

# Technical Support Consultant Job Interview Questions And Answers



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# Technical Support Consultant Interview Questions And Answers Guide.

## Question - 1:

How did you hear about the position As Technical Support Consultant?

### Ans:

Another seemingly innocuous interview question, this is actually a perfect opportunity to stand out and show your passion for and connection to the company and for job As Technical Support Consultant. For example, if you found out about the gig through a friend or professional contact, name drop that person, then share why you were so excited about it. If you discovered the company through an event or article, share that. Even if you found the listing through a random job board, share what, specifically, caught your eye about the role.

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## Question - 2:

Tell me a difficult situation you have overcome in the workplace?

### Ans:

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers As Technical Support Consultant. Answering this question right can help you demonstrate all of these traits.

\* Use real-life examples from your previous roles that you are comfortable explaining

\* Choose an example that demonstrates the role you played in resolving the situation clearly

\* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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## Question - 3:

What are you looking for in a new position As Technical Support Consultant?

### Ans:

I've been honing my skills As Technical Support Consultant for a few years now and, first and foremost, I'm looking for a position where I can continue to exercise those skills. Ideally the same things that this position has to offer. Be specific.

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## Question - 4:

What did you dislike about your old job?

### Ans:

Try to avoid any pin point , like never say "I did not like my manager or I did not like environment or I did not like team" Never use negative terminology. Try to keep focus on every thing was good As Technical Support Consultant , I just wanted to make change for proper growth.

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## Question - 5:

What have you learned from mistakes on this job?

### Ans:

Candidates without specific examples often do not seem credible. However, the example shared should be fairly inconsequential, unintentional, and a learned lesson should be gleaned from it. Moving ahead without group assistance while assigned to a group project meant to be collaborative is a good example.

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## Question - 6:

Where do you see your career in five years As Technical Support Consultant?

### Ans:

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company As



Technical Support Consultant.

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### Question - 7:

Do you ever take work home with you?

#### Ans:

Here are two great sample answers that might help get you started:

\* I am an extremely organized person, so I tend to be able to get my work done at work. However, if the need arose I would not be against taking work home. I try not to make it a habit, since I do value my free time. I do realize though that the work we do is important, and sometimes you have to do what needs to be done.

\* I do not shy away from taking work home with me. I know that meeting deadlines and doing outstanding work sometimes means taking a bit of it home. I do not have a problem doing that when the need arises.

\* Make sure to give an honest answer. Lying about taking work home may turn out badly for you if it is required and you do not do it.

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### Question - 8:

How did you handle meeting a tight deadline As Technical Support Consultant?

#### Ans:

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

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### Question - 9:

Did you get on well with your last manager?

#### Ans:

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 Technical Support Consultant

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### Question - 10:

Explain me about a challenge or conflict you've faced at work As Technical Support Consultant, and how you dealt with it?

#### Ans:

In asking this interview question, your interviewer wants to get a sense of how you will respond to conflict. Anyone can seem nice and pleasant in a job interview, but what will happen if you're hired?. Again, you'll want to use the S-T-A-R method, being sure to focus on how you handled the situation professionally and productively, and ideally closing with a happy ending, like how you came to a resolution or compromise.

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### Question - 11:

How do you handle your anger?

#### Ans:

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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### Question - 12:

What challenges are you looking for in this position?

#### Ans:

A typical interview question to determine what you are looking for your in next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position As Technical Support Consultant?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.

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### Question - 13:

What do you like to do outside of work?

#### Ans:

Interviewers ask personal questions in an interview to "see if candidates will fit in with the culture [and] give them the opportunity to open up and display their personality, too.". In other words, if someone asks about your hobbies outside of work, it's totally OK to open up and share what really makes you tick. (Do keep it semi-professional, though: Saying you like to have a few beers at the local hot spot on Saturday night is fine. Telling them that Monday is usually a rough day for you because you're always hungover is not.)

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### Question - 14:

What have you done to reduce costs, increase revenue, or save time?



**Ans:**

Even if your only experience is an internship, you have likely created or streamlined a process that has contributed to the earning potential or efficiency of the practice. Choose at least one suitable example and explain how you got the idea, how you implemented the plan, and the benefits to the practice.

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**Question - 15:**

What motivates you to succeed?

**Ans:**

Your interviewer will likely want to know the reasons why you will remain motivated to do your best during your employment with the company As Technical Support Consultant. Perhaps you are interested in being challenged, but you may also have interest in being recognized for your hard work in the form of the number of sales you can attain. A great example answer for this question is "I always do my best in everything, including my job. I take pride in my success, and I also want the company for which I work to be successful. Being affiliated with a company that is known for its excellence is very important to me."

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**Question - 16:**

Why were you fired?

**Ans:**

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 - 17:**

Do you have good computer skills?

**Ans:**

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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**Question - 18:**

Explain me about your experience working in this field As Technical Support Consultant?

**Ans:**

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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**Question - 19:**

Give me an example of an emergency situation that you faced. How did you handle it?

**Ans:**

There was a time when one of my employers faced the quitting of a manager in another country. I was asked to go fill in for him while they found a replacement and stay to train that person. I would be at least 30 days. I quickly accepted because I knew that my department couldn't function without me.

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**Question - 20:**

How do you handle stressful situations?

**Ans:**

By remaining calm, weighing out all my options and executing a plan to get the situation resolve .

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**Question - 21:**

How would you observe the level of motivation of your subordinates?

**Ans:**

Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory role.

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**Question - 22:**

Tell me something about your family background?

**Ans:**

First, always feel proud while discussing about your family background. Just simple share the details with the things that how they influenced you to work in an airline field.

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**Question - 23:**

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

**Ans:**

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 - 24:**

What does quality work mean to you?

**Ans:**

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 - 25:**

What is your biggest achievement?

**Ans:**

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 - 26:**

What schedule do you hope to work? Are you willing to work extra hours?

**Ans:**

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster.

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**Question - 27:**

What's a time you exercised leadership?

**Ans:**

Depending on what's more important for the the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable,". Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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**Question - 28:**

How do you evaluate your ability to handle conflict?

**Ans:**

I pride myself on being a good problem solver. Through my previous job and management positions I have faced numerous conflicts in different situations, and my experiences have helped me to hone my issue resolution skills. I believe that it is important to get to and address the root of the issue, in a respectable manner.

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**Question - 29:**

What's your salary history?

**Ans:**

When you are interviewing for a new job, it is common practice for the company to ask you about your salary history. I typically want to know what the candidate's base salary is, if they receive any bonus, the average bonus amount, and any additional compensation or perks, such as 500k matching, stock grants or stock options, paid time off and how much they are required to pay towards their medical premiums.

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**Question - 30:**

Why did you leave your last job As Technical Support Consultant?

**Ans:**

Regardless of why you left your last job make sure to stay positive. Always smile and focus on the positive reason such you were seeking the opportunity to expand your career opportunities, your interest in working with a new firm that provided greater opportunity, you desired to work in a new location, etc. Don't reference previous job problems or differences with management that caused you to leave. If you stay positive, your answer may help you. If you're negative, you will likely decrease your chances of getting the job for which you're interviewing.

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**Question - 31:**

Do you consider yourself successful?

**Ans:**

You should always answer yes to this question. Briefly explain why without going on and on. If you communicate that you're more successful than you really are you



may come off as arrogant or unrealistic. A goof explanation is that you have set professional goals and that you have met some of these goals and are on track to meet more in the near future.

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### Question - 32:

How do you believe you would benefit our organization?

#### Ans:

This is a great question that provides you the opportunity to put your best foot forward, to tell the interviewer why he or she should consider hiring you for the job. Make sure you're well prepared for this question as you won't likely get a second chance to really shine.

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### Question - 33:

What do you consider to be your greatest strength?

#### Ans:

There isn't any right answer. Just make sure to make your response positive and true. A few good examples include: Your ability to solve complex problems, Your ability to work well on a team, Your ability to shine under pressure, Your ability to focus in chaotic situations, Your ability to prioritize and organize, Your ability to cut through the fluff to identify the real issues, Your ability to influence other positively. If your strength relates to the position in question that will be more beneficial - but again be honest, don't create a strength for yourself just because you think it will sound good.

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### Question - 34:

How do you measure success?

#### Ans:

There may be several good answers. Some include: you're able to set realistic, yet aggressive goals that push you and you're able to achieve them, you go the extra mile on all projects, client satisfaction is high, your boss is elated at your performance on all projects, etc.

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### Question - 35:

Why are you interested in working As Technical Support Consultant for [insert company name here]?

#### Ans:

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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### Question - 36:

Top 12 Best Brainteaser Interview Questions:

#### Ans:

Brainteaser questions As Technical Support Consultant have become popular for interviews in recent years, as word has gotten out that top tech companies such as Apple, Google, Microsoft and IBM have used this type of question at one time or another.

Companies like Google aren't using these questions so much any more, but many companies, are, and it may be good to prepare for them As Technical Support Consultant. The key to these isn't so much getting the exact answer, as it is showing how you would come up with an answer.

Here's a sample of 12 of the best and most difficult.

1. How many street lights are there in New York City?
2. How many gas stations are there in the United States?
3. How many golf balls can fit in a school bus?
4. How much should you charge to wash all the windows in Seattle?
5. Why are manhole covers round?
6. How many times a day does a clock's hands overlap?
7. How would you test a calculator?
8. Describe the internet to someone who just woke up from a 30-year coma.
9. How much does the Starbucks in Times Square bring in, in annual revenue?
10. You are shrunk to the height of a nickel and thrown into a blender. Your mass is reduced so that your density is the same as usual. The blades start moving in 60 seconds. What do you do?
11. What is the air speed velocity of an unladen swallow? ;)
12. How many golf balls are there in Florida?

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### Question - 37:

You have a project due in one hour but a more important emergency that affects business needs to be fixed immediately, what do you do?

#### Ans:

Focus on the issue that impacts the business most first.

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### Question - 38:

What is your biggest fear?

#### Ans:



Don't try to sugarcoat the answer by listing something ambitious as a fear, unless you truly mean it (for example: I fear being a great leader) - Share your real fears but discuss how you would overcome them.

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**Question - 39:**

What type of mentors do you seek out and why?

**Ans:**

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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**Question - 40:**

If someone had to say something negative to you, what would they say?

**Ans:**

Again, be honest about sharing a story here about someone who may not have gotten along with you in the office here and explain how you were able to fix that relationship or change your attitude/action to be a better person / coworker.

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**Question - 41:**

What type of extracurricular activities are you a part of?

**Ans:**

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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**Question - 42:**

Describe your academic achievements?

**Ans:**

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

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**Question - 43:**

Describe what a bad work environment would look like to you As Technical Support Consultant?

**Ans:**

There could be a multitude of things to discuss here: Business ethics (wrongdoing), inconsiderate teammates, non-supportive management, a product that does not do what you're promising customers and so forth.

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**Question - 44:**

What differentiates this company from other competitors?

**Ans:**

Be positive and nice about their competitors but also discuss how they are better than them and why they are the best choice for the customer. For example: "Company XYZ has a good product, but I truly believe your company has a 3-5 year vision for your customer that aligns to their business needs."

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**Question - 45:**

What are your thoughts on failure?

**Ans:**

Failure happens. It's a part of life. The key is understanding that you can't be perfect at everything and more importantly you're going to learn from failures to come out stronger.

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**Question - 46:**

Why are you the best fit for this job As Technical Support Consultant?

**Ans:**

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 - 47:**



How do you act when you encounter competition?

**Ans:**

This question is designed to see if you can rise the occasion. You want to discuss how you are the type to battle competition strongly and then you need to cite an example if possible of your past work experience where you were able to do so.

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**Question - 48:**

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

**Ans:**

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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**Question - 49:**

How good are you at problem solving?

**Ans:**

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

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**Question - 50:**

What general trends do you see in our industry?

**Ans:**

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 - 51:**

What other jobs are you applying for As Technical Support Consultant?

**Ans:**

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 - 52:**

Why should we give you this job As Technical Support Consultant when someone else is equally qualified?

**Ans:**

Describe how you're unique, but make sure you tie it to the job responsibilities and how you would impact the company. For example, "I believe my unique programming skills and experience in developing over 18 best selling iphone apps will help the company develop high quality applications faster than my competitors"

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**Question - 53:**

What are your thoughts about working from home?

**Ans:**

This is a new policy some companies are adopting. If the company you are interviewing for allows for it, then you should be thankful for the flexibility and convenience yet state that working from home is a privilege that you would honor. The key point you want to make is that you would still be able to focus and be just as productive working at home.

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**Question - 54:**

What do you expect to be earning in 5 years As Technical Support Consultant?

**Ans:**

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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**Question - 55:**

Describe a time when you've been overwhelmed with work?

**Ans:**

Show how you were able to over the "overwhelmed" feeling - by delegating tasks, getting people on your team to help you out, or by prioritizing your work and focusing on the most important issues first As Technical Support Consultant.

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**Question - 56:**



What were the responsibilities of your last position As Technical Support Consultant?

**Ans:**

If you want to show your ambition, you can discuss how you haven't reached all of your goals yet and in that sense aren't satisfied. However, if you want to discuss satisfaction from your job discuss an experience in which you achieved something.

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**Question - 57:**

What do you look for in terms of culture -- structured or entrepreneurial?

**Ans:**

A good answer is to discuss the importance of having both elements in a company As Technical Support Consultant. Structure is good to maintain a focus on priorities and making sure people are productive but having an entrepreneurial spirit can help cultivate new ideas that can truly help the company.

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**Question - 58:**

What techniques and tools do you use to keep yourself organized As Technical Support Consultant?

**Ans:**

Utilizing a calendar, having a notebook with your "to do" list, focusing on your top 3 priorities each and every day, utilizing a systematic way of storing documents on your computer (like box.net)

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**Question - 59:**

What three character traits would your friends use to describe you?

**Ans:**

Friends would typically use attributes like (assuming you have these): Trustworthy, honest, hardworking, friendly, courageous, nice, diligent, organized and so forth. Not saying you have all of these, but the best way for you to find out is to survey your friends by asking them what they consider your brand to be.

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**Question - 60:**

Do you think a leader should be feared or liked?

**Ans:**

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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**Question - 61:**

What is the difference between a big ego and a healthy ego?

**Ans:**

"Ego" should be replaced by confidence. It's good to be confident as it shows that you know what you're doing. However, a big ego is when confidence spirals out of control and you become arrogant.

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**Question - 62:**

How do you rate yourself in computer skills? Please describe the programs and software that you can use well?

**Ans:**

Ideally you want to be able to type quickly, have the ability to effectively use Microsoft Office, and more importantly be able to quickly adapt to computer / technology skills. More and more it's become an integral part of work. If the job doesn't require technology skills - then this question shouldn't be asked!

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**Question - 63:**

In your last job what kinds of pressure did you encounter and how did you react As Technical Support Consultant?

**Ans:**

Do not show your fear or uneasiness in handling pressure. Everyone likes to have a worker who can handle pressure calmly and with a clear train of thought. Show how you would logically come to a conclusion in a pressure filled situation.

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**Question - 64:**

How do you define arrogance? Are you arrogant?

**Ans:**

Arrogance is having an attitude of superiority beyond reason. Confidence is believing in yourself without being cocky. You should not be arrogant.

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**Question - 65:**

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



**Ans:**

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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