* **Explain how you handled a difficult situation?**
  + First took a deep breath or two to root myself in the moment, then accept the situation and brainstorm on several potential solutions.
* **What was the most complex problem you worked on?  How did you approach it and get it resolved?**
  + The Cricut Heat Guide. It was a micro-app that I was fortunate to get to work on but the complexity came from the need of a micro-service to handle/manage the data, however the business needs couldn’t justify that so I had to manually add in all data into local JS Objects that the app could pull from.
* **How did you convince a difficult person to see your point of view?**
  + Showing empathy while sharing the facts (sometimes opinions) in a matter-of-fact tone in hopes not to trigger the encoder.
* **What can you bring to this company that others can't?**
  + A lighthearted can-do attitude while being professional, courteous and productive. I also enjoy making people laugh when appropriate. I also love Converse & Vans so I’ll be repping your products.
* **If I was to contact your references what would they say?**
  + That he’s a passionate, driven and self motivated problem-solver. The majority of the time he’s got a great attitude with the occasional slip but otherwise always does what he feels is right. He’s a lazy programmer too, so he’ll always find the best and easiest solution to any problem.
* **Tell me about a difficult situation at work and how you resolved it?**
  + Back before SFCC days we didn’t have any kind of design system in place so we’d get all sorts of new designs that needed a quick turnaround, well one was a custom slider that was not at all simple and the lead on the particular component would not give any leeway so I had to walk them through the process of what I needed, what I had and the time in which I could deliver. They were less than pleased by this but as I continued to explain the hurdles was able to help them see the situation.
* **Tell me what kind of creative solution you came up with for an unexpected event?**
  + We had migration coming up to merge two different code bases together with only a few months to do it and our front end styles weren’t ideal for our situation and needed a solution. I was able to simplify our code into a single component with a few variations that ended up speeding up our migration but in the end created a code base that was easier to manage and maintain.
* **What things did you not like in your last position?**
  + Leadership didn’t always seem to be on the same page so we’d get conflicting priorities which almost always left someone hanging.
* **Where were your biggest challenges?**
  + At the start it was my ability to converse with someone about my line of work and it caused some confusion and struggles while I worked out some kinks to become better at communicating, no matter the individual's background.
* **How do you deal with somebody that is not technically savvy?**
  + First I find out how much they know/understand about a particular subject, from there I read my audience as I try and find the way they need to hear it. Mostly that means metaphors and analogies.
* **How do you handle a situation with an angry customer and how did you deal with it?**
  + First step is always to listen to what they have to say, regardless of your feelings/opinions. Next empathize, then offer something within your power, if that doesn’t work ask them what they’d like and from there, if helping them is within my power I’ll do so, otherwise connect them with someone that has the power.