**Tell me abt time when you failed a deadline**

Here's how you can structure your response using the STAR format:

**Situation:** I was working on a project involving a product called CloudCreator, which is a dashboard that allows users to manage virtual machines (VMs) and access their consoles. The client requested additional features, such as managing snapshots and taking backups directly from the dashboard, rather than creating a ticket for the Windows team to handle these tasks.

**Task:** My responsibility was to develop and implement these new features within the CloudCreator dashboard. I was tasked with writing the necessary scripts and ensuring the functionality met the client's expectations. We had a set deadline to deliver these enhancements, and I was leading the technical implementation.

**Action:** Throughout the project, we held weekly calls with the client to ensure that the features were aligned with their needs. During these meetings, the client provided feedback and requested several changes to the original plan. I worked diligently to incorporate these changes, but as a result, the project timeline was extended beyond our initial estimates. I promptly reached out to the client and other key stakeholders to communicate the revised timeline. Despite the delay, I focused on ensuring the quality of the deliverables and maintaining open communication with the client to keep them informed about the progress and the reasons for the delay.

**Result:** Although we missed the original deadline due to the additional work required to meet the client's changing requirements, the final product was delivered as expected. The customers were very satisfied with the new features, and the feedback was overwhelmingly positive. My manager recognized the effort and the customer-centric approach I took during the project, and as a result, I was nominated for the Star Performer award that month.

**Describe a time when you brought different perspectives together to solve a problem.**

**Situation:** In my role as a Senior DevOps Engineer, our team was tasked with improving the deployment process for a critical application. The process was taking too long and occasionally resulted in downtime, which affected the user experience. The challenge was that the delays and issues were happening at multiple points in the deployment pipeline, making it difficult to pinpoint a single cause.

**Task:** My task was to bring together various teams—developers, operations, and quality assurance—to identify the root causes and develop a more efficient and reliable deployment process. Each team had its own perspective on where the bottlenecks were occurring, but there wasn’t a unified approach to solving the problem.

**Action:** I organized a series of workshops where each team could present their insights and challenges. I made sure to create an environment where everyone felt comfortable sharing their thoughts, even if they contradicted others' views. We mapped out the entire deployment pipeline together, identifying key pain points from each team’s perspective. By bringing these different perspectives together, we discovered that the delays were not due to a single issue but rather a combination of inefficient code, outdated scripts, and a lack of automated testing.

I then facilitated the development of a comprehensive solution that involved refactoring some of the application code, updating deployment scripts, and implementing automated testing to catch issues earlier in the process. We assigned responsibilities to each team and set up regular check-ins to track progress and make adjustments as needed.

**Result:** The collaboration led to a significant reduction in deployment time—by about 50%—and we eliminated the downtime issues. The process became smoother, more predictable, and the teams developed a stronger sense of collaboration and shared responsibility for the success of the deployment. This experience not only solved the immediate problem but also set the stage for more effective teamwork in future projects.

**tell me about a time when you was givien critical feedback from manager respond in star format**

**ChatGPT said:**

ChatGPT

Here's an example of how you can respond to a question about receiving critical feedback using the STAR (Situation, Task, Action, Result) format:

**Situation:** In my previous role as a Senior DevOps Engineer, I was leading a project to automate the deployment process using Ansible and Terraform. The project was critical as it aimed to reduce deployment time and minimize errors in production.

**Task:** During a project review meeting, my manager provided critical feedback regarding the scripts I had developed. He pointed out that while the automation worked well in a controlled environment, it was not adequately tested for edge cases that could occur in a production environment. He was concerned that this oversight could lead to potential downtime or unexpected issues during deployment.

**Action:** I took the feedback seriously and immediately acknowledged the need to improve the testing process. I collaborated with my team to identify potential edge cases and scenarios that could be problematic. We created a more comprehensive testing framework that included these edge cases and reran all the automation scripts in a simulated production environment. I also scheduled additional review sessions with the team to ensure that the scripts were robust and resilient.

**Result:** As a result of this proactive approach, the deployment automation was successfully implemented without any issues in production. My manager appreciated my responsiveness to the feedback, and the experience helped me develop a more thorough approach to testing in future projects. This also led to an overall improvement in the quality and reliability of our automation processes.

**We don't always make the right decision all the time. Tell me about a time when you made a bad decision. What**

**Situation:** Early in my career, I was working as a Systems Administrator for a mid-sized company. We were planning a major upgrade to our server infrastructure, which was meant to improve performance and reliability. I was tasked with leading the upgrade process, which included migrating several critical applications to the new servers.

**Task:** One of my key decisions was to perform the migration during a weekend when traffic was low, assuming this would minimize the impact on users. However, I decided to skip a full backup before starting the migration, reasoning that the new system was well-tested and the migration had been rehearsed in a staging environment without issues.

**Action:** Unfortunately, during the migration, an unexpected issue arose with the database integration, which caused data corruption. Since I hadn't performed a full backup just before the migration, we were unable to quickly restore the most recent data. This led to extended downtime and required us to manually recover and re-enter some data from earlier backups, which was time-consuming and stressful for the team.

**Result:** This experience taught me the critical importance of always having a recent backup, regardless of how confident I might feel about the process. After the incident, I implemented a strict protocol for backups before any major changes, which has since become a standard practice in the team. While the decision I made was a mistake, it led to stronger processes and a greater appreciation for thorough preparation. My team and I learned valuable lessons, and it ultimately improved our approach to system upgrades.

**ibe a time when you brought different perspectives together to solve a problem.**

**ChatGPT said:**

ChatGPT

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**LEADERSHIP PRINCIPLES**

**1. Customer Obsession**

**Situation:** While working on CloudCreator, the dashboard for managing VMs, the customer requested additional features, including snapshot management and backup capabilities within the dashboard.

**Task:** I was responsible for implementing these features to enhance customer satisfaction.

**Action:** I regularly engaged with the client through weekly calls to understand their needs and iterated on the product based on their feedback, even when it meant revising the project scope.

**Result:** The customer was highly satisfied with the final product, which led to the successful adoption of the new features. My manager recognized my customer-focused approach and nominated me for the Star Performer award.

**2. Ownership**

**Situation:** There was a need to automate the SolarWinds SNMP configuration for new machines to improve monitoring efficiency. This task was initially assigned to someone else, but it became blocked because the tools team was not ready to provide access to the SolarWinds API.

**Task**

Recognizing the importance of the task and the need to unblock it, I decided to take ownership of the project. My goal was to find an alternative solution that could bypass the need for direct API access and still achieve the desired automation.

**Action**

I immediately took charge and suggested using the SwisPowerShell module as an alternative to the SolarWinds API. I then proceeded to automate the SNMP configuration process using this module, ensuring that the new machines could be efficiently monitored by SolarWinds without needing API access.

**Result**

By taking ownership and proposing an alternative solution, I was able to unblock the task and successfully automate the SolarWinds SNMP configuration for new machines. The automation reduced configuration time by 50%, leading to increased efficiency in monitoring .it demonstrated my ability to take initiative and deliver results even in challenging situations.

**3. Invent and Simplify**

**Situation**

Our organization recently introduced a timesheeting system that required all employees to log their hours manually. This process was not only tedious but also time-consuming, leading to frustration among team members and reduced productivity.

**Task**

Recognizing the inefficiency, I decided to take the initiative to simplify the process. My goal was to automate the timesheeting process to save time and reduce errors.

**Action**

I researched the Autotask API, which our company already used for other tasks. I then wrote a script that would automatically pull data from the Autotask system and populate the timesheets for each team member based on their activities. This involved creating a set of rules to match tasks to the appropriate timesheet entries and setting up a scheduled job to run the script regularly.

**Result**

The automated solution significantly reduced the time spent on timesheeting, allowing team members to focus more on their core tasks. The automation not only improved efficiency but also ensured more accurate tracking of work hours. The solution was well-received by the team, and management recognized the value of the automation, leading to discussions on further process improvements.

**4.ARE RIGHT A LOT**

**situation**

While working as the on-call engineer at Amazon, a tester approached me during a testing session, mentioning that the content of a book appeared irrelevant to its title. The content mismatch was concerning, especially since there was a risk that children's books could contain inappropriate adult content, which could lead to legal issues.

**Task**

My immediate task was to investigate the situation, assess the extent of the issue, and take swift action to prevent any potential harm or legal ramifications.

**Action**

I quickly analyzed the situation and noticed that the timing of the content change aligned exactly with a recent deployment. Although I didn't know how many titles were affected or who was responsible for the deployment, I knew that immediate action was necessary to mitigate any potential damage. I set up an emergency call with the relevant teams and strongly recommended an immediate rollback of the deployment to prevent further issues.

After the rollback was successfully executed, we conducted a thorough analysis to identify the root cause. It turned out that the issue was caused by a script written by an intern, which had a looping error that led to incorrect backfilling of content

**Result**

By acting swiftly and decisively, I was able to prevent any serious consequences, including legal issues that could have arisen from inappropriate content being associated with children's books. The rollback prevented further damage, and the root cause was identified and resolved. My quick thinking and proactive approach were crucial in avoiding a potentially critical situation.

This scenario demonstrates your ability to quickly assess situations, make sound decisions under pressure, and prioritize actions that protect the company and its customers—key aspects of the "Are Right, A Lot" principle.

**5.learn and be curious**

**Situation**

I received a challenging requirement to develop a chatbot model similar to SparkGPT. While I had experience in various aspects of software development, this project required a deep understanding of AI and machine learning, areas in which I had limited prior experience.

**Task**

To successfully deliver on this requirement, I needed to quickly acquire knowledge and skills in AI and machine learning. My task was to not only understand these concepts but also to apply them effectively in creating a robust and intelligent chatbot model.

**Action**

Driven by curiosity and a desire to learn, I began skilling up in AI and machine learning. I took the initiative to enroll in certification classes, specifically the 10K Women AI Challenge by Microsoft, to enhance my knowledge and gain hands-on experience. I dedicated significant time to learning new algorithms, understanding data science principles, and experimenting with various AI models to see what would work best for the chatbot project.

**Result**

As a result of my continuous learning efforts, I am currently in the process of developing the chatbot model, applying my newfound knowledge in AI and machine learning. While the project is still ongoing, I have made significant progress, and this experience has already greatly expanded my expertise in these cutting-edge technologies.

This scenario highlights your commitment to continuous learning and your proactive approach to developing new skills, which are essential aspects of the "Learn and Be Curious" principle.

6. "Hire and Develop the Best"

**Situation**

In a previous role, our team needed to expand quickly due to an increase in project demands. We had to ensure that the new hires not only met the technical requirements but also fit well with the team's culture and long-term goals. Additionally, there was a need to upskill existing team members to keep pace with evolving technologies.

**Task**

My task was to participate in the hiring process to select top talent who would bring value to the team. After the hiring process, I was also responsible for mentoring new hires and existing team members to ensure they reached their full potential.

**Action**

I actively collaborated with HR in refining the job descriptions and interview processes to focus on key competencies and cultural fit. During interviews, I emphasized not only technical skills but also the candidates’ ability to learn and grow within the organization. After the hiring process, I developed a structured onboarding program for the new hires, including mentorship sessions where I guided them through complex tasks, shared best practices, and encouraged a continuous learning mindset.For existing team members, I initiated regular skill development sessions, sharing knowledge on new tools and technologies, and providing opportunities for them to work on challenging projects. I also encouraged team members to attend relevant workshops and obtain certifications.

**Result**

As a result, the team grew stronger with the addition of highly skilled and motivated new hires who quickly adapted to their roles. The existing team members also showed significant improvement in their skills and productivity, leading to enhanced performance across the board. This focus on hiring and development not only improved the team's output but also contributed to higher job satisfaction and lower turnover.

This scenario demonstrates your commitment to hiring the right talent and continuously developing your team, which aligns well with Amazon's "Hire and Develop the Best" leadership principle.

**7. insist on highest standards**

Situation

In one of my recent projects, I was responsible for developing a critical automation script that would be used across multiple teams. Given the importance and potential impact of the script, it was crucial that it adhered to the highest coding standards and followed the organization's code of conduct, especially in terms of security and maintainability.

Task

My task was to write a script that was not only functional but also aligned with best practices in coding, documentation, and ethical standards. I needed to ensure that the script could be easily understood, maintained, and extended by others while also preventing any security vulnerabilities.

Action

I began by thoroughly reviewing the organization's code of conduct and coding standards to ensure that every aspect of the script adhered to these guidelines. This included implementing proper error handling, ensuring the script was well-documented, and conducting security checks to avoid vulnerabilities such as injection attacks or unauthorized access.

I also set up a peer review process where other developers could review my code for compliance with the established standards. This collaborative approach helped identify areas for improvement and ensured that the script met the highest quality benchmarks.

Result

The final script was not only efficient and effective but also fully compliant with the organization's code of conduct and coding standards. It was praised for its clarity, security, and ease of maintenance, and it became a reference for other developers working on similar tasks. By insisting on the highest standards from the start, I helped create a solution that was robust, secure, and sustainable in the long term.

This scenario effectively showcases your commitment to high standards in your work, particularly in following a code of conduct and best practices, aligning with Amazon's "Insist on the Highest Standards" leadership principle.

**8.Think Big**

**Situation**

While working on various automation tasks, I noticed that our team was frequently inundated with repetitive requests from different departments to run certain automation scripts. This not only slowed down our workflow but also created a dependency on our team for tasks that could be easily automated. I saw an opportunity to create a solution that would empower other teams to trigger these automations themselves, reducing their dependency on us and increasing overall efficiency.

**Task**

My task was to find a way to make our automation processes more accessible to other teams without requiring them to have in-depth technical knowledge. I wanted to create a solution that would allow them to easily interact with our automation scripts in a user-friendly way.

**Action**

I proposed developing a chatbot that could serve as an interface for triggering automation scripts. The chatbot would allow users to submit their requests in plain language, and it would trigger the appropriate automation in the backend. This solution would leverage our existing automation infrastructure while making it more accessible to non-technical users.

I took the initiative to design and prototype the chatbot, integrating it with our automation scripts. I also presented the idea to senior management, emphasizing how it would reduce our team’s workload, empower other departments, and streamline operations across the organization.

**Result**

The chatbot was well-received and approved for development. Once implemented, it became a powerful tool that allowed teams to independently trigger automations without needing to rely on our team. This led to a significant reduction in the number of manual requests we had to handle, freeing up our team to focus on more complex tasks. The chatbot also improved response times for other departments, as they could now access automation on demand.

By proposing and developing this chatbot, I was able to think big and create a solution that transformed the way automation was accessed and utilized across the organization.

**9.Bias for action(Making innovative nd fast approach same as ownership)**

**tuation**

While working on a critical project, we faced an unexpected issue where a newly implemented backup system was failing to complete backups for a significant number of virtual machines (VMs). This posed a risk to our data protection strategy, and the project was already under a tight deadline. The existing solution required substantial debugging and testing, which could take days.

**Task**

The task at hand was to quickly find a solution that would ensure all VMs were backed up without causing further delays. The priority was to avoid any potential data loss while still delivering the project on time.

**Action**

Instead of waiting for the root cause of the backup failure to be identified and fixed, I immediately started working on a workaround. I wrote a script to identify VMs that had completed their backups successfully and another script to retry backups for those that had failed. I also implemented additional checks to ensure that backups were retried in a controlled manner without overwhelming the system.

I didn’t wait for a formal resolution or for other teams to get involved. I took ownership of the problem, developed the scripts quickly, and began testing them in a controlled environment.

**Result**

Thanks to my proactive approach, we were able to complete the backups for all VMs without further delay. The project was delivered on time, and no data was lost. My ability to take swift action in a high-pressure situation ensured that the project remained on track and met its critical deadlines. The solution I developed was later adopted as a standard procedure for handling backup failures, which helped improve our overall data protection strategy.

**10. "Frugality,"**

**Situation**

Our team was tasked with upgrading the monitoring capabilities for a large number of servers across the organization. The initial proposal from a third-party vendor involved purchasing expensive new software and hardware to achieve the desired results. However, the budget for this project was limited, and investing in costly new tools was not an option.

**Task**

My task was to find a cost-effective solution that would still meet our monitoring needs without compromising on quality or performance. The goal was to enhance our monitoring capabilities while staying within the tight budget constraints.

**Action**

Instead of opting for expensive commercial solutions, I decided to leverage open-source tools like Ansible and Terraform, which we were already using in other parts of our infrastructure. I utilized Ansible for automating the configuration and deployment of monitoring agents across our servers, and Terraform for managing the infrastructure as code, ensuring consistency and scalability without additional costs.

I set up a proof of concept using these tools, integrating them with our existing systems to enhance monitoring. I customized the configurations to meet our specific requirements, ensuring that we could achieve the desired monitoring capabilities without the need for new software purchases.

**Result**

The implementation of Ansible and Terraform allowed us to upgrade our monitoring system effectively and at a minimal cost. We achieved the desired improvements in monitoring across all servers without the need to invest in expensive new tools or hardware.

By using open-source solutions, I saved the company a significant amount of money while still delivering a high-quality outcome. This frugal approach demonstrated that we could meet our technical objectives efficiently without overextending our budget, all while utilizing tools that were already part of our existing ecosystem.

**11: DIVE DEEP**

**Situation**

During a project to disable backups for virtual machines, I observed that an unexpected number of tickets were being generated and sent to the tools team, which was causing unnecessary delays and confusion.

**Task**

My task was to identify the root cause of the excessive ticket creation and implement a solution to prevent this from happening again, ensuring a smoother backup disabling process.

**Action**

I decided to dive deep into the issue, analyzing the logs and the specific conditions under which these tickets were generated. Through detailed investigation, I discovered that the problem occurred when a snapshot existed on the virtual machine. The system was attempting to disable backups, but due to the presence of snapshots, it couldn’t proceed, leading to multiple tickets being generated for the tools team.

Recognizing this, I adjusted the process to include a pre-check for existing snapshots before attempting to disable backups. If a snapshot was found, the system would handle it appropriately instead of generating multiple tickets.

**Result**

By implementing this change, the number of tickets sent to the tools team was significantly reduced, which streamlined the backup disabling process. The tools team appreciated the improvement, and the overall efficiency of the process was enhanced. This proactive approach not only solved the immediate issue but also improved the backup management procedure moving forward.

**12. EARN TRUST**

Same as ownership swis powershell My proposal was accepted, and I successfully automated the SNMP configuration using the SwisPowerShell module. This not only unblocked the task but also led to a more efficient and reliable monitoring process. The success of this project earned me recognition within the team, and it helped to build trust among my colleagues, as they saw that I could deliver effective solutions even when faced with challenges.

**13.Hve backbone disagree and commit**

Situation:

The organization was manually deploying infrastructure to various teams, resulting in inefficiencies and errors. There was resistance from some team members who were skeptical about transitioning to an automated process.

Task:

I needed to convince the team to adopt automation tools, specifically Ansible and Terraform, for infrastructure deployment. To achieve this, I had to demonstrate the benefits and feasibility of these tools through a proof of concept (PoC).

Action:

1. Identified Challenges: I assessed the current manual deployment process and identified key pain points, such as long deployment times and inconsistency.
2. Proposed Automation Tools: I suggested using Ansible for configuration management and Terraform for infrastructure provisioning, explaining how these tools could address the identified challenges.
3. Developed PoC: I created a proof of concept by setting up a staging environment to showcase the capabilities of Ansible and Terraform. This involved:
   * Configuring Ansible Playbooks: I wrote playbooks to automate configuration tasks.
   * Creating Terraform Scripts: I developed scripts to manage and provision infrastructure resources.
   * Demonstrating Results: I conducted a demo in the staging environment, highlighting how automation simplified and accelerated the deployment process while ensuring consistency.
4. Addressed Concerns: I actively listened to team members' concerns and questions about the new approach, providing detailed answers and adjustments to the PoC as needed.

Result:

The successful PoC demonstrated the benefits of automation, including faster deployments, reduced errors, and consistent configurations. As a result, the team agreed to adopt Ansible and Terraform for infrastructure deployment, leading to improved efficiency and reliability in the deployment process. This also showcased my ability to lead change and promote innovative solutions within the organization.

**14.deliver result**

Situation:

The organization aimed to migrate existing PROD environments to Native AWS to leverage its features and improve accessibility. The main challenge was that PROD environments used the AAA protocol, which was incompatible with the newer OAuth 2.0 standards used by CloudAuth. This incompatibility was a significant blocker to achieving the vision of Native AWS accessibility and feature utilization.

Task:

I was tasked with implementing CloudAuth in PROD environments within a tight deadline to ensure that the migration could proceed smoothly and to facilitate the accessibility of PROD dependencies via Native AWS.

Action:

1. Assessment and Planning: I began by assessing the current PROD environment and identifying the dependencies and API calls secured by the AAA protocol. I then created a detailed migration plan to integrate CloudAuth, ensuring compatibility with the existing systems.
2. Implementation: I set up a development environment to test CloudAuth integration. This involved:
   * Configuring CloudAuth: I configured CloudAuth to authorize requests between Amazon services and adapted the PROD environments to use OAuth 2.0 standards.
   * Testing: I conducted thorough testing to ensure that CloudAuth integration did not disrupt existing services and that authorization requests were correctly handled.
3. Collaboration: I coordinated with other engineering teams to address any issues encountered during the migration and to ensure that the integration met all requirements. I also provided regular updates to stakeholders on the progress and any potential risks.
4. Deployment: I executed the migration in stages to minimize disruption and ensure a smooth transition. I monitored the deployment closely to address any immediate issues and made necessary adjustments based on real-time feedback.

Result:

The successful implementation of CloudAuth in the PROD environments allowed us to migrate to Native AWS effectively. This migration not only enhanced the accessibility of PROD dependencies but also unlocked new features and optimizations available in Native AWS. The project was completed within the deadline, demonstrating my ability to deliver results under pressure and effectively manage complex technical challenges

**15.**