



Supply Chain Management



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# Behavioral Interview Preparation

October 8, 2025

Len Morrison



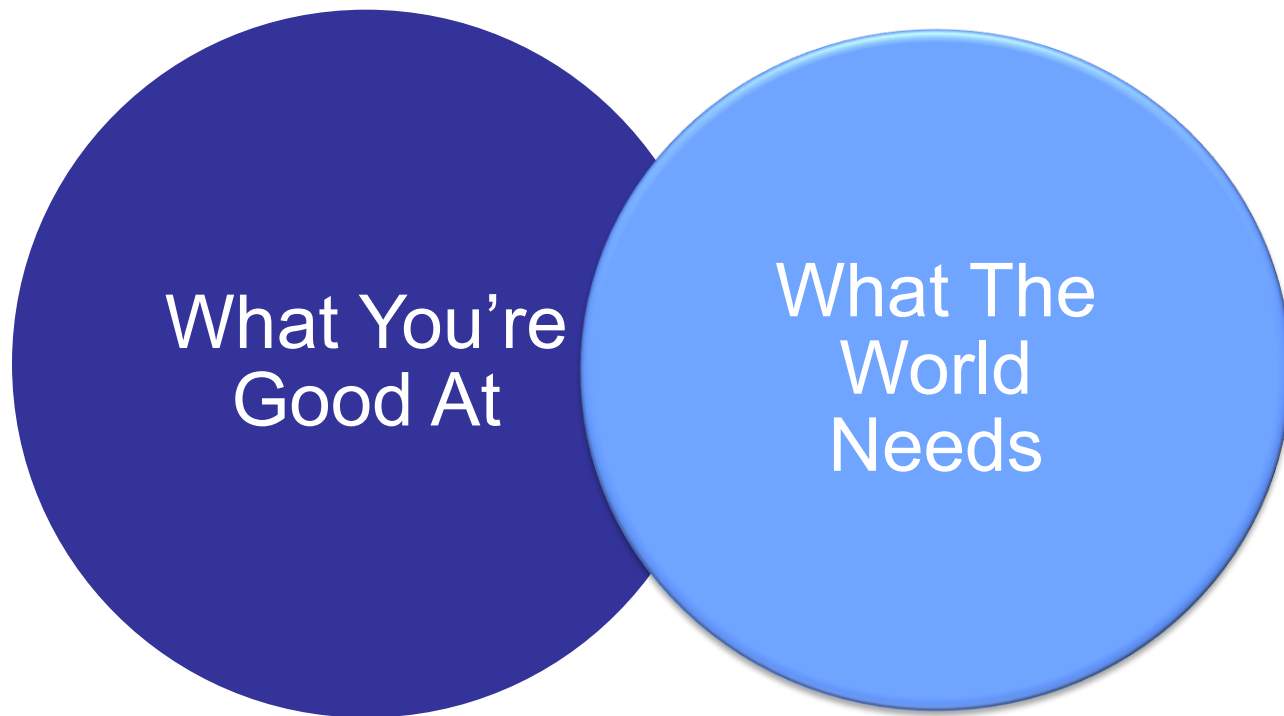
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# Agenda

1. A technique to prepare
2. Amazon – Crafting stories
3. Common interview questions
4. Questions to ask
5. Resources

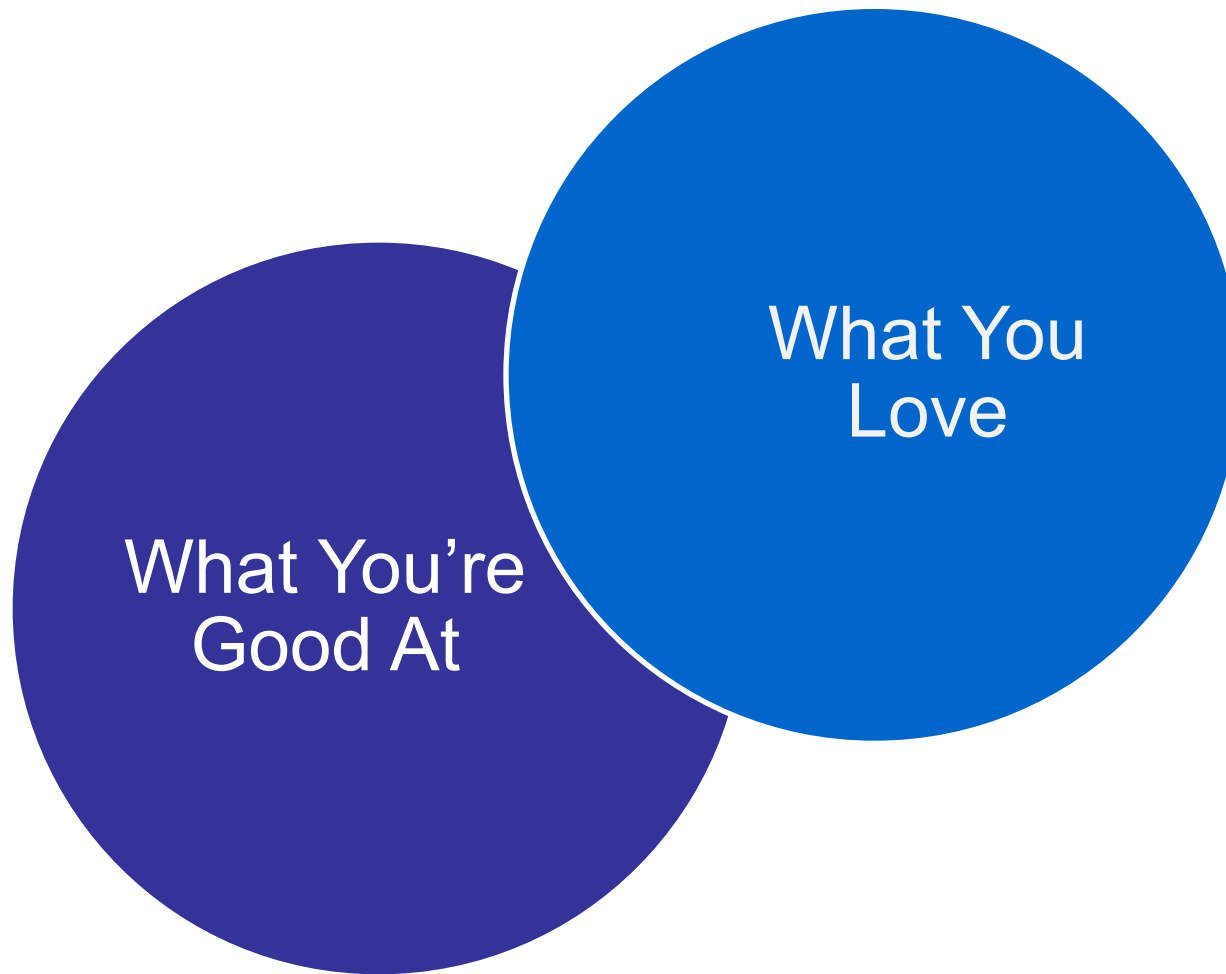


# Find Your Profession



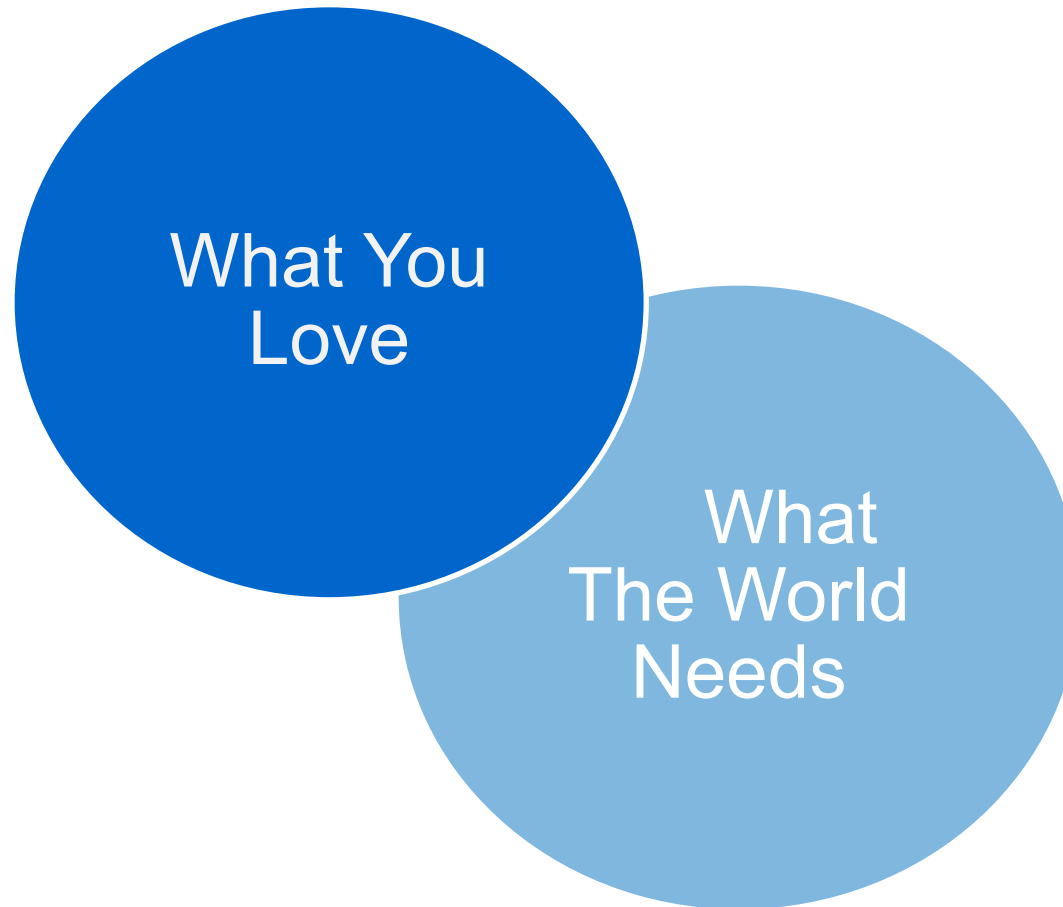
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# Find Your Passion



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# Find Your Mission



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# Find Your Purpose



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# Be Practical

- **Who do I help?**
- **My ideal work day?**
- **My ideal work environment?**
- **Workplace deal-breakers?**
- **Strengths I am most confident using?**
- **My non-career goals?**
- **Expectations of a manager? Colleagues?**



# Behavioral Interviewing

- Competency-based hiring  
Set competencies for each role
- Past performance predicts future success.  
“Tell me about a time when.....?”  
“Provide an example of how you.....?”



# STORYTELLING

“Because recruiters don’t have time for your inarticulate passion”

- Get comfortable talking about yourself
- Competence and Warmth
- Employers hire people they “like”, they “like” people they “know”
- Good stories don’t just inform...they ignite!
- You have 45 minutes to convey why you’re a good fit?



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# Do you know the job?

- Identify critical success factors (CSFs)
  - “What does it take to succeed?”

Behaviors

Technical skills

People Skills

- Be specific



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# **Berkshire Grey**

## *Associate Planner – AI Robotics*

- Manage Purchase Orders
- Propose process improvement projects
- Work w/Engineering to build material plans
- Use Net Suite SC Planning
- Track resolution of change orders & material issues
- Communicate through meetings, reports, dashboards
- Excellent verbal/written communication
- Proficient with MS Office
- ERP & Visualization experience (a plus)



# Core Competencies

1. Collaboration skills
  - Cross-functional
    - Engineers, Suppliers
2. Communication
  - Clear, Concise
    - Can simplify complexity
    - Can negotiate
  - Can defend recommendations
3. Attention to detail
  - Accurate PO's
  - Identify critical path & risks



# 16 Leadership Principles

1. Customer obsession
2. Ownership
3. Invent & simplify
4. Are right, a lot!
5. Learn, be curious
6. Hire/develop the best
7. Insist on high standards
8. Think big
9. Bias for action
10. Frugality
11. Earn trust
12. Dive deep
13. Have backbone
14. Deliver results
15. Strive to be Earth's best employer
16. Success & Scale bring broad responsibility



# Craft your Stories

- Work (80%+)
- Academic (15%+)
- Personal (5%)

Link stories to competencies



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# STAR Method

- Headline – Summarize your achievement
  - “I improved a process that greatly reduced shipping costs.”
  - Address situation
  - Explain task
  - Describe action
  - Detail result
- “And this is what I learned.....”

Then rehearse out loud



# STAR Method

## Situation

- Macro environment
- Stakeholders
- Employer expectation
- Team members
- Budget
- Key resources
- Key relationships

## Task

- Your productivity goal
- Key decisions
- Obstacles
- Constraints
- Task ownership



# STAR Method

## Actions

- Strategic considerations
- Plan of attack
- Resources used
- Team assignments
- Innovative aspects
- Action taken

## Results

- Quantify Impact
  - Financial
  - Efficiency/Visibility
  - Deadlines
  - Team members
- Obstacles overcome
- Relationships improved
- Recognition Received



# Your Delivery

**Show** that you.....

- Have built **relationships**
- **Desire** the work/culture they offer
- Have the **abilities** to succeed
- Have the **temperament** required
- Possess **assets** or unique advantages



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# “Tell Me About Yourself”

- Employer learns:
  - If you can communicate coherently
  - What you’re known for
  - Authenticity and fit for the team



# “Tell Me About Yourself”

- Experience
- Expertise
- Interests/Passions
  
- Succinct, Honest, Engaging



# “Tell Me About Yourself”

- I’m best known for.....
- I’m drawn to .....
- I am most excited when I’m....
- I was recognized for.....
- I’m at my best when...
- I have a deep understanding of....



# Use ChatGPT

- *Generate a list of the 10 most likely interview questions I'll face based on the following job description.*
- *And for each question, generate an answer in Challenge - Action – Result format, drawing only from the following resume.*



# Next Steps

- Refine your resume to reflect accomplishments
- Get informational interviews
- Clarify your expertise
- Craft your stories (STAR)
- Practice
- Adapt for feedback



# Tell Me About Yourself

My name is Justin Snow, for the past 2 summers, I've worked at XXX & XXX, managing/improving/... I'm very comfortable working with large data sets using SQL, Excel, R, PowerBI.

And as an Ind. Eng./SC student, solving problems is what I enjoy and have been told that I'm a natural team leader. I enjoy working across cross-functions.



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# Be Prepared

- “For the next 15 minutes, talk to me about Amazon, the Sourcing Specialist role and why you’re the best candidate.”



# General Questions

- (Apple) “I’m turning the interview over to you, ask me anything about the role you’d like”
- Example of collaboration?
- Tell me about a skill you learned and have used
- What are you most proud of?
- Strengths? Areas for improvement?



# What's your greatest weakness?

1. That uncomfortable situation (the “do-over”)
2. Strength taken to the extreme (“basement”)
3. Critical performance review
- “4-Cs”
  - Credible
  - Coachable/Correctable
  - Confessable
  - Not Critical



# Why should we hire you?

Know the job

Show *passion* for role

Share your *vision* for role

Explain why the role is *important* to you

Confidently express *impact* you'll make



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# What if I'm stumped?

- Be honest, don't fake it
  - *I don't remember SQL coding, but I'll walk you through my logic*
- Confirm understanding
  - *Can you rephrase the question? I'm drawing a blank.*
- Show motivation
  - *I'm not familiar with this, but will research it*
- Redirect
  - I'm not familiar with x, but am quite familiar with y*



# Questions To Ask (focus on the role)

- What are most rewarding aspects of role?
- Which duties are most important?
- Who are key people I'd be working with?
- If I spoke with others on the team, what would they say?
- What do you appreciate most about company?
- What are the top 3 traits of your top performers?



# Common Mistakes

- Few compelling stories
- Not knowing your resume details
- Rambling stories
- Lack of sincerity
- Responses did not address question
- Overuse of “we” vs “I”



# Resources

- <https://www.linkedin.com/interview-prep>
- Teal – AI-enabled job search tool
- Pitchbook – start-up funding
- Otta – tech jobs
- Levels.fyi – Salary comparison
- NerdWallet – Cost of living calculator
- MockInterview.co – data science questions
- Hackerrank.com

