



## Salesforce Interview Prep | Technical Support Engineer-CSG

**About the Team:** In the Customer Success Group (CSG), our trusted experts and high-value services secure customer success by accelerating adoption, engagement, and growth for customers of all sizes, in collaboration with sales, technology & products, and our partner community.

**Role:** Our Support Engineers improve the Salesforce business process and create a culture of success for our customers. They are our go-to experts in solving the most technical and complex customer issues to deliver the world-class support experience Salesforce is known for on the Customer Service Team.

**Hiring Process:** Our hiring process begins with a recruiter phone screen, focused on your background and interest in the role. This is followed by a virtual interview with the hiring manager and/or team member which can last up to 60 minutes. Expect to discuss class work and previous work/ experiences in this call; also, be sure to brush up on your Salesforce knowledge, as our interviewers love to see you've done your homework. The last step is often a virtual or onsite interview. If it's a mutual fit, an offer will be extended (timelines may vary).

**Salesforce Interview Tips:** Best of luck with your upcoming interview! Here are some tips to help you prepare. We hope you'll take the time to review the links and tips in this document. Those who study tend to do FAR better on their interviews!

**Do your homework :** Test your Salesforce knowledge with Trailhead—a fun and interactive way to learn about us. *We suggest starting with the “Rock Your Future With Salesforce” trail.* Stay in the know on all-things Salesforce by reading the latest [Salesforce Blog](#) posts.

**What to Expect:** The interviewer(s) will be interested in your knowledge of Salesforce Dev skills. Interview topics may cover: **Apex, Lightning, VF, Integrations, Deployments, Governor Limit Issues/**[force.com](https://developer.salesforce.com), **Communities, SOQL/SOSL, Flows/Process Builder, Authentication** - These are the key topics that will be assessed in the Interview, and the panel will focus on **troubleshooting skills.**

**What is Salesforce looking for?**

- Interviewers will be looking at the approach to questions as much as the answer:
- Does the candidate listen carefully and comprehend the question?
- Are the correct questions asked before proceeding? (important)
- Does the candidate enjoy finding multiple solutions before choosing the best one?
- Is the candidate inventive and flexible in their solutions and open to new ideas?

**How to succeed:** At Salesforce, we believe in collaboration and sharing ideas.

Most importantly, you'll need more information from the interviewer to analyze & answer the question to its full extent.

It's OK to question your interviewer.

When asked to provide a solution, first define and frame the problem as you see it.

If you don't understand - ask for help or clarification.

Always let your interviewer know what you are thinking as he/she will be interested in your process of thought as your solution. Also, if you're stuck, they may provide hints if they know what you're doing.

Finally, listen - don't miss a hint if your interviewer is trying to assist you!

**Looking for more?**

Check out our Trailhead course, [Navigate the Salesforce Hiring Process](#), for even more tips and tricks on acing your Salesforce interviews.

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