Interview Questions

CSM All-Star

Note: Please list interview questions that you have been asked by tech companies.

1. Please provide an example of a product/platform you have worked with and what was the benefit to the customer and why.
2. What tactics do you use to best understand the customer's needs?
3. Who are our competitors and what does our company need to change to be a more effective competitor?
4. What innovations would you like to bring to customer success or see in the future?
5. Which customer would be the highlight of your customer success career and why?
6. What did you like in your current role and what are you looking for in your next role?
7. One of the big things about the SMB team, and in CS especially, is different teams asking us for different deliverables. I'm looking for someone who is flexible and adaptable. How do you manage the influx of information and keep yourself organized?
8. Tell me about a time you improved a cross-functional process, what was the gap, and how did you identify that?
9. Tell me about a challenging customer and how you overcame it and prevented churn.
10. Can you type an email for the below scenario:
11. A customer issue was poorly handled by the support team and the client is now frustrated and threatening to cancel the service.
12. In case of out of the scope requests, how would you set right expectations with the client who's adamant they need a new feature which they were promised during the sales call?
13. A client asks you to bend the rules in order to help them solve an issue but it's out of company policies. What would be your take here and why?
14. Have you had a disagreement with your colleague or a manager? Explain how you'd handle such scenarios.
15. What would you do if you don't know the answer to a client question on a live call where no one from your team is available to help?
16. What was the most interesting issue you resolved recently?
17. What are you bringing to the table and why do you think we should hire you?

18. What's the recent new thing you learnt and where did you implement it?