

# Secrets to a successful Client Interview

Congratulations on clearing the Cognizant Interview. It might have been a multi-step process. As a next step, it would be crucial for you to clear the client interview. With some preparation and the right mindset, you can be confident to ace the interview and unlock new career opportunities. You will face questions that will assess how you would handle various situations in the workplace. Your answers show your experience, maturity, and ability to deal with future challenges. Below are a few tips that can set you up for success. We are eager to welcome bright minds like you to our company!



Below are the 4 steps that can set you up for success for the upcoming client interview:

*Click each “+” to learn more.*



# Research & Resume

Success in any interview is all about preparation. By preparing for your interview, you're honing valuable skills that increase your odds of shining during the meeting. Additionally, you're ensuring your interview strategy is on point, and you've learned critical information to help you stand out.

## Do your research

Nothing is worse than attending an interview unprepared, especially when so much information is available to help you prepare. Below are a few questions which can help you prepare. Clients do not generally ask direct questions about themselves; however, they expect you to know their context.

Typical questions for researching a client:

- What is the client's industry?
- What platforms and technologies are likely to be used in the project?
- Which geographies do they service?
- What are the required professional capabilities for the role?





Understanding your client helps tailor your expertise to their needs. Share relevant details in your resume, provide examples, and ask questions to demonstrate your understanding of their business.

# Prepare an Effective Resume

A valuable skill that can benefit you throughout your career is crafting an effective resume. After conducting thorough research on the requirements of the role, it's essential to create a resume that aligns with those needs and sets you apart from other candidates.

Your resume must have 5 key sections:

Click each “+” to learn more.

## Resume Summary

## Education ◀

**JOHN SMITH**  
Software Engineer

**Phone:** (408) 104-7942  
**Email:** katie.lee@gmail.com  
**LinkedIn:** linkedin.com/in/katie-lee/

Software Engineer with 7+ years of experience facilitating cutting-edge engineering solutions with a wide range of e-commerce application and technology skills. Proven ability to leverage full-stack knowledge and experience to build interactive and user-centered website designs to scale. Extensive expertise in large system architecture development and administration, as well as network design and configuration.

**PROFESSIONAL EXPERIENCE**

**New Enterprise / San Jose, CA**  
*Senior Web Developer / Systems Architect* September 2019–Present

- Structure several internal systems comprising order entry/management tools, conversion/revenue reporting, and production workflow tracking, as well as design custom REST APIs built in Python and Laravel PHP
- Installed Linux servers and virtualized environments using Docker, Hyper-V, and Amazon Web Services
- Designed and implemented PHP web application, streamlining high server traffic resource configuration and allocation

**Sephora / San Francisco, CA**  
*Senior Software Engineer* June 2015–August 2019

- Successfully generated back-end programming utilizing LAMP stack; Linux (CentOS 5/Redhat), Apache with Kohana 2, PHP 5, CSS, JavaScript/jQuery, and MySQL frameworks
- Created e-commerce sites integrated with PayPal, Authorize.net, and other payment APIs
- Provided leadership as a subject matter expert (SME) on hosting issues, client and staff logins, and general upgrades/maintenance of servers
- Implemented new C# class library for the SQL server database access layer, and updated previous web page frameworks

**EDUCATION**

**Miami State University / Miami, FL**  
*B.S. Computer Science* May 2015

**Miami State University / Miami, FL**  
*A.A. Programming* May 2013

**RELEVANT SKILLS**

Microsoft Windows Server    MySQL/MariaDB    ReactJS/VueJS    Bash / Shell    ReactJS

HTML5/CSS3/SAS    Laravel PHP    ElasticSearch    Linux Operating System



# Resume Guideline

*Click each tab to learn more.*

1. Tailor your resume

2. Use the right resume format

3. Feature your name and job title in the header

4. Pick a readable font

5. Choose the best font size

6. Set your margins to the ideal width

7. Use hard numbers

8. Don't use pronouns



9. Use action words

10. Do not undersell or oversell yourself

11. Do not include a photo in your resume

12. Don't make it too long

13. Proofread thoroughly

14. Save your resume as a PDF file

15. Use a professional file name





# Having a great conversation

## Prepare for an impactful self-introduction

Your introduction is the first positive note that you strike with your client. Your generic introduction and an introduction for a client interview will vary.

Script your introduction- Give a snapshot of yourself



Name



Background and  
experience if any



Previous  
projects and  
what role you  
played



State key  
attributes you  
bring to the table  
and how that will  
benefit them



How are you  
going to use  
your skills to  
benefit them

Remember, practice is the key. Interview yourself in front of a mirror or on video. That way, you can watch your body language and practice eye contact to get everything working in your favour.

Observing your client's body language during your conversation is crucial. Look for signals indicating confusion, surprise, or doubt, and address any concerns before proceeding.



# During the interview

Begin the interview by establishing a friendly and professional tone. Introduce yourself and thank the client for taking the time to speak with you. Below tips can help you ace your interview.

*Click each tab to learn more.*

Limit background distractions

Check your lighting

Make eye contact

Tackle those nerves

Sound positive, confident and polite

Think through your answers



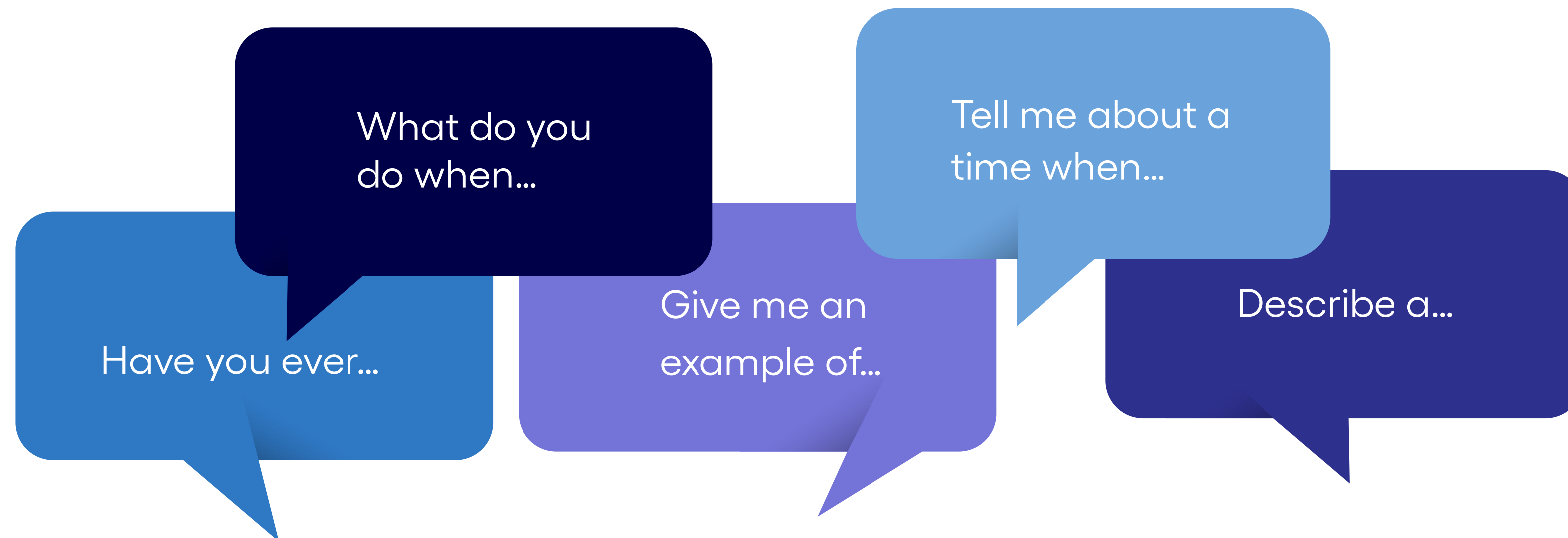


# STAR Framework

**USE the STAR Method** to construct an organized, specific, thoughtful and concise answer.

Client looks for behaviours that demonstrate collaboration, leadership and problem-solving skills, ability to learn, business acumen and emotional resilience. The questions aim to get to know the real you; there aren't necessarily wrong answers.

The **STAR** Method is a classic approach to answering such questions. It allows you to turn a generic response into a compelling story. These questions are easy to recognize. They often have openings like:



**STAR** stands for **Situation, Task, Action, and Results**. It’s an approach for outlining how an event arose and played out, making it ideal for structuring how you discuss an accomplishment.

With the **STAR** Method, you can make sure the interviewer has every critical detail. You’re showing them how you put your skills to work, giving them important context about how you perform on the job.

S-Situation	T-Task	A-Actions	R-Results
<p>What was the context of your story?</p>	<p>What was your assignment in this situation?</p> <p>What tasks were involved?</p>	<p>What actions did you take?</p>	<p>What was the outcome of those actions?</p>
<p>State the business requirement. For example: “A customer rang up complaining that they’d waited more than two weeks for a reply from our sales team regarding a product query.”</p>	<p>For example: “I needed to address the client’s immediate query and find out what went wrong in the normal process.”</p>	<p>For example: “I apologized, got the details and passed them to our head salesperson, who contacted the client within the hour. I investigated why the query hadn’t been answered. I discovered that it was a combination of a wrong mobile number and a generic email address that wasn’t being checked. I let the client know and we offered a goodwill discount on her next order.”</p>	<p>For example: “The client not only continued to order from us but posted a positive customer service tweet.”</p>



# Closing an Interview

Don't miss the opportunity to make yourself memorable and set yourself up for success by asking thoughtful questions before closing the interview.

*Click each tab to learn more.*

Finally, it all comes down to PREPARATION. You are good enough, smart competent enough, and qualified. Interviewers need to make tough decisions, and preparedness may be just the thing that sets you apart from the others. may just set you apart from the others. Rehearse out LOUD.

Remember to be yourself. Authenticity is always best.