

How to ace the Zoom Interview

Before the interview

- Research the company. You should do this before any type of interview
- Look at the company's website to learn about its products/services, values and culture
- Be prepared to answer questions, including behavioral interview questions (See the list of Behavioral questions in the next link)
Always have an answer for these 4 questions:
 - "Why do you want to work here?"
 - "Tell me a time when you were unsuccessful at work?"
 - "Where do you see yourself in five years?"
 - "What skills would you bring to the job?"
- Be prepared to communicate your experience and how it applies to this job
- Have well thought out questions to ask
- Learn the names of your interviewer and use them often
- Practice what you plan to say
- Use a laptop or computer for the interview
- Charge your laptop or tablet
- Make sure to update your computer so it doesn't decide to do that mid-interview

Attire

- Plan and prepare your attire
- Dress professional and yes, wear pants. (in the case the camera doesn't get turned off quickly enough and you standup wearing your pajama bottoms)
- Although it isn't in person, you still want to look polished and professional
- Choose warm colors, avoid white, bright red and all-black
- Stick to solids. Avoid busy patterns, stripes, loud jewelry
- Avoid small tight patterns, even the subtlest plaid pattern in a suit jacket
- On a neckties, opt for a medium-sized pattern, like stripes
- Test your attire on camera
- Plan for how your hair will be done. Don't make drastic changes beforehand

Zoom

- Download the app to your phone or desktop ahead of time
- Familiarize yourself with Zoom's quick start-up guide for new users, <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>
- Set up your Zoom account.
- Upload a professional-looking headshot (and yes, these can be done at home with a phone camera)
- Add your full name to your profile
- Both the headshot and your full name will be visible when you join the Zoom call
- After downloading the Zoom app, set up your own private meeting to get used to the app
- Practice speaking to the camera
- If you have the time, record yourself and watch the recording to find areas for improvement

Technical

- Ensure you have a stable internet connection. Use a wired connection if necessary
- Test out your sound. Use headphones to hear clearly and block outside noise
- Turn off notifications and put your phone on do not disturb/silent mode
- If you are using the phone for the interview, prop your phone up so that you are clearly seen. Use a phone stand if you have one.

Lighting

- Good lighting
- Do not position yourself where the light is behind you. That will wash you out
- Have the light in front of you

Location

- Have a quiet area
- Have a clean space around the computer
- Reduce any external noise (for example, the wind chimes outside your window)
- Do last minute tidying of the area
- Consider a virtual background if you want to conceal areas of the room
- Test the background before the call

The camera

- position the camera and make sure you are centered on the screen.
- Look directly at the screen, specifically the camera
- Check the background, remove any clutter that is visible
- Test the camera on the device and make sure it works

Focus

- Don't do other things
- Put the cellphone away
- Remove other distractions – pets, children, etc
- Wearing a headset helps with keeping the focus

Expressions

- Remember you are on camera at all times, don't frown or show any negative emotions
- overemphasize expressions
- Nod and smile to show that you are listening
- Go ahead and use your hands for normal gesture
- Make sure your body language shows you're alert, engaged and professional.
- Sit upright in front of the camera

Speaking

- Speak clearly and slowly
- Avoid jargon and slang
- Adjust the microphone on your headset so it is at your jawline (slightly below your mouth) to avoid the sibilance issues that occur with the letter "s" and explosive letters such as "p" and "b"
- Practice with the microphone so you can get it positioned exactly right to avoid microphone issues

- Do not interrupt the speaker
- Mute your device when the user is asking questions

Confidence

- Show confidence. The lack of it can be spotted a mile away
- Be sure of your answers, and you will be because you have practiced them
- Sit up straight
- Look directly into the camera

Listen

- Listen very carefully to the question being asked
- Ask for clarification if you missed a word or the technology hiccupped just as an important phrase was spoken
- Do not interrupt the interviewer. Let them finish the question before you speak or ask for more clarification

Positivity

- Do not speak negatively about any former employer.
- Remain positive
- Be positive about your experiences. Even the worst jobs have something positive to be learned, even if it is that you do not want to do that job any more.

Day of the Interview

- Check all the technical equipment
- Shut down distracting apps and programs. The only thing on your screen should be the zoom app.
- Put the pets outside, get a sitter for the children
- Do a last minute check of your appearance
- Be on time, but not too early
- Use a headset
- It's okay to bring notes, just keep them inconspicuous
- TAKE NOTES
- Again, LOOK at the Camera

What to do after the interview

Do Not Forget these steps

- Before the call ends, you will be given the opportunity to ask questions. This is where you ask the questions your prepared in advance
- Do not ask about money.
- Thank the interviewer for their time
- Confirm what the next steps are
- After you hang up, pause for a few seconds, make sure you have fully left the call and that your microphone and camera are off

- Follow up with an email to say thank you. The purpose of the thank you is to further communicate your interest in the position and set yourself apart from other candidates. Most will forget to do this step