

Soft interview Q&A

1. Tell me about a mistake you've made. How did you handle it?
 - a. I was working as an office mail clerk at Amazon headquarters via a third party company, I was responsible for sending or receiving packages or mail both local and international for Amazon employees. Unfortunately, one day I mixed up the processing of an international package by forgetting to ask the customer the contents of the package as the country it was being sent to had restrictions on certain items and would be confiscated by customs if the shipment included them.
 - b. I immediately contacted the customer to ask what the contents contained, informed my supervisors of my mistake, and corrected the shipping information online so that it would not be held up at customs. Both the customer and my supervisors were very grateful for my quick and efficient action to correct the issue without the need for the customer to come down to the office.
2. Tell me about a time when you set and achieved a specific goal.
 - a. In college I was assigned to create an Android application. The application could be anything I wanted, but it had to be done in three weeks. I decided that I wanted to make a checklist application that the user could add or remove items from and would save the items in the checklist when the user quit the application.
 - b. I first wrote a list of what features of the application I wanted to include that I could reasonably complete before the end of three weeks. After that I created the layout of the UI which only took me a few hours at most. Once I was done with the UI I spent the remaining two weeks coding and testing the application to find and patch any major bugs I could find. At the end of the three weeks I had a fully functioning checklist that the user could add or remove items from and would save the data when the user exited the application.
3. Share an example of a time you had to make a difficult decision. What did you do?
 - a. I was working a freelance 3D Modeling job for a client who wanted me to model their living room with furniture they wanted to buy for so they could see how it would look before they purchased it. Most of the furniture was wood or leather which are simple to find textures for. However, one piece of furniture they wanted me to add had a pattern with a beige color that I could not find an image of good enough resolution to use. I either had to make the texture from scratch which would have been time consuming, or I would have to use a different pattern with the same beige color instead which would take less time.
 - b. I decided that with time being short, I had little choice but to do the latter. I used a different pattern of similar color to the furniture texture and informed the

client ahead of time about the situation. Fortunately, the client was very understanding and appreciated my keeping them up to date on the situation. In the end the client felt that the substitute worked enough for them in deciding on whether to get the furniture or not.

4. Share an example of a time when you failed. What did you learn from the experience?
 - a. One time in college, I was assigned to follow a tutorial for programming a trivia application for Android. I followed all the coding instructions, but whenever I ran it I would get an error and no matter what I did would fix it. By the end of the week I had no choice but to turn in the unfinished work. It wasn't until the following weekend that I found out that the tutorial was based on an older version of Android Studio and that if I had just used the older version as the error message had told me, I would have had no problems. But I was too impatient at the time, so I did not thoroughly read the details of the error message.
 - b. The one thing I took to heart from all this was that with any program error, you need to not rush things and look over the error itself. Once you have done that it makes it a lot easier to figure out what parts of your program may be causing the issue and why.
5. Can you discuss a time where you had to manage your team through a difficult situation?
 - a. In college me and my team had to do a collaborative presentation on programming patterns. Due to the ongoing epidemic we were unable to meet in person. There was also the issue of one member getting sidetracked by their job so they were behind on their work.
 - b. To deal with the inability to meet in person, I had us collaborate and share data via GitHub and Google Docs. For the team member who was busy with work I assigned them with the conclusion of the presentation so that they would not need to do as much work. Once that was set up, I just had to compile all the work into a PowerPoint and submit. It turned out to be so well received that the professor messaged me with how impressed they were.