



## QUESTIONS TO ASK DURING AN INTERVIEW

An interview isn't just for the employer to get to know you – it's also your opportunity to learn if the company is the right fit for you. Asking thoughtful questions shows your interest and helps you gather valuable insights about the job and company culture.



**Tip:** Do your research beforehand and prepare 5–6 questions that are specific to the company or role

- How do you describe a typical day on the job?
- How would you describe the work environment?
- Do your employees work individually or as a team?
- How are employee performance reviews done?
- What are the promotion possibilities?
- What is the general management style regarding customer service and employees?
- What does the onboarding process look like?
- Does the company have a promote-from-within policy?
- What further education or training does the company consider important?



**Remember:** The questions you ask can help you stand out as a thoughtful and proactive candidate.

# Answering Tough Interview Questions

## Interview Preparation

### 1. Tell me about yourself

- Briefly discuss your education, professional achievements, and career goals.
- Describe your qualifications and explain the contributions you could make to the organization.

### 2. What do you consider your most significant accomplishment?

- Prepare a story with details of a professional accomplishment.
- Use the problem-action-resolution method.
- *Example: Discuss a challenging situation, actions you took to resolve it, and the outcome.*

### 3. Why do you believe you are qualified for this position? Why should I hire you?

- Discuss two or three key factors about the job and yourself that are most relevant.
- Include a technical skill, a management skill (e.g., organizing, staffing), and a personal success story.

### 4. How do you handle pressure? Do you like or dislike these situations?

- Discuss how you perform well under stress.
- Provide an example of a stressful situation you handled well.
- Focus on viewing the stress as a challenge, not a burden.

### 5. What do you like/dislike about your current position?

- Avoid negative statements about coworkers or management.
- Focus on positive aspects, such as challenges or opportunities to grow.
- *Example: "I enjoy taking on new challenges and opportunities to improve."*

### 6. Have you ever accomplished something you did not think you could?

- Provide an example where you overcame difficulties to succeed.
- Highlight your goal-orientation, work ethic, and commitment.

### 7. Why did you leave your last job?

- Avoid badmouthing previous employers.
- Explain that after careful consideration, you wanted an opportunity to expand your skills or knowledge.
- *Example: "I achieved my goals there and began looking for new challenges. It became apparent that I would have to look elsewhere for those opportunities."*

### 8. Can you describe yourself as someone who takes the initiative?

- Provide examples where you were self-motivated and demonstrated a proactive approach.
- Discuss at least one example in depth, demonstrating your work ethic and creativity.

**9. What is the worst or most embarrassing aspect about your career?**

- Discuss a challenge or mistake you've learned from.
- Show that you are introspective and open to improvement.
- *Example: "I once missed a deadline but learned the importance of time management and communication."*

**10. How have you grown or changed over the past few years?**

- Focus on how you've developed professionally, including technical skills, self-confidence, or overcoming personal obstacles.
- Show how you have matured or learned from past experiences.

**11. What do you consider your most significant strengths?**

- Choose four or five strengths that are relevant to the job.
- Be ready to give specific examples for each strength.
- *Example: "I'm skilled in budgeting, team collaboration, and problem-solving."*

**12. What do you consider your most significant weakness?**

- Provide an example where a weakness has been turned into a strength.
- Be honest but balance the negative with positive steps you've taken to improve.
- *Example: "I tend to be a workaholic, but I've learned to better manage my time."*

**13. How do you handle deadlines, frustration, difficult people, and silly rules?**

- Focus on how you overcome challenges diplomatically and with perseverance.
- *Example: "I approach difficult situations with patience and focus on finding practical solutions."*

## Preparation Tips

**Think about specific examples for each answer**  
**Tailor your responses for the specific job**  
**Stay positive, professional, and solution oriented**  
**Practice, but don't memorize answers—stay natural!**

# VIRTUAL INTERVIEW ETIQUETTE

## How to Prepare and Impress

When it comes to virtual interviews, preparation is just as important as for in-person meetings. Use these tips to ensure everything goes smoothly and professionally!



### 1. Check Your Technology

- Test your internet connection, camera, and microphone in advance.
- Run a test on the platform (Zoom, Microsoft Teams, Skype, etc.).
- Use a computer for a more stable experience.



### 2. Choose a Good Location

- Use natural light when possible; avoid backlighting.
- Keep your background clean and distraction-free.
- Position yourself so your face is clearly visible.



### 3. Dress Professionally

- Dress just like you would for an in-person interview.
- Dressing professionally from head to toe boosts confidence.



### 4. Look at the Camera

- Look directly into the camera to simulate eye contact.
- Avoid watching yourself or the interviewer on the screen.



### 5. Mute When Not Speaking

- Choose a quiet spot with minimal interruptions.
- Mute your mic when you're not talking to avoid background noise.



### 6. Prepare for Screen Sharing

- Close unnecessary apps or tabs.
- Open all documents you'll need ahead of time.



### 7. Be Mindful of Time Zones

- Double-check the interview time, especially if the interviewer is in a different time zone.



### 8. Minimize Distractions

- Silence phone/computer notifications.
- Avoid adjusting your camera or moving during the interview.



### 9. Use Good Body Language

- Sit up straight, smile, and nod to show engagement.
- Stay attentive and focused throughout the interview.



### Final Tip:

Treat your virtual interview like a real meeting—because it is! These steps will help you appear polished, professional, and ready for the role. **Good luck!**



# Phone Interview Etiquette: How to Make a Great Impression

A phone interview may not involve handshakes or video, but it's still critical for hiring. Use these tips to make sure you're prepared and professional from the first "hello."

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## Find a Quiet Space

Choose a calm, quiet location free from distractions. Avoid background noise, interruptions, or any setting where pets, people, or loud sounds could interfere.

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## Prepare Your Materials

Have your resume, job description, and a few notes or questions in front of you. Use them as a guide—but don't just read from them. Speak naturally and confidently.

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## Speak Clearly and Calmly

Since your voice is the only tool you have, speak at a moderate pace, enunciate your words, and keep a calm, professional tone.

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## Listen Carefully

Without visual cues, active listening is essential. Focus closely on each question, and don't hesitate to ask for clarification if needed.

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## Stay Engaged

Even if they can't see you, your tone reflects your interest. Smile as you speak—it helps project warmth and enthusiasm.

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## Avoid Multitasking

Give the interviewer your full attention. Resist the urge to check your phone, email, or do anything else during the call.

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## Prepare for Background Noise

If interruptions happen (like barking dogs or loud traffic), apologize briefly and continue. Most interviewers will understand—just handle it calmly.

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## Be Punctual

Be ready at least 5 minutes early with your phone charged and materials ready. Being on time shows respect and professionalism.

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## Ask Questions

Wrap up strong by asking thoughtful questions about the role, company, or team. It shows that you're engaged and genuinely interested.

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**Final Tip:** Even if it's "just a phone call," treat it with the same seriousness as an in-person interview. Your voice, preparation, and attitude speak volumes!

John Doe  
123 Main Street  
Norman, OK 73019  
johndoe@email.com | (405) 123-4567

April 16, 2025

Hiring Manager  
Acme Corporation  
456 Innovation Drive  
Oklahoma City, OK 73102

Dear Hiring Manager,

I am writing to express my interest in the Software Engineer position at Acme Corporation. With a strong background in Python development and a passion for creating secure and efficient applications, I am excited about the opportunity to contribute to your innovative team.

I hold a Bachelor's degree in Computer Science from the University of Oklahoma, where I honed my skills in developing robust software systems and working with networking technologies. My recent project involved building a secure chat application using SSL/TLS encryption and a custom Python-Tkinter GUI, which provided a seamless and encrypted user experience. This experience has equipped me with the technical skills and collaborative mindset that align well with Acme's commitment to high-quality software solutions.

What excites me most about Acme is your dedication to cutting-edge technology and your reputation for fostering a culture of innovation. I would welcome the chance to bring my experience and enthusiasm to your engineering team.

Thank you for considering my application. I look forward to the opportunity to further discuss how I can contribute to Acme's continued success.

Sincerely,

John Doe

# Jordan Taylor

Austin, TX | (123) 456-7890 | jordan.taylor@email.com | linkedin.com/in/jordantaylor

## Professional Summary

Multifaceted professional with over 5 years of experience driving results in project coordination, customer engagement, and operational strategy. Combines analytical skills with a collaborative approach to lead cross-functional initiatives, improve customer retention, and enhance process efficiency. Thrives in dynamic environments and excels at aligning team goals with organizational objectives. Advanced proficiency in Salesforce, Microsoft Office Suite, Jira, Trello, and Google Workspace.

## Key Skills by Area

### Project Management

Project planning, Agile and Scrum methodologies, Resource allocation, KPI tracking, Cross-functional leadership, Process documentation, Risk mitigation, Change management

### Customer Success

Client onboarding, Account management, Retention strategies, CRM administration, Customer journey mapping, Support ticket optimization, Feedback collection and analysis, Upsell and renewal engagement

### Technology & Tools

Salesforce, Jira, Trello, Microsoft Excel (PivotTables, VLOOKUP), Google Analytics, Zoom, Notion, Slack integrations, Confluence, Zendesk

### Soft Skills

Effective communication, Team collaboration, Conflict resolution, Time management, Public speaking, Decision-making, Emotional intelligence, Adaptability under pressure

## Education

B.A. in Communication, University of Texas at Austin, 2016

Relevant Coursework: Organizational Behavior, Business Writing, Marketing Strategy, Data Analytics, Communication Research Methods, Conflict Resolution, Digital Media Literacy

## Selected Accomplishments

- Reduced customer churn by 12% by initiating a customer feedback program and revamping onboarding materials.
- Delivered 10+ high-profile enterprise projects with 100% on-time delivery and stakeholder satisfaction.
- Launched a knowledge base and chatbot integration, reducing average support ticket volume by 30%.
- Designed and implemented SLA tracking dashboard in Trello and Google Sheets, boosting transparency.
- Led cross-departmental workshops to identify and eliminate redundant workflows, saving 20 staff hours monthly.
- Achieved 15% cost reduction in vendor contracts through negotiation and performance-based assessment.
- Mentored junior project coordinators and built onboarding documentation, reducing new hire ramp-up time by 40%.
- Co-led migration of legacy CRM system to Salesforce, training over 25 employees and standardizing pipelines.

# Jordan Taylor

Austin, TX | (123) 456-7890 | [jordan.taylor@email.com](mailto:jordan.taylor@email.com) | [linkedin.com/in/jordantaylor](https://linkedin.com/in/jordantaylor)

## Professional Summary

Project-oriented professional with 5+ years of experience in customer success, project coordination, and operations. Known for delivering exceptional client service, improving processes, and managing teams to execute initiatives on time and within budget. Highly proficient in Microsoft Office Suite, Trello, Jira, and Salesforce CRM.

## Work Experience

### Client Success Manager

BrightPath Solutions - Austin, TX

June 2020 - Present

- Delivered onboarding training to over 50 new clients, resulting in a 95% satisfaction rate.
- Analyzed customer feedback and implemented changes that reduced churn by 12%.
- Created helpdesk documentation and streamlined support ticket triage.

### Project Coordinator

BlueSky Analytics - Dallas, TX

March 2017 - May 2020

- Oversaw timelines and resource planning for 10+ enterprise-level projects.
- Facilitated weekly check-ins and updated stakeholders with progress reports.
- Managed vendor relationships and negotiated service contracts, saving 15% in costs.

## Education

B.A. in Communication, University of Texas at Austin, 2016

Relevant Coursework: Organizational Behavior, Data Analytics, Public Speaking

## Skills

Project Coordination, Customer Success, Team Leadership, Process Improvement, Salesforce CRM, Microsoft Office Suite, Trello, Jira



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Austin, TX | (123) 456-7890 | jordan.taylor@email.com | linkedin.com/in/jordantaylor

## Professional Experience

### Client Success Manager

BrightPath Solutions - Austin, TX

June 2020 - Present

- Manage a portfolio of 35+ B2B clients with an emphasis on building relationships and value delivery.
- Track success metrics and KPIs to identify at-risk accounts and drive retention campaigns.
- Develop custom onboarding sequences and training materials tailored to client needs.
- Work directly with Product, Engineering, and Sales to ensure customer feature requests are prioritized.
- Act as escalation point for technical issues; provide data-driven insights to customer support team.
- Regularly present quarterly business reviews (QBRs) to executive stakeholders.

### Project Coordinator

BlueSky Analytics - Dallas, TX

March 2017 - May 2020

- Supported end-to-end delivery of software and data analytics projects in a fast-paced startup.
- Assisted in building Gantt charts, resource forecasts, and status reports for weekly meetings.
- Liaised with designers, developers, QA, and stakeholders to ensure timely deliverables.
- Led internal retrospectives to improve planning accuracy and reduce project delays.
- Documented and tracked all project artifacts in Jira and Confluence.
- Delivered training sessions for onboarding new hires into the project team framework.

# [Your Name]

[Your Address] | [Your Phone] | [Your Email] | [LinkedIn/Portfolio]

## Summary of Qualifications

- Strong background in [Skill Area 1], [Skill Area 2], and [Skill Area 3].
- Proven ability to [Accomplishment or Key Strength].
- Excellent interpersonal, problem-solving, and organizational skills.
- Proficient in [Software/Tools].

## Relevant Experience

### [Job Function or Skill Category]

- Used [Tool/Process] to accomplish [Result].
- Led a team of [#] to complete [Project/Task] ahead of schedule.
- Managed [Responsibility], resulting in [Outcome].

### [Another Skill Area or Job Function]

- Developed and implemented [System/Plan].
- Provided training and support to [Audience].
- Streamlined [Process], improving efficiency by [% or Timeframe].

## Education

[Degree or Program], [School Name], [Year]

Relevant Coursework: [Course 1], [Course 2], [Course 3]

# Jordan Taylor

Austin, TX | (123) 456-7890 | jordan.taylor@email.com | linkedin.com/in/jordantaylor

## Professional Summary

Certified project management professional with 5+ years of experience leading cross-functional teams, coordinating enterprise projects, and delivering complex initiatives on time and within scope. Proven track record in stakeholder management, risk analysis, and Agile frameworks. Strong communicator and strategic planner with expertise in Jira, Trello, Salesforce, and Microsoft Project.

### Project Planning & Execution

- Developed and managed project plans, schedules, and budgets for enterprise-wide initiatives.
- Ensured timely delivery through effective resource planning and milestone tracking.
- Utilized Agile, Scrum, and Waterfall methodologies to adapt to project needs.

### Team Leadership & Collaboration

- Led cross-functional teams of 5-15 members across departments including engineering and marketing.
- Facilitated stand-ups, sprint reviews, and retrospectives to foster continuous improvement.
- Provided mentorship and onboarding for junior team members and project assistants.

### Client & Stakeholder Management

- Conducted regular briefings with clients and stakeholders to report progress and gather feedback.
- Delivered project documentation, dashboards, and executive summaries for visibility and alignment.
- Acted as primary liaison for issue escalation, scope management, and client success follow-ups.

### Tools & Technical Proficiency

- Proficient in Jira, Trello, Salesforce, Microsoft Project, Excel (advanced), Confluence, Slack.
- Created Gantt charts, risk matrices, and KPI dashboards to support project transparency and decision-making.

## Work History

### Client Success Manager

BrightPath Solutions - Austin, TX

June 2020 - Present

### Project Coordinator

BlueSky Analytics - Dallas, TX

March 2017 - May 2020

## Education

B.A. in Communication, University of Texas at Austin, 2016

Relevant Coursework: Organizational Behavior, Project Management, Data Analytics, Business Writing, Agile Methodologies



Tip: Take this completed form when applying for jobs so you have all the information you'll need with you.

## Sample Master Application Form

PLEASE PRINT ALL INFORMATION REQUESTED EXCEPT SIGNATURE | APPLICANTS MAY BE TESTED FOR ILLEGAL DRUGS

Date \_\_\_\_\_

Name \_\_\_\_\_  
Last First Middle Maiden

Present address \_\_\_\_\_  
Number Street City State ZIP

How long? \_\_\_\_\_

Social Security No. \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Telephone ( ) \_\_\_\_\_ - \_\_\_\_\_

If under 18, please list age \_\_\_\_\_

1. Position applied for \_\_\_\_\_  
(Be specific)

2. Salary desired \_\_\_\_\_  
(Be specific)

Days/hours available to work:

☐ No Preference ☐ Monday \_\_\_\_\_ ☐ Tuesday \_\_\_\_\_ ☐ Wednesday \_\_\_\_\_  
☐ Thursday \_\_\_\_\_ ☐ Friday \_\_\_\_\_

How many hours can you work weekly? \_\_\_\_\_ Can you work nights? \_\_\_\_\_

Employment desired: ☐ Full Time Only ☐ Part Time Only ☐ Full or Part Time

☐ Remote Work/Work from Home ☐ Hybrid Remote Work

When available for work? \_\_\_\_\_

TYPE OF SCHOOL	NAME OF SCHOOL	LOCATION (Complete mailing address)	YEARS COMPLETED	MAJOR & DEGREE
High School				
College				
Bus. or Trade School				
Professional School				

Have you ever been convicted of a crime? Yes ☐ No ☐

If yes, explain number of conviction(s), nature of offense(s) leading to conviction(s), how recently such offense(s) was/were committed, sentence(s) imposed, and type(s) of rehabilitation.

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Do you have a driver's license? Yes ☐ No ☐

What is your means of transportation to work? \_\_\_\_\_

Driver's License Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

State of issue \_\_\_\_\_ ☐ Operator ☐ Commercial (CDL) ☐ Chauffeur

Have you had any accidents during the past three years? \_\_\_\_\_ How many? \_\_\_\_\_

Have you had any moving violations during the past three years? \_\_\_\_\_ How Many? \_\_\_\_\_

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#### Office Only

Typing ☐ Yes ☐ No \_\_\_\_\_ WPM

10-key ☐ Yes ☐ No

Word Processing ☐ Yes ☐ No \_\_\_\_\_ WPM

Personal Computer ☐ Yes ☐ No / ☐ PC ☐ Mac

Other Skills \_\_\_\_\_

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(Employers may require more and may require professional only)

Please list two references other than relatives or previous employers.

Name \_\_\_\_\_ Position \_\_\_\_\_

Company \_\_\_\_\_ Address \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ - \_\_\_\_\_

Name \_\_\_\_\_ Position \_\_\_\_\_

Company \_\_\_\_\_ Address \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ - \_\_\_\_\_

An application form sometimes makes it difficult for an individual to adequately summarize a complete background. Use the space below to summarize any additional information necessary to describe your full qualifications for the specific position for which you are applying. ([Practice filling this out](#))

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#### Military

Have you ever been in the armed forces?

Yes ☐ No ☐

Are you now a member of the National Guard?

Yes ☐ No ☐

Specialty \_\_\_\_\_ Date Entered \_\_\_\_\_ Discharge Date \_\_\_\_\_

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#### Work Experience

Please list your work experience for the past five years beginning with your most recent job held.

If you were self-employed, give firm name. Attach additional sheets if necessary.

Name of Employer \_\_\_\_\_ Address \_\_\_\_\_

City

State

ZIP

Phone Number (    ) \_\_\_\_\_ - \_\_\_\_\_

Name of Last Supervisor \_\_\_\_\_

Employment Dates: From \_\_\_\_\_ To \_\_\_\_\_

Pay or Salary: Start \_\_\_\_\_ Final \_\_\_\_\_



Your last job title \_\_\_\_\_

Reason for leaving (be specific) \_\_\_\_\_

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

Name of Employer \_\_\_\_\_ Address \_\_\_\_\_

City State ZIP

Phone Number ( ) \_\_\_\_\_ - \_\_\_\_\_

Name of Last Supervisor \_\_\_\_\_

Employment Dates: From \_\_\_\_\_ To \_\_\_\_\_

Pay or Salary: Start \_\_\_\_\_ Final \_\_\_\_\_

Your last job title \_\_\_\_\_

Reason for leaving (be specific) \_\_\_\_\_

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

Name of Employer \_\_\_\_\_ Address \_\_\_\_\_

City State ZIP

Phone Number ( ) \_\_\_\_\_ - \_\_\_\_\_

Name of Last Supervisor \_\_\_\_\_

Employment Dates: From \_\_\_\_\_ To \_\_\_\_\_

Pay or Salary: Start \_\_\_\_\_ Final \_\_\_\_\_

Your last job title \_\_\_\_\_

Reason for leaving (be specific) \_\_\_\_\_

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

Name of Employer \_\_\_\_\_ Address \_\_\_\_\_

City State ZIP

Phone Number ( ) \_\_\_\_\_ - \_\_\_\_\_

Name of Last Supervisor \_\_\_\_\_

Employment Dates: From \_\_\_\_\_ To \_\_\_\_\_

Pay or Salary: Start \_\_\_\_\_ Final \_\_\_\_\_

Your last job title \_\_\_\_\_

Reason for leaving (be specific) \_\_\_\_\_

List the jobs you held, duties performed, skills used or learned, and advancements or promotions earned while you worked at this company.

May we contact your present employer?    Yes ☐    No ☐  
Did you complete this application yourself?    Yes ☐    No ☐  
If not, who did? \_\_\_\_\_

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PLEASE READ CAREFULLY  
APPLICATION FORM WAIVER

I authorize investigation of all statements contained in this application. I understand that the misrepresentation or omission of facts called for is cause for dismissal at any time without any previous notice. I hereby give the Company permission to contact schools, previous employers (unless otherwise indicated), references, and others, and hereby release the Company from any liability as a result of such contact.

I also understand that (1) the Company has a drug and alcohol policy that provides for pre-employment testing as well as testing after employment; (2) consent to and compliance with such policy is a condition of my employment; and (3) continued employment is based on the successful passing of testing under such policy. I further understand that continued employment may be based on the successful passing of job-related physical examinations.

Signature of applicant \_\_\_\_\_  
Date: \_\_\_\_\_

This Company is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, age or disability. We assure you that your opportunity for employment with this Company depends solely on your qualifications.

Thank you for completing this application form and for your interest in our business.