

Assignment - IA#1 (Best/Worst)

My Best Job: My best job was working as a product technical analyst, wherein I had to work on errors and feedback that users provided and try to rectify the errors by creating a simulation of the errors that happened.

I consider it my best job because, in spite of about no documentation available about the product, I was able to help out users, I myself created many pages for the documentation which were later on included in the official version of the product troubleshooting. Soon I was able to help out my colleagues and seniors working on that product, I was also asked to train my co-workers about the problems that I have faced and later was offered a promotion within two months of my joining which was in itself a rare thing to happen in such a short time in that company.

I got an email from the technical department that the user wanted to create a sync between two of its hard drives and the same with the computer without any delay, during that time there was no documentation available for this, but attaching the drives as network drives were something that I knew and used it for the same. Another example would be when the user was not able to upload data to cloud drive being in the same network inside the house and my knowledge about double NAT helped me in that situation.

I would consider it my best job because I was very efficient in communicating, putting time and effort to understand the nuances of the product, and try to acquire knowledge that can help in solving the problem, and not wait for help for the same.

My Worst Job: My worst job was working as a recruiter for my own startup company. I had to recruit people for customer service and to manage customer support during the period of product usage.

I consider it my worst job because I failed drastically in this position, I was not able to recruit people neither in terms of skill nor in the number of people required. The main reason for failing this was, the area was totally new to me and my team, I was neither aware of the culture nor the means and method to get connected with the appropriate people, there was a lack of planning before launching, the place has not any of the online portals which I could use. Another mistake I made was to totally rely on few recruiting consultancies for their services and even after they were not able to deliver, I had to rely on them for and again, it was mostly because I had not many options.

In spite of a big market we were losing much on the financial aspect, we were later able to find the right people for the job but much time was lost and all could have been avoided if the delegated work was checked from time to time. If there would have been a system for continuous check and optimization, a bit of planning before executing, I would have been able to avoid all the hassle and deliver properly.