**1.) Share your skills (past and present).**

**What is your background in?**

I have an extensive background in retail and retail management. Both at Jacksons convenience stations and at Costco. Most of my roles put me working in or leading small teams.

**What are some accomplishments you want to share? What is the value you can bring?**

During my time at Jacksons, I was a 2-time winner of their Achievement of Excellence award which was awarded to the top 10% of performing stores based on their internal quality checks and sales numbers. Much of my success as a manager was my ability to inspire and lead my team of employees. As such I believe I can be an asset to help inspire those around me to achieve greater heights.

**What are your career goals or aspirations?**

I hope to gain a strong footing into a company to make myself a valuable asset and work my way up to becoming a senior developer and potentially into a management roll.

Questions for interview:

1. What would success look like in the first 90 days?
2. What have people gone on to do in the company after holding this position?
3. How would you describe your management style?
4. What does your performance review process look like here?
5. What are the next steps in the interview process and when can I expect to hear back?

Elevator Pitch:

Well first off thank you for having me here. I have an extensive background in retail and retail management. Both at Jacksons convenience stations and at Costco. During my time at Jacksons, I was a 2-time winner of their Achievement of Excellence award which was awarded to the top 10% of performing stores based on their internal quality checks and sales numbers. Even though working for larger companies, I’ve always worked in or lead small teams. Much of my success as a manager was my ability to inspire and lead my team of employees. As such I believe I can be an asset to help inspire those around me to achieve greater heights. I hope to gain a strong footing into a company to make myself a valuable asset and work my way up to becoming a senior developer and potentially into a management roll.

STAR:

1. Give me an example of a time you faced a conflict with a coworker. How did you handle that?

Working in the Costco morning crew can be a stressful environment because of all we’re expected to do before the store opens the doors. I had been transferred to the seasonal area the floor and had to learn all the ins and outs of that area which changes very rapidly from month to month. While trying to learn the area I asked lots of questions and never worked too far out of earshot of my coworker in case I had any questions. Unbeknownst to me, this was not common practice for the area and my inquisitiveness was not well accepted by my coworker. When I was told by another employee that my coworker was upset with me, I had had no idea. I took my coworker aside to discuss what was happening and through straightforward communication we resolved the issue. We were better able to communicate after that and they were much more open with me.

1. When you’re working with a large number of customers, it’s tricky to deliver excellent service to them all. How do you go about prioritizing your customers’ needs?

Well, that’s one that I’ve dealt with many times over. Retail and Costco, in particular, can be a very fast paced environment. You have to make each member feel like they have your full attention. In the retail environment I would often make small talk about an item they were purchasing, or comment on the weather. When I was engaged with one member, they received my full attention until their needs were met.

1. Tell me about a time your responsibilities got a little overwhelming. What did you do?

With the problems of Covid over the past couple years, staffing shortages became a daily struggle. Despite having less employees on hand to do the job, it still had to get done. One specific day I can remember we were about 5 employees short which amounted to almost 20% of our staff. Since I was tasked to drive forklift on that day, I was able to see which areas were ahead of schedule and those that were behind. I took the initiative to ask those that were ahead of schedule to see if they could assist those that were behind. After the store opened, I had a couple of my coworkers come and thank me for finding them help.

1. Give me an example of a time when you were able to successfully persuade someone at work to see things your way.

Part of the daily duties of those in the morning merchandizing crew is to go over the list of new items coming in for that day and decide where to place them. Often this leads to disagreements simply out of differing opinions of what goes better together. On this particular occasion it was a transitional period in the department, and we were going to be shifting around half the department the following week. New items had begun to come in for the new set and I was able to convince my coworkers that we should start moving the items earlier than anticipated to avoid moving them again the very next week.

1. Describe a time when you saw a problem and took the initiative to correct it.

During the course of clean up and preparation for the day at Costco, there is loads of trash and loose cardboard collected. If individuals don’t stay on top of throwing away their own trash as it is collected, then it can get very overwhelming around opening time. I was consistently noticing that this was an issue, and, because of the position of the trash compactor, it was becoming a safety concern. I approached my manager and asked if each day I could be relieved of my regular duties a few minutes early to begin the process of trash clean-up. After a few weeks of me doing this, they saw how beneficial it was and began scheduling someone every day to do that very job.

Interview prep summary:

One thing that I find is crucial when interviewing someone or being interviewed is to prepare a list of questions to ask them. I often have many questions in my head before going into an interview but the moment I start talking to them my questions fly right out of my brain. After reading the articles I now know how important those things are to potential employers and I will be doing my best to prepare for every interaction with practice and writing things down to remember during interview.

Whiteboard:

I’ve only attended a few whiteboard challenges and wasn’t able to lead the discussion except for once. I noticed that something that is a common problem with individuals is not thinking out loud. During the reading it mentions that employers often don’t care about the solution as much as your thought process so it’s crucial to talk through the problems. I intend on practicing more with Scott over the weekend.