Brief of the Career Episode

I used to work as a web frontend developer in a company. We have a product which is a POS system based on web and I was one of the developers.

When the pos system was going to be installed in a new customer’s store, because the person in charge of this task was on another customer’s site, I was assigned the task to install and configure the system for the customer and stay on site there the next day to guide operations and report and solve problems occurred.

On the first day I should install and configure the system following the process document obtained from the person who should do this task. When installing the POS terminals, I needed to call the terminals provider to activate the terminals. I made a call and was told that the terminals had been activated. I tried but the terminals did not work properly. I made another call but was told the terminal should be fine. I carefully checked all the software and hardware, and after communicating with the development team, I confirmed that the terminal was not activated correctly. So, I called the provider again and demonstrated the problem I encountered remotely. In the end, they solved the activation problem and the terminal worked normally.

The next day I was there to help instructing the clerks operations and reporting and solving problems. My boss told me that I can go back if there are no problems, but after consideration I decided to stay there till they close the store so they can run through the whole process of a day. Sure enough, when they closed the store and settled the revenue, we found a system error. I called our financial team and developing team for help and finally solved the problem on 8:30 at night. Everyone is actively helping, and some people are off work but still provide a lot of help.

Finally we solved all the problems and the whole system worked properly. The customer gave us a good evaluation and thought that we were professional and responsible.