1. **Please tell us how your experience has prepared you for the kind of tasks that are an important part of this position?**

﻿Customer Service Desk, Grocery Clerk | Save-On-Foods

﻿▸ Worked in a team of 6 to 12 members, overseeing store operations, adjusting activities as needed, ensuring daily needs were met.

▸ Demonstrated exceptional customer service by addressing 50 inquiries per shift, achieving a 96% satisfaction rate, while efficiently managing inventory with accurate records and timely merchandise management.

﻿Portfolio Website Sep 2022 – Current

▸ Developing a responsive portfolio website utilizing semantic HTML, CSS, Bootstrap, jQuery, and JavaScript with a focus on mobile-first approach, user experience, and accessibility

▸ Continuously expanding portfolio with new projects and skills gained throughout my ongoing engineering degree

1. **Please tell me about your experience with HTML along with an example of what you edited or produced. How did you ensure that the finished product met the expected outcomes?**

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▸ Developing a responsive portfolio website utilizing semantic HTML, CSS, Bootstrap, jQuery, and JavaScript with a focus on mobile-first approach, user experience, and accessibility

▸ Continuously expanding portfolio with new projects and skills gained throughout my ongoing engineering degree

1. **To be successful in this role you will require adaptability, often requiring you to balance multiples projects and short turnarounds. Tell us about a time where you were able to adapt quickly.**
2. **This position is a service role in the Division, providing “client support” to various people in varying natures. Tell us about a time where you provided high quality customer/client support.**

While working as a Grocery Clerk at Save-On-Foods, I had the opportunity to provide high-quality customer support daily. One instance stands out in my mind when a customer approached me with a specific inquiry about a product. The customer was unsure about the ingredients and potential allergens present in the item. I immediately took the initiative to assist them by checking the product label, researching the information, and consulting with the store's database to provide accurate and detailed information. I ensured that the customer felt heard, understood, and valued throughout the interaction. By addressing their concerns with empathy and knowledge, I was able to provide them with the necessary information to make an informed decision. This resulted in a positive customer experience and a satisfied customer, as reflected in the high satisfaction rate achieved during my shifts.

1. **Can you tell us about a time in a work-related situation when you had a difficult conversation/ conversation didn't go as planned - either verbal or email. How did you resolve this issue?**

There was a situation at my previous position as a Grocery Clerk at Save-On-Foods where I had to handle a difficult conversation with a dissatisfied customer. The customer had purchased a product that turned out to be faulty, and they were extremely upset about it. They came to the Customer Service Desk demanding a refund and expressing their frustration. Initially, the conversation didn't go as planned, as the customer was angry and not receptive to any resolution I offered. To resolve the issue, I remained calm and empathetic throughout the conversation. I actively listened to the customer's concerns and validated their frustrations. I apologized for the inconvenience they had experienced and assured them that I would do my best to find a suitable solution. I then proposed a few options, such as a refund, a replacement product, or store credit, and explained the pros and cons of each. Although the customer initially rejected these options, I persisted in finding a resolution. To de-escalate the situation, I involved a supervisor who had more authority to make decisions regarding refunds. Together, we reassured the customer that we understood their frustration and genuinely wanted to help. We offered a compromise that involved a refund for the faulty product and an additional discount on their next purchase. By demonstrating empathy, providing options, and involving a supervisor, we were able to resolve the issue to the customer's satisfaction. This experience taught me the importance of active listening, remaining calm under pressure, and collaborating with colleagues to find the best possible outcome.

1. **When you are working on an issue, and something does not go according to plan; how do you determine when to solve the issue on your own and when to ask for assistance?**

When facing an issue that deviates from the original plan, I believe in taking a proactive and problem-solving approach. To determine whether I should solve the issue on my own or seek assistance, I consider a few key factors. Firstly, I assess the severity and impact of the problem. If it's a minor issue that I am confident in resolving quickly and efficiently without disrupting the overall workflow, I would take the initiative to address it independently. However, if the problem is complex, time-sensitive, or could have significant consequences, I recognize the importance of seeking assistance. In such cases, I would reach out to a colleague or supervisor who possesses expertise or relevant experience in dealing with similar situations. Collaboration and knowledge-sharing are valuable resources, and by involving others, we can collectively brainstorm ideas, leverage diverse perspectives, and arrive at the best possible solution.

1. **Can you tell me about a time when you worked on a project as a team? What happened, and what steps did you take to move forward successfully?**

One project that exemplifies my experience working as a team is the development of an autonomous IR sensor robot as part of the required coursework for Engineering Design and Communication. Our team collaborated closely throughout the project, and we encountered several challenges along the way. One hurdle was ensuring accurate movement and effective signal tracking using the IR receiver within a controlled arena. To address this challenge, we established a clear plan and divided responsibilities among team members based on our individual strengths. We conducted extensive research on IR sensor technologies and leveraged our knowledge of the C programming language to implement the necessary algorithms for precise motor control and sensor input processing. Regular communication and collaboration were key to our success. We held frequent team meetings to discuss progress, share ideas, and address any issues that arose. By maintaining an open and supportive environment, we were able to leverage each team member's expertise and brainstorm creative solutions to problems. We also implemented a systematic testing approach. We conducted rigorous experiments to fine-tune the motor controls and optimize the IR sensor's performance. We iterated on our design, making adjustments based on the data we collected during testing. By continuously evaluating our progress and making necessary modifications, we successfully achieved accurate movement and effective signal tracking within the controlled arena.

1. **What if you were on a team who is very busy and can’t train you right now? \*\***

If I were on a team that is currently busy and unable to provide immediate training, I would take a proactive and self-directed approach to continue my learning and contribute effectively to the team: First, I would thoroughly familiarize myself with the project documentation, specifications, and any existing codebase. By studying the available resources, I can gain a deeper understanding of the project's goals, requirements, and technical aspects. This would enable me to independently explore the codebase, identify key components, and gain insights into the existing architecture and implementation. Second, I would leverage available online resources, tutorials, and documentation to enhance my knowledge in areas relevant to the project. Various online platforms offer a wealth of educational materials, including tutorials, documentation, forums, and video courses. By self-studying and researching specific topics related to the project, I can expand my technical skills and bridge any knowledge gaps. Lastly, I would actively seek opportunities to contribute to the team's workload, even in small ways. This could involve taking up tasks that align with my current skill level or collaborating with more experienced team members to assist them in their work. By participating in the team's activities, I can gain practical experience, learn from the expertise of my colleagues, and gradually become more proficient in the project's technology stack. Throughout this process, I would maintain open communication with the team, expressing my eagerness to learn and contribute while being understanding of their busy schedule. By demonstrating my initiative, adaptability, and willingness to take on challenges, I can show my value to the team and create opportunities for them to invest in my training when they have the capacity.

1. **What will you do to understand the product?**

Review Documentation: I would start by studying any available documentation related to the product, such as user manuals, technical specifications, requirements documents, or design documents. These resources provide valuable insights into the product's purpose, functionality, and intended user experience. Test the Product: If possible, I would conduct testing on the product. This could involve performing functional testing to verify that the product behaves as expected, conducting usability testing to assess the user experience, or even performing exploratory testing to uncover potential issues or edge cases. Testing the product allows me to gain insights into its behavior, identify any gaps or issues, and understand how it performs in different scenarios. Seek Feedback and Clarification: Throughout the process, I would actively seek feedback from colleagues, team members, or end users who have experience with the product. Their perspectives and insights can provide valuable context and help me gain a comprehensive understanding. Additionally, if there are any areas where I need further clarification or have unanswered questions, I would proactively reach out to the relevant stakeholders or subject matter experts to seek their guidance. Document Findings: As I gather information and understand the product, I would document my findings. This could involve creating notes, diagrams, or even updating existing documentation if necessary. Documenting my understanding helps me solidify my knowledge and serves as a reference for future discussions or collaboration. Explore the User Interface: I would interact with the product's user interface, whether it's a web application, mobile app, or any other interface. By exploring the different features, menus, and options, I can get a hands-on feel for how the product works and understand its user flow. This allows me to familiarize myself with the user experience and identify potential areas for improvement or usability enhancements.

1. **What will you do if you know you can’t meet a deadline? \*\***

If I find myself in a situation where I know I cannot meet a deadline, it is important to handle it professionally and proactively. Here's the approach I would take: Assess the Situation: First, I would assess the reasons why I am unable to meet the deadline. Is it due to unexpected obstacles, lack of resources, or underestimated complexity? Understanding the underlying reasons will help me communicate the situation more effectively and explore potential solutions. Communicate Early: It is crucial to communicate the situation as soon as possible to the relevant stakeholders, such as project managers, team members, or clients. I would inform them about the challenges I am facing and the anticipated delay. Honesty and transparency are essential in such situations, as it allows for better planning and adjustment of expectations. Provide Alternatives: Along with communicating the delay, I would propose potential solutions or alternatives to mitigate the impact. This could include prioritizing certain tasks, seeking additional resources or assistance, or adjusting the project timeline. By offering alternative options, I demonstrate my commitment to finding a resolution and minimizing the impact on the overall project. Collaborate and Seek Support: I would proactively collaborate with the project team or relevant stakeholders to explore possible solutions together. This could involve brainstorming sessions, seeking input from experienced colleagues, or seeking advice from project managers. By involving others, we can collectively work towards finding the best course of action to overcome the challenges and minimize the delay. Adjust and Update the Plan: Once a resolution is agreed upon, I would update the project plan, timeline, and any associated documentation to reflect the new deadlines or adjusted milestones. This ensures that everyone involved is aware of the changes and can align their expectations accordingly. Learn from the Experience: After the situation is resolved, it is important to reflect on the factors that led to the missed deadline. This reflection allows me to identify areas for improvement, whether it's in estimation, planning, or communication, and take steps to avoid similar challenges in the future. Learning from the experience helps me grow as a professional and contribute more effectively to future projects. Remember, it is crucial to be proactive, communicative, and solution-oriented when facing a deadline challenge. By taking ownership of the situation and working collaboratively, you can mitigate the impact and maintain a positive and productive working relationship with your team and stakeholders.

1. **What will you do if there’s a difference of opinion in your group? \*\***
2. **Types of Testing**
3. **Unit and Integration Testing**
4. **Black Box Vs White Box Testing**

Black box testing and white box testing are two distinct approaches to software testing that differ in their level of knowledge about the internal workings of the system being tested. Black box testing focuses on the external behavior of the system without any knowledge of its internal structure or implementation. Testers treat the system as a "black box" and solely interact with the input and output interfaces. They design test cases based on requirements, specifications, or user expectations and evaluate whether the system produces the expected outputs for given inputs. Black box testing is primarily concerned with validating functionality, user experience, and adherence to specified requirements. White box testing, on the other hand, involves having full knowledge and access to the internal structure, code, and implementation details of the system being tested. Testers can examine the system's internal components, data flows, and algorithms to design test cases that target specific code paths, logic branches, or edge cases. White box testing is focused on evaluating the internal workings of the system, ensuring code correctness, assessing code coverage, and identifying potential vulnerabilities or performance bottlenecks. Here are some key differences between black box testing and white box testing, Knowledge: Black box testing does not require knowledge of the internal structure or code of the system, while white box testing relies on detailed knowledge of the internal workings. Approach: Black box testing focuses on the system's external behavior, while white box testing delves into the internal implementation details. Test Design: Black box testing designs test cases based on requirements and expected functionality, while white box testing designs test cases based on internal code paths, data structures, and algorithms. Coverage: Black box testing typically aims for broader coverage of functionality and user scenarios, while white box testing can target specific code segments or conditions for in-depth coverage. Testing Levels: Black box testing is commonly used for higher-level testing, such as functional testing, system testing, and user acceptance testing. White box testing is often employed at lower levels, including unit testing and integration testing. Both black box testing and white box testing have their strengths and are valuable in different testing scenarios. Combining these approaches in a balanced manner can provide comprehensive test coverage and ensure the quality and reliability of the software being developed.

1. **DNS**

DNS stands for Domain Name System. It is a decentralized hierarchical system that translates human-readable domain names into IP addresses, allowing computers to locate and communicate with each other over the Internet. When you type a domain name into a web browser, such as "www.example.com," the DNS comes into play. The DNS acts like a phone book for the Internet, converting the domain name into the corresponding IP address that identifies the location of the website's server on the Internet. Here's a simplified overview of how DNS works: DNS Resolution: When you enter a domain name in a browser, your computer first checks its local cache to see if it has previously resolved that domain name. If the IP address is not found in the cache or if the cache entry has expired, the computer initiates a DNS resolution process. Recursive Query: The computer sends a request to a DNS resolver (typically provided by your Internet Service Provider) to resolve the domain name. If the resolver has the IP address in its cache, it returns the result. Otherwise, it performs a recursive query by contacting other DNS servers on your behalf until it obtains the IP address, or an error occurs. DNS Hierarchy: The resolver starts by contacting a root DNS server, which knows the IP addresses of the top-level domain (TLD) servers (e.g., .com, .org). The root server responds with the IP address of the appropriate TLD server. TLD Server: The resolver then contacts the TLD server responsible for the specific domain extension (e.g., .com TLD server). The TLD server provides the IP address of the authoritative name server associated with the requested domain. Authoritative Name Server: The resolver communicates with the authoritative name server, which is responsible for storing the DNS records of the domain being queried. The authoritative name server responds with the IP address associated with the requested domain name. Response and Caching: The resolver receives the IP address from the authoritative name server and returns it to the computer that initiated the DNS resolution. The computer stores the IP address in its local cache for future use, speeding up subsequent requests to the same domain name. By performing this process, DNS enables users to access websites, send emails, and perform other network activities using easy-to-remember domain names, while the underlying systems communicate using IP addresses.

1. **TCP/UDP\*\***

TCP (Transmission Control Protocol) and UDP (User Datagram Protocol) are two fundamental protocols used in computer networking to facilitate communication between devices over IP networks. TCP is a connection-oriented protocol that ensures reliable, ordered, and error-free transmission of data. It establishes a virtual "connection" between two devices before transmitting data, providing features such as flow control, congestion control, and error detection. TCP guarantees that data packets arrive in the correct order and can retransmit lost or damaged packets. It is commonly used for applications where data integrity and reliability are crucial, such as web browsing, email, file transfer, and streaming. UDP, on the other hand, is a connectionless protocol that prioritizes low-latency and fast transmission over reliability. It does not establish a connection before sending data and does not provide error correction or retransmission of lost packets. UDP is often used in applications where real-time data delivery is important, such as video streaming, VoIP (Voice over IP), online gaming, and DNS (Domain Name System). Its simplicity and low overhead make it suitable for scenarios where occasional packet loss or out-of-order delivery is acceptable and can be handled by the application layer. In summary, TCP offers reliable, ordered data delivery with built-in error handling mechanisms, while UDP prioritizes speed and low-latency transmission at the cost of potential data loss. The choice between TCP and UDP depends on the specific requirements of the application or use case, balancing factors such as reliability, speed, and overhead.

1. **What MVP I used in Rocketry Design**
2. **sm**
3. **FINAL**

*I learnt to give up hope, in the best of times and in the worst of times.*