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In this essay, I will explore my perspective as the interviewee in a mock interview for an IT Help Desk Technician position. This mock interview, conducted as part of a class exercise, aimed to simulate a real-world scenario and provide valuable learning opportunities. The purpose is to delve into the self-reflection, insights gained, and lessons learned throughout the interview process.

The interview was conducted by two interviewers and took just over 10 minutes. Although being a short interview, I had enough time to showcase my technical skills and problem-solving abilities and show how I thought I could be valuable for the company. I had the opportunity to discuss my experiences as a full-stack and front-end developer, even though I had not previously worked in a help desk role. Additionally, I emphasized my experience troubleshooting software and operating systems, and highlighted traits I have that would be valuable in a customer support role, like patience and willingness to assist other people.

One thing I always try to work on when attending an interview is maintaining consistent eye contact. This non-verbal communication skill can demonstrate attentiveness, confidence, and a genuine interest in the conversation. It was an area where I recognized the need for improvement in previous experiences, and I have been working on this since then.

During the interview I was presented with some challenges and surprises, but those contributed to my personal growth and will help me to be better prepared for the next interviews. Even though I was interviewing for a help desk position, I dedicated my time to refreshing my technical knowledge in programming, anticipating that the interview would primarily focus on technical questions. However, I was caught off guard by the inclusion of subjective questions such as the inquiry about which superpower I would choose. Although these questions initially surprised me, I managed to gather my thoughts and provide thoughtful answers, showing my ability to think creatively and adapt myself. It highlighted the importance of being well-rounded in my preparation and considering non-technical aspects that could arise during the interview process. In this particular mock interview, I had not researched the company's values or delved into their interview process beforehand. This oversight became apparent during the interview when the interviewers asked me questions related to the company's values and expectations. It became clear to me that this is a crucial part of the interview preparation process. Understanding the company's values would have allowed me to align my responses more effectively and demonstrate my enthusiasm for their mission.

Reflecting on the interview experience provided me with some insights, and I can take these as opportunities for growth. Some points like nervousness and preparation could have been better, but by recognizing and working on these points and showing my strengths as an interviewee, I can focus on areas of improvement. The feedback received at the end of the interview process served as a guide for refining my interview skills and bolstering my self-confidence. Moving forward, I am committed to continuous practice, thorough preparation, and projecting a positive and confident demeanor in future interviews. This mock interview exercise has given me a valuable experience and will undoubtedly contribute to my success in continuing my career in the IT field.