

Candidate Success Guide

A guide to help you feel prepared during the interview process with the StreamTeam

Company Officers

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| + Cass Gilmore
Chief Executive Officer | + Teresa Kotwis
Chief Financial Officer |
| + Kerrin Parker
Chief Operating Officer | + Theo Zourzouvillys
Chief Technology Officer |

Mission and Vision

FluentStream's mission is to simplify how small businesses communicate with their clients from any location or device.

FluentStream aspires to be the #1 preferred business communications provider by small and medium-sized organizations in North America.

Industry

- Unified Communications as a Service (UCaaS)
- Software as-a-Service (SaaS)
- Telecommunications (Telecom)
- Technology

Products/Services Offered

FluentStream provides a cloud-based UCaaS platform with voice, contact center, fax, text and support services that enable on-site, hybrid, and remote work environments.

Business Size

FluentStream has been recognized by Inc. 5000 as one of the fastest-growing private companies five years in a row. We have just under 100 employees and thousands of customers and partners across the US. We support small and medium-sized organizations and nonprofits across nearly every industry and vertical market.

Where are employees located?

Founded in the artistic heart of downtown Denver, we've carried that spirit into our now fully-remote workplace. From coast to coast, we enjoy a creative, community-focused environment where hard work is actually fun!



FluentStream Chat support is hands down consistently the BEST support experience ever.

Kerry Adams
Airport Advertising, Departure Media



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Good company, very committed to customers and making a great product. Leadership is making efforts to continue to improve benefits and work/life balance. Developer team is the best! Great place to learn coding. The team makes it fun.

Glassdoor Review

What have been your most significant accomplishments?

Use this opportunity to highlight problems you've solved directly related to this role. You want to illustrate significant achievements related to the role, so the interviewer understands the value you bring to FluentStream.

Why do you want to leave your current position?

Use this question to thank your current role for the things you've learned but explain why you're interested in this current role. Explain what you enjoy most about FluentStream and the position you're interviewing for.

Questions you might be asked during an interview with us

What sets you apart from other candidates?

Highlight your top 3 strengths directly related to this role. Look at the description to determine what strengths we are looking for, and give examples of you possessing these traits in prior roles.

What do you consider your greatest weakness?

Provide an example of how you've worked to improve upon your weaknesses or learn a new skill to combat the issue.

What is your greatest strength?

Again, look at the job description and only talk about strengths directly related to the role you're trying to attain.

Tell me about a time when you made a mistake

Use this opportunity to showcase how you overcome obstacles. Explain a time you made a mistake and highlight the things you did to fix the situation, and lessons you've learned so that it doesn't happen again.

Tell me about some of the most difficult problems you worked on and how you solved them

Show off your problem solving skills and your thought process. You want the interviewer to feel confident in your ability to solve problems and create solutions in this role.

Tell me about a time you worked in an ambiguous environment in which you weren't given a lot of direction and had to take on significant responsibility to get the job done?

Use this question to explain how you've been proactive rather than reactive in solving a problem. Demonstrate your ability to thrive in a startup environment where there is not always clear direction.

Interviewing tips

Questions to ask

- + Have at least 5-8 strong questions prepared.
- + Think of your interview as a conversation.
- + The interviewer should feel as though you are vetting the opportunity just as stringent as they're vetting you for fit.
- + Brainstorm all the questions that could help you determine if this is the right fit for you and ask them.
- + Questions that display your curiosity and research will be noted. Example: *I noticed that you announced a strategic partnership with SkyComm Connect, how do these partnerships tie into the business model?*

Tip: [Check out our news articles here](#)

How to dress for video interviews

FluentStream went from Denver-based to 100% remote & loving it! At FluentStream we tend to be pretty casual while working from home, we encourage you and our team to wear what makes them feel the most comfortable and welcome individuality! If you aren't customer facing, know that casual/business casual is OK! If you are customer facing, dress like you would in front of customers or partners.

