11/1/21

Interview Assignment: Leigh Clouser

Copy of email and their Response:

Dear Ms. Clouser,

My name is XXXX (deleted by Professor) and I'm a student at the University of Delaware taking Professor Fallik's JOUR301 class. I am hoping to schedule an interview with you for the class. The interview would be 15-20 minutes and would focus on your time at UD and what you are doing now. The assignment requires it to be by Zoom if that is okay with you.  I would like to be able to ask you informed questions, so if you have a LinkedIn or other social media, I'd love to know.

I know you are very busy and I really appreciate the opportunity to speak with you. Please let me know when you are available from October 28th-1st and we can pick the time that works best for you.

Thank you so much and I look forward to talking with you soon. My phone number is 609-626-1066 if you have any questions feel free to contact me that way as well.

Best,

XXX

Basic Info:

Name: Leigh Clouser

Age:27

Location:Chicago, IL

Year of Graduation: 2015

Major: Dual Major in Management and Marketing, Minors in International Business and Advertising

Current Occupation: Strategic Account Manager at SEKO Logistics

List of Questions:

1. Can you pronounce your FIRST AND LAST name for me as well as spell it out?
2. What is your age and current location?
3. Year of your graduation and major/minor
4. What is your current position?
5. I noticed your twitter header was Butch Cassidy and the Sundance Kid, is film impactful to you?
6. To start off, what inspired you to pursue marketing and management at UD?
7. What class at UD made the most impact in your career choice?
8. What was most memorable learning experience about International Marketing and Management from your study abroad in 2015?
   1. Have you maintained any connections there? (Follow up)
9. How did your decisions at Undergrad, make you go into Supply Chain Management at Marquette University?
10. What is your day to day as Strategic Account Manager at SEKO logistics?
    1. Are you in the office or do you work remote? (Follow up)
11. What is your biggest motivation as a Strategic Account Manager?
12. In what ways have you evolved the most from your position as a Carrier Representative for C.H Robinson to your position at SEKO logistics?
13. What type of client do you feel you are most successful forming and maintaining relationships with?
    1. What is the biggest part maintaining your relationships with clients? (Follow up)
14. What is the most important thing those wishing to be in your shoes one day should be paying attention to when looking at opportunities for themselves?
    1. Has organization and setting goals always been a big part for you?
15. THANK YOU, AND DO YOU HAVE ANY QUESTIONS FOR ME?

Answer:

1. Using Mara Reinstein's profiles as a guide, write what you think would be the first sentence of a profile about your person

It’s been almost a year since Leigh Clouser has had her position as Strategic Account Manager at SEKO Logistics, though with her time at University of Delaware, her previous role at C.H Robinson, and her volunteer experience it’s no reason why and how she got to where she is today.

2.  Tell me what question worked out the best and the answer they gave?

The question that worked the best was, “What was most memorable learning experience about International Marketing and Management from your study abroad in 2015?/Have you maintained any connections there? (Follow up)”.

This question worked out so well because Leigh told me a story. She went into how she got most of her experience in Australia/New Zealand for her international minor and how it was the most memorable thing she felt she accomplished while at UD. Once I asked the follow up though I was able to connect the dots on who she was and get a grasp of her personality. She is still in contact with a girl she met on a boat on her study abroad and her family, and they keep up to date with each other through socials and even holiday cards. This showed me how meaningful the connections she makes in just daily life are and it shows in her work and volunteer positions. As a strategic account manager, she must maintain so many connections and remember so many small details about each client, and she enjoys it. This question to me just opened up further how much she loves her position because it just replicates her real life. She also brought up her volunteer connections here, and that just continued to show her character and how she has remembered so many people she has met along her way to get to where she is and how important community/building relationships is to her.

3.  What was the best story they told?

When asking about maintaining and forming relationships with clients, I brought up her volunteer position with The Make-A-Wish America Foundation and why she participated/how it reflected on what she wanted to do in the future. She went into detail the process of her position as a volunteer there and how she still is connected to the family of one of the young children she helped. She then brought up her past in volunteering and how being there for her community since she was young from high school to now was always on her mind. She even remembered what they did for the boy she helped and how she went from processing his Wish form seeing the Wish reveal at Disney World and how they also used his second wish to be a police officer and bringing in the actual local sheriff department to send him off to Disney. I could really see how these experiences made certain aspects in her position so normal for her since they related to what she has already been doing most of her life.

4.  What did they say that surprised you? OR that you found most interesting?

Something she said that I found the most interesting was when I asked her about what she would recommend to someone who wanted to be as successful as she is/ when they are looking for opportunities like her own. She answered how passion was important and setting goals/boundaries for yourself was, with how much she has going on in her work life. She also brought up organization and being open to any experience to get to where you want to be. This was so interesting to me because I initially really was curious on how she maintained so many responsibilities and I felt it must have some sort of plan to get to her role now. Her answer showed how much dedication it took to make her own positions and places at her previous jobs, as well as the things she had to give up moving out to Chicago alone from Georgia. I would say her drive really impressed me and how although on the outside she makes it seem easy, there were so many steps that went into getting to where she was and all of them counted into bringing her to position now. It also showed me why she is a mentor for Chicago scholars, because she wants to help others and show guidance so they can have a great experience like her own.

5.  How did you feel about doing the interview going in?

Going into the interview I felt nervous but confident. I used her LinkedIn to find background information for my questions and felt I had a pretty good grasp on her but was also nervous because she is amazing! She just had so much experience and to me anyone with a resume like that must be an interesting person with a lot to share. I have done interviews before for other courses so I wasn’t nervous socially but no matter what, meeting someone will always make me excited and a bit anxious even if it’s for a professional interview. Once I remembered what I put into my questions and started talking with her though I felt very comfortable and more relaxed.

6.  How do you think you did after?

I feel I did a good job with Leigh. I think she opened herself up well and wasn’t confused with my questions and was interested in answering all of them. The flow with her was so easy going and it felt like I knew her years before by the end of the interview. We stayed on track and organization wise the questions fell into one and another without it being awkward. When I asked her if she had any questions for me or anything at the end, all she wanted to ask was to stay in contact, so I hope that means she had as much of a good time as I did meeting and interviewing her.

7.  What would you do differently next time?

For next time I would want to ask more about her volunteer positions and her future career goals. She is studying at Marquette University for Supply Chain Management with a full-time job, so I would ask about how she manages her time between the two and if this new education would make her want something else in the future or if she is satisfied at SEKO Logistics. I also would want to hear further about her past and her volunteer because although we got into it a good amount, it’s interesting how involved she has been since a young age.

8. What grade do you think your person will give you?

I think Leigh would give me a good grade hopefully. She seemed to really enjoy my questions and the interview itself, but she does have an outgoing and kind personality so it could have just been how she acts with everyone. I also felt my questions made her think, reflect, and showed my research on her so I hope she saw that.