**1. Tell me about yourself.**

Alright, as you might have seen in my resume, my name is Arpan Pal. I'm from Techno International New Town and I'm pursuing the final year of my Electronics and Communication Engineering with 9.08 CGPA.

I love this field of electronics since I was a teenager. And that's exactly what dragged me into taking ECE as my bachelor's degree.

But it was in the second year of my college when I was introduced to coding and then I got really passionate about the world of IoT. Since then, I started programming Atmega microcontrollers to develop automation projects, android applications, IOT devices, and one of the greatest examples is something that I've been using in my own room on a daily basis, since 2019.

Meanwhile I was selected as one of the 16 students from our entire college to undertake the International Student Exchange Program in a Chinese University. So, I went and stayed there for two months. It was the most exciting two months of my life so far. There I was exposed to real world applications of the subjects like networking, high frequency electronic devices, microprocessors and microcontrollers. And, these are my domain subjects, so, I loved it all along.

I do also have hobbies like playing cricket, photography, videography and video editing. My dad is a professional photographer and I am a part of the Photography Club of our college. Also, I just love to travel to different places as exploring is like a habit of mine. And above all, truly speaking, I love to keep myself engaged in making useful gadgets in my home.

So, that is basically all about me in a nutshell. Thank you.

**2. Strengths**

As you have seen, I love technology and I do know how to learn new things quickly. It has always been one of my greatest strengths. Another is patience, as my surrounding people say. Apart from that I am a decent problem solver, be it OS, hardware, software, networking, I have always proved to be handy to my surrounding people and I aspire to be more.

**3. Weaknesses:**

Since my passion is coding and I love to make automation projects, sometimes the fact that I need to take a break or I need to stop when its too late at night just goes out of my mind and I keep on doing the project until around 5 or 6 AM. This in turns degrades my health. So, not keeping a work life balance is something I really need to work on.

**4. Accomplishments:**

It was back in 2019, when the world was still ‘normal’, I was selected as one of the 16 students from our entire college for taking part in the International Student Exchange Program in a Chinese University, in South China. The program was of two months. It was the most exciting two months of my life so far. There I was exposed to real world applications of the subjects like networking, high frequency electronic devices, microprocessors and microcontrollers. And, these are my domain subjects, so, I loved it all along.

**5. Technological Interest:**

I love Automation and IoT above all. I have worked on numerous projects based on these technologies. I’ve also built smartphone applications based on block programming. Besides, I am also decent in Algorithmic coding in Java or C. I am proficient in both. Recently, I learnt web development in HTML, CSS & JavaScript, and I love to design interactive webpages.

**6. Why should I hire you?**

I have always been recognized as a problem solver by my surrounding people as I love to keep myself engaged in learning new things whenever I see there’s a better way of doing a certain task. And I have always been a good team player. I prefer to keep a flexible attitude with my team members. And I do really love to take upon the responsibility of leading a team on the way towards victory.

Finally, combining these with the ability to adapt to new environments very easily, I think I can be a decent match for any job role that is going to be offered.

**SITUATIONAL QUESTIONS:**

**1. Handling an insincere team-member**

As repeated requests went in vain, I will first take the softer approach, and talk to him personally, regarding what problem he is facing or is there anything bothering him in his own life. If he seems to communicate with me unofficially, we will figure out some way to solve the issue and bring this matter to our higher authority as soon as possible. But if he stays ignorant, I will have to take the harder approach and I’ll inform my project manager with valid documents of that person’s ignorance.

**2. Working with a difficult person**

Patience is the key factor in this case. Even if that person gets rude or makes fun of me, I shouldn’t repeat the same at any cost. Because we all remain under the watchful eyes of our higher authority. Even if someday, a serious action is taken against that person, I must not get myself engaged in that.

Secondly, in some or the other way, I have to get to know about the background of that person, whether he has always been like this or just for our group, something is bothering him. If I get to focus on why he’s doing something rather than just what he’s doing, me and my team members might get better insights and come up with a solution for him.

**3. Responding to client escalation email**

Firstly, I must acknowledge them with the fact that they are our valuable clients, and we are sincere about any inconvenience that might have happened from our side. Because I will have to make sure that the trust remains there.

Then I’ll have to be as polite as possible and let them know that we’ll go through our entire service regarding where things went wrong.

And finally, I’ll add that if they could atleast bring forth the specific problem that is causing this inconvenience, it would be really beneficial for us to debug it at the earliest, so that we can continue providing our uninterrupted services to them.

If I fail to handle an escalation effectively, my business may lose that customer and that will not look good.