# Career Services Assignment 4 – Soft Skill Interview Prep

**Points possible:** 50

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| Category | Criteria | % of Grade |
| Completeness | All requirements of the assignment are complete. | 50 |
| Quality | Answers show thought, proper grammar, and would be acceptable in most interview situations. | 50 |

**Instructions:** Find a job post online for a role and company you would like to apply for. Answer the following questions as if you were being interviewed for the job. Research the STAR method of answering behavioral interview questions and where applicable, utilize the STAR method in answering the below questions.

**How did you hear about this position?** (Make sure you remember where you heard about the role so it doesn’t look like you are just applying randomly to every position possible.)

I found this position while I was searching for jobs on LinkedIn. I was searching using keyword Software Developer and found this role in the search results. It immediately sparked my interest. I love the idea for being the first hire for a particular role and helping to develop and build what that role looks like and new processes to implement.

**What do you know about the company?** (Research the company, website, products/services, and reviews. Talk about good reviews that make you want to join.)

Woven supports a product that provides technical assessments to provide recommendations on the best candidates for engineering roles. Reading the reviews online, it looks like this is a great product. There were also great reviews on the customer service and the process of working with the team here, which is so important! Along with having a great product, having the ability to establish positive working relationships with your clients is key.

**Why do you want this job?** (Be very specific. Talk about what appeals to you about the role but focus more on the value you’ll add to the team and company rather than what the company will do for you.)

I am interested in this position primarily because it will allow me to continue growing and build my knowledge base. As I mentioned earlier, I also love the idea of building this role from the ground up and implementing new processes. I am excited about the opportunity to work with both clients and all internal teams to ensure product excellence.

**Why should we hire you?** (Be very specific. Talk about your skills, passion, and willingness to continuously learn to be an asset.)

I have over seven years’ experience supporting SaaS products, over ten years’ experience in client escalation management, and a strong passion for learning and finding new ways to be better. I love learning new things and developing new skills. I am very organized and persistent. When I set forth to complete a project, I ensure that it is done to the very best of my ability. I am adaptable and work well with others. I believe strong internal relationships are important, as well as excellent customer service skills. I believe that all of these attributes make me the perfect fit for this role.

**What is your greatest professional achievement?** (STAR)

I was facing a situation where a change in direction was required professionally. Change is always a scary thing, especially when you are looking at stepping completely out of your comfort zone and trying something new, knowing there is a possibility that you may fail. This is when I made the decision to enroll in the Front-end Engineering bootcamp through Promineo Tech. This has been incredibly challenging for me, since it is all new to me, and there were times when I struggled a lot. While I am not finished with the course, my progress so far has been my greatest professional achievement.

**Describe a difficult work situation and how you overcame it.** (STAR. Never speak negatively about anyone else or any companies. Perhaps talk about change you experiences, as change is always difficult to overcome.)

The most difficult work situation for me was when I made the change from Human Services working as a Child and Family Services case manager to supporting SaaS. This was a whole new world for me, and I was required to learn new skills to be successful in this role. I struggled learning the products that I was supporting. I would come into work early and stay late every day and take any additional training I could find. After some time had passed, it started making more and more sense to me, and it got easier. Within a couple of years, I moved up in the company and became an essential subject matter expert for the team.

**What are your goals for the future?** (Make sure you answer in a time bound manner and talk about how you are looking to learn as much as possible in your field.)

My goals are to work collaboratively with the team to move the product forward in the most positive way possible. I am eager to continue to gain knowledge to benefit the product and use that knowledge to contribute to the team.

**Why are you leaving your last job?** (Don’t say anything negative. Mention growth, changing industries, etc.)

I am looking for a new opportunity because I have recently enrolled in the Front-end Engineering bootcamp, and I am eager to start a position where I can utilize my new skills and continue to grow professionally.

**What is your salary expectation?**

I am flexible regarding salary and would be willing to negotiate. It would be helpful if you could provide the salary range for this position?