



## Career Services Assignment 4 – Soft Skill Interview Prep

**Instructions:** Find a job post online for a role and company you would like to apply for. Answer the following questions as if you were being interviewed for the job. Research the STAR method of answering behavioral interview questions and where applicable, utilize the STAR method in answering the below questions.

**How did you hear about this position?** (Make sure you remember where you heard about the role so it doesn't look like you are just applying randomly to every position possible.)

I heard about this position from a YouTube video talking about great places to work and the description for Zapier really caught my attention with how you help your customers.

**What do you know about the company?** (Research the company, website, products/services, and reviews. Talk about good reviews that make you want to join.)

I know you help your customers simplify their jobs by combining multiple apps into one so they can have tasks done without having to think about it. Such as a sales rep who gets a request for more information, your app can link to their calendar for an appointment, send the customer an email response and add the customer data to a spreadsheet. It really sounds like your employees love the products you offer and family friendly environment you provide.

**Why do you want this job?** (Be very specific. Talk about what appeals to you about the role but focus more on the value you'll add to the team and company rather than what the company will do for you.) I want this job as I feel it will be very rewarding to build programs that will help your customers really be able to go above and beyond their expectations helping them reach more customers in more ways.

**Why should we hire you?** (Be very specific. Talk about your skills, passion, and willingness to continuously learn to be an asset.) I feel I bring a positive energy to any role I have and really strive to do everything to the best of my ability while pushing myself and others to greater achievements. I have a very easy-going personality and am willing to learn new things if it will help better my own skills and therefore allow me to be a better employee.



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**What is your greatest professional achievement?** (STAR) I had worked in the cell phone industry for 10 years but needed a change for my family so I set out to look for a better opportunity. I was put in contact with an insurance company and was nervous as this was completely out of my comfort zone. I eventually got the job and set to work on my goal of helping as many people as possible. I started in the call center helping customers directly, then I moved into peer training others to do the same job and help more people. I then moved into a quality assurance role and was able to help even more people better their calls and performance stats. This lead me to a full time training position where I have been able to train more than 500 people who in turn help customers every day. During all this time I have helped over 5 million customers throughout my time with my company in one way or another.

**Describe a difficult work situation and how you overcame it.** (STAR. Never speak negatively about anyone else or any companies. Perhaps talk about change you experiences, as change is always difficult to overcome.) I was asked to run a calibration meeting which involved discussing a couple calls randomly selected and reviewed by several supervisors and managers. I graded the calls based on a guide my team had created and my scores came out very low compared to everyone else. During the discussion I was frustrated by the others in the room missing key opportunities by the representatives and giving higher grades. I took the feedback and perspectives into consideration as time went on and realized I was being to harsh myself and really needed to take a more positive approach. This allowed me to better connect with everyone in the room and allow for more successful calibrations to take place which really helped everyone in the room get on to the same page allowing us to better coach the representatives on improvements and also highlight their strong points which was missing previously.

**What are your goals for the future?** (Make sure you answer in a time bound manner and talk about how you are looking to learn as much as possible in your field.) My goal for the future is be able to allow my wife to stop working within the next 1-2 years so she can homeschool our children and not have to continue her job which involves going into unsafe environments. I am very motivated to learn as much as I can about my job so I can be of great use to the company.

**Why are you leaving your last job?** (Don't say anything negative. Mention growth, changing industries, etc.) I feel I have achieved what I could with my current company and really wanted to have a chance to better my opportunities to provide for my family as well as continue to grow individually learning new things.



# PROMINEO TECH

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**What is your salary expectation?** My salary expectation would be \$100,000 to start with room for growth in the future.