**GCA**

**Tell me about a recent / interesting project you worked on**

**What is one of the projects you are super proud of being a part of? Why?**

**Situation:** We were looking into increasing customer satisfaction score on our website

**Problem:** We were lots of feedback via Opinion lab where customer were complaining about website and time taken to complete their initial journey which was causing CSAT score to go down. Myself and the team was looking into this.

As part of discovery meeting where we talk to customers and try to find out Opportunities. Opportunities are basically their desires or pain points. Based on that we were creating Opportunity solution tree. Based on interview we found a 2 common pattern.

1. Customers were complaining about time taken to complete their journey while placing the fresh order.
2. Customer were not happy that they have to scroll to top manually.

**Solution:**

Explain about quick basket concept and back to top feature.

**Impact:**

CSAT scored was improved. Customer were able to place their fresh order in faster manner and in fact we started getting positive feedback via Opinion lab.

**Learnings:**

One of the learning was “Every little helps”. These 2 small feature has created a very positive impact on customers shopping experience.

Another learning was listening to your customers is very important. Instead of building bigger/complex feature which customer might not even understand, we should work on feature which solve the problem they face while browsing our website.

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**Tell me about a time you had a conflict at work**

**Situation:** I was leading a team of 5 enginner and there was a conflict between 2 junior and a Senior engineer.

**Problem:**  The Senior engineer of our team was not fully focused at work which was causing more spillovers. Other members of the team had to work extra to make sprint burn down look good. Same point was being raised at retro and I also hear the same from junior engineer in 1:1.

**Solution:** Addressing this conflict required a multifaceted approach. Firstly, I scheduled a private meeting with the senior engineer to discuss the concerns raised by the team. I approached the conversation with an open mind, seeking to understand any underlying issues that might be affecting their performance.

During the discussion, I communicated the specific instances mentioned by the junior engineers and explained the impact on the team's overall success. I encouraged the senior engineer to share their perspective, ensuring a fair and balanced conversation.

Following this, I facilitated a team meeting to openly address the issue. In this forum, each team member had the opportunity to express their concerns and propose potential solutions. I emphasized the importance of collaboration and mutual support within the team, fostering an environment where everyone felt comfortable sharing their viewpoints.

**Impact:** Team env improved and stress free.

**Learning:** For me, this experience shows that so many instances of conflict and stress are simply the result of miscommunication, expectations, and can be solved through honest and open communication. I also realised that empathy is one of the most important skills I can have as a lead: to solve the conflict, I need to understand the perspectives of the my engineers. Taking the time to listen and empathise with each viewpoint is crucial in these types of situations."

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**Tell me about a time you showed leadership?**

Lego to MFE migration. PO does not agree. Provided data How sometime we stuck and take more time to implement feature due to monolith nature of the code and how MFE is going to make are development/deployment faster.

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**Is there a time when you failed badly? What did you learn from it?**

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**Describe a time you had to compromise**

Explain Add all to basket feature. Old version which was taking time but had to go live due to deadline.

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**Can you share an example where you showed ownership?**

**Situation:** Add all to basket feature was taking time which was around 8s.

**Problem:** Due to this customer was complaining that it take more time to add products to the basket and CSAT score was going down.

**Solution:**

1. Explain about coming up with new API which would directly add products and we do not need to send products information with it.

2.Explain about final approach of adding product to basket via APIGEE.

**Impact:** Improved the customer experience and CSAT score.

**Learning:**

1. Cross team communication. Talking to different teams which are in different timezones to get right piece of information needed.
2. The importance of the documentation (information which is gathered should be saved somewhere so that it can be used as a reference in future).
3. Collabration.

Or

Explain about 404 media error which was caused by Media banners. Explain about process of fixing it.

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**Tell me about a time when you had to step up and disagree with a team members approach?**

Lazy load with virtualization?

MFE migration timelines?

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**What are your strengths**

<https://novoresume.com/career-blog/what-are-your-strengths-and-weaknesses-interview-questions>

1. Continuous Learning
2. Collaboration
3. Empathy
4. Problem solving Understand the problem. It can be big problem. But idea is to split into smaller sub problems (tree of problems, where root node be the main problem and child node would be the sub problems as on and so forth). Fixing subset of the problem is easy and once all subset are solve the main problem would be solved. Also, different teams can collaborate and work on different sub tasks. E.g Lego error rate problem.

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**What are your weakness**

<https://in.indeed.com/career-advice/interviewing/list-of-example-weaknesses-for-interviewing>

**Self criticism:** Even after doing a good job and getting positive feedback, I often feel like I could have done more. This can lead to overworking and burnout.

**To fix it:**

I have learned to evaluate my achievements and celebrate. This has not only improved my work and confident but has also helped me appreciate the support of my team and other systems behind me.

**Learn to say NO:** I used to say yes to any ask which comes on my way. It used to get burnout and sometimes find it difficult to decide priorities of the task.

1. Find out what is the priority of the task and how much weightage it has.
2. Is it something that can be delicate to someone in the team and have a look at it from the top and spend my time on other important priorities.
3. Is it something can be taken up later when we have time.

This have improved my focus and skill of prioritising. Also, help me understand how to delicate the task and whom should I delicate it to.

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**What do you know about Zscaler?**

Zscaler is a cloud security company, with headquarters in San Jose, California. The company offers enterprise cloud security services.

Its Zero Trust Exchange platform protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location.

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**If you receive an offer from Zscaler, how long do you think you'll stay?**

I believe that the longevity of my stay at Zscaler would depend on various factors. Firstly, I prioritise stability and growth in my career, so if I find a supportive and challenging environment at Zscaler, I could see myself staying for a long time. Additionally, if I am given opportunities to learn and develop new skills, and if the company values its employees' professional growth, it would further motivate me to stay for the long term.

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**Why are you changing jobs?**

* I want to learn more
* I feel like I'm ready to take on more responsibility
* I believe I've progressed as far as I can in my current role
* I need a change of environment to motivate me
* I want to develop a new skill that isn't required in my current job
* I don't feel like my current role is challenging me anymore

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**Why do you think Zscaler is the best next step for you?**

Zscaler is doing good job in its field of Cloud database security and at the moment is the only one in this field of securing cloud based databases without any competition. So, its great to be working with a company who is pioneer in its field.

***Customer obsession:***We are, above all else, obsessed about our customers’ success. Everything we do is about helping our customers succeed in their business transformation to the cloud. Part of this, too, is valuing results over activity.

***Teamwork:***We celebrate together. We openly share information. We move as one. We value serving others over personal prestige. We value humility over ego by showing respect and recognizing the truth in all situations. Humble leadership empowers our employees to speak their mind and innovate.

***Open communications (candor over politics):***We have open discussions about what’s right and what’s wrong. Put another way, we don’t enable politics. We value real feedback and relationships built upon honesty and trust.

***Passion (over self-interest)*:**We are fiercely passionate about our work, our company, our colleagues, our customers, and our partners. We put grit over image, that unique combination of passion, courage, and long-term perseverance over innate talent and intelligence.

***Innovation:***We are driven to not only innovate cloud transformation through our products but to also innovate in our jobs, whether an engineer, marketer, salesperson, or lawyer.

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**In what direction do you see your career growing over the next five years? How will your employment with Zscaler fit into this plan?**

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