**Notes**

1. **Best Practices**
   1. **Be authentic**
      1. Interviewers are more likely to connect with you if they see you as a real and authentic human being
   2. **Sell Yourself**
      1. Swarmy, awkard 🡪 not enough practice
      2. You should focus on
         1. Preparing authentic answers
         2. Highlight greatest strengths and accomplishments
      3. Big part of this interview is
         1. Tell good, interesting and relevant stories about your experience
   3. **Be concise**
      1. Don’t rumble
      2. Rule of thumb: don’t go more than 2 minutes
      3. Always emphasize most impressive points
   4. **Show Enthusiasm**
      1. They want someone who is excited who asks questions who seems if they are really motivated if they are hired for the position
2. **Common mistakes**
   1. **Lack of professionalism**
      1. E.g arriving late,
      2. Judgement criteria involves
         1. how you dress,
         2. How you present yourself
         3. Following Job etiquette
   2. **Lack of preparation**
      1. Analyzing job descriptions
      2. Researching through firms
      3. Thinking about answers
      4. Practicing
   3. **Lack of content**
      1. Due to lame answers 🡪 lack of preparations
      2. Doging questions
      3. Gap in resume
   4. **Negativity**
      1. **Don’t ever badmouth your former employer, manager or even your coworker**

**Corgi practicing interview #1**

* Why did you choose this career?

https://app.biginterview.com/s/8d52c04e41

1. **Types of interviews**
   1. **The phone interview**
      1. **Pros**
         1. You don’t have to worry about your appearance
         2. You can keep your notes nearby for reference
      2. **Cons**
         1. Hard to make impressions
         2. Difficult to connect with non-verbal cues
            1. **This is the reason why sales people always want in-person meeting**
         3. It’s difficult to read your interviewer
            1. Hard do know interviewer’s response
            2. Candidates talk way too much
            3. They ramble
   2. **The one-on-one in-person interview**
      1. Is the classic format
         1. Duration “20 – 45” minutes
      2. Practice is what separates the candidates getting hired and not hired
      3. **Non-verbal communications play much bigger role**
      4. Non-verbal bad habits to avoid
         1. Talking fast
         2. Slouching
         3. “Umns” and “Uhs”
   3. **The video interview**
      1. You should prepare the same way as the in-person interview
      2. Advice
         1. Is your eye in contact with the screen
   4. **The panel interview**
   5. **The group interview**
2. **Types of Interviewers**
   1. **External Recruiter**
      1. Companies use external recruiters to vet candidates and send only the most qualified
      2. Gets paid by sourcing candidates who get hired
      3. **Bottom:** he wants to get paid so he wants you to do well
   2. **Internal Recruiter or HR Rep**
      1. **Goal:** Find out if you are a close enough fit for him to send you through to meet with the hiring managers
   3. **The Hiring Manager**
      1. If you win over, you will get pretty far
      2. Will be your boss if you take the position
      3. Is the primary decision maker on who gets hired
      4. Will be more likely to ask specific questions about technical skills **or experience with specific day-to-day responsibilities**
      5. Cares most about your personality or your style
   4. **Senior Level Management**
      1. Will only meet with you if you made strong impressions on others already
      2. Prepare for an interview with senior management the same way would with the hiring manager
   5. **Direct Report**

**Positive Signs**

* Interviewer is keeping you longer than usual
* During phone interview, you should be more animated than usual
* Expect some technical

1. **Answering Inappropriate Questions**
   1. Interviewers should only be asking questions **related to your ability to do the job**
   2. **Tips**
      1. **Deflect the question**
         1. **Where are you from originally?** 
            1. **I consider myself a new yorker for a long time**
      2. **Steer the conversation to more neutral topic**

Do you work out a lot?

<https://app.biginterview.com/s/f9bdae0170>

1. **What to Wear**
   1. Interviewers do judge based on what you dress
   2. **Rule of Thumb:** you want to dress **just a little bit more formally than company’s basic dress code**
   3. **Goal:** is to avoid being discriminated against based on appearance or style
   4. **When in doubt, choose the option that you feel best in**
2. Mastering nonvebal communication
   1. Your nonverbal communication says a lot about you before answering a single question
   2. Forms of Nonverbal communication
      1. Eye contact
      2. Body language
      3. The quality and tone of your voice
      4. How you move
   3. Types
      1. Making Eye Contact
         1. Look staright 🡪 shows confidence
            1. People are more likely to remember your words
      2. Communicating Body Language
         1. Smile 🡪 shows confidence
         2. Sit straight up 🡪 shows confidence
         3. Put your two hands gently on the desk
         4. Don’t move your arms too much 🡪 distracting (NONO)
      3. Finding your voice
         1. Talking fast 🡪 nervousness, is hard to understand
         2. It’s totally fine to pause and think
            1. Can make you look more thoughtful
         3. **Always warm up before interview**
            1. Practice interviews
            2. Don’t do it during interview 🡪 this is warming up during interview 🡪 ruins first impression
      4. Eliminating Vocal Filers
         1. Ums, uhs, like, okay
         2. It’s okay to use here and there
         3. It’s not okay when we use too much
3. Smile make you look m

**Practice**

Why did you choose this career?

<https://app.biginterview.com/s/e9fa1b5101> (bronze)

* Here I was speaking too slowly

<https://app.biginterview.com/s/8681059f36> (silver)

* Here I was also speaking too slowly (100, when 149 is avg)
* Used too many ums

1. Analyzing Job Description
   1. You should truly examine job description
   2. Close examination will tell you a lot of questions you will get
   3. Analyzing job competencies
      1. STEP 1: Identify competencies
      2. STEP 2: identify themes
      3. STEP 3: identify your selling points
      4. STEP 4: identify gaps or issues
      5. STEP 5: Anticipate questions

Step 1: Identify components

1. If you don’t have direct experience, be ready to talk about the similar case
2. Look for the phrase ‘Lead, key day-to-day, contact, manage’ 🡪 communication is important
3. **Key: the most important thing in each section are going to be listed first**
4. **Key:** is you being prepared to talk about if you are the fit

|  |  |
| --- | --- |
| 기술 스택  |  | | --- | | **styled-components** **D3.js** **GraphQL** **ReactJS** **Node.js** |  업무 소개 트릿지는 높은 수준의 기술력과 광대한 글로벌 인력 네트워크를 바탕으로, 2000조원 규모의 전세계 식품/농산물 무역 시장에 빠른 속도로 침투하고 있는 국내 유일무이한 글로벌 B2B 플랫폼 기업입니다. “국제 무역의 Google”로서 시장의 불균형과 정보 비대칭을 완화, 보다 효율적이고 안정적인 시장의 평형상태(equilibrium)를 달성하고, 그 혜택을 최대한 많은 사람들과 나누는 것을 목표로 하고 있습니다. 이러한 기업 비전의 차별성과 성장 잠재력을 인정받아 미국 NYC의 B2B 분야 전문 투자사인 Activant Capital을 비롯, Softbank Ventures, Forest Partners 등의 유수의 국내외 VC로부터 약 225억원의 투자를 유치하였습니다.  “전세계 모든 B2B 거래를 중개한다 (Transaction Bridge)”는 트릿지의 미션은, 아직 그 전례가 없고 대상으로 하는 문제 또한 크고 복잡합니다. 저희는 이 “최대”의 문제를 “최고”의 팀과 함께 해결하고자 하는, 뜨거운 마음과 도전정신을 가진 동료를 갈망합니다. 트릿지의 구성원들에게 뛰어난 구조적 사고능력, 높은 수준의 주도성과 주인의식, 효율성과 효과성 사이의 센스 있는 균형감각 등이 모두 필수적이지만, 이는 그 자체가 목표라기보다는 어려운 문제를 해결하는 과정에서 발현/달성되는 특성들이라 믿습니다. 그 여정이 거칠고 도전적인 만큼, 트릿지는 인재에 대한 업계 최고 대우를 자부합니다.  --  트릿지 Engineering은 빠른 속도감과 유용성 (practicality) 을 우선시하는 작은 팀으로, “디지털 미개척지”인 B2B 거래시장에서 기술 적용의 유효성과 임팩트를 최대화하기 위해 노력하고 있습니다.  - Global Standard: 전세계 다양한 국가와 문화권을 대상으로 하는만큼 글로벌 기준에 부합하는 기술력과 제품 완성도를 추구합니다.  - Data Engineering: 도매 가격, 수출입 통계, 현지 뉴스 등 다양한 시장 정보를 통계 기반의 AI/ML 기술들을 활용, 효과적으로 분류하여 높은 정교함의 “Intelligence UX”를 구현합니다. - Communication Integration: 모든 B2B 무역 커뮤니케이션을 통합하는 “Tridge Messenger App”을 개발하여 기업 구매/판매 활동의 전반적 생산성을 혁신합니다. - Top-notch SEO: 기술과 데이터의 절묘한 최적화를 바탕으로 국내 최대 규모의 SEO를 구현하고 이를 통해 조직의 높은 비용 효율성에 기여합니다. - API Ecosystem: 정보/물류/결제 등 다양한 비즈니스 API를 연동하고, 또 제공함으로써, 기술의 효용을 높이고 관련 생태계를 구축합니다.  트릿지의 Frontend Engineer는 UX의 “최종 완성자”로서, 쾌적한 사용자 인터페이스와 데이터 시각화를 통해 전세계 25만명 트릿지 기업 사용자들의 최고의 웹 & 모바일 고객 경험을 구현합니다. 다양한 시장참여자들의 (buyer, supplier, agent 등) 정교한 접근성 제어를 위해 트릿지는 GraphQL을 공격적으로 활용하고 있으며, 이로 인해 대부분의 비즈니스 로직이 클라이언트 단에서 구현되는 만큼 그 역할의 중요성이 더욱 강조됩니다.  **이런 역할을 수행합니다:**  - React, GraphQL, 그리고 styled-components를 활용하여 추상화 수준과 재사용성이 높은 모듈화된 UI를 구현합니다. - D3.js 기반으로 자체 개발한 데이터 시각화 UI를 지속적으로 강화하고, 해당 라이브러리의 오픈소스화에 기여합니다. - Isomorphic React 기반의 SSR을 (Server-side Rendering) 통해 빠른 UI 반응성을 구현하고 SEO를 강화합니다. - 타협하지 않는 코드 리뷰와 치열한 기술 논의를 통해 무결점의 코드 품질을 유지합니다 (또는 그러기 위해 노력합니다). - PM, 디자이너, data scientist 등 유관 부서 동료들과 스쿼드를 (squad) 구성하여 긴밀히 협업하고, 초기 기획을 포함한 전반적 개발 프로세스에 참여하여 제품 기능의 높은 완성도와 신속한 배포에 기여합니다. 자격 조건 - 2년 이상의 개발 경력이 있으신 분, 또는 컴퓨터 공학 연관 전공 학위를 소지하신 분 - Frontend tech stack에 대한 높은 기술적 이해도를 가지신 분 (Javascript, HTML, CSS 등) - 수동적 업무 수행보다는 항상 “왜?”에 대해 고민하고, 더 나은 “코드 추상화”를 위해 끊임없이 노력하시는 분 - 소프트웨어를 통한 시장 혁신에 강한 믿음을 가지신 분 - 작은 디테일에 집착하시는 분 우대 사항 - React, GraphQL, 또는 styled-components를 활용해 본 경력 - Selenium, Puppeteer 등 UI 테스트 자동화에 대한 경험 - React-based UI의 성능 최적화 경험 - 다양한 문화권 출신의 사람들과의 업무 협업을 즐기시는 분 (트릿지 Engineering 팀의 ⅓은 외국인으로 구성되어 있습니다) - 영어 커뮤니케이션이 자연스러우신 분  **트릿지는 빠르게 성장하고 있습니다:**  - Data-driven intelligence: 10억개 이상의 시장 가격 정보 및 100억여개의 무역 데이터 접점 관리 - Global expansion: 40개 국가에서 근무 중인 100명 규모의 팀을 연내 150~200명으로 확장 계획 및 in-house 관리 솔루션 구축 - AI-backed operation: 자동화된 유효 컨텐츠 선별 및 속성 정보 태깅, 연관 시장/상품 데이터 추천 등 통계 기반 machine learning의 공격적 활용 - Trusted online reputation: Google SEO를 통한 다국적 기업, 컨설팅, 유수 대학 등 100만 이상의 top-tier business traffic 유입 - Cultural diversity: 다양한 국적/배경의 사람들과 효과적으로 협업하면서 빠른 속도로 변화하는 수평적인 조직 문화 지향 - Trade digitalization: B2B 글로벌 무역시장의 디지털화 선도  **트릿지는 최적의 업무 환경을 제공하고자 노력합니다:**  - 다른 복지 항목들을 무색하게 만드는, 업계 최고 수준의 공격적인 승진 및 보상 제도 - 팀런치, 간식 및 석식 제공 - 컨퍼런스 참가 및 업무 관련 교육비 지원 - 연례 종합건강검진 지원 - 넓고 쾌적한 사무공간 (층고 4.2m), 카페테리아, 라운지 및 휴게실 (침대/안마의자) 보유  - 옥상 정원 및 농구장 보유 (사내농구리그 진행) |

Step 2: Identify Themes

a. What themes does it emerge from the highlighted text

Example

|  |
| --- |
| - React, GraphQL, 그리고 styled-components를 활용하여 추상화 수준과 재사용성이 높은 모듈화된 UI를 구현합니다. - D3.js 기반으로 자체 개발한 데이터 시각화 UI를 지속적으로 강화하고, 해당 라이브러리의 오픈소스화에 기여합니다.  - Selenium, Puppeteer 등 UI 테스트 자동화에 대한 경험 - React-based UI의 성능 최적화 경험 |

* Competency in these areas (I gotta learn these)

|  |
| --- |
| - 타협하지 않는 코드 리뷰와 치열한 기술 논의를 통해 무결점의 코드 품질을 유지합니다 (또는 그러기 위해 노력합니다). - PM, 디자이너, data scientist 등 유관 부서 동료들과 스쿼드를 (squad) 구성하여 긴밀히 협업하고, 초기 기획을 포함한 전반적 개발 프로세스에 참여하여 제품 기능의 높은 완성도와 신속한 배포에 기여합니다. |

* + - The company is looking for good communicator with leadership skills
    - 협업 경험

Step 3: Identify your selling points

* + Quick learner (I should learn GraphQL, styledComponents and D3.js quickly)
  + I am capable of working both alone and as a team
  + I am known for being detail oriented
  + I can speak English and Korean fluently, and have no problem talking to peers in both languages
  + I am from the country of multiculture, so interacting and working with peers from other countries are not a problem

Step 4: Identifying Gaps or Issues

* + **Key:** It’s important to go through the process of honestly, candidly identifying your weaknesses or what could be perceived as weaknesses by others

My strongest selling pointers

My Weaknesses

* + - I have 1 year gap
    - I mention little about my experience collaborating with others to build an app
    - Share an example of your leadership skills
    - At work, I used Angular and AngularJS and Angular, and not React (I don’t have knowledge of dealing with a large React-based application)
    - I haven’t had experience in creating app using GraphQL D3,js and styled-components
    - I don’t know isomorphic React 기반의 SSR
    - I have very limited experience using selenium, and puppeteer experience using selenium (automated testing)
    - I don’t have visa to country

**Key points**

* **Once you understand the job’s required competencies, you should**
  + Identify your top selling points
  + Identify gaps or issues

What are your most relevant qualifications for this position

Example

* I am highly organized and very good at running department
* I actually enjoy the detailed work of scheduling, prioritizing and following up
* I am also creative person
* I love collaborating with team people
* I am capable of working in a pinch

I know that comes in really handy with innovative companies like this one

My strong selling points

* 저는 2년동안
* I can comfortably use CSS3, HTML5 and ES6 Javascript no problem
* I love the detailed work of creating pixel perfect templates that satisfy the business and UX requirements
* I know how to quickly pickup new languages and get it going (I know this will come in handy in this organization)
* I am committed keeping up to date with the latest information
* I know how to create responsive pixel perfect templates and turn it into applications using framework including ReactJS and AngularJS
  + I am sure my competency will be very useful since
* I can speak fluently using both Korean and English. I know this will be a valuable asset since UX team and backend developer team are requires speaking in English, and as 최종 완성자, I can communicate with peers from different departments to bring a good front-end application
* I am from country with diversity of people, so communicating with team members across different countries shouldn’t be a problem
* I know how to work in pinch to make sure the product is delivered on time with team members
  + To meet deadline, I have history of staying late at work and made sure the product is ready or close to ready the next day

My weakeness

First try - <https://app.biginterview.com/s/8681059f36> (silver)

Second try - <https://app.biginterview.com/s/4c48be404d>

Third try - <https://app.biginterview.com/s/25534a0d93>

1. **Tell me about yourself**
   1. Is dreaded because it’s so open ended
   2. Think about it as an elevator pitch
   3. You want to sound natural and spontaneous while also covering the points that you want to communicate to make the best possible impression
   4. Use bullet pointed approach rather than scripted approach
   5. Steps
      1. Step 1: Who you are
         1. Is the comfortable and compelling statement of who you are
         2. Is general overview about your self
         3. Example  
              
            I am an experienced HR executive who has managed all aspects of the HR function from recruiting to training to benefits

I am an experienced front-end web developer with over 2 years of hands-on experience. For the past 2 years in my previous workplace in SiteMax Systems Inc, I was responsible of developing and maintaining the features of the SiteMax system.

저는 2년 경력이 있는 프론트 개발자 입니다. 저는 2년동안 벤쿠에 있는 사이트맥스 회사에서 일을하면서 사이트맥스 시스템을 관리하고 개발하는 업무를 맏았었습니다.

* + 1. Step 2: Why you are qualified
       1. Is to plan in advance which details to share
       2. Is the meat part of the sandwich
       3. Focus on 2-5 points
       4. Example  
            
          I spent the last six years developing skills as a customer service manager for Megacompany, where I won several performance awards and I’ve been promoted twice. I love managing teams and solving problems

저는 그 2년동안 동료들과 함께 일을 하며 300개 넘는 angularJS based SP 어플들을 만들었고 그리고 bash 와 파이썬을 통해 2000 SP 어플들을 관리하였습니다. 그리고 동료들과 함께 어플들을 만들며 잘 만든다고 칭찬을 많이 받았었습니다.

* + - 1. **Key:** when asked about what you did somewhere, **you’re not just going to rattle off the duties that any human would have done in the position**
    1. Step 3: Why you are here
       1. Goal: wrap up your speech in a concise way, and show your enthusiasm
       2. Example  
            
          Although I love my current role, I feel I am ready for more challenging assignment, and this position really excites me

저는 사이트 맥스 시스템에 일을 하면서 더 많은 challenge를 갈망하였고 그리고 제 사랑하는 여인과 8000km 떨어지지 않고 같이 출근하고 퇴근하기 위해 이 회사에 지원을 하게 되었습니다.

**Key point**

* Tell me about yourself should answer the question “why should we hire you”
* Last point should point your interest in this current position

**Tell me about yourself**

https://app.biginterview.com/s/5a087fffcf

1. **Why do you want to work here?**
   * You need to be ready to sell them
     + Why you are motivated, qualified, and the best hire that they can make
     + They want to feel that you really want the position
   * They want to know that you are **excited about this position and this company in particular**. **It’s the perfect next step for you in your career.**
     + **It’s like dating**
   * Two key components
     + Why are you interested in working for this organization?
     + Why is this particular position appealing?
   * If it’s too general 🡪 it sounds like you don’t care
   * Finding if you are fit for this position
     + **Key**: it’s all about analyzing job description

Example

Well the J.P Morgan reputation is certainly a factor. I’d be proud to work for a company with such a long history of leadership in the industry. Also a good friend of the family has been working in corporate finance at J.P Morgan for the last two years.

* They really want to hire someone who wants to be there

Example 2

I feel that my proven track record leading multi-functional teams make me excellent match for these job requirements. Also, the role excites me because the idea of helping to develop cutting-edge software products. **I know how to deliver results from day one. (how she can bring value to the company)**

What do you know about our company and why do you want to work here?

I want to be a part of the company’s mission of making the global trades happen.I understand how painful the process is for retailers and producers to find suppliers and distributers to fill their needs and serve customers. And I understand how more frustrating it is when unexpectancies occur such as trade wars and COVID-19 that cause them to find alternatives. As an individual who eats cereal produced by Kellog, Bananas from Dole, and Nesquik from Nestie purchased at Walmart, I want to be a part of the company’s goal to operate, improve and safeguard the global trade system, so at the end, my family can have their daily needs met.

저는 트릿지가 global trading ecosystem을 online platform을 통해 operating 하는것을 알고 있습니다. 저는 리서치를 하면서 세계에서 파는 상품의 가격과 availability가 얼마나 많이 변덕스러운지 알게되었습니다. 저는 하루하루 월마트에서 파는 Dole 바나나와 kellogg 시리얼과 그리고 Nestie 에서 파는 과자와 그리고 emart에서 파는 우리 고국의 필생품들을 사며 하루하루 살아가고 있습니다. 저는 트릿지에 일을 하며 우리 가족이 어떤일이 일어나든 생필품에 지장없이 안전하게 하루하루 살 수 있는 새상을 만들고 싶습니다.

I am motivated by the feeling of overcoming challenges and creating a program that not only works but loved by clients. For example, when I was working at SiteMax Systems inc. I was responsible of creating a small front-end application on behalf of Bold construction. I had to dissect the business requirements and deploy solutions after review. It was a long process. But, when it was done, and when a friend of mine who was in charge of delivering web solutions to clients came say “Hey Moe, Bold construction really loved your solution. So much so that they showed your app to a person at the government.” I was thrilled by the feeling. I love the feeling of how the solution I created brings smile to customers, and I want to continue this pursuit at this company.

저는 주어진 challenge를 overcoming해서 작동하는 프로그램을 구현하는 것을 좋아하고 그리고 사람들이 제 프로그램을 사용해서 기뻐하는 모습을 보는 것을 좋아합니다. 저는 front-end technology를 이용해서 responsive pixel-perfect 템플렛을 구현 할 수 있습니다. 그리고 저는 quickly 다른 언어들을 배워 사용한 경험이 있습니다. 저는 다국적 동료들과 일 한 경험이 있으며 영어와 한국어로 소통이 가능합니다. 저는 제 스킬들을 이용해서 일 첫날부터 주어진 업무를 해내고 result를 갖고 오겠습니다.

**Notes**

* **Why do interviewer ask this question?**
  + To find out if you’ve researched the company
  + To learn about your career goals
  + To understand which aspect of the job appeals most to you

<https://app.biginterview.com/s/98336ddbbb>

1. **Behavioral Questions**
   1. **Key:** You have to be prepared to show your accomplishments in the best possible light  
        
      **That means crafting stories that show you at your best, that prove you’re qualified for this job**, and demonstrate you would be a pleasure to work with
   2. Little preparation can make a huge difference
   3. Seceret 🡪 story telling
      1. We’re much more likely to become engaged with information in the form of a story  
           
         People are also much more likely to respond to and remember information when it’s presented in the form of a story
   4. Approach
      1. S.T.A.R approach
         1. Situation & Task
            1. **Idea:** give interviewers some context and background
            2. Draws in the interviewer
            3. Provides a foundation of your story
            4. **Don’t go too much into detail. Go just enough to clarify your role**
         2. Approach
            1. Here is where we describe the actions that you took to **complete the task, solve the problem, address the issue, improve the situation**
         3. Results
            1. You need to emphasize the positive outcome
            2. Mention tangible results

Revenue Generated

Costs Reduced

Time Saved

Promotion Earned

Clients won

Clients saved

* + - * 1. You can also mention anecdotal results

Positive feedback from your manager or the client or the CEO

* + - * 1. You can talk about

Experience gained

Skills Learned

Relationships improved

* + 1. People have most trouble with the **R**
       1. Defining the **R** makes sure that you are highlighting your experience and your accomplishments to your best advantage
    2. It works like a charm to simplify and focus on the narrative
  1. Next step is to define which were demonstrated in each example. **This will help you categorize your stories and know when to use which examples**
     1. Is about understanding which story is the best fit for each category
  2. Written part 🡪 rough set of bullet points
     1. Find rhythm and a way to fit everything together

Example

S.T

In my current role as an assistant account manager, I support my boss on our company's biggest corporate account, which brought in two million in revenue this year. Recently, my boss was traveling, and I got a frantic call from Ray, our client contact, that he was not able to log into our systems to run reports that he needed by the end of the day. Now, this was a Friday at 3:00 p.m, and my boss was on a plane to London. Ray was very upset when he heard that my boss was not available, and I knew I had to figure out a way to help him or things could get ugly

* Good point: the phrase injects urgency and drama

A

The first thing I did was apologize to Ray about the inconvenience. I gave him a chance to vent a bit and reassured him that I would do whatever was humanly possible to resolve the problem for him. I called our help desk, but the technician told me that the issue would have to go into the queue, and she was very busy. So I decided to go wait outside the office of our customer support director, the technicians boss, until he could see me. I explained the situation and expressed how important it was for us to find a solution as soon as possible for our number one client.

R

I then set up a conference call with Ray and our customer support director. Working together, we were able to identify the cause of the problem which was related to raise company security settings. We adjusted the settings right there while we were on the phone, and Ray was then able to run his report and meet his deadline. Later that day, Ray sent an email praising me for my quick response, cc-ing my boss,