**Customer Obsession**

Leaders start with the customer and work backwards. They work vigorously to earn and keep customer trust. Although leaders pay attention to competitors, they obsess over customers.

**Ownership**

Leaders are owners. They think long term and don’t sacrifice long-term value for short-term results. They act on behalf of the entire company, beyond just their own team. They never say “that’s not my job".

**Invent and Simplify**

Leaders expect and require innovation and invention from their teams and always find ways to simplify. They are externally aware, look for new ideas from everywhere, and are not limited by “not invented here". As we do new things, we accept that we may be misunderstood for long periods of time.

**Are Right, A Lot**

Leaders are right a lot. They have strong judgment and good instincts. They seek diverse perspectives and work to disconfirm their beliefs.

**Learn and Be Curious**

Leaders are never done learning and always seek to improve themselves. They are curious about new possibilities and act to explore them.

**Hire and Develop the Best**

Leaders raise the performance bar with every hire and promotion. They recognize exceptional talent, and willingly move them throughout the organization. Leaders develop leaders and take seriously their role in coaching others. We work on behalf of our people to invent mechanisms for development like Career Choice.

**Insist on the Highest Standards**

Leaders have relentlessly high standards - many people may think these standards are unreasonably high. Leaders are continually raising the bar and drive their teams to deliver high quality products, services and processes. Leaders ensure that defects do not get sent down the line and that problems are fixed so they stay fixed.

**Think Big**

Thinking small is a self-fulfilling prophecy. Leaders create and communicate a bold direction that inspires results. They think differently and look around corners for ways to serve customers.

**Bias for Action**

Speed matters in business. Many decisions and actions are reversible and do not need extensive study. We value calculated risk taking.

**Frugality**

Accomplish more with less. Constraints breed resourcefulness, self-sufficiency and invention. There are no extra points for growing headcount, budget size or fixed expense.

**Earn Trust**

Leaders listen attentively, speak candidly, and treat others respectfully. They are vocally self-critical, even when doing so is awkward or embarrassing. Leaders do not believe their or their team’s body odor smells of perfume. They benchmark themselves and their teams against the best.

**Dive Deep**

Leaders operate at all levels, stay connected to the details, audit frequently, and are skeptical when metrics and anecdote differ. No task is beneath them.

**Have Backbone; Disagree and Commit**

Leaders are obligated to respectfully challenge decisions when they disagree, even when doing so is uncomfortable or exhausting. Leaders have conviction and are tenacious. They do not compromise for the sake of social cohesion. Once a decision is determined, they commit wholly.

**Deliver Results**

Leaders focus on the key inputs for their business and deliver them with the right quality and in a timely fashion. Despite setbacks, they rise to the occasion and never settle.

35 behavioral questions asked in 95% of Amazon interviews with examples

**Team / time management (positive & negative) https://youtu.be/CQG4Ui0oAmk**

1. Tell me about a time when you were not able to meet a time commitment. What prevented you from meeting it? What was the outcome and what did you learn from it?

2. Describe a long-term project that you managed. How did you keep everything moving along in a timely manner?

3. Give me an example of a time when you set a goal and were able to meet or achieve it

Adaptation <https://youtu.be/ys7fLcH5gpg>

4. Tell me about a time you had to quickly adjust your work priorities to meet changing demands.

**Team / decision https://youtu.be/3NExTeMnobU**

5. an example when you had to push back to HQ or challenged a decision

6. Tell me about the toughest decision you've had to make in the past six months

7. Tell me about a decision that you regret.

**Team / leadership https://youtu.be/Tg6BVRTsuic**

8. What did you do when you needed to motivate a group of individuals?

9. Tell me about a time you stepped up into a leadership role

**Team / communication & negotiation https://youtu.be/UJXkaide9bU**

10. Do you collaborate well?

11. Describe a situation when you negotiated with others in your organization to reach agreement.

**Team / coworkers https://youtu.be/ZsxkoZdyEcw**

12. We've all had to work with people that don't like us. How do you deal with someone that doesn't like you?

13. We all make mistakes we wish we could take back. Tell me about a time you wish you’d handled a situation differently with a colleague.

14. The last time you had to apologize to someone

**Team / conflict https://youtu.be/Zz8iQ852YMs**

15. Give me an example of a time you faced a conflict while working on a team. How did you handle that?

16. Tell me about a time when you received negative feedback from your manager. How did you respond?

**Problem solving https://youtu.be/2XxCUain1IU**

17. Tell me about a time when you missed an obvious solution to a problem

18. A time when you faced a problem that had multiple possible solutions

19. Tell me about a time when you came up with a new approach to a problem.

20. Describe a time when you anticipated potential problems and developed preventive measures.

21. Describe a situation in which you found a creative way to overcome an obstacle.

Strategy / data https://youtu.be/oRGKHTiM29E

22. How have you leveraged data to develop a strategy?

23. a time when you were 75% through a project, & you had to pivot strategy

24. Tell me about a time when you had to choose between technologies for a project

25. Tell me about a time you had to deal with ambiguity

Innovation https://youtu.be/774ovkE2y5I

26. What’s the most innovative new idea that you have implemented?

Ownership principle https://youtu.be/Rn3EjvukTkI

27. Describe a time when you sacrificed short term goals for long term success

28. Provide an example of when you personally demonstrate ownership.

Strength / weakness https://youtu.be/q8fK73QjmbA

29. What's your greatest strength

30. Biggest weakness

Clients https://youtu.be/OFEUzyB12rE

I get nervous when I need to speak in front of a large group. In my second year, my Advisor asked me to do a presentation in the joint retreat of our department, and I did it quite bad., I got so nervous and could not understand the questions asked. I realized that this is a big problem for me, so I kept taking English courses provided where you need to present every class. Also, I am TAing many semesters, so the situation get much better. Now I am comfortable presenting for small team, but for large group of people. I am still not sure if I can do it confidently.

31. We all deal with difficult customers from time to time. Tell me about a challenging client-facing situation and how you handled it.

32. How do you show customer obsession?

Failure <https://youtu.be/eaUUeFoB9CQ>

33. Tell me about a time you recovered from a difficult situation

34. Tell me about a time you failed and what you learned from it

35. Why Amazon <https://youtu.be/H_KGM0i9jkA>

The reason that I am interested in Amazon and especially AWS is that I think people here are tool builders. At the beginning, I like Amazon because of kindle. I like reading hardcopy books when I was a undergraduate, but the books are causing trouble when I need to move, and then I found e-readers back in China. But those ones have all kinds of shortcomings, such as the high latency.

Later I bought kindle and everything goes so smoothly. When I was working on my side projects, I used AWS EC2 and S3, and although I had quite few users, but I know I don’t need to worry even I got many users, because AWS will take care of the scalability for me. Also, I am a new graduate, I want to work hard and learn all kinds of things, and based on my reading, people are saying you can gain more skills in Amazon compared to other companies.