1. Tell me something about yourself?

2. What are your strengths?

* "I have over 3 years of experience working extensively with ITSM modules such as Incident Management, Problem Management, and Change Management. I have a deep understanding of these processes and can implement and customize them effectively to meet business requirements."
* "I have hands-on experience with Service Portal and Service Catalog development, where I helped design user-friendly interfaces and workflows that improve user satisfaction and process efficiency."
* "One of my core strengths is working with REST API and Scripted REST API to integrate ServiceNow with other systems. I have successfully implemented integrations to streamline processes and data exchange between ServiceNow and third-party systems.
* "I have collaborated with customers across diverse sectors like Retail and Finance, giving me the ability to understand different business challenges and tailor solutions that meet industry-specific needs."
* "My problem-solving skills allow me to customize workflows, business rules, and client scripts to improve the functionality and efficiency of the platform. I am comfortable handling complex scenarios, such as automating tasks, creating parent-child relationships, and ensuring data integrity."
* "I am always eager to expand my knowledge and work on new ServiceNow modules. I haven’t had the chance to work on all the modules yet, but I am confident in my ability to quickly pick up new features and contribute effectively."

3. Why are you interested in this job?

"One of the reasons I am particularly interested in this role is the chance to work with other ServiceNow modules that I haven’t explored yet. I am eager to broaden my expertise beyond ITSM, and I believe this position offers the perfect opportunity to do so." I want to deepen my skills in areas like integrations and custom development while contributing to a team that values innovation and problem-solving, which is something I understand your company fosters." "I’ve had the opportunity to work with customers in the Retail and Finance sectors, and I’m eager to leverage that experience in a more challenging environment like this one. I want to make a positive impact by driving efficiency and improving user experiences with the platform." "I’ve heard a lot about the innovative work your company is doing with ServiceNow, and I am impressed by the emphasis on customer satisfaction and process optimization.

4. Where do you see yourself in the next 5 years?

"Over the next five years, I’m eager to seize every opportunity the company provides to expand my knowledge through both internal and external training programs, especially in the ServiceNow ecosystem. My ultimate career goal is to become a ServiceNow Technical Architect, and I’m excited to work on projects that align with the company’s mission.

5. Would you like to work overtime or odd hours?

I understand that putting extra effort impacts the company's development, so I'm happy. If it means I'm contributing to the company, I'll be glad to contribute.

### 1. Why did you leave your last job?

I've gained much from my last job, but now I'm seeking new challenges to expand my perspectives and gain an entirely new set of skills.

### 2. How do you handle stress, pressure, and anxiety?

Under pressure and stress, I usually utilize my soft skills and handle every situation calmly. I also perform physical exercises and mind relaxing activities like meditation to deal with work stress and pressure.

### 3. Is there anything that makes you different from other candidates?

There are a few things that make me different from other candidates. First, I have a lot of experience working with different teams and managing projects. I’m also great at communicating with people, so I can easily build relationships with clients and co-workers. Finally, I have a strong interest in learning new things and taking on new challenges.

### 4. Tell me about a time when you were not satisfied with your performance?

I was disappointed with my performance when I missed a deadline. In response, I approached my manager for feedback and sought clarity on the areas where I fell short, so I could improve and avoid similar issues in the future."

### 5. Tell me about a time when you experienced difficulty at work while working on a project?