**STAR Responses Worksheet**

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| **Experiences that demonstrate my skills**:  Developer in a Internet Service Provider.  Programmer Analyst for a platform that offers advanced services of voice and video over intelligent network.  Software Analyst for a digital entertainment platform that delivers music, video and games in emerging markets (EMEA region). | |
| **Question 1:** Describe an experience in which you implemented a security solution. What was your solution, how did you help with implementation, and what were the results? | |
| **Situation** | In a Internet Service Provider there was different channels to get to the customers. Most of the subscribers were coming from their website. But according to the logs, there was still a huge number of  canceled sign ups in a specific step from the website. We concluded that these logs are from automated requests created from bots or any other HTTP client. |
| **Task** | To reduce the number of automated attempts, we decided to find a solution to make sure that the request was coming from real clients. |
| **Action** | I decided to implement a CAPTCHA when submitting the forms. |
| **Result** | The result was a reduce of fake requests to the platform. |
| **Question 2:** Describe an experience in which a security leak or other issue called for immediate response, analysis, and action. How would you organize and execute this while prioritizing and dealing with other duties disrupted by this event? | |
| **Situation** | There was a SMS service in the company used to inform the clients about their orders. This function was done through a gateway provided by an external provider. During the first days in production, suddenly I was informed that this SMS service was sending a message repeatedly. I concluded that there was a boot loop somewhere between my code and the outsourced service. |
| **Task** | The priority of this incident is to stop the processes which call the SMS gateway and analyze the status of the queue in the database and the code where it’s implemented. |
| **Action** | To address this incident, I decided to halt all my duties after checking the logs to focus on my own code, and later report to my immediate supervisor. |
| **Result** | The code wasn’t optimized, and I was able to fix it with the help of my supervisor. The service was up and running again, avoiding a major disruption of other duties. |

**Common Behavioral Interview Questions for Cybersecurity Analysts**

1. Describe a situation where you had to explain a complex topic to a group with different levels of understanding. How did you tailor your communication and ensure everyone felt informed and involved?
2. Describe an experience in which you implemented a security solution. What was your solution, how did you help with implementation, and what were the results?
3. Describe an experience in which you used your cybersecurity skills effectively. How did you analyze variables and identify anomalies to improve security and productivity for your company?
4. Think about a situation where you learned something new and unexpected about an important safety or security issue. What caught your attention and how did you learn about it? Describe what steps you took to understand the information better and learn more about this topic.
5. Describe an experience in which you used technical security tools as part of issue resolution. How did you assess the issues and reach the conclusion that these tools represented the optimal solution? What was the outcome?
6. Describe an experience in which you had to plan, develop, execute, and/or maintain documentation related to security processes and procedures.
7. Think about a time you participated in a group project or activity that involved collaboration with different people with diverse interests and schedules. Describe how you worked effectively with the group to plan tasks, communicate clearly, and achieve a common goal. Share specific examples of how you ensured everyone felt included and contributed towards the project's success.
8. Describe an experience in which a security leak or other issue called for immediate response, analysis, and action. How would you organize and execute this while prioritizing and dealing with other duties disrupted by this event?
9. Think back to a time where you had to explain a complex topic to someone with less knowledge or experience in the area. How did you tailor your explanation to be clear, understandable, and engaging for your audience? What specific strategies did you use to simplify technical information and ensure the listener grasped the key points and importance of your message?
10. Think about a situation where you encountered differing opinions or resistance to an idea you believed in, potentially a project, group activity, or even a personal debate. Describe how you approached this situation. How did you gather information, communicate your perspective effectively, and navigate differing viewpoints? How could you apply this to reluctance from higher management in regard to a security or regulatory issue?