**Leadership Principles Answers**

1. leadership and problem-solving skills "Customer Obsession"

**Situation:** At my previous job, our customers were receiving numerous error email notifications regarding their trade orders. These erroneous communications were not only confusing but were also affecting our credibility and customer satisfaction.

**Task:** My primary objective was to significantly reduce these errors and ensure that our customers received accurate and timely resolutions to their trade orders. It was crucial to address both the immediate concerns and the underlying system issues causing these errors.

**Action:** To tackle this challenge, I took the lead in re-architecting our notification system. I initiated a comprehensive review of the existing logic behind the error notifications and identified key areas for improvement. Collaborating with my team, I redesigned the system's logic to more accurately reflect the status of trade orders and reduce the likelihood of erroneous notifications. This involved not just technical redesign but also enhancing the communication process to ensure any system discrepancies were quickly addressed.

**Result:** The implementation of the redesigned system led to a 99% efficiency rate in the notification process, drastically reducing the number of error emails sent to our customers. This improvement resulted in faster and more accurate communication, significantly enhancing customer satisfaction. Our proactive approach not only solved the immediate problem but also demonstrated our commitment to our customers' experience, reinforcing their trust in our services.

This answer clearly demonstrates your leadership and problem-solving skills, focusing on customer satisfaction and efficient results. It also showcases your ability to lead a team towards a common goal, reflecting your commitment to the "Customer Obsession" principle. Remember to keep your answer concise and focused, ideally within a two-minute timeframe during your interview.

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**Second story**

Based on your experience, here’s how you can structure your answer using the STAR method, emphasizing the "Ownership" Leadership Principle:

**Situation:** In my previous role, I was tasked with a critical yet non-functional responsibility of updating Java 8 to Java 17 and Angular 8 to 15 for all services our team managed. This challenge was outside my usual job responsibilities but was essential for the system’s overall performance and security.

**Task:** My objective was not only to update the programming languages and frameworks but also to leverage this opportunity to enhance our system’s maintainability and code coverage. It was crucial to ensure that this transition did not disrupt our current operations while also setting a solid foundation for future developments.

**Action:** Understanding the importance of this project, I proactively took ownership of the task. I decided to move the application to a monorepo architecture to streamline the development process and improve system cohesion. This decision required me to research best practices, plan meticulously, and coordinate with various stakeholders to ensure a smooth transition. Throughout this process, I communicated transparently with my team, providing updates and seeking input to ensure we were aligned and moving forward effectively.

**Result:** The successful migration to Java 17 and Angular 15, coupled with the transition to a monorepo, resulted in a remarkable 25% improvement in application maintainability and a significant increase in code coverage. This initiative not only enhanced the current state of our applications but also laid a stronger foundation for future scalability and performance. By taking full ownership of this project, I was able to contribute significantly to the improvement of our application's health and ensure our team was better positioned for upcoming challenges.

This answer showcases your ability to take initiative beyond your regular duties, emphasizing your commitment to the company’s long-term success. It reflects your strategic thinking, problem-solving skills, and dedication to improving the team’s output, aligning well with the "Ownership" principle. Remember to keep your responses concise and impactful, ideally within a two-minute timeframe for interview settings.

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