INTERVIEW Q&A

**COMMON QUESTIONS ABOUT YOU**

**Where do you see yourself in the next 5 years?**

I see myself mastering my programming abilities, learning new languages maybe and possibly managing a project from conception to completion.

**What is your greatest weakness?**

I find that I am a slower paced thinker and sometimes not acting on situations as fast as I should, but also gives me the benefit of multiple options for taking that time and provides a better outcome.

* **What is your greatest strength?**

My ability to collaborate with a client and truly understand what they want to see in a final product.

* **How will your greatest strength help you perform?**

By showing the client(s) that we know their business would build confidence in myself, the client, and the business entirely.

* **How would you describe yourself?**

A strong willed individual with a thirst for knowledge and a need to build on my current skills.

* **Describe a typical work week.**

This would begin with checking email and voicemail. Then following up on any appts or meetings that would be scheduled. Finally working on current projects in development.

* **Describe your work style.**

Efficient and well brainstormed. Self-sufficient yet team oriented.

* **Do you take work home with you?**

Unless there is a project that requires immediate attention or a close deadline is in place, work does not come home with me in any capacity.

* **How many hours do you normally work?**

I believe a full work week would consist of 40 hours a week, 8 hours per day. Any hours beyond that would be for “in need of attention “cases.

* **How would you describe the pace at which you work?**

Slightly slower than normal. I enjoy analyzing and brainstorming an idea thoroughly so that all avenues are explored. While processing information I tend to scan it for irregularities before committing it to use.

**How do you handle stress and pressure?**

Ensuring that my team or I are well prepared with having reviewed all angles possible. Exercise certainly helps me keep my mind positive and structured to engage any force. I find that knowing prior or in a stress or pressure causing situation that “life goes on “really helps with keeping a calm collective impression.

* **What motivates you?**

My weaknesses motivate me. There is never a time where I would not have something to strive for. If that were the case I would not be among the living.

* **Are you a self-motivator?**

I believe that I am. To set a goal, attain it and then set the bar higher keeps oneself interested.

* **What are your salary expectations?**

40k annually is my salary expectation as an entry level developer.

* **What do you find are the most difficult decisions to make?**

Deciding between the company and the client’s best interests has always been difficult I have found. Knowing that in a situation you could and do have the ability to help with the client’s needs is challenging because ultimately you need to keep the companies interests first and foremost.

**Tell me about yourself.**

A recent graduate from the Computer Information Systems course at Holland College. I’ve also had prior training from Eastern College and have worked on a few volunteer web design projects in PHP and SQL. My past work experience in the call center industry has allowed me to develop interpersonal skills when engaged with a client’s issue. I also enjoy working in a team based environment and always strive to maintain a positive professional attitude.

**Common Questions About   
Previous EmploymentWork History - Name of company, position title and description, dates of employment.**

* **What were your expectations for the job and to what extent were they met?**

With this position as well as all of my positions I expected to be treated no different than any other employee. Also that I was introduced to the facility and my role including duties as an employee. My expectations were always met

* **What were your starting and final levels of compensation?**

My starting levels were generally at a minimum amount where final levels were at least 1.5x the starting level.

* **What were your responsibilities?**

**SEE RESUME**

* **What major challenges and problems did you face? How did you handle them?**

Irate clients were one of the major challenges of my position in the telecommunications industry. Learning to listen to their issues and assuring them that you could be of assistance took time and patience. Most of the time this would de-escalate the call enough to be manageable and even having the client become satisfied.

Another example would have been…..

* **What have you learned from your mistakes?**

That you can learn from them. If you don’t make them then you’re not doing something right.

* **What did you like or dislike about your previous job?**

*VOLUNTEER WORK (WEB DESIGN):*

LIKE: I liked everything about this position. The constant learning, interaction with clients, development process and the reward on completion of a project from myself and the client.

DISLIKE: Not having any work to volunteer for.

*BELL ALIANT:*

LIKE: Knowing that I had enough knowledge to help most clients with their issues and resolve them gave me confidence and a sense of reward when I was able to assist.

DISLIKE: The learning curve for some systems that were used to build client accounts was quite steep and we did not have a long period of time to thoroughly go through all options. When it came time to receive client requests it was a hard learned process that I did not enjoy, but still felt accomplished once I was able to navigate the systems better.

*ATELKA:*

LIKE: Knowing that I had enough knowledge to help most clients with their issues and resolve them gave me confidence and a sense of reward when I was able to assist.

DISLIKE: I disliked the idea that I could not move up in position with our company’s client. My interest in the technical nature of my work was greater than attaining a more leadership type role within the company. I understood that it was not possible.

*VISION RESEARCH:*

LIKE: With some calls you could challenge yourself by attempting to keep a potential client on the phone who would in other cases disconnect the call. This kept it interesting and got the job done.

DISLIKE: The repetitiveness of each call was difficult to accept.

*TUB FAB:*

LIKE: The level of detail in each technical specification was enjoyable to learn as well as managing the CNC lathe and its interfaces.

DISLIKE: The environment was difficult to adjust with. It contained many smells and potential hazards.

* Which was most / least rewarding?

My employment with Atelka was the longest and was also the most rewarding. I would have to say a good 50% of my technical and interpersonal skills were developed there.

* What was the biggest accomplishment / failure in this position?

ACCOMPLISHMENT: Maintaining excellent call handling and client resolution timeframes

FAILURE: Not following up with a client that I was responsible to follow up with. In this situation I would opt to contact the client back as soon as possible.

* Questions about your supervisors and co-workers.

What was it like working for your supervisor?

Generally my supervisors were very efficient and fair to all personnel that they supervised. They were approachable and understood my concerns when I presented them. I had no expectations of them to do the impossible as I understood their roles as well as my own.

**COMMON QUESTIONS ABOUT PREVIOUS EMPLOYMENT**

* What do you expect from a supervisor?

To treat each supervised individual with decency and respect. Also not to abuse their authority and fulfill their own obligations.

* What problems have you encountered at work?

An issue during my employment with Atelka was with coworkers sleeping during our designated night shift. I was fully aware that this was a night shift and that it’s entirely possible that someone can succumb to sleep. It is another situation when the employee continues to accept the condition without correcting it. My approach was warning the individual of his/her behavior and then if not corrected after a reasonable period of time, approaching a supervisor regarding the issue to resolve.

* Have you ever had difficulty working with a manager?

I have not had any difficulties with any manager. If I did have any difficulty my approach would be to voice my concern to the manager. I would aim to compromise if no resolution occurred. If there was no compromise established then I would move to a higher chain of command.

Who was your best boss and who was the worst?

My best boss would have been Steve Duncan with Atelka. I had worked with him prior to my position there and I enjoyed his company. He always ensured that employee concerns were addressed and awarded those that deserved to be awarded.

My worst boss would have been my Manager from Vision Research. The only reason I believe that she was my worst boss is because I did not have much interaction with her. I felt as though I was just an employee number.

**COLLEGE JOB INTERVIEWS**

* Why did you select your college or university?

After my position was terminated at Bell Aliant I devised a plan to further my education with the assistance of career development services and skills pei. I first attended Holland College to update my mathematics skills in adult Ed. It was during that time I chose to continue attending Holland College after reviewing the facilities there and the CIS course outline. The time period for completion also was appealing as I wanted to find employment as soon as possible vs taking a University program for a 4 year period.

* If you could, how would you plan your academic study differently? Why?

I would have taken University first to upgrade my Basic English and math skills and continue with a computer science degree. Once completed I may transfer my credits from there to Holland College so that I could obtain more hands on experience and earn a diploma as well as a degree.

* How would you prepare for important tests or exams?

Reviewing any text book material would be my first step. Once completed I review any PowerPoints or handouts used throughout the responsible portion of the course. Then I was conclude with notes and any special documentation noted.

* What college subjects did you like best? Why?

I enjoyed both technical and non-technical subjects. Object oriented approaches are appealing to me in Java and Web Development. Also practicing Presentation skills and team communication was challenging and rewarding in itself.

* What college subjects did you like least? Why?

There were really no subjects I did not enjoy. I always found something in a course that would benefit my knowledgebase. Admittedly some subjects were long and dry such as networking or in operating systems, but were important nonetheless.

* Describe your most rewarding college experience.

The most rewarding would have been when I received my scholarship during my Mathematics course in Holland College. It was a great feeling to be recognized.

* Who was your best teacher, and why?

All of my instructors were great yet my favorite would have been Mike Macdonald for his presentation and instructor skills. Every time I attended class he was structured and clear with all explanations. Great use of analogies as well as some humor to keep us awake.

* If I were to ask your professors to describe you in three words, what would they be?

Attentive, Quiet, Engaged

* What was your biggest challenge as a student, and how did you handle it?

Money was my biggest challenge. Ensuring that I had enough finances to pay for mortgage, utilities and food. A budget plan helped with ensuring that I did not stray too much from the path.

* Do you think that your grades are a good indication of your academic achievement?

I believe that my grades are an indication of my understanding with the technical and non-technical material. If the program has an academic status then I would have to say that it is a good indication.

* Did you prefer working independently or in groups on school projects?

I prefer independently. It is my introverted nature that keeps my choice. I also enjoy groups though allowing different opinions and ideas to surface.

* -Do you have plans for continued study?

Not definite plans. Currently as I am graduated it would be only if I required it for employment. If I were to find employment I may take a course that would not interfere with a work schedule.

* What extracurricular activities have you participated in?

I attempted to try out for the Holland Hurricanes Soccer team. I was injured early on during the tryouts. I did not play for 15+ years prior to trying out as well. I do enjoy long distance running as well and competed in the PEI Marathon Corporate Relay during my employment with Bell Aliant.

* What was your greatest strength as a student?

With managing my finances and acquiring funding ( besides Student Loans ) it allowed me the time to dedicate to my studies and be the best student I could be.

* Why did you choose the CIS Program at HC?

The timeframe of the course was shorter than the program for University. Provided a faster opportunity to employment. My prior place of education at Eastern College was a private institution. I wanted a more community based environment.

* How has your college experience prepared you for a career?

Group oriented projects developed interpersonal skills

Assignments with deadlines ensured work ethics and ability to work with stress/under pressure

Communication with piers established a sense of belonging and networking skills

**QUESTIONS TO ASK THE EMPLOYER**

* How would you describe the responsibilities of the position?
* How would you describe a typical week/day in this position?
* Is this a new position? If not, what did the previous employee go on to do?
* What is the company's management style?
* Who does this position report to? If I am offered the position, can I meet him/her?
* How many people work in this office/department?
* How much travel is expected?
* Is relocation a possibility?
* What is the typical work week? Is overtime expected?
* What are the prospects for growth and advancement?
* How does one advance in the company?
* Are there any examples?
* What do you like about working here?
* Would you like a list of references?
* If I am extended a job offer, how soon would you like me to start?
* What can I tell you about my qualifications?
* When can I expect to hear from you?

**DO NOT ASK THE EMPLOYER!!!**

* What does this company do? (Do your research ahead of time!)
* If I get the job when can I take time off for vacation? (Wait until you get the offer to mention prior commitments)
* Can I change my schedule if I get the job? (If you need to figure out the logistics of getting to work don't mention it now...)
* Did I get the job? (Don't be impatient. They'll let you know.)