

Why I Really Want To Be At Zapier (And Why You Should Hire Me)

Writing this like a zapier blog post

- How to get a job at Zapier
- Samples: <https://zapier.com/blog/remote-work-extrovert/>,
<https://zapier.com/blog/customer-support-tips/>
- Use gifs
- Publish this or put it on Medium

My Goal with this is to address their:

1. Their largest challenge
2. An upcoming initiative

Dear Micah, Bonnie, Tom, Thomas, Erin (and the rest of the amazing team),

I want to work at Zapier. I'm sure you know this, as we've been through quite a process together :).

I know that there are many talented people who share that feeling, so to demonstrate the value that I can bring to the team, I'm choosing to be proactive and show you as best I can.

What Frank Brings To The Table

Through the process, I've gotten more and more excited about the potential opportunity to work at Zapier. So I set out to try and be mindful of some of the tasks a Customer Champion would take on, both from the tasks [Wade listed on his GitHub](#) and from what I've been hearing from chatting the team.

Queue

It seems like a bulk of the responsibility will be helping customers through email or chat to solve their problems, answer their questions and make sure that they have the best experience possible.

- *Create a list of at least 5-10 potential support tickets based on questions you've seen, and answer them!*
 - *Emulate customer support questions*

- *Set up Zaps to fail and fix them*
- *Find actual customer questions on Reddit, Twitter, Quora and answer them*

Documentation

It seems like another big part of the job is helping users help themselves with documentation.

From going through documentation, the general template seems to be:

- Listing the supported triggers, actions
- How to Get Started
- Common Problems
- Popular Things To Do with App

<https://zapier.com/apps>

<https://zapier.com/help/evernote/>

- *Create a list of 2-3 apps that don't have lots of documentation and write it out*

Working with Product Team

It also seems like I'd be working with the product team to build tools that will speed up and increase the quality of support as well.

I have some ideas about this, but I realize that y'all have been doing this much longer than I have, so you have a better idea of what kind of tools and things you need and already have.

- *Come up with 10 ideas for tools that could speed up/improve customer support workflow*
 - *Templates for common customer questions (text expander)*
 - *Templates with [variables] to make answering questions quicker*
 - *Snoozing emails for a certain date if you need to get back to a customer at a certain time*
 -
- *Write user stories for them*

Upcoming Challenges

While speaking to the team, I was able to hear about some of the interesting challenges y'all face at Zapier.

Getting People to Understand Logic in Zapier

- *Think about how to explain this in easy terms, provide examples*
- <https://stackoverflow.com/questions/46299502/zapier-zaps-with-branching-logic>

Scaling the way people access info

- *Storing all the info in a wiki?*
- *This is the one I'm least confident about providing a solution for*

Keeping culture amazing as the team grows

- *Fun games we can play together - keep talking and nobody dies!*

Why Zapier and Why Did I Do This?

iPaas is exploding. The space is becoming more and more exciting. I think that with the proliferation of APIs, this is a really exciting place to be.

The product is so cool. And I want to work with a really cool product. And it fits me so well because I love checking out different apps. I think I've mentioned this in the interviews, but here are some of the different tools that I enjoy using:

- Evernote, it's my brain that I use for planning and dumping important information
- Airtable, it's incredible how powerful it is and easy to use, I've used to organize everything from apartment hunting to my job search (of which Zapier is at the top)
- Zoom
- Breezy
- Quip
- Loom
- Of course Zapier

I love the culture at Zapier. It's incredibly cool to see the different backgrounds. I love being remote. I did remote for a while and I have a routine I follow when working that helps keep me disciplined.

- Daily Ritual
 - Meditation
 - 5min Reviewing my long-term goals and weekly priorities to make sure my day to day is aligned
 - 5min - Journaling and planning the day, identify the 3 most important tasks
- FocusMate and working at least one session with someone else to kick off the day
- Pomodoro Timer
- Daily Review, and then planning the next day

I've listened to every podcast I could find on Zapier:

- Chartmogul
- Problem Solvers
- Indie Hackers
- Foundr
- Intercom
- INCLUDE NOTES FROM EACH

I've scoured for every article I could find:

- First Round
- Business Insider
- The Zapier Blog
- Customer Support ones

I'm committed to working at Zapier. I'm happy to do anything to join the team.

Thanks for reading.