

Customer Service Engineer Interview Questions

1. Share an effective method you have used to converse with customers and determine equipment problems. Provide an experience.

2. Share an experience you had in dealing with a difficult person and how you handled the situation.

3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

4. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

5. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

6. Tell me how you organize, plan, and prioritize your work.

7. Share an experience when you applied new technology or information in your job. How did it help your company?

8. Give me an example of when you thought outside of the box. How did it help your employer?

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. Would you consider analyzing data or information a strength? How so?