**Is there anything about FormAssembly that particularly interests you?**

I love how you can create beautiful integrated forms with just about any service on the web. The work around making all that happen fascinates me and I’m excited to know more about the service and what makes it “tick”.

**Please describe a recent experience where you learned a tool or technology of which you were inexperienced. What was your process for learning the subject? When you reflect on this experience, what did you learn?**

My first IT based job was as Student Tutor for the Home Economics Department. I was given 6 new Windows 95 computers and had literally 5 minutes to figure out a new to me OS AND a program called Nutritrac for a tutoring session. I quickly clicked a few things, found menus, the program and had a partial profile setup for myself in the program with enough of the gist of what I had to teach for the day. I had a 6 very beginner (never touched a PC before) to a general knowledge level students my first session.Within a few minutes I had them working through the modules required.

**Please tell us why you enjoy working support, and why you believe it is a good career fit for you.**

I am a naturally helpful person and love to teach and share whatever knowledge I might have. Whatever I might not know I will look up or ask someone else!

**Preferred Salary Range**

Tell us why you'd be a good fit for this role.

I have a wide variety of skills from computers and some programming skills to creative problem solving to offer. Daily I never know what skill will be the most useful but somewhere in my talents I know there’s many things that will add value to your company and the team. I’m interested in solving internal or external problems or a combination of both. I know there are many customers of Zapier that can use the unique solutions I can potentially offer.

Tell us why you want to work at Zapier instead of somewhere else.

I've selected Zapier as my choice of place to work because the values align closely with my own, you have a mission I can believe in as well as a product that helps people and companies do great things. I like action and automation with a healthy dose of transparent communication, We all need to work smarter not harder.

What should our goal be when replying to users?

Complete or as close to it as humanly possible satisfaction that anything and everything has been tried to resolve the issue via whatever means are necessary.

A user requests an integration with a service that we don't support yet. Compose a reply to this user.

What an awesome idea you have! At this moment in time we don’t support XYZ Service but we are very willing to reach out to XYZ company to see if they are interested in using our API to interface and will assist them in creating that integration. Alternately you can even try via their API and our API to create that connection as well.

Set up a zap that takes new Gmail emails from a specific sender and adds them to a Google Sheets spreadsheet. Send us the link to the zap and a share link for the spreadsheet. <https://zapier.com/app/editor/23611832/overview> <https://docs.google.com/spreadsheets/d/1IoM2QJZ_IM_rMbindOa3CFukxuC1unOpzV1UbSaJl3Q/edit?usp=sharing>

Send us a link to an app's API docs that you think are well done, and explain why you think they are good.

The WordPress Codex API <https://codex.wordpress.org/WordPress_APIs> is my go to API for my websites and for odd little customizations I’ve done to my sites over the years. It is thorough, well laid out, indexed and easy to navigate with in depth explanations or links to further information on terminology as well as external resources. There is an active forum and community to ask questions or seek answers from others who have already asked a question. I’ve learned many things from the API and all the accompanying documentation.

Look at [this list](https://gist.github.com/WadeFoster/0bd294efe54f8fb8a1e7) and pick the 5 things that most excite you. Also pick the 5 things that least excite you. Don't pick by your opinion of importance, this is mostly to see interest/experience.

Most

1. Write and maintain thousands of pages of help documentation
2. Work with 3rd party partners to track down a tricky situation for a joint customer
3. Work with the product team to develop a new feature based on feedback from customers
4. Work with people to figure out if Zapier can solve a particular workflow or integration challenge they have
5. Act as a dedicated rep for a handful of key customers to ensure their success using Zapier

Least

1. Help resolve billing issues for customers over the phone
2. Manage a support team
3. Find and recruit teammates for the support team
4. Scheduling shifts and collaborating as part of a growing cohesive support team
5. Recieve 20+ inbound phone calls per day and help them solve their issues

How did you hear about Zapier?

I was looking for a way to connect 2 apps that IFTTT didn’t support and in the process of Googling found Zapier and the wider variety of apps supported. Your service connected what I needed at the time and I became a fan!

Optional: [Share anonymously some demographic information about yourself](https://zapier.wufoo.com/forms/zv5nyxr0ho7nxi/def/Field208=Customer+Happiness) to help us better track trends related to the backgrounds of candidates interested in working at Zapier in order for us to build a team that represents the users at Zapier and the broader world population.