Tell us about the most technically challenging work you have been involved into date.

(S) When I was working in an NGO, my job was to take customer calls, and help them in getting any assigned help they needed. One day I received a call from a customer who was struggling to talk to me. I realized she was not used to talking to strangers, but she needed help. So, I decided to wait and ask her about her day, and listen to her. After 2 minutes, I was able to get that person comfortable talking to me, and get her, an assigned help.