get things done.  We are passionate and work hard.  When we fail, we learn fast, and pick ourselves up. | **Our Principles**  What we stand for.  **Client centricity –** clients are at the heart of everything we do  **Connectivity –** create success by connecting people, ideas and opportunities  **Sustainable impact –** act today with tomorrow in mind |
| **Humility**  We accept critical feedback.  We treat everyone as equals.  We are modest about our success. | **Our Behaviors**  How we do it.  **Accountability with integrity** – take ownership  **Collaboration** – work as one UBS  **Innovation** – improve every day |