Customized Answers to Common Behavioral Questions

Use this document to curate your own answers to some of the most common behavioral interview questions.

For each question, answer in the S.T.A.R. format, by filling in the outline below.

By the time you graduate, you'll have 10 or more questions answered here, and ready for use in your job interviews!

Behavioral Questions:

1. Why did you leave your last job?
    a. Situation:
        i.   Repetitive daily job with growth potential into personnel management.
    b. Task:
        i.   Property pricing and new staff training.
    c. Action:
        i.   In finding ways to improve and reduce repetitive tasks I learned web development skills and found a new area of interest.
    d. Result:
        i.   I was enjoying learning new skills and did not see growth potential in my previous roll. The growth opportunities were focused on personnel management and I was much more excited about my newly acquired technical skills. When the opportunity came to apply for the career pathways program at work, I was able to test into the coding school.

2. What is your Greatest Strength?
    a. Situation:
        i.   I joined a team to develop a pricing assistant tool.
    b. Task:
        i.   To build a chrome extension that would eliminate multiple page searches and provide necessary information for pricing analysts
    c. Action:
        i.   Learned javaScript, HTML, CSS, Webpack, chrome extensions, and git in order to deliver the final product.
    d. Result:
        i.   I was able to take on the project from scratch with no knowledge of the coding languages and deliver a newly built chrome extension within 5 months that reduced case time by 3-5 minutes per case.

3. What is your greatest weakness?
  a. Situation:
    i. Work on a team to build an adjustment database.
  b. Task:
    i. Create a central hub for pricing adjustments for all ZO markets using first excel, then Gsheets, now prototyped as a website.
  c. Action:
    i. I assisted in creating several projects that were over-built and difficult to maintain. I was not a senior member on the team and did not speak up about the project's complexity. I also did not have the technical skills to offer up an alternative solution.
  d. Result:
    i. The project was eventually scrapped, and converted to another distribution format. But a lot of time and effort were wasted on a non deliverable or maintainable project. I was willing to go along with the project without deeply questioning the process due to a lack of technical knowledge.

4. Why should we hire you?
  a. Situation:
    i. Train offshore pricing analysts.
  b. Task:
    i. Build up and train an offshore analysts team.
  c. Action:
    i. Develop training material, videos, documents, and live training to assist in building up a team of pricing analysts in Manila.
  d. Result:
    i. The Manila pricing team was able to grow from 4 pilot members to over 60 analysts and now handle the bulk of daily pricing case volume. This was achieved by a small training team that provided clear communication, documentation, and feedback to build offshore analyst confidence. They are now an integral part of the pricing operation.

5. Describe a difficult work situation and what you did to overcome it?
  a. Situation:
    i. Outdated processes, stubborn management.
  b. Task:
    i. Numerous business tasks were the same as when the business was started 20 years ago and were labor intensive compared to other possible solutions.
  c. Action:
    i. Since the business owner could not visualize the benefits, I started making minor changes that would make subtle but positive differences in day to day operations.
  d. Result:
    i. With minor changes in place I was able to collect more accurate data and showcase cost savings. The owner was able to relax about certain changes after realizing their impacts on the business.

6. Why did you leave your last job?

a. Situation:
   i. A repetitive task job.
b. Task:
   i. Performed a very similar job everyday with little problem solving required.
c. Action:
   i. I focused my energies on learning new skills.
d. Result:
   i. I was able to use my new skills to build a tool that removed many repetitive tasks and improved daily workflow for our entire team and was able to gain acceptance into the career pathways program by testing into code 301.