Elevator Pitch

Hello INTERVIEWER, thank you so much for having me today, I appreciate this opportunity. I am a software developer who is looking forward to being a part of an environment that believes in continuous learning and is accepting of all cultures. I come from a heavy background in customer service and retail management where I was able to successfully create a workplace that was consistently achieving and exceeding goals in relation to customer service as well as sales performance. I take pride in knowing that I was able to train, motivate, and push employees to be the best version of themselves every single day and come together to work and win as a team. After years of working in the retail industry I decided to follow my passion and take the leap to become a software developer which ultimately led me to Codeworks. While going to school there I was able successfully learn core web development skills in relation to frontend development which had a heavy focus around Vue.js and backend development which had a heavy focus on MySQL, Node.js, and C#. My goals are to grow on a personal and intellectual level and get to a point where truly lift others and become a crucial part of the success of the team and the company that I work for. I have noticed that COMPANY-INTERVIEWING-FOR has a strong focus around its employees and their growth, this is a huge part of why I think I would make a valuable addition to the team and fit into the environment that COMPANY has successfully established.

1. Common Interview Questions
2. Describe a time when you struggled to build a relationship with someone important. How did you eventually overcome that?

* I had a previous Area Manager while I was managing a AT&T Store that had a used car salesman mentality and believed that sales numbers were the only key to business success, where I personally believed it was a mix between customer service and sales.
* We had a meeting in regards to realistic store numbers and goals for the next month, I was able to have a conversation with him and explain that my location had a smaller clientele due to the location so to me and my team it was priority number one to make sure it’s an environment that will result in referrals and repeat business and put a heavy focus on customer service.
* The team worked hard to ensure that we followed these practices and due to the behaviors and customer service we were able to exceed the goals that we were provided for that months ROI and not only did we achieve this but it also set a solid foundation for success in the future based off of the willingness for our customers to come back as well as recommend their friends and family.
* The Area Manager was accepting of the explanation and why this needed to happen in order for this location to succeed and after seeing the success that resulted from this approach praised my employees and the location in general and had complete faith in the long term success of the location following these guidelines.

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

* While working on the floor assisting customers I had a customer come in who simply wanted to ask about a new phone coming out and have us take a look at his current phone and makes sure that things were running correctly.
* I assisted him and was able to convey the passion I had when it comes to technology and teach him a lot of details in regards to the phone he was asking about and give him details about others that were similar.
* At the end of the conversation he was so appreciative of the information I had provided, my willingness to listen and help, and the detail that I was able to provide when it comes to the technology that he decided to become a regular at the location and only work with me.
* This led to him admitting that he was actually with Verizon(this was an AT&T location) and because of the conversation and the trust he had built with me he was willing to sit down and talk about switching his account over from Verizon, and not just his personal account but his whole business which consisted of 50+ lines of service.

3. Tell me about a time you set a goal for yourself. How did you go about ensuring that you would meet your objective?

* While working as a AT&T Retention Specialist I had set a goal for myself to achieve 100% VOC(Voice of the Customer) for multiple months in a row by making sure that I would truly listen and put the customers needs first in order to be their advocate.
* This is very difficult to achieve due to on average taking around 400-500 calls a month and about 80% of those callers receiving a survey, there was a very high likelihood of getting at least 1 survey that was not going to be perfect, especially due to the fact that a lot of the time you had to deliver news the customer did not necessarily want to hear.
* I made it my top priority on each call to not be jaded, to not carry anything that might be affecting my mindset into that call and to take each call as if it were my first of the day and make sure at the end of each call the customer knew that I was there to help them and on their side.
* This lead to 9 months in a row of only 100% surveys which was a very rare thing to do as well as lead to many customers asking to reach out to my management to let them know how much they appreciated me and the work I was doing for them, even if I had to give answer that the customer was not looking for, based off of my approach and willingness to look into every possible positive outcome for them they knew that I was on their side and truly cared about their personal interests.

4. Describe a time when you were the resident technical expert. What did you do to make sure everyone was able to understand you?

* I had many scenarios where I was asked to assist individuals with their cellphones and helping them make the leap into the smartphone world, even if they weren’t quite ready but were being heavily persuaded by their families.
* This was a tough scenario because many of these people were a bit older and had not ever used this type of technology which at first glance can seem overwhelming.
* I was able to calm them down, ensure that its not as bad as at seems and let them know that just because there are 100s of features available potentially for their new device they did not need to take advantage of every single one. From there I would make a list of the top things they wanted to get out of their new device and let them know we would go over them one step at a time until they are fully comfortable.
* This resulted in a ton of repeat business, an environment where my customers felt comfortable to ask for help and see that no question is a stupid question and that we were there to assist them and to make them feel like they are part of the family.

5. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.

* I was managing a AT&T store and with our location not being a location that had incredibly high traffic I decided to have 2 employees since a large portion of their paychecks stemmed from commission. The recommended representatives for this location 3, however.
* This resulted in everyday but 1 each week it would be me and just 1 employee working and there were a few times that employees had life situations come up and had to call in sick. One of these times was on a day where the representative had an appointment established to set up a business account that would take up a large chunk of the day.
* In order to resolve this issue I let the employee know that I had their back and would make sure they are taken care of and not to worry about work. Called another manager to help at my location when they could with overflow traffic so that I could make sure to take care of this new business account for my representative and make sure no customers have to wait for a prolonged period of time.
* With the help of the other manager I was able to take care of the sale, make sure my representative got the credit and the business owner knew that my employee wished they could be there to assist them, and was able to keep a steady flow of customers in and out of the location without any prolonged wait times.

Preparation

* Practice common interview questions, write down the responses and make sure to go over them multiple times to get to a point where I am comfortable with my responses and able to articulate the way I would like.
* Go over my elevator pitch, record it, play it back or bounce ideas off another individual and get their feedback.
* Practice technical interview questions, go over logic, and push myself on an intellectual level.
* Reach out to others who have interviewed and are currently going through interviews to get their feedback.
* Do research on each employer that I am interested in so that I am ready and in a good position to answer their questions and be able to relate to the goals of the company.

Whiteboard Challenges

1. Fizzbuzz – we both discussed how this code can be written in different languages and how simple it looks now compared to where we where before.

a. const fizzBuzz = num => {

b. for(let i = 1; i <= num; i++) {

c. // check if the number is a multiple of 3 and 5

d. if(i % 3 === 0 && i % 5 === 0) {

e. console.log('fizzbuzz')

f. } // check if the number is a multiple of 3

g. else if(i % 3 === 0) {

h. console.log('fizz')

i. } // check if the number is a multiple of 5

j. else if(i % 5 === 0) {

k. console.log('buzz')

l. } else {

m. console.log(i)

n. }

o. }

p. }

2. . Find Vowels – here is another one that is simple now but was difficult before.

a. const findVowels = str => {

b. let count = 0

c. const vowels = ['a', 'e', 'i', 'o', 'u']

d. for(let char of str.toLowerCase()) {

e. if(vowels.includes(char)) {

f. count++

g. }

h. }

i. return count

j. }

Did whiteboard challenges with Derek, I could do a lot better in general. This is by a longshot the scariest aspect for me. I am going to make it a point to go over questions related to these daily for at least 30minutes to an hour so I can get better with my logic as well as explaining what I am thinking as I am processing the challenge and what I am trying to accomplish.

Questions to ask

1. Can you tell me what my expectations are from a team player in this position?
2. Can you give me an example of what I’d be working with?
3. What can I do to prepare for this position and ensure that I hit the ground running?
4. How would you describe the work environment here? Is it independent or more team/group oriented?
5. What kind of training programs do you offer your current employees?