Questions & Answers

1. **Are you a lone ranger or a team player?** A little of both. I can lone ranger a project but am not afraid of a good team project either
2. **Are you qualified for this job?** As an event coordinator yes, as project manager yes, as a technical writer yes
3. **Are you typically able to motivate yourself?** I am a very motivated and driven person. I'm always making a list, checking it and then digging into getting it done.
4. **At work, what are the most difficult decisions you must make?**  What project to do first. I never really ran out of things to do it was mostly up to me as to what to tackle first. I chose certain tasks for first thing in the morning and moved on from there. Frequently management would come visit to ask for a specific task and my regular duties would be set aside to complete the project.
5. **Describe A Difficult Work Situation and What You Did to Overcome It... Situation Task Action Result** Difficulties I encountered stemmed from the introduction of new IT systems concurrently with numerous changes to regulations and core requirements. I would have been more outspoken and formal about expressing my concerns to a broader audience of SMEs regarding the impact to the workflows for the team.
6. **Describe a time when you were feeling overworked. How did you handle this?** Taking a step back from the work of the moment to asses the situation is usually the first thing I do. Once I stop and take a breath I can make a list of small things I can do NOW with other tasks that are NEXT and LATER. Then I can also see if I can find someone to help whether that is my supervisor or a coworker depends on what’s on the list. My last workplace had a good team but there were certain things I did that would have taken longer to teach the skill than to just do the project. Eventually I did teach various skills but not when in the middle of a project and overworked. Asking for help with things I know someone has the skills to do takes a little bit of the stress off and allows me to move on with more specialized tasks. The biggest key is communicating the need for help and receiving it.
7. **Describe an ideal work day from start to finish (giving special attention to habits, preferences, and collaboration with other team members).** Popping into the office, checking email & voicemail and caring for those quick (mostly) tasks that have popped up overnight. Moving on to a routine of general tasks or diving into a big project list with a large mug of coffee is how I spend my morning. Chat with co-workers about portions of a task or project as needed or provide updates at a meeting as scheduled is mostly how the day goes. Lunch is outdoors if possible or at a favorite restaurant or even a bag lunch if I remembered one or had something ready to go. The afternoon is based on whatever might not have been completed in the morning and/or jumping into new projects, seeking guidance from others on issues if needed or even giving help to others as asked. As phones ring or email comes in try to take care of any messages as quickly as possible ensuring the sender/caller gets as full an answer to their need as possible and setting a reminder if follow up needs to happen. Head home at the end of the day.
8. **Describe the mentor who has had the most impact on you?** My former office mate probably had more impact than either of my two favorite supervisors. All 3 individuals have a very important quality. The willingness to give information if asked or sometimes if not asked. If one of them saw me struggling they offered help or support for the task or issue. In return if I saw them struggling or learned something I thought could help them I offered information openly. This exchange of information and ideas has been a major boost to my professional development. The three people are Kaleem Nuriddin, Carol Downey and Karren Pack.
9. **Describe your work ethic?** I am a hardworking, caring and driven individual that will not leave a project incomplete if possible. I ensure my work is timely and frequently attempt to get it done early. When I estimate time for a project I am usually correct. There have been exactly 3 times I can recall where I missed my deadline and even then, it was by a few minutes.
10. **Did you have any problems with colleagues at your last job?** There were problems with colleagues at the last job but I was thankfully not directly involved in any of the issues. Being on the peripheral of team issues was stressful however and partially led to my leaving
11. **Do you have or have you ever had an active security clearance?** No, but there is literally nothing in my background that would prevent it. Not even a parking ticket.
12. **Do you seek out mentors and advisors?** I have 3 mentors and likely will have more before my retirement many years from now
13. **Does how others think about you affect your work?** I like to be respected but what others specifically think about me is none of my business and I am comfortable with who I am knowing I have flaws to work on and strengths to offer the world.
14. **Have you ever supported another government agency?** I worked for the State of Alaska in Health & Social Services
15. **Have you worked in a full-time remote position before?** **If yes, please describe the challenges of remote work you have faced and the ways you overcome them.**  I worked for several years in my own home business part time. I did everything from product design & development to marketing and website management while raising toddlers. I adjusted my work times to fit what needed to be done and worked when I either had help at home or in moments of peace and quiet. Said toddlers are grown and so I have more freedom to work when needed and have a quiet house to do it in.
16. **How do I do all this and more?** Naturally, based on whatever is happening now. If I know how to do something or even if I don't I'll figure it out and help others learn it. Then I'll write out the procedure so that everyone can do it especially the non-tech savvy individuals. I can teach anyone just about anything if I've done it at least once, it's a passion and a love
17. **How do you handle anger?** In the moment I try hard to recognize it and stop to take a deep breath. I also employ the Thumper quote “if you can’t say sumfin’ nice, don’t say nuffin’ at all” After a little while of cooling down I attempt to address the situation.
18. **How do you write a proposal?** First would be a hint of how amazing or useful the product or service being offered is. Next would be how it would solve the business issue that the recipient is facing and a plan of action for implementing it. Last would be the qualifications of the company to achieve the goals and finally the costs involved. Each area would detail out what the first paragraph only hints at.
19. **How have you handled an interpersonal difficulty with a co-worker?** We've sat down and talked through the issue, listening respectfully to the other's side of the issue and come to an agreement on how to resolve and move forward.
20. **If you had difficulties in your prior positions, and if you encountered the situations again, what would you do differently?** Difficulties I encountered stemmed from the introduction of new IT systems concurrently with numerous changes to regulations and core requirements. I would have been more outspoken and formal about expressing my concerns to a broader audience of SMEs regarding the impact to the workflows for the team.
21. **If you lack expertise and experience for this job, how would you propose to compensate for this?** I am an avid online course taker and would start with short YouTubes for daily needs topics while seeking out longer and more complex courses via Udemy, EdX or other courseware sites.
22. **If you were an animal, which one would you want to be?** Dog or horse
23. **In what time zone do you live and what hours would you be available to work?** Alaska standard time zone which is only an hour from Pacific so 8-5 Alaska or 7-4 Pacific
24. **What are three positive things your last boss would say about you?** My supervisors would say I am proactive in seeking solutions and am very timely in my work. Don’t ever let her get bored!
25. **What are your goals?** My immediate goal is to get a job in a growth-oriented company. My long-term goal will depend on where the company goes. I see a career as a journey and am excited to see where this one potentially leads me.
26. **What are your weaknesses?** I'm working on controlling my task list and keeping the number of items to 100 per day. Keep in mind those are small things mostly but each leads up to a larger item. I find task lists are my savior for keeping my momentum and energy high.
27. **What can you do for us that other candidates can't?** I have a unique combination of strong technical skills, and the ability to build strong customer relationships. This allows me to use my knowledge and break down information to be more user-friendly.
28. **What excites me?** The opportunity to solve problems, improve systems, resourcefully create solutions and systems that work, build processes that everyone can follow, help for the love of helping as well as learn for the joy of learning, and utilize advanced skills I don't get to work with all the time.
29. **What forms of style guides are you familiar with using in Technical Writing?**  MLA, APA, Microsoft Style Guides but mostly worked with SOA in house guide after requesting a copy from Juneau for a project.
30. **What has been my greatest professional accomplishment?** I would have to mention several over the last 9 years with the state or over the last 20 as a part time business owner. Among them are publishing books in the library of congress along with patterns in several magazines. I've helped make major changes to database systems through new connections and testing. I've averted disaster by insisting on non-editable application forms. I've built programmed checklists that cut data entry 85% or even taught supervisors shortcuts that cut their time for data entry 50%. I even have a report named after me that i initially developed. Each of those has had a lasting impact on me or those around me in multiple ways. Each has it's own story too but picking the one thing that has had the most impact? That's hard, for me cutting time to work smarter not harder is what i strive for. The books and patterns took me a long time to develop and test but i know have had an impact globally as i've sent copies all over. I Also taught online classes and know that what i wrote impacted an individual enough that she started a successful business. The shortcuts and tools and reports all cut information time for others and are a moment of pride. The database modifications taught me about business and IT writing and that it's a talent. No there's no one thing but I have many accomplishments to be proud of and each taught a lesson.
31. **What salary are you seeking?** I am sure when the time comes, we can agree on a reasonable amount. In what range do you typically pay someone with my background? My baseline starts at $55k/yr with basics for benefits such as Medical, dental & vision. I’m fine with doing my own saving work for retirement.
32. **What timeframe are you looking to make a switch of employment?** I'm available anytime.
33. **What was missing from your last job… what drove you to leave?** I had taken all the technical courses offered by the state and there were no more professional development opportunities for me as in I was at the end of the job ladder without having to go get a Master’s Degree in Human Services which is not an area I want to study.
34. **What were/are your normal work hours – how many hours do you normally work?** 8-4 normally but I could be found as early as 7 am at my desk and if it wasn’t for an alarm I’d be at my desk far later than quitting time
35. **What would you do if you had multiple work projects due at the same time?** Batch work on anything I possibly can and then work on one at a time until complete. Batch tasks could include research, outlining, brainstorming, mind mapping or even rapid first drafts based on what might be needed as well as any graphic editing.
36. **What would your colleagues say about you?** My colleagues would say I am a creative problem solver and dedicated team member. I freely contribute in any way I can to accomplish the team's mission. They depended on my historical and current knowledge and heavily relied on me to support the success of the unit's work.
37. **When handling multiple projects, do you prefer to focus on one until it's done, or do work on all at the same time?** I'll batch some tasks together like graphic editing or research but when it comes time to do edits and final drafts I focus on one at a time for a specific time frame and then shift to another to let it rest so that when I do another reading of the work I catch more edits to do.
38. **When were you most satisfied in your job?** I am happiest when I am solving a problem and creating the possible solution. This usually shows up in the design of a system or in the redesign of a form or application. Many times, this has also included the need to learn a new skill which just makes me all the happier.
39. **Why are you leaving your job?** After multiple years of budget cuts and 3 rounds of layoff threats I need to just move on. I'm seeking to increase the use of skill sets that I feel are ignored and neglected. I am looking for a team focused company where I can add my experience. After working there for nine years, I have learned a great deal about the company and the ways we conduct business. As much as I enjoy the relationships I have developed, it is time for me to move to a more progressive organization with more opportunities and new challenges. I reevaluated my career goals and am looking for other employment opportunities. I am currently looking for a position better matched to my skills and long-term career goals. I am looking for a position within a company where I can contribute and grow. I found myself bored with the work and looking for more challenges. I am an excellent employee and I didn't want my unhappiness to have any impact on the job I was doing for my employer. There isn't room for growth with my current employer and I'm ready to move on to a new challenge. I'm looking for a bigger challenge and to grow my career, but didn’t feel like I could give equal attention both to my job search and to my full-time work responsibilities. It didn’t seem ethical to slack off from my former job in order to conduct my job search, and so I left the company. I've decided that my current work role is not the direction I want to go in my career and my current employer has no opportunities in the direction I'd like to head. After several years in my last position, I'm looking for a company where I can contribute and grow in a team-oriented environment. I am interested in a new challenge and an opportunity to use my technical skills and experience in a different capacity than I have in the past. I am interested in a job with more responsibility, and I am very ready for a new challenge. I am seeking a position with a stable company with room for growth and opportunity for advancement. This position seemed like an excellent match for my skills and experience and I am not able to fully utilize them in my present job.
40. **Why are you looking for a new opportunity?** I had a great 9 years at the State of Alaska. However, I’m passionate about expanding my skills in technical communications and project planning, and I discovered that there weren’t opportunities for me to expand upon and develop that skill in my last job. That’s why I was so excited to find this role—it will allow me to grow even stronger in technical communications with a different audience. And, I’m looking for a position where I can grow—professional development is something that’s important to me since I hope to take on more responsibilities in the future.
41. **Why do you want to work here?** I've selected your company my choice of workplace 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.
42. **Why should we hire you?** I have a wide variety of skills from computers 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 many things that will add value to your company and specifically the team.
43. **Visa status?** none necessary US born would need it for Canada etc.
44. **Salary Expectation?** depends on the position starting at $60K + benefits
45. **Onsite Position are you comfortable with this?** ONLY if it is in the Anchorage Alaska area otherwise I am open for REMOTE positions
46. **Current Location?** Anchorage Alaska Area
47. **For which location you are applying?**  Anchorage Alaska Area
48. **Are you comfortable to relocate across US or you have some preference in location?** not available for relocation remote/telecommute ok
49. **Reason for change?**  moving career in new direction
50. **Current Location:** Anchorage, AK Area
51. **Open to relocate (Yes/no):** ONLY with a relocation package
52. **Expected Hourly Salary:** $35/hr $60kyr + medical, dental, vision
53. **Best time to take call:** 9-10 am or 1-5pm AK Time
54. **Availability to start:** immediate
55. **What is your preferred method of communication (Phone, text, email)?** Text & Email
56. **What kind of manager do you work best with?** I work best with a manager who has an open door understanding that only the most critical items will ever be brought into that open door and most questions will be addressed by email. One who will talk to me not at me and listen to concerns. One who will forward ideas or let me know that they aren’t doing so and why.
57. **What kind of person was your immediate superior?** My supervisors were very involved and wanted to see me develop personally and professionally and really encouraged it. They suggested trainings that were not technically for my position at the time and helped advocate to get permission for me to go. They also advocated to reclass my position as it became more complex.
58. **What kind of person would you refuse to work with?** A micromanager. I do not feel the need to be babysat by a manager when I know how to do my job and some of theirs better than they do. (More experience with the unit and the work involved) One who will not send ideas further up the chain of command, isn’t open to changes suggested that would result in time savings because they have to learn a new application or one who just doesn’t listen and doesn’t want new ideas…. My way or the highway or when I want your opinion I’ll give it to you! Types.
59. **What kind of value can you bring to our company?** Many ideas of how to do things possibly smarter without working harder. A level of coordination and task management for events and projects along with a massive number of computer skills to create and track all sorts of information.
60. **How much notice do you require to provide your current employer?** No notice needed just a few hours to coordinate transportation for family members that depend on me to get them to regular locations. Son is doing a welding program via Colony while attending Palmer High and the district’s bus schedule doesn’t mesh for him to get to his classes. Spouse has regular doctor appointments each week that require a ride. Some are an hour or so and others are longer depending on what doctor.
61. **Why did you leave your job and what have you been doing since you left?**  I left because of a lack of upward mobility. I had reached a dead end for the position without going back to school again for a Master’s Degree in a subject I am not interested in studying. I needed time to refuel my health which is back to normal. I kept busy with personal website projects, online courses and a lot of reading.
62. **Do you want my job? At this instant?** No but sometime in the future it might be an option for something I aspire to.
63. **If you were me, what would you look for in a job applicant for this position?** Organizational skills, communications skills and a love of the local culture
64. **In 1 minute, describe who you are?** I’m a tech geek who loves software of all types. I also love to write and create tutorials or documentation on how to do things with software. I like writing procedures and writing macros or other short programs that do something specific to make the workplace easier. A .bat file or a macro that takes care of a repetitive task specifically helps free up time to do more important things.
65. **In the next 3, 6, 12 months, what are specific milestones you want to accomplish?** 3 months – a job that I love helping others or using at least a few of my skills to create something fun, 6 months – an increase in energy from the positivity of the workplace leading to more interest in hobbies as a stress management technique again. 12 months – seeing my son enter his senior year with welding certifications and prepared for the workplace with a mother who is setting an example of what a workplace should be like
66. **What experience at your last job will you never forget?** The euphoria of getting a custom macro to work and realizing that it has the potential to impact the whole division as I shared it with IT and Research & Analysis
67. **What have you done to improve yourself in the past year?** Multiple courses on Udemy, LinkedIn, YouTube and various other educational sites that provide certificates of completion or not. I’ve learned personal development and professional development topics along with tech topics. I’ve shared the courses with my family or done them solo as well**.**
68. **What industry would I want to be in?** technology based working with software learning something new all the time, documenting and writing tutorials that instruct, entertain and help people
69. **What irritates you about co-workers?** Those who do not have a clue how to not bother you when you are busy especially when they can see you are busy. If they have time to chat they could just offer to pitch in, even if it’s not something they can really help with it’s the thought that counts.
70. **Available during the day, 8:30 a.m.-5:00 p.m. Pacific Time, Monday through Friday.** Can easily meet the required time
71. **Excellent knowledge of WordPress.** I’ve been working with WordPress since the 1.0 days and am not afraid of tweaking code or building from scratch if needed.
72. **Two years of customer service experience in a fast-paced environment**. I worked retail for several years, worked as a career mentor and computer instructor and also worked in a fast-paced office
73. **Ability to work on multiple projects at the same time and complete tasks in a timely manner with an emphasis on first-time quality**. I always have multiple projects going and am very detailed about completing each task on time and under budget.
74. **Experience in debugging, problem-solving and fixing websites.** I’ve been working with websites for a couple decades and if I don’t know what is going on there are many resources available to help figure it out.
75. **Experience with plugin support and customer support forums.** No
76. **Knowledge of PHP, MySQL, CSS, HTML, JavaScript, and jQuery** Yes to all of the above
77. **Experience using SVN & Git software.** Git and would love to work with SVN
78. **Good understanding of accessibility considerations and web standards**. I am always looking to meet current web standards as best as I can. Those with disabilities benefit greatly from having information from the internet and it is the responsibility of the webmasters to ensure they can “see” or “hear” the web just like everyone else!
79. **Excellent written and verbal communication skills.** See this letter
80. **Ability to be a team player and evolve as the business grows.** I love a good team and will jump in to help or learn something new as needed
81. **MS Office proficiency** - I bring a very high level of skill in MS Office. I am Certified for Office 2003 which translated very well to versions 2007, 2010 and 2016. I can do mail merges, custom macros, advanced formatting and pivot tables with ease. I can maintain master documents and track versions of a document with or without software-based support tools.
82. **Ability to manage multiple projects & meet deadlines -** I’ve frequently had multiple projects going and enjoy the opportunity to do many things especially in a deadline driven environment.
83. **Detailed oriented with excellent organizational skills -** I have written and published 2 non-fiction books and multiple other items requiring a high level of detail in both the development process and the writing process. I enjoy writing step by step instructions that anyone can follow. I am no stranger to the level of detail required to follow policy, procedures or regulations as I have also written all of the former as part of a team.
84. **Strong verbal/written communication & editing skills -** As a writer I have strong written communication skills and advanced editing skills
85. **Experience in the A/E industry preferred - Don’t** have won’t talk about
86. **Deltek Vision & Adobe InDesign desired -** Closest I have is SharePoint, DS3 and other AdHoc tools for Deltek Vision Adobe equivalent is Corel Draw/ Inkscape/ GIMP
87. **Strong interpersonal skills with ability to adapt to varying situations and personalities; I** have worked with a wide variety of groups and cultures from Natives to ex-felons to teens to seniors and everything in between. I have never had a problem with adapting to the situation and frequently teach or learn something new.
88. **Excellent communication skills, both oral and written; As** a writer I have strong written communication skills and advanced editing skills. I also have good presentation skills as I have taught multiple classes to various size groups.
89. **Organizational skills and computer competency that will facilitate customer and business tracking; My** primary duties included tracking 50+ applications per month. I knew what applications were received, due for submission and where all the hard copy and electronic files were found both current and archived. Most of the systems I used I developed and were adopted by the team and then the division for use in formal systems**.**
90. **Work within a driven and highly motivated team to provide a world-class client experience; My** philosophy is to help everyone in any way possible from making someone smile to solving problems they are experiencing.
91. **Be ambitious and want to work in a startup to develop world class SaaS.** I am a very driven and ambitious person and want to contribute to something that will make a difference in the world.
92. **It would be extra awesome if you have experience with: - Intercom - Mixpanel** nope
93. **Acts as interface among NAMs, Field Consultants, and service organization in tracking down and resolving status of open client issues. Follows-up and closes issue with clients.** Tracking is my life. I spend a majority of my time tracking supplies, applications, paperwork or people and coordinating each with the others
94. **Develops operational scorecards for each designated account.** I designed and developed systems that allowed me to see information via reports at a glance or with a few formatting tweaks
95. **Supports sales management process (e.g. pipeline report, call report monitoring etc. for designated accounts.)** Those reports allowed me to report weekly, monthly and quarterly to management of various levels on the status of any application at almost any time
96. **Provide and review management reporting with users and their management providing insight.** Reviews of the reports were done with my direct supervisor and with the unit manager along with presented to team members so that everyone knew the status of our workflows
97. **Monitors account service plans to reduce issues and detect competitive threats.** Part of my reports purpose was to reduce issues of late applications and non-renewals
98. **Interpret data, analyze results using statistical techniques and provide ongoing reports.** Within 10 minutes of a request I could pull and format a report that gave statistical data on the numbers of providers we had and what type of services they offered.
99. **Identify, analyze and interpret trends or patterns in complex data sets.** Many times reports were done to find trends in the types of providers who were late the most often or who provided the most services or whatever management needed at the time
100. **4-year degree or equivalent work experience required.** BS Bus Mgmt
101. **2-3 years of service experience preferred**. Daily contact with providers to offer technical assistance with applications and questions about becoming a provider
102. **Knowledge of the Insurance Industry preferred**. Nope
103. **What is it that I want to achieve?**
104. **What is more important to you, the money or the job?**
105. **What Is Your Greatest Accomplishment?**
106. **What makes a good team?**
107. **What makes you smile?**
108. **What makes you smile? (Professional)**
109. **What will be your next step?**
110. **What will disappoint you in this job?**
111. **What will motivate you to excel beyond expectation?**
112. **What will surprise you in this job?**
113. **What will the project look like when it’s done?**
114. **What would success here look like?**
115. **What was your biggest accomplishment?**
116. **What were your job expectations then?**
117. **What were your responsibilities?**
118. **Where do I want to be 5 years from now? (Personal)**
119. **Where Do You See Yourself In 5 Years?**
120. **Where do you want to be 5 years from now? (professionally)**
121. **Which experience was most and least rewarding?**
122. **Who am I?**
123. **Who am I? (Personal)**
124. **Who’s going to manage the project and make sure the tasks get done?**
125. **Why are you applying for this job?**
126. **What's your motivation?**
127. **When are you available to speak with someone on the phone for an interview?**
128. **What can you do today?**
129. **What did you learn from a failure?**
130. **What did you most dislike about your past job?**
131. **What do I do well AND enjoy?**
132. **What do I envision myself doing?**
133. **What do I want my readers to**
134. **What do I want to accomplish?**
135. **What do you do to improve on your weakness(s)?**
136. **What do you do?**
137. **What do you expect from your ideal manager?**
138. **What do you know about us?**
139. **What do you need to do next to get yourself moving forward?**
140. **What do you think this position is about?**
141. **What does it take to make a good team a great team?**
142. **What does my perfect career look like?**
143. **What does my success look like?**
144. **What does the dream job look like?**
145. **What does the job description really look like?**
146. **What elements of this plan can I depict visually?**
147. **What else will you need? (include notions)**
148. **How long do you expect to stay with us?**
149. **If I was to ask others if we should hire you, what would they say?**
150. **If the project is a magnificent success, what will that look like?**
151. **If we don’t hire you, what will you then do?**
152. **If you could pick one job at this company, what would it be?**
153. **What are your greatest disappointments?**
154. **What are your top 2-4 values/beliefs that guide your work and create your personal style?**
155. **What materials/tools will you need? (include amount)**
156. **What motivated you to apply?**
157. **What motivates you?**
158. **What outcomes do you want to create in 2018?**
159. **What relevant experience do you bring?**
160. **What relevant skills and abilities do you have?**
161. **What behavior changes will you need to make in order to achieve them?**
162. **In what ways could this position be a good fit for you professionally and personally?**
163. **In what ways could this position not be a good fit for you?**
164. **Is my real fear stepping out of my comfort zone?**
165. **List any other work commitments (freelance projects, other jobs, etc) or planned time off you would have between your first full-time availability and 3 months from then?**
166. **Tell Me About Yourself Where I am What I’ve learned Why I’m excited about position What Is Your Greatest Strength?"**
167. **Tell me what you most liked about your past job?**
168. **What are my goals?**
169. **What are specific next steps you need accomplish to reach the first milestone?**
170. **What skills do I want to use the most and why?**
171. **How do you handle criticism?**
172. **How do you handle stress and pressure?**
173. **How do you handle unethical behavior in the workplace?**
174. **How do you plan to achieve your dream?**
175. **If you had the chance, what would you differently in your work life?**
176. **What are you most passionate about? Why?**
177. **Do you enjoy working from home?** I love working from home
178. **Do you have any questions about us or the job that we have not covered?**
179. **Do You Have Any Questions For Me?**
180. **Why can’t we say no to you?**
181. **How would that passion apply to the role we have open?**
182. **How would you describe your work style?**