Situational Interview Questions

1. What plans do you have for continued study? An advanced degree?

I plan to study as much and as long as it is possible. My education is based on constantly evolving science. New technologies are invented, new concepts are introduced and this process is endless. Therefore, there is much room for new knowledge. I am always happy to learn something new about an industry because it develops a better understood and helps in my work, it makes me a better employee. I also plan to visit courses arranged by an employer.

2. To what extent would you be willing to travel for the job?

I will be glad to travel for the job. I understand how it can be important for the company and my career. I am always ready to move, and I think of it only positively. It helps to develop the company, expands my opportunities and helps to adapt at new conditions. I think that as long as I like my job there will be no problems with travelling or anything else. This job was my dream for years, so I hope now it's a time to become successful in it.

3. What do you think it takes to be successful in this career?

I think in order to be successful in this career employee have to be able to focus well, be able to perform multiple tasks at the same time, follow new developments that can make work easier, have skills to work in a team and have skills in communication with customers. But the mail rule is always the same: if you like your job and work accurately you surely will become successful in it.

4. What will it take to attain your goals, and what steps have you taken toward attaining them?

I always wanted to be a programmer. At the age of twelve, I started to study with a private teacher. These private lessons had last till I was fourteen because at that time I already knew where I should find necessary information. So I started to learn by myself. Later, I passed an exam to college where I choose my faculty. I'm going to raise the level of my education in order to expand my knowledge. Also I intend to visit the courses sponsored by your company. It

will help me to see how does the work process of the firm looks like and to hear new ideas from competent employees.

5. *What do you expect to be doing in five years?*

I plan to work hard and expand my skills. I want to be a really good programmer, an expert in my work and I want to feel confident in any new situation. I hope that during this time I can get a promotion in the service.

Behavioral Interview Questions

1. *Tell of the most difficult customer service experience that you have ever had to handle - perhaps an angry or irate customer. Be specific and tell what you did and what was the outcome.*

Once I had a conflict with a customer. He claimed that I didn't cope with the terms of and demanded to return the advance payment and compensate for lost time. I asked him to calm down and explain what happened. The customer claimed that the order had to be ready several days ago. Refining all the details it turned out that his secretary had quit a few days ago, and he couldn't find the file with the project. Therefore he decided that there was no file at all. I told him where he could find the file. The customer found the file and made sure that the job is done. Then he apologized for the incident and made a new order.

2. *Have you ever had difficulty with a supervisor or instructor? How did you resolve the conflict?*

Once I had a little conflict with professor in my college. The question concerned the format of my course work. My book was older than professor's, so data was different too. I hadn't enough of time to edit because my coursework so professor decided that the work was not mine. I showed him a notebook with my calculations and he saw the trouble was an outdated textbook with incorrect data. Then he took my work and gave me a mark "A".

3. *Tell me about a major problem you recently handled. Were you successful in resolving it?*

Recently, when I was working on my project, a breakdown happened in the computer. As it turned out, PC has been infected with the virus. Unfortunately my project was damaged and I could not give it to a customer. But I had a copy of my calculations so the project was to recovered quickly and I even make it before a deadline.

4. Would you say that you can easily deal with high-pressure situations?

Yes. While studying at the college, there were many situations where I thought it would not handle all tasks because is was too many of them. But I learned how to use my time effectively, now I always set priorities and plan my time. That's how I always manage with difficult situations. Now I am even thankful for that time because I feel like I'm ready for almost everything. There is one thought that helps me: I will solve any problem easier and faster if I get ready for it. Sometimes I imagine some difficult situation and than think of ways to work it out.

5. What were your reasons for selecting your college or university?

I learned programming in school, and I was always interested in new technologies. Therefore, selection of a profile was not difficult. But I wanted to study at a college with a good rating, where I can get as many opportunities. My private teacher was a professor at a college earlier. He gave me some advices of how should I choose a college, what should I find for myself. Then I visited few colleges with very nice reputation and choose one of them. It was not easy to choose but I selected the exact same college where my private teacher had worked. Now I'm sure that it was the right choice, college gave me a lot of knowledge.

Questions to Interviewer

1. What is the organization's plan for the next five years, and how does this department fit in?

In order to work successfully in this position, I need to know how the company will develop. So I can grow along with the company and work better myself. I also can be a part of this process and try to find new ways to make my department work better. I think that a good

leader of a company needs to have a clear plan of how to make it work better, make it increase, make a better workplace for employees. If the head of the company really cares about workers, he cares about a whole company.

2. Who held this position previously? Why is he/she leaving the role?

From this information, I can see some principles of work in the company and problems that I might be faced. Maybe I will not agree with the situation I will try to think of the reason objectively and maybe I'll make some conclusions about work in the company. It does not necessarily mean that I would change my mind about the job, but it's good to know what rules you can't break and what will happen if you do.

3. Can you tell me what steps need to be completed before your company can generate an offer?

In order to get to work I will need some time to prepare, perhaps I will learn some new information about the company and position. The employer always has a vision of how an employee should prepare before taking a job. There's always some information about the company that you can't get from public sources but only from the inside of it. Also, there might be some documents which are needed for a human resources department.

4. Can you walk me through the typical day of someone in this role?

This information will help me to plan my other tasks so they will not distract me from my job. I always try to plan my whole day and every time I get some new task I write it down in my notebook. I do my private staff at my free time so in the office I can concentrate on my job and work productively. I can also plan my work-time a little differently than my predecessor to improve performance.

5. Is there anything else I can provide to help you make your decision?

Sometimes it can be not enough of time to ask everything. The employer could forget to ask something at the beginning of the interview or decide to ask more details. I think it would be

quite polite to ask this question. This might show the employer how much I want this job and how much I care of his decision.