Week 10

***Create a draft of an elevator pitch.***

* Hello, my name is Nikola, I recently graduated from Boise Codeworks. I have a hsistory of working in Pharmacy but am pursuing a career in the tech industry. I love to work on a team and aspire to work for a place where I can employ my passion for science and love of creative design.

***Pick 5 questions from the Common Interview Questions article and create STAR responses to each question. (Situation- Task- Action- Resolution)***

* Give me an example of a time you faced a conflict while working on a team. How did you handle that?

I became the Lead Technician at the Pharmacy I worked at when I was fairly young, and that drew a lot of criticism from older coworkers who had worked their longer than I had. I wanted to make sure that I could get their respect so I can thrive in my new leadership role, and for them to be comfortable in knowing I could guide the workplace to success. I aimed to position myself as more of a servant leader and tried to walk others through my position if they expressed interest or if they thought they could handle it better. Doing that over a long period of time made me become kind of a mentor to them, and they also realized I had more skill at the position I was in than they had once thought, and them knowing I was on their side and had their best interest in mind made working as a team much more coherent and relaxed in the long run.

* Give me an example of a time you managed numerous responsibilities. How did you handle that?

At my prior job, it was my responsibility to answer phone calls, respond to emails, setup clinics for immunizations, type in prescriptions, resolve insurance issues, and manage the other technicians. I had a headset and 45 tabs open on my computer, so I became pretty good at multitasking, but that workload was not sustainable for me, or quality of work in the long run. I was transparent with my coworkers and helped them understand the importance of what had to be done and delegated the responsibilities to a lot of different people. At the end of it, we each had fewer responsibilities than before, but more time and effort to be put into them, which resulted in something that we could be proud of and wanted to maintain.

* Sometimes it’s just not possible to get everything on your to-do list done. Tell me about a time your responsibilities got a little overwhelming. What did you do?

When I worked in Pharmacy, I had a skillful team that made things run like clockwork, but occasionally life would happen, and one or two people would have to call off. This led to a lot of added responsibility, that usually became mine, since I was the only technician that didn’t checkout patients. In the moments where I had too much to do, I would prioritize the important things first, which was usually taking care of people waiting in store for their Prescription. I made sure to go fast, but not rush so quality did not suffer, if quality did suffer and I had to redo or fix something, the amount of work would have doubled. I often had to stay a little later or come in a little early the next day to handle the little things, like responding to emails or returning calls.

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

I was the ‘resident technical expert’ often when explaining insurance benefit details to patients when I worked in Pharmacy. I had to explain a lot of complex situations filled with insurance jargon to patients in a way that did not reflect the business I was at poorly. I would try to explain things in the most straight-forward way possible, while remaining open to questions, and trying to mirror their feelings on the situation, to show that I was on their side, and not the insurances. Doing this allowed for the patient to not get irate with me, but also comprehend the situation and take the appropriate steps to get whatever insurance problem they were facing resolved in a way that did not impede business.

***Write out a brief summary of some things you can do to prepare for an interview or make yourself stand out as a candidate***

* You can use sites to practice coding challenges, like Edabit or Leetcode, so you can be prepared for a Technical Interview. For Personality Interviewing Scenarios, you would want to prepare some questions before hand, asking questions will convey to the employer than you are engaged and interested in the company you’re interviewing for.

***Write down 5 questions you would like to ask an employer at the end of an interview (not regarding pay and benefits). Use the above article as a guide.***

* What is your leadership style?

## What are your biggest concerns about the department/team right now?

## How would you describe the company culture here?

## What would success look like in the first 90 days?

## What does it take to be successful here?