**1. Tell me about a challenging situation in your project and how you handled it.**

**Answer:**

In my current project, we once had a production issue where SMS notifications were not being delivered for high-priority banking alerts. The issue was time-sensitive because it affected customer trust. I immediately worked with our logs and traced the problem to a broken downstream dependency (third-party SMS gateway). While our infrastructure team fixed the issue, I worked on adding fallback logic and proper exception handling to the API, and also implemented retry mechanisms. We also added alerts to catch such failures early in the future. The fix went live the same day with no customer escalation.

So if any critical delivery fails so atleast after several retry it should be conveyed by an email as email is most reliable as a fallback.

For what were your contribution in project can add  
we work on onshore offshore team and there is along delay in between and lot of time there would have been dependencies on onshore folks so whole day have been wasted or not that productive. So I proposed the way to have a evening call to ask for any blocker and one report we to send to onshore so whenever they login they would be across it already and we used to discuss this over the devs catchup call.like that.