### · 1.**The next cloud engineer that we hire here at Digital Ocean needs to be able build a system that can handle a high amount of traffic. How would you test our system's ability to handle large amounts of traffic?**

#### · **How to Answer**

This question allows your interviewer to gain insight into your thought process and ability surrounding building a cloud network that has an architecture that can handle large amounts of traffic without failure. Some key points to focus on your answer are your ability to match capacity to system demand and use horizontal scaling in the design of the system.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

#### **1st Answer Example**

"Cloud computing has certainly revolutionized the storage of high amounts of data and a key piece that cloud based systems bring to the table are their elasticity for handling large amounts of traffic. I see my job as building a cloud based system to scale horizontally to be able to handle the most data and traffic possible. To test systems, I've used a few different tools that were all very accurate prior to go-live."

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

#### **2nd Answer Example**

"In my current position as a cloud engineer, I have utilized internet scale services like Amazon S3 and Elastic Load Balancing to ensure that our cloud systems could handle large volume that fluctuate seasonally. Because of the great functionality of the internet scale services, internal testing wasn't necessary as we knew we were in good hands through those services."

[View Just This Question and Answers](https://www.mockquestions.com/company/Digital+Ocean/The-next-cloud-engineer-that-we-hire-here-at-Digital-Ocean-n-3345713.html)

### · 2.**What software analysis and design tools do you have familiarity working with?**

#### · **How to Answer**

As a software engineer for Digital Ocean, your interviewer wants to hear that you have experience in utilizing tools that you make you more proficient in your work. Dig back on your past experiences and talk openly about your experiences with the different analysis and design tools that are available to help you be better in the work that you do. In the end, make sure that your interviewer understands that you are proficient in the use of these tools and open to learning and using new tools as well.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

#### **1st Answer Example**

"As my career and experience in software engineering has grown over the years, I've come to really appreciate and utilize these tools that are available. A great example of this would be my recent education and use of Structured English for designing insurance claim software for a large auto insurer. The simplicity of the structured decisions in the program were a perfect example of a program that could utilize the tool and the end product ended up very functional for our customer."

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

#### **2nd Answer Example**

"I have great working knowledge in creating and reading data flow diagrams. To help with both our own sales staff and with customers, DFD's have been super helpful and I consider myself very proficient in creating them. I've also recently been introduced to decision tables to aid in product testing. I was working on a new system that involved some very complicated business rules and the decision table helped outline everything perfectly for our testing."

[View Just This Question and Answers](https://www.mockquestions.com/company/Digital+Ocean/What-software-analysis-and-design-tools-do-you-have-familiar-3345726.html)

### · 3.**As a consultant with Digital Ocean, your role will be vital in gather information from our customers in building new technology for them. What would be your goals in an initial consultation with a new or existing client?**

#### · **How to Answer**

Software consultants are the bridge between the end users and the development teams of new software to help come up with new and creative solutions for the business. In this role with Digital Ocean, you will be expected to live in two different worlds and this question focuses on how you will work with end users of the companies products. In an initial consultation, focus your efforts on how you will learn the business needs of the client, talk about what can potentially be offered and then how you will start the creative problem solving process with them.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

#### **1st Answer Example**

"As an experienced consultant looking to break into the technology field, I will break a lot of awesome client focused skills to your team. In an initial consultation, my number one goal is to learn the business of the client and listen to what they are looking for in my products. Once their need is known, I can knowledgeably speak to the products that I work with to help them create a custom solution to fit their needs. If hired for this position, my first order of business would be to work very closely with the design and engineering staff to know the possibilities of customization. From there, my natural ability to consult with clients would take over in a win-win situation for all involved."

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

#### **2nd Answer Example**

"In consulting with a new client or an existing client looking for system modifications, my number one goal in a first meeting with them would be to lay the framework for how we will move forward and to set expectations moving forward. I would look to understand their business needs and talk with them about all of the solutions possible for them with us as their software provider. From there, I have the ability to set expectations on a time frame for a solution proposal and we can move forward from there. At the end of a first meeting, I want to ensure that the key decision makers are comfortable with me and the business that I represent so they don't hesitate to reach out to me with questions or for clarification on items discussed."

[View Just This Question and Answers](https://www.mockquestions.com/company/Digital+Ocean/As-a-consultant-with-Digital-Ocean-your-role-will-be-vital-i-3345725.html)

### · 4.**If hired for this position at Digital Ocean, what would be the ideal project for you to lead?**

#### · **How to Answer**

To fully understand the reasoning behind this question, your interviewer is looking to get a sense for what type of work you prefer to do, what your strong points are and where to best position you with clients if hired for the position. Prior to your interview, be sure that you research the clients of Digital Ocean and the typical projects that are led with them. Make sure your desires align in some aspect of the business and speak openly and honestly about your most desirable project.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

### · 5.**How do you ensure that you have a healthy work-life balance in your career?**

#### · **How to Answer**

In the fast paced world in software and technology development, heavy work loads and potential on-call duties have created a lot of burnout in professionals. Your interviewer is looking to hear that you are cognizant of the risks of burnout and that you do what is necessary to maintain your own personal health and well being and that of your family as well. While you can use this time to talk about personal interests or hobbies outside of work, try to focus on how these items help keep you refreshed for the work that you'll be doing for Digital Ocean.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

### · 6.**Here at Digital Ocean, we ask our test engineers to follow specific QA protocols. What role do you feel QA plays in software development and testing?**

#### · **How to Answer**

As an experience software testing engineer, quality assurance should be ingrained in your brain and your interviewer is looking to get a sense of your personal feelings towards it in your work with this question. In your answer, be sure to highlight QA's importance in reducing errors, maintaining specifications, testing failure parameters and preventing defects from occurring. In the end, make sure that quality is your mantra in the eyes of your interviewer by giving an example or two of how you put QA in the forefront of your work.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

### · 7.**If hired for this position here at Digital Ocean, would you be comfortable handling overall project manager responsibilities for new software development?**

#### · **How to Answer**

As a skilled software engineer, you have all of the necessary tools in your bag to be a successful engineer at Digital Ocean. This question is allowing your interviewer to get a better sense of your project management skills and people skills if you were to join the team at Digital Ocean. In your answer, talk about your ability to estimate the time and cost of a project, the staffing needed and the overall scope of planning for a particular project. If you have direct experience in being the lead on a large development project, be sure to discuss that experience with your interviewer.

### · 8.**We are looking for innovators to join us here at Digital Ocean. Where have you brought innovation in automation to a process in your career?**

#### · **How to Answer**

Innovation in software has occurred in many phases over the last 20 years and Digital Ocean is always striving to be on the forefront of innovation in their field. For this question, think back on your automation experience and talk about a concept that you helped create that you felt was innovative. Really sell your interviewer on your ability to think outside of the box with this question by hammering home the idea that you can help bring new innovations to the team at Digital Ocean.

### · 9.**In your mind, when is monkey testing the most effective in testing new software?**

#### · **How to Answer**

By utilizing random inputs to check the behavior of a program, monkey testing has its time and place in the software testing process. For this question, your interviewer is looking to hear that you have an understanding of the theory behind monkey testing and how you would look to put it to work at Digital Ocean to test their products.

### · 10.**What do you see as the top benefits of moving to a cloud based computing platform?**

#### · **How to Answer**

While cloud based computing has certainly had its positive impacts across many different industries, the field of software and technology development has its own unique benefits. For this question, your interviewer will be looking to hear that you understand just how a cloud based platform benefits the field. In your answer, focus on resources that impact both the work that the team at Digital Ocean performs and the end users of the software.

Written by [Ryan Brunner](https://www.mockquestions.com/author/Ryan+Brunner/) on December 30th, 2019

### · 11.**Do you have experience working with different CASE tools? If so, what do you have experience with?**

#### · **How to Answer**

The world of software engineering has greatly benefited from advancements in computer aided software engineering tools. Because Digital Ocean is at the forefront of the industry, your interviewer will be looking to hear which tools you have experience with. Make sure not to concern yourself with providing a correct answer here, but rather focus on your flexibility to learn new aides when needed while explaining what you have experience with.

### · 12.**How have you handled obstacles that you've faced during information gathering processes in your time as a technical writer?**

#### · **How to Answer**

To successfully document and write about software products, information gathering from subject matter experts will be a key part of your process if hired for this role at Digital Ocean. As you have likely experienced during your career, the information gathering process can be one of the most painstaking processes within the life of a project. For this question, your interviewer is looking to hear what obstacles you have faced in this situation in the past and how you handled those situations. This will give them insight on how you will work as part of a larger team in handling these perceived obstacles if hired for this position.

### · 13.**What publication tools do you have experience working on during your time as a technical writer?**

#### · **How to Answer**

On top of the basic word processing tools, your interviewer will be looking to hear that you have familiarity with some of the various diagramming tools, online content management tools and other digital publishing tools. Be open and honest with what you are experienced with and don't hesitate to point out where you may be inexperienced, as long as you can point out that you are willing and able to learn new tools of the trade.

### 14.**What is one thing that really tests your patience when dealing with your coworkers?**

#### · **How to Answer**

While on the surface this question may seem like your interviewer is trying to get you to talk negatively about a situation, it is really more of a test to see what can potentially drive you crazy on the job in a team atmosphere and how you handle those situations. In your answer, be honest about your pet peeves when it comes to coworkers and do so in a positive light. Then, expand on your answer by talking about how you handle those situations.  
  
"As a person that values diversity and differences of opinion in the workplace, there aren't many things that grind my personal gears when it comes to my colleagues. The only real true test of my patience is a coworker that doesn't pull their weight in a team effort. When I've been in this situation in the past, I first seek to learn if the issue is a lack of training or knowledge. If it is, I take the necessary steps to help my colleague get on track. But if I find that it is due to a lack of effort, I talk to the person immediately in a professional manner. The sum is only as good as the effort of all of its parts and a team efforts requires everyone's maximum effort."

### 15.**What skills do you use to cope with the day to day stress and pressure on the job?**

#### · **How to Answer**

In modern technology industries, consumer demand has led to high volume of work and high pressure situations to work on tight deadlines. To prove that you are able to handle high stress, high pressure situations on the job, your interviewer is looking to hear first hand how you handle this type of environment in your own words. As you answer the question, try to turn potential perceived stress into a positive by highlighting your personal skills that enable you to perform well in those situations. If possible, try to use specific examples in your answer.

### 16.**How do you feel that your prior experience would benefit you in a training role here at Digital Ocean?**

#### · **How to Answer**

When Digital Ocean rolls out new software to their customers, they rely on this role to train end-users on utilizing the new software. Successful candidates can come from either a focused technical role and learn how to effective train people or they can come from formal business training background and learn the software aspect of the job. Either way, be sure to project success in this role by talking about your ability to be an effective trainer in this role based on the experience that you will be bringing to the table if hired at Digital Ocean.

### 17.**As you reflect back on your career to this point in your search for a new position, what would you say is your ideal work environment or culture?**

#### · **How to Answer**

While using this question as a key indicator on how you'll fit with the team and the organization at Digital Ocean, it will be very important for you to research as much as you can on the work environment at Digital Ocean so you can match your priorities to that environment. If you have the opportunity to speak with an employee at Digital Ocean prior to your interview, that can shed valuable information. In the end, the culture and value of an organization are often a key indicator of long-term success in a job, so make sure that you reflect your values into what the company values.

### 18.**Our cloud computing at Digital Ocean requires our experts to take proper security measures in their work. What security measures are you familiar with utilizing in a cloud platform?**

#### · **How to Answer**

As with any server or database storage, unique security risks are posed to organizations that have moved their data and applications to the cloud. At Digital Ocean, part of your role will be to ensure that all security measures are in place with the organizations data in the cloud and your interviewer is looking to hear that you are familiar with diagnosing security risks and taking action to prevent them with this question. Talk about your knowledge of the different cloud service providers and other security measures that you are familiar with taking in your work.

### 19.**In SQL, how do you explain the differences between clustered and non-clustered indexes? Can you name a time that you used each?**

#### · **How to Answer**

Digital Ocean uses indexes to improve query performances within their software and for this question, your interviewer is looking to hear that you have a basic understanding of both clustered and non-clustered indexes. Explain the differences between the two types of indexes and be sure you can either speak to relevant times that you've used each or when would be the appropriate application to use each.

### 20.**Can you describe the software development lifecycle?**

#### · **How to Answer**

With this question, employers are looking to test your knowledge. They want to know how much you've participated in the projects you've been involved in to truly understand the software development lifecycle. The question may seem basic to some, but employers are expecting an accurate answer to know that they're hiring a true pro.

### 21.**What data cleaning methods are you familiar with and comfortable using if hired for this role at Digital Ocean?**

#### · **How to Answer**

To improve data quality and increase overall productivity of a system, Digital Ocean relies on their data analysts to use data cleansing methods to ensure quality data exists in their software. Be open and honest with the ways that you've helped ensure quality and accurate data in the systems that you've worked with while also showing that you have an open mind to learning and utilizing more methods if hired for this position.

### 22.**How do you get back on track when a schedule falls behind so you don't miss important milestone deadline**

#### · **How to Answer**

In the world of project management, it is rare that a project goes from the planning stages through to implementation without a hiccup or two along the way. As the manager of the project, you are ultimately responsible for keeping the project on task and your interviewer is looking to hear how you will do that for the clients at Digital Ocean. One important thing to consider highlighting is your ability to monitor and track progress regularly so the train doesn't get too derailed off the tracks. As well, you can talk about your ability to think on your feet, problem solve and coach others to bring tasks back up to date.

### 23.**What programming languages would you consider yourself fluent in?**

#### · **How to Answer**

While this question gives your interviewer insight into the diversity of your programming language experience, they most importantly want to know that you are adaptable and able to learn on the fly if needed. Talk about the different languages that you consider yourself fluent in and, if possible, do as much research into Digital Ocean as you can prior to your interview and try to speak to the specific languages that they work with.

### 24.**Talk about a successful training program that you had the opportunity to design and implement. What do you feel were the keys to success for the program?**

#### · **How to Answer**

If hired for this role at Digital Ocean, you will be looked upon to design new and innovative training programs for end users of the companies products. To gain insight on how you would do this moving forward, your interviewer is giving you the opportunity to talk about a past program that you created that ended up being a success. As you talk about that program, make sure to hit on what you feel was a key to success for the program. Some things to potentially keep in the forefront when answering would be considering expectations of the customer, thinking about the work style of the end user and thinking about how to motivate others during the training.

### 25.**Do you have experience working with data in a cloud computing environment?**

#### · **How to Answer**

Over recent years, more and more companies are converting to cloud based computing services because the conversion allows them to save money and have better auditing trails. As a prospective data engineer with Digital Ocean, your interviewer will be looking to hear that you are at least familiar with the concepts of working with cloud based data. Talk in details about the experiences you have while keeping your mind open to working with more in the future if hired with Digital Ocean.

### · 26.**Do you have any unique skills or past work experiences that we can't see on your resume that would benefit the team here at Digital Ocean?**

#### · **How to Answer**

This question is providing you the opportunity to potentially set yourself apart from your competition for this position. To do just that, it will be important for you to make sure that the unique skill or experience that you discuss matches with a critical need for Digital Ocean and the position that you are interviewing for. Whether you talk about a unique skill or experience, your research on this job will prove vital in your ability to make sure that it impresses your interviewer.

### · 27.**If you were asked to review a colleague's code that they had written, what key things would you look for?**

#### · **How to Answer**

For this question, your interviewer will obviously be looking to hear that you have adequate knowledge when it comes to coding processes. But most importantly, your interviewer will be looking to gauge your ability to be a team player and focus on the bigger picture when working on a project. In your answer, focus on your attention to detail and your ability to help others when needed.

#### 1. What is a recent technical trend you are excited about?

This question can help the interviewer get a sense of your interests and how they align with DigitalOcean’s goals. You can use this opportunity to show that you are passionate about technology and eager to learn more.

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****Example:**** “I am really excited about serverless computing, which allows developers to build applications without having to manage servers or scale them. This is an exciting new development in cloud computing because it makes application development much easier for developers. I have been experimenting with AWS Lambda and Azure Functions to see if they would be useful for my current projects.”

#### 2. How do you feel about working autonomously and owning the product from beginning to end?

DigitalOcean is a company that values autonomy and ownership. They want to know if you’re comfortable working independently, as well as how much responsibility you can handle.

****Example:**** “I feel very confident in my ability to work autonomously. I’ve worked on projects where I was the only developer, so I’m used to being responsible for every aspect of the product. In fact, I prefer it because I get to make all the decisions about what features to add or remove.”

#### 3. Which programming language are you most comfortable with?

This question can help the interviewer determine your level of expertise with various programming languages. If you have experience working with DigitalOcean, it may be beneficial to mention a language that is compatible with their platform.

****Example:**** “I am most comfortable with Python and Ruby because I’ve worked extensively with both in my previous role. However, I also understand how to use JavaScript, PHP, Java and C++.”

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#### 4. How did you learn your current programming language?

This question can help an interviewer get a better sense of your experience level and how you’ve grown as a developer. Consider including details about what motivated you to learn the language, who you learned from or any challenges you faced along the way.

****Example:**** “I started learning Python in college when I was studying computer science. My professor at the time had us use it for all our assignments, so I got used to using it regularly. When I graduated, I took on a job where they only used Python, so I continued to practice with it. Eventually, I became comfortable enough that I could teach others how to use it.”

#### 5. Have you ever worked as part of an agile team?

Agile is a software development methodology that focuses on frequent releases of products in increments. It’s important to be familiar with agile because DigitalOcean uses it for its own projects. Your answer should show the interviewer you have experience working as part of an agile team and can adapt to their processes.

****Example:**** “I’ve worked as part of an agile team before, where we used scrum to organize our work. I’m comfortable using any methodologies or frameworks required by my employer.”

#### 6. Do you have experience with test-driven development?

Test-driven development is a software development process that involves writing tests before coding. This question can help the interviewer determine your experience with this method and how you apply it to your work. If you have previous experience, share an example of when you used test-driven development in your past role. If you don’t have any experience, consider explaining why you would like to learn more about this method.

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****Example:**** “In my last position as a developer, I was responsible for creating automated unit tests using PHPUnit. These tests helped me ensure that all code functions were working properly. While I’ve had some experience with test-driven development, I’d love to learn more about other testing methods.”

#### 7. How would you approach building something new for DigitalOcean?

This question is a great way to test your problem-solving skills and how you approach new challenges. Your answer should show the interviewer that you can think critically, plan ahead and execute effectively.

****Example:**** “I would first assess what DigitalOcean’s current needs are and then determine if there are any gaps in their services or products. If so, I would create a list of potential solutions for these issues and evaluate each one based on its cost, time frame and feasibility. Once I’ve selected a solution, I would develop a timeline for implementation and ensure all stakeholders are aware of the project.”

#### 8. How well do you work in a collaborative environment?

DigitalOcean is a company that values teamwork and collaboration. Your answer to this question will show the interviewer how well you work with others, your communication skills and your ability to adapt to different personalities.

****Example:**** “I have always been part of teams in my previous roles, so I am used to working collaboratively. In fact, I find it easier to solve problems when there are multiple people involved. I also enjoy sharing my knowledge with others and learning from them as well. I think DigitalOcean’s collaborative environment would be a great fit for me.”

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#### 9. Tell us about a project that you’re proud of creating or contributing to.

This question is a great way to show your interviewer that you’re proud of the work you do and how it contributes to the company. When answering this question, try to describe what made the project special or unique.

****Example:**** “I’m most proud of my last freelance project where I helped a small business create an online store with a custom domain. The client was thrilled with the results and said they were able to increase their sales by 30% after launching the new website. It’s always rewarding to see the impact that my work has on others.”

#### 10. Give an example of a time when you had to solve a problem that was not straightforward. How did you approach the problem?

This question is an opportunity to show your problem-solving skills. It’s important to demonstrate that you can think critically and use logic to find a solution.

****Example:**** “In my last role, I was tasked with creating a new website for the company. The client wanted a site that would be mobile friendly and easy to navigate. However, they also wanted it to have a lot of content on it. This presented a challenge because most websites that are mobile friendly don’t have as much content as this one needed. So, I decided to create two versions of the website—one for desktop users and another for mobile users.”

#### 11. What is your favorite thing about being a developer?

This question is a great way to show your passion for the field. It also allows you to talk about what you enjoy most about working as a developer and how it relates to DigitalOcean.

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****Example:**** “My favorite thing about being a developer is that I get to create something from nothing. When I was in school, I took a class on web development where we had to build an entire website from scratch. It was challenging at first, but once I got into the groove of things, I loved seeing my project come together. I love knowing that I can use my skills to make something amazing.”

#### 12. Describe a project where you had to work closely with someone whose skills were different than yours.

This question can help an interviewer understand how you work with others and your ability to collaborate. When answering, it can be helpful to mention a specific skill that the other person had that was different from yours and how you used your own skills to support them in completing the project successfully.

****Example:**** “In my last role as a software developer, I worked closely with a graphic designer who specialized in web design. While I am comfortable working with code, I do not have extensive experience designing websites. The designer would send me mockups of what they wanted the website to look like, and I would use my coding knowledge to implement their designs into our application.”

#### 13. What excites you about working at DigitalOcean?

This question can help an interviewer get to know you as a person and how your personality might fit in with the company culture. When answering this question, it can be helpful to mention something specific about DigitalOcean that excites you.

****Example:**** “I’m excited to work at DigitalOcean because of its commitment to open source technology. I’ve been using Linux for years now, so I love being able to use a cloud platform that supports open source software. It’s also exciting to me that DigitalOcean is committed to providing a great user experience through their documentation and tutorials.”

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#### 14. What is one piece of advice you would give to someone starting out in their career as a software engineer?

This question is an opportunity to show your experience and knowledge as a software engineer. You can use this question to discuss the importance of continuing education, learning new skills or how you overcame challenges in your career.

****Example:**** “The best advice I would give someone starting out in their career as a software engineer is to continue learning throughout their entire career. There are always new technologies and tools that will help you become more efficient at your job. It’s important to take time to learn these new things so you can be prepared for any changes within your company.”

#### 15. How would you describe your communication style?

This question can help the interviewer understand how you interact with your team and clients. Your communication style is an important part of any role, so it’s important to be honest about your strengths and weaknesses when answering this question.

****Example:**** “I consider myself a very direct communicator. I prefer to speak directly to someone rather than sending emails or leaving messages. This helps me avoid misunderstandings and ensures that everyone on my team knows what they need to do. However, I also know that sometimes email is more appropriate for communicating with clients. In those cases, I make sure to include all relevant information in the message.”

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#### 16. What is the biggest challenge you think you will face if hired?

This question is a great way to determine how well you know the role and what challenges you might face. It also allows you to show your problem-solving skills by providing an answer that shows you can overcome any obstacles.

****Example:**** “The biggest challenge I think I will face if hired is learning all of DigitalOcean’s features. The company has so many different services, which makes it difficult for me to learn them all at once. However, I am a fast learner, and I would dedicate myself to learning everything about DigitalOcean as quickly as possible.”

#### 17. If you are given a feature request, how would you go about implementing it?

This question is a great way to assess your problem-solving skills and how you would implement new features. When answering this question, it can be helpful to provide an example of a time when you implemented a feature request in the past.

****Example:**** “When given a feature request, I would first make sure that the request was feasible. If so, I would then create a ticket for the request and assign it to myself. From there, I would research similar requests from other customers and see if there are any commonalities between them. This helps me understand what the customer wants and makes it easier to develop the feature. After researching, I would begin developing the feature by creating a design document and outlining the steps needed to complete the task.”

#### 18. Are you familiar with any cloud platforms? Which ones?

This question is a great way to gauge your experience with cloud platforms and how you might fit in at DigitalOcean. If you have no prior experience, it’s okay to say so, but if you do, be sure to list the ones you’re familiar with.

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****Example:**** “I’ve worked with several different cloud platforms over my career, including Amazon Web Services, Microsoft Azure and Google Cloud Platform. I find that each platform has its own unique benefits and drawbacks, which makes me well-suited for this role as I can apply my knowledge of these platforms to help our clients.”

#### 19. As a developer support engineer, what is the best way to handle negative feedback?

When working in a customer service role, you may encounter negative feedback from customers. Employers ask this question to make sure you have the right attitude and skills for handling these situations. In your answer, share an example of how you would handle a situation like this. Explain that you would remain calm and respectful while also trying to resolve the issue as quickly as possible.

****Example:**** “I understand that sometimes things go wrong when using technology. If I ever encountered a customer who was upset about something we did, I would first apologize and try to find out what went wrong. Then, I would work with my team to fix the problem or offer a refund if needed. I believe it is important to be empathetic and understanding when receiving negative feedback. This helps me put myself in the other person’s shoes and respond appropriately.”

#### 20. How would you define success in this role?

This question is an opportunity to show your interviewer that you know what success looks like in this role. You can define it by describing the goals of the company and how you would achieve them.

****Example:**** “Success for me would be helping DigitalOcean grow their customer base while maintaining a high level of customer satisfaction. I believe that if we keep our customers happy, they will continue to use our services and recommend us to others. To do this, I plan to work hard to ensure all my projects are completed on time and within budget.”