(Tier 1) Support analyst Interview code Pjw2fdm-24unfw

Tax survey confirmation: 07069096466

- Vision statement
    - "We believe in a seamless and connected world where everyone thrives.
- Mission statement
    - "Our mission is to relentlessly seek breakthrough innovation that will shape health care of tomorrow."
- Cerner support mission
    - "Our mission is to provide a proactive and personalized support experience; anticipating users' needs and continuously advancing our clients towards achieving their goals."
- Support is the face of Cerner

- <u>3 strong technical skills</u>   like to work at
    - Windows   SQL database
    - Networking   Cyber security
    - Computer science fundamentals   Java/ programming

- <u>Successfully worked on a team</u>
    - Every day I work on a team at my current job. We learn to communicate effectively, prioritize tasks, and keep customers our number one priority
    - Best looking department in our district (received award)
    - I am very easy to work with and have never had a problem with a fellow associate.

- Character traits I do / don't have   How am I working on them

o Patient with customers	o But impatient when results are not able to solve the customers problem.
o Eager to learn new things	o Knowledge of someone who has been with the company for many years
o I am driven to succeed. (ambitious)	o Time management: I get too focused on solving one task. I will use reminders calendars and alarms to help me manage my time better.

- Adapt to a difficult situation
    - COVID
    - Working and going to school full time.
    - Used to live at home then moved out (manage time getting to school)
    - Having to pay my bills and keep my priorities straight.

- Difficult problem and how I solved it

- - Deck company (Got with pro desk dh and store manager)
    - Now they are happy and we have stronger connection with our customer
- Challenging time at Go!
    - Owner was careless even if the register was off by a few hundred dollars
    - Stuff would go missing
- Questions
    - Cyber security department
    - Whats the best way to get promoted within the company
    - What attribute does someone need to be successful in this position
    - How would I be trained
    - What are the first things that should be accomplished in the first 30-60 days
    - Whats your favorite part about working here
    - Is everyone working from home? Would I train from home

Senior test analyst

Manager and jack henry