

# **Customer Support Specialist Interview Questions And Answers Guide.**



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# Customer Support Specialist Job Interview Preparation Guide.

### Question # 1

What do you see yourself doing within the first 30 days of this job?

#### Answer:-

Typically the first 30 days are designed for you to learn as much as possible As Customer Support Specialist. Work hard to get to know your teammates, how they work together, and how you can make the biggest impact.

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### Question # 2

What can you offer us that someone else can not?

#### Answer:-

Bad Answer: Going negative - if the candidate starts trash talking other candidates, it's a sure sign of a bad attitude. Also, if they can't provide a solid answer, it may show that they lack thorough knowledge of the skills the job requires, and an understanding of where they fit in.

Good answer: The candidate can name specific skills, abilities or understandings they have that apply directly to the job that other candidates are unlikely to have, or are in short supply.

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### Question # 3

Describe some problems you encountered in your most recent position As Customer Support Specialist and how you resolved them?

#### Answer:-

Discuss your work experiences. The key is to show you're calm under pressure and can handle sensitive situations with a clear train of thought.

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### Question # 4

Top 11 Interview Questions to Ask when Emotional Intelligence Matters As Customer Support Specialist:

#### Answer:-

Emotional intelligence, or EQ, has come into vogue as a good trait to hire for.

EQ is the ability to use emotional information to guide thinking and behavior, to recognize other people's emotions and your own, and to discriminate between different feelings and label them appropriately.

EQ is considered essential to help teams function well. Here are some of the top questions for help you get an idea of how candidates perceive their emotions and those of others.

1. If you started a company today, what would its top values be?
2. Who inspires you? Why?
3. How could you create more balance in your life?
4. What makes you angry?
5. How do you have fun?
6. How good are you at asking for help?
7. How did you deal with a bad day?
8. What's something you're really proud of? Why?
9. Tell me about a time when your mood altered your performance (positively or negatively).
10. Has there ever been a time when you felt you needed to change your behavior at work? How did you do it?
11. Did you create friendships that lasted while working at a previous job?

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### Question # 5

How have you made an impact on your team in the past?

#### Answer:-

I would explain and show to him or her best way possible and if they have a better way then I will encourage him or her to let me know then we can see if it works or not As Customer Support Specialist.

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### **Question # 6**

If you could do it all over again, how would you plan your academic studies differently?

#### **Answer:-**

Whatever you do, just don't act bitter. A lot of times we wish we could change the past, but focus on the positive reasons and results of the decisions you already made.

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### **Question # 7**

Explain me what do you know about our company?

#### **Answer:-**

Bad Answer: They don't know much about the company. If a candidate is serious and enthusiastic, they should have done some basic research.

Good answer: An answer that shows they've really done their homework and know what the company does, any important current events that involve the company, and the work culture.

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### **Question # 8**

You are not given the tools you need to be successful. How would you change that As Customer Support Specialist?

#### **Answer:-**

State a business case to your manager / leader as to why you need the tools and make the request for them.

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### **Question # 9**

Tell me about a decision you made recently and how you reached it As Customer Support Specialist?

#### **Answer:-**

The key is to show that you put a lot of thought (weighing out the pros and cons) but were able to be decisive. Be sure to explain your logic in arriving at the decision.

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### **Question # 10**

Do you work well within a team?

#### **Answer:-**

Some people are thrown when they are asked this Customer Support Specialist question when they are applying for a position to work alone. Every company works as a team, so you are a good team player, give an example of when you have worked well within a team.

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### **Question # 11**

What qualities do you look for in a boss?

#### **Answer:-**

Remain optimistic and do not be too specific. Good attributes include moral character, honesty, and intelligence since managers usually believe they possess these qualities.

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### **Question # 12**

Tell me about a time when you had to make a decision without all the information you needed. How did you handle it As Customer Support Specialist? Why? Were you happy with the outcome?

#### **Answer:-**

In many scenarios, you will not have all the information needed. The key is to make the best possible decision based on what you deem to be a sufficient amount of information.

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### **Question # 13**

Where do you see yourself in five years? Ten years?

#### **Answer:-**

Bad Answer: A generic or uninspired answer. Also, answers that show that this career/company is just a temporary stop for them.

Good answer: One that shows the candidate has thought about this question, has plans, and that those plans align with the job and a career path that is possible in the company. You want to see that this candidate is a good long term investment.

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### **Question # 14**

Describe a time when you anticipated potential problems and developed preventive measures?

#### **Answer:-**

The key here is to show that you were proactive. How did you find out about the potential problems? How did you address it quickly?

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### **Question # 15**

Explain what are your weaknesses As Customer Support Specialist?

#### **Answer:-**

Red flags: This is the peanut butter to the previous question's jelly. Again, everyone should expect it, so it's a bad sign if someone seems totally unprepared, or gives a stock answer like, "I'm a perfectionist." Also, of course, candidates crazy enough to blurt out some horrible personality trait should go in the red flagged pile.

Good answer: Candidates should talk about a real weakness they've been working on improving. For instance, they're not good at public speaking, but they've been taking a course to help them improve. Or maybe they feel that they're easily distracted when working online, but have installed software that helps them stay on task. Answers like these show a desire for improvement, self awareness and discipline.

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### **Question # 16**

What do you consider ethical spending on an expense account?

#### **Answer:-**

It depends on the role - but the better way to answer this is to ask the interviewer what their expectations are with regards to what the role can expense and then simply state that you'll stay within those parameters

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### **Question # 17**

Describe your work ethic?

#### **Answer:-**

While discussing this, be sure to stress specific examples of what you bring to the company. Good qualities include resolve to fulfill job responsibilities, optimism, and a desire to be as efficient as possible while at work.

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### **Question # 18**

What can you offer me that another person can't?

#### **Answer:-**

This is when you talk about your record of getting things done. Go into specifics from your resume and portfolio; show an employer your value and how you'd be an asset.

You have to say, "I'm the best person for the job As Customer Support Specialist. I know there are other candidates who could fill this position, but my passion for excellence sets me apart from the pack. I am committed to always producing the best results. For example..."

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### **Question # 19**

Do you know anyone that works with our company?

#### **Answer:-**

Sometimes companies have policies relating to the hiring of individuals related to current company employees. If you are related to anyone working for the company make sure you're aware of company policies before you enter the interview. If you have a friend or acquaintance working for the company make sure have good relationship with this individual before mentioning them.

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### **Question # 20**

If you were hiring a person for this job As Customer Support Specialist, what would you look for?

#### **Answer:-**

Discuss qualities you possess required to successfully complete the job duties.

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### **Question # 21**

What do you expect from this job As Customer Support Specialist?

#### **Answer:-**

Talk about the potential career development, your career aspirations, your work relationships and the learning you'll receive.

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### **Question # 22**

Why do you want to work in this industry As Customer Support Specialist?

#### **Answer:-**

Make sure you research the industry first. Then find at least 3 core things about that industry that you're passionate about (for example: how their solutions impact clients, their culture, the leadership, etc)

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### **Question # 23**

Describe a time when you had to help a coworker out that did not directly benefit you?

#### **Answer:-**



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There should be many times where you've assisted others As Customer Support Specialist. If you haven't, think of how you would in the future. You can discuss charitable causes, how you mentored someone, and so on.

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### **Question # 24**

How many tennis balls can you fit into a limousine? 1,000? 10,000? 100,000? Seriously?

**Answer:-**

Well, seriously, you might get asked brainteaser questions like these, especially in quantitative jobs. But remember that the interviewer doesn't necessarily want an exact number-he wants to make sure that you understand what's being asked of you, and that you can set into motion a systematic and logical way to respond. So, just take a deep breath, and start thinking through the math. (Yes, it's OK to ask for a pen and paper!)

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### **Question # 25**

Did you get on well with your last manager?

**Answer:-**

A dreaded question for many! When answering this question never give a negative answer. "I did not get on with my manager" or "The management did not run the business well" will show you in a negative light and reduce your chance of a job offer. Answer the question positively, emphasizing that you have been looking for a career progression. Start by telling the interviewer what you gained from your last job As Customer Support Specialist

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### **Question # 26**

Why are you the best fit for this job As Customer Support Specialist?

**Answer:-**

Analyze the job responsibilities and match those to your skills sets. Then discuss how your experience and skills sets can truly create the best impact to the company in that specific job role. Impact could mean marketing impressions, sales, cutting costs, making products more efficiently, creating better customer service, engineering new designs that create customer excitement, etc.

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### **Question # 27**

How do you inspire others to be better?

**Answer:-**

First, the key to inspiring others is to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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### **Question # 28**

Suppose there are three light switches outside a room. Inside is a single light bulb, controlled by one of the three switches. You need to determine which switch operates the bulb. You can turn the switches on and off as many times as you wish (they are all off to begin with), but may only enter the room once. There is no one there to help you. The door to the room is closed, and there are no windows, so you cannot see inside. How can you discover which switch operates the bulb?

**Answer:-**

Do the following steps:

- \* 1. Turn ON two switches, and leave one OFF.
- \* 2. Wait a few minutes.
- \* 3. Turn one switch from ON to OFF. One is now ON and two are OFF
- \* 4. Enter the room. - If the light is ON, it is controlled by the switch you left ON. - If the light bulb is OFF, touch it. If it is warm it is controlled by the switch you turned ON and OFF. If it is cold, it is controlled by the switch you never turned on.

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### **Question # 29**

What was the most difficult employee situation you found yourself As Customer Support Specialist? How did you overcome the problem?

**Answer:-**

One of employees was conflicting with other and colleague who was prove his was wrong hi denied and was invite union to defend him but we have prove his wrong and I was facing disciplinary action.

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### **Question # 30**

What do you feel you deserve to be paid?

**Answer:-**

Do your research before answering this question - first, consider what the market average is for this job. You can find that by searching on Google (title followed by salary) and globalguideline.com and other websites. Then, consider this - based on your work experience and previous results, are you above average, if yes, by what % increase from your pay today from your perspective? Also - make sure if you aim high you can back it up with facts and your previous results so that you can make a strong case.

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### **Question # 31**

Why should we select you not others?

#### **Answer:-**

Here you need to give strong reasons to your interviewer to select you not others. Sell yourself to your interviewer in interview in every possible best way. You may say like I think I am really qualified for the position. I am a hard worker and a fast learner, and though I may not have all of the qualifications that you need, I know I can learn the job and do it well."

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### **Question # 32**

Are You a 'People' Person?

#### **Answer:-**

Although it may be phrased a little differently, the gist of this question is clear:

Do you like being around people? If you don't, being a medical assistant isn't a good fit for you. After all, you'll be working directly with patients throughout the day. It helps a lot if you sincerely like interacting with them. While answering this question, make sure to mention that you like helping people too. This will drive home the point that you are a talented medical assistant and would be a valuable part of the team As Customer Support Specialist.

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### **Question # 33**

Was there a person in your career who really made a difference?

#### **Answer:-**

If you can't think of one, you need to get a mentor QUICKLY! Mentors can come in the form of peers, family members, co-workers, management / leaders at a company and so on.

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### **Question # 34**

How would your former employer describe you?

#### **Answer:-**

In all likelihood, the interviewer will actually speak with your former employer so honesty is key. Answer as confidently and positively as possible and list all of the positive things your past employer would recognize about you. Do not make the mistake of simply saying you are responsible, organized, and dependable. Instead, include traits that are directly related to your work as a medical assistant, such as the ability to handle stressful situations and difficult patients, the way you kept meticulous records, and more.

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### **Question # 35**

What are your lifelong dreams?

#### **Answer:-**

If your dreams don't relate to the job closely, make sure you highlight aspects of the job that will help develop the skills that will help you with your dreams. Ideally, you want your dreams to relate strongly to the career path you're interviewing for though.

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### **Question # 36**

What type of personalities do you work best with and why?

#### **Answer:-**

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

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### **Question # 37**

Why were you fired?

#### **Answer:-**

OK, if you get the admittedly much tougher follow-up question as to why you were let go (and the truth isn't exactly pretty), your best bet is to be honest (the job-seeking world is small, after all). But it doesn't have to be a deal-breaker. Share how you've grown and how you approach your job and life now as a result. If you can position the learning experience as an advantage for this next job, even better.

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### **Question # 38**

What differentiates you from the competition?

#### **Answer:-**

Think about what you bring to the table that you truly believe is unique - the easiest way to do is to think of your own personal stories that demonstrate your work ethic, skills, and dedication. Most people have some or all of those skills, but the unique stories are what make people stand out in interviews.

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### **Question # 39**

How would you impact the company?



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### **Answer:-**

Consider first the role that you're applying for and then think of 3 ways where you could potentially impact the company's bottom line and top line. Then consider how you impact the company in a creative manner (how do you help productivity, the development of new products, marketing etc - of course this part is specific to the role you're applying for)

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### **Question # 40**

What does "collaboration with teammates" mean to you?

### **Answer:-**

Drinking at the water cooler together is not the best example. Think of how you can collaborate with teammates to generate new ideas, to create initiatives to impact the business' success for the better (specifically in the department that you're applying for). For example, if you're applying to marketing, collaboration could mean discussing new ways of social media advertising to reach an audience of over a million people to strengthen the brand awareness of the company.

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### **Question # 41**

How do you imagine a typical day of an employee in our company As Customer Support Specialist?

### **Answer:-**

Just do not say that you imagine to only walk and watch what people do. Rather try to show them your attention to details and proactive attitude to job. Mention that you would try to observe the problems, weaknesses as well as opportunities to improve the results and take measures according to it.

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### **Question # 42**

What other jobs are you applying for As Customer Support Specialist?

### **Answer:-**

If you're applying with other similar companies in a similar or the same industry, it's actually okay to state that as it shows you're valued and wanted.

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### **Question # 43**

What is your greatest weakness As Customer Support Specialist? What are you doing to improve it?

### **Answer:-**

I believe my biggest weakness As Customer Support Specialist is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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### **Question # 44**

What is your desired salary As Customer Support Specialist?

### **Answer:-**

Bad Answer: Candidates who are unable to answer the question, or give an answer that is far above market. Shows that they have not done research on the market rate, or have unreasonable expectations.

Good answer: A number or range that falls within the market rate and matches their level of mastery of skills required to do the job.

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### **Question # 45**

Explain me about a time when you reached a goal within a tight deadline?

### **Answer:-**

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

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### **Question # 46**

What are three positive things your last boss would say about you?

### **Answer:-**

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

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### **Question # 47**

What was the most important task you ever had?

### **Answer:-**

There are two common answers to this question that do little to impress recruiters:

\* 'I got a 2.1'

\* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly



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going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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### **Question # 48**

What general trends do you see in our industry?

#### **Answer:-**

Examine what's happened in the industry in the last 5 - 10 years and how it's evolved and then look at what both the company and analysts are saying about the future of that industry in which that company competes in. Read trade magazines / online sources in that industry as well to make sure you stay up to date on trends.

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### **Question # 49**

Explain an idea that you have had and have then implemented in practice?

#### **Answer:-**

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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### **Question # 50**

How do you think I rate as an interviewer?

#### **Answer:-**

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day.

I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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### **Question # 51**

How would you define success?

#### **Answer:-**

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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### **Question # 52**

Describe to me the position As Customer Support Specialist you're applying for?

#### **Answer:-**

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

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### **Question # 53**

What's the most rewarding work you've ever done and why?

#### **Answer:-**

Companies love it when you discuss how you've made an impact on your teammates, clients, or partners in the business or in school. It should be rewarding because of the hard work and creative process that you've put into it.

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### **Question # 54**

What would you like to have accomplished by the end of your career?

#### **Answer:-**

Think of 3 major achievements that you'd like to accomplish in your job when all is said and done - and think BIG. You want to show you expect to be a major contributor at the company. It could be creating a revolutionary new product, it could be implementing a new effective way of marketing, etc.

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### **Question # 55**

What does "thinking outside the box" mean to you?

#### **Answer:-**

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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### **Question # 56**

What do you know about the company?

**Answer:-**

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission—they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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**Question # 57**

What does quality work mean to you?

**Answer:-**

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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**Question # 58**

How many square feet of pizza are eaten in the United States each month?

**Answer:-**

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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**Question # 59**

Tell me one thing about yourself you wouldn't want me to know?

**Answer:-**

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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**Question # 60**

How do you ensure all of your work gets accomplished in a productive manner?

**Answer:-**

The key is to prioritize what's important in your work and to stay organized to accomplish the tasks. A strong work ethic also helps.

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**Question # 61**

How good are you at problem solving?

**Answer:-**

Describe the problem first and then discuss how you were able to fix it.

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**Question # 62**

Rate yourself on a scale of 10?

**Answer:-**

If you truly believe you're a 10, you better be able to explain why with examples / stories. If you believe you're a great contributor and have room to grow, say 8 or 9. If you're below that, explain what you would do to improve yourself to get the ranking you believe you can be.

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**Question # 63**

Where do you see yourself professionally five years from now As Customer Support Specialist?

**Answer:-**

Demonstrate both loyalty and ambition in the answer to this question. After sharing your personal ambition, it may be a good time to ask the interviewer if your ambitions match those of the company.

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