

(smile!)
(be confident!)
(be enthusiastic!)

I worked under anti-spam department at Trend Micro, the portals I managed were all part of our anti-spam system. My daily responsibility was to solve customers' problems regarding the portals, monitoring our web servers, web services, and databases, making sure they are running correctly. I will also be responsible to add new functionalities our portals in response to customer demand and our business strategy.

At 104 my responsibilities were very similar. I managed our web servers and databases, and added new functionalities on portals.

Succinct version

my previous job was at trend micro, an internet security company in Taiwan. i created an internal portal for a team of 15 to insert, update, delete and read data using coldfusion and mysql. This portal was an important part of our daily operations because we used it to update our anti-spam database. Customers relied on this database to get protected from latest spam threats.

At Trend Micro I also managed a web site developed by PHP. This web site was for customers configuring anti-spam settings. I implemented several web pages and helped customer problem troubleshooting. I also tweaked MySQL to increase performance.

before trendmicro, i worked at 104. i helped 104 to manage a customer facing web site and an internal portal, both developed by coldfusion and Oracle database. This web site is a tutor-seeking service, students advertise subjects they need assist of, for tutors to apply. i created web pages on this portal in response to customer demand and company's business strategy. i also helped to add new functionalities on the internal portal to streamline tutor recruitment process. we used eclipse to develop and cvs as version control.

1. Previous work experience?

My name is Richard Chou, my previous job was at Trend Micro in Taiwan, an internet security company. I helped them to develop and manage several web sites, including

one that was built by PHP. Our customers used this website to configure antispam settings to reduce spam. I worked with another junior developer to manage these websites. Since this developer had less experience in web development, I was also responsible to tutor this developer. I also worked with our support department to solve customer issues, and I will be responsible to explain what the root cause was, and gave a deadline as to when to solve their problem. We used Perforce as code control.

Before Trend Micro I worked at 104, an online recruitment company in Taiwan. I helped to develop and manage one of their websites, a tutor-seeking service, 104.com.tw. I also developed different web applications to help 104 to run business.

My previous job duty at Trend Micro included developing and managing a PHP web site. This web site was to let customers configure their anti-spam settings. I helped to troubleshoot customer's problems on this portal, and also did some page modifications in response to customer's demand.

1. For instance if they cannot login, I will go to the database and find out what's the problem – maybe they have duplicate entries, then I will delete the duplicate for them.
2. Mention about the database index
3. Did a few page modifications, for instance if we decide not to show certain information, or modify SQL select criteria, or modify formula for certain information, then I will look into the code and modify them.

I also created an intranet portal using ColdFusion and PostgreSQL, to help facilitate our backend operation. This portal integrated with Microsoft Active Directory to provide user authentication. I used object-oriented way to develop this portal, with the help of several frameworks.

At 104 (An online recruitment company in Taiwan), I was responsible for managing one of their websites <http://www.104tutor.com.tw> (A tutor-seeking service), and a backend platform. I helped to create some web pages to attract new customers, and added some new functionalities on the backend. We used ColdFusion and Oracle database at 104.

4. What kind of applications did you develop for 104?

I helped to design an intranet portal that facilitated backend process. This portal controlled the way how teachers' and students' information were displayed, their personal information, etc. I also developed several web pages to help to attract teachers and students to use our service.

5. Why did you leave last job?

My previous work experiences are all in Taiwan. I am looking for better promotion opportunities and career advancement in Australia.

6. Anywhere else you are looking for?

Any Suburbs around CBD would be okay for me.

7. What are you looking for?

Web developer role. I am very familiar with ColdFusion. I also have experience in PHP and RoR. I am also interested in Java but don't have industrial experience. However I am a certified Java programmer and willing to learn its related technologies.

8. Tell me about yourself?

- A. I graduated from university of Auckland from New Zealand. My major was computer science. After graduation I went back to Taiwan to serve the army for 1.5 years. After discharging, I started to look for jobs. My first job was at 104 corporation, the largest private job-seeking company in Taiwan. I worked as a programmer. My main duties included developing new apps and maintaining existing apps. After working there for one year, I wanted to further sharpen my skills. Therefore I applied an Engineer position at Trend Micro, an internet security company. I was at the antispam department. Since my specialty was web development and there were several customer facing web portals we need to manage, I and another engineer were appointed to manage these portals. I worked there for 2.5 years. I quit in June this year. The reason I left was because ~~since my graduation~~ I always wanted to work in AUS, I prefer AUS more because it has more IT

jobs than NZ. ~~And since I had work experience in Taiwan,~~ I hope I can find bring my knowledge and experience over to AUS and contribute.

- B. my previous job was at Trend Micro, an internet security company. My job duty was to develop and manage several web sites. One of the web site I administered was built by PHP, Smarty framework and PostgreSQL. This is the most important web site to us because our customers used this web site to configure their antispam settings; it will be able to reduce their spam amount. Another developer helped me to manage this web site.

9. Why did you quit your first job and your last job?

I left 104 because I found a better opportunity at Trend Micro, I left Trend Micro because I wanted to come over to Australia to find an even better opportunity.

10. Why did you apply for the position?

The reason is because my specialty matches the skills you required, and it seems to me this position will have many opportunities to grow and to learn new things.

11. Where do you see yourself in 5 years?

In five years, I'd expect to have gained an even greater understanding of Ruby on Rails. And I look forward to managing projects when I have a little more experience.

Where do you hope I'd be in five years?

12. What are my career goals?

13. What are your strengths and weaknesses?

Strengths:

I've been told I have energy, enthusiasm and 100% commitment to the job I'm working on. I am a quick learner. I am friendly and easy-going. I am also a team player.

Weaknesses:

I am obsessive with deadlines. I am willing to work overtime to get things done on time, but sometimes my peers cannot stay overtime and thus feel pressure from me. So I discussed this with my peers and worked out a plan to solve it. For instance if my peers want to leave early on someday, they will notify me in advance. Therefore if my part is finished and still got time, I will give them a hand. Or, they can work longer a few days earlier, and leave early on that day. By using these ways, everyone's happy and without the risk to miss the deadline.

14. Tell me about a problem that you have solved?

In Trend Micro, web sites were running on HTTPS. The protocol required us to buy a server side certificate from company from outside such as Verisign (DigiCert). When our team took over these portals last year, we didn't know there was another team sharing this certificate, therefore when we bought a new certificate, we forgot to notify other team, resulting in their web sites being inaccessible; customers couldn't connect to their web sites. Customers were not happy and made complaints. So I told myself not to make same mistakes again. So I wrote a SOP on how to renew certificates, and in March this year when we have to renew the certificate again, I contacted all the stakeholders well in advance, and we followed the SOP to renew certificate together. This time it was very successful. We didn't hear complaints from customers again.

15. Summary of your career so far?

- A. My specialty
- B. My certification
- C. My spare time
- D. My personality

I have 3.5 years of IT experience as a web developer; I am quite familiar with ColdFusion and its development frameworks, I had experienced in Perl, PHP, Ruby on Rails and their websites. I am quite familiar with Eclipse IDE. Right now I'm using my spare time to learn Java web development; including Struts 2 framework, spring framework, and Hibernate framework. I am a sun certified java programmer, and

took a course in red hat enterprise linux in 2008. I am quick learner, I learned PHP and ruby on rails on the job; I am also a team player, I worked closely with my fellows and support departments to solve customers' issues. I am always giving 100% commitment to what I'm doing.

16. What do you know about our company?

Ligare

Ligare was first established in 1979 and has grown to become one of Australasia's largest book and book-like printers. Ligare's core focus is on book, journal and legislative printing for professional and educational publishers, Ligare also provides a range of printing services for trade, government and corporate sectors.

Omnigraphics

Omnigraphics NZ is a New Zealand Out of Home Printing company. Based in Auckland, it is responsible for producing most of the billboards, banners, bus and truck imaging nationwide. Omnigraphics NZ is the preferred supplier to many of the major advertising agencies and media companies in the outdoor industry.

Following its merger with F'digital, Omnigraphics NZ now offers a wider range of customised print solutions such as point of sale displays, posters, portable display systems, exhibition signage and interior signage (including window decals, wallpaper and floor graphics).

OPUS print group

OPUS Print Group is one of Asia Pacific's largest specialist print groups with the scale and technology to deliver innovative solutions to customers.

~~With over 26,000sqm of combined factory space, our companies make over 2-billion print impressions on more than 10,000 tonnes of paper and vinyl, generating over 100 million items for our customers every year.~~

~~OPUS' strategy has been to bring together the region's best performing printing businesses that have considerable operating histories, leading market positions~~

~~in well-defined segments of the print market and operations that are aligned with the trend towards fast turnaround, technical printing.~~

OPUS operates in specialised segments of the print industry:

- E. Professional and educational printing,
- F. Out of home printing and
- G. Government printing.

Omnigraphics NZ is under out of home division.

17. What are you looking for?

I'm looking for a chance to join a progressive company where I can contribute my knowledge and experience, and also have the opportunity to grow and to learn new things, like yours is.

18. What would you like to know about us?

(ask my questions)

Questions about the company and department

- A. How many employees does the company have? And how many in the development team
- B. What are the challenges the organization faces moving forward?
- C. Describe the company culture
- D. Describe the IT department culture

Questions about the position

- A. Is this a new position?
- B. Can you tell me about the responsibilities of the job?
- C. What skills do you think are most critical for this job?
- D. What kind of training should I expect and for how long?
- E. Can you describe a typical day in this position?
- F. What is the first problem that would need the attention of the person you hire? What others problems need attention now? Over the next six months?
- G. Is there a probationary period associated with this position?
- H. Do I have to relocate for this position? Ever?

19. What else would you like to know? (a chance to close)

Closing the deal

- A. Based on our interview, do you have any concerns about my ability to do the job?
- B. Who will be doing the initial interviewing?
- C. Is there anything else you need from me to have a complete picture of my qualifications?
- D. When do you need someone to start in the position?
- E. When do you expect to make a decision?

~~20. Tell me a problem you solved for customers?~~

21. When can I start to work?

One day a customer told us that she cannot see some statistics from our web site. I checked the script that generated the stats and found the script took more than 24 hours to execute. So when customer checked the stats in the morning it's not ready yet. I spent two days to find the root cause and realized that the problem happened on the database: it was not optimized. To prove my assumption was right, first I added an index to our staging database and monitored it for one week. The execution time was greatly reduced. I also verified the generated data was correct. Finally I modified production database and solved customer's problem.

22. Why you chose to go back to Taiwan, not stay in NZ or AUS to find a job after graduation?

~~The main reason is because most of my relatives are in Taiwan. The second reason is that in Taiwan, it is required by law that every men has to serve the army for 1 to 2 years. After that my movement will no longer be restricted.~~

The reason is because Taiwan has many job opportunities. I got plenty of experience and knowledge in web development. I want to bring them over to New Zealand and contribute.

23. Why do you want to work in AUS, not NZ?

NZ doesn't have that much IT jobs as AUS does. And some of my relatives are working in AUS, and they all have very positive comments on living and working in Australia.

24. How long do you plan to stay in AUS?

I want to find a good job in AUS stay permanently.

25. Expected salary?

- A. I'm happy to start on the industry standard, perhaps with a review built in for when I have demonstrated that I am worth more than that.
- B. I'm happy to entertain any reasonable offer that takes my experience and ability into account.
- C. I'd really like to wait until there's an offer on the table before we talk about money.
- D. my salary requirement is in the \$60K - \$65K range.

26. Tell me about when something went wrong

27. Tell me about a time when you have encountered conflict in the workplace

28. Have you ever had to deal with conflicting deadlines? How did you decide which task to complete?

I would honestly tell each of the project manager that "I am having a conflicting deadline, can we have a discussion together to rearrange the priority?" based on my experience, all priorities can be rearranged even they were "equally important" at the first place. Customer's issues always come first than new function implementation, or system maintenance. All my project managers understood this and fortunately they were very reasonable, most of the time they were willing to rearrange the conflicting deadlines.

29. Why do you want to do this job / work for this company?

Surroundpix is an online real-estate marketing company, and specializes in the production of high quality real-estate photography, floorplans and virtual tours.

Surroundpix mission is to change the way the real-estate in Australia is marketed, allowing vendors to sell quicker and buyers to find a home in as little time as possible.

And also I know in reality it takes a lot of time for vendors to sell and buyers to find a house of their dreams, and surroundpix's service makes it very convenient for a buyer to know exactly what to expect before they go to an open home. I believe there's more could be done, I am very willing to help in this regard. That is, to really show a house's value for customers.

30. What do you think you have to offer this company?

I have strong experience in managing commercial PHP web sites, I know it is not easy to manage a website, and at the same time develop new ideas. But I believe I can do it well. I am very willing to learn, I learnt PHP on the job. I spent my own money on books and training courses. It is my belief that if I am assigned to a task, I have to give full commitment. I am also a team player, in my previous jobs I have to work with other teams to build a web portal; I also collaborated with support department, they will help to transfer customers' problem to me, and I will be responsible to find out the root cause and give a deadline on problem solving. I am very willing to help surroundpix to help vendors to sell quicker and buyers to find a home in as little time as possible.

31. What do you think this position involves?

I believe this position involves managing the existing applications, developing new ideas. and maybe talk to customers about their requirements. I know we have to work collaboratively but also independently. We are a small team, we have to be swift on project execution. Maybe we will have a weekly review, plus a couple of meetings.

32. What do you enjoy most about your last job?

I really like my last manager and his management style. He had a very strong technical background, but he wouldn't force us to use his ideas or ways of doing things. On the contrary, he respected our ways of doing things and our own ideas, as

long as they are constructive and helpful. He was a good listener, he tried to fulfill everyone's needs on the job and tried to keep the morale high. I can give an example of this: there was a time when we need to relocate to another floor. He didn't arrange where we will sit, on the contrary he let us to choose by ourselves. We can choose to sit next to the person we co work most, or to the person we talk often. This really helped to boost our morale and made everyone more productive.

33. Can you give me an example of your creativity / managerial / organizational skills?

34. Do you work well under pressure?

35. Smarty framework?

It is a template engine. When a user clicks for a web page, it will not go to that page directly, but instead, it will go to a template page first, where the business logic is executed and results stored into variables. Those variables will be transferred to the real web page to display

36. Cakephp?

It is a development framework. It uses MVC and ORM design patterns. It reduces development costs and helps developers write less code.

37. How to enhance security of a web app?

- A. Cross site scripting
- B. Cross site request forgeries
- C. Secure communication
- D. Injection attacks
- E. PHP remote file includes

38. How to increase performance of a web app?

- A. Web server tuning
- B. Database tuning
- C. Reduce DNS lookups
- D. CDN
- E. Externalize JS and CSS and minify them
- F. Cache
- G. Alternative web servers

Useful sentences:

1. If I were offered the job, I should be able to let you know within a day, at the most two.
2. I'm having trouble hearing you. Can you hear me clearly?
3. What do you see as being the main focus of this role?
4. Am I correct in saying that the position involves mediating between A and B

departments and monitoring and developing new approaches to...?

5. I'd like to ask about the organisational structure... are the publications produced on a national basis or individually by each regional office? How are budgets controlled and allocated?

Thank you very much! Please give me a chance to prove myself and I will not disappoint you.

~~What opportunities are there for advancement?~~

~~Well, if you don't find what you're looking for Mr Brown, please call me as I'd be really keen to join your company~~

~~How can I make an immediate impact on the job?~~