

T-Mobile Careers - How to Apply

1 **Find your match:** Browse the current openings and see where you think you'd best fit in. Try adjusting your search by zip code, department, or email talent scout for advice. [Explore Current Job Openings](#)

2 **Apply online:** Applying usually takes less than 10 minutes. If an assessment is required, it may take up to one hour. We will review your application. This could take up to two weeks. If your talents fit the role, we'll schedule an interview.

3 **Interview:** Depending on the position, you could hear from us within one week, but no longer than three months. We offer interview tips for corporate, retail, and customer service interviews.

4 **Decision:** We'll carefully consider your skills and experience to see if they're a fit for this role. Throughout the process, we may find you're not the right fit for the position. In that event, we'll hold onto your resume, and invite you to apply to other T-Mobile positions.

[Check out our Frequently Asked Questions!](#)

T-Mobile®

**A Best Place to
Work for Veterans.**



Interview Tips and Tricks

Tips

- Rehearse out loud! Get comfortable talking about yourself and your best qualities, remember you rock!
- Study the open position and bring your honest questions. Remember you're interviewing the company too.
- Research the company and acknowledge what makes it special and why you belong there.
- Take your time answering questions. Speaking slowly will help you appear more confident and will give you time to fully develop a well thought out answer.

Tricks

- Try using the S.T.A.R method for behavioral questions.
- Behavioral questions: Questions that ask about your behavior and thought processes in past situations and how you would handle a similar scenario in the future.



S.T.A.R. stands for Situation, Tasks, Action, & Results

Situation	Think of a situation similar to what the interviewer is asking you about that had a successful outcome. It doesn't necessarily have to be work related as long as it's relevant. Remember to include the who, what, where, when and how.
Task	Describe the task you were responsible for in that situation. Keep it specific but concise. Make sure to highlight any specific challenges you faced.
Action	This is the part where you describe exactly what you did. How did you complete the task you were assigned? Remember to focus on what you did and highlight qualities that a hiring manager will find desirable. Think about things like initiative, teamwork, leadership, dedication, etc.
Result	This is where you get to be introspective. Share what the outcome of the situation was and how you specifically contributed to that outcome. What did you accomplish? What did you learn? What were the results of your actions?

Sample Interview Questions

Congrats on your interview!

It is important to prepare by getting into the mindset of a future employee. Challenge yourself to think about why you are interested in a company and why you are the best for this role. Here's some practice questions to get you thinking like the Un-Carrier. You can easily research a company's values and culture by going to their webpage!

T-Mobile Interview Questions

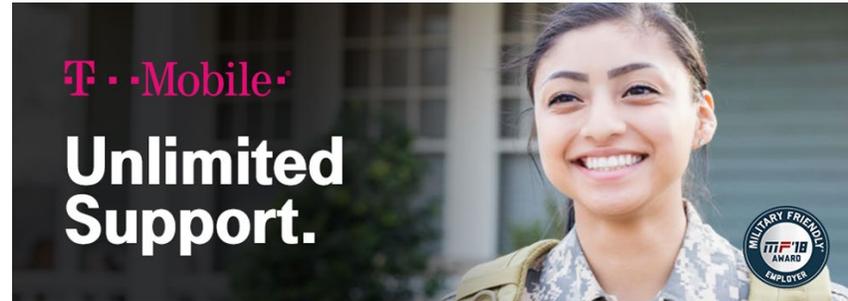
We are proud of our unique Un-Carrier culture! Explain why joining the Magenta family would make you proud.

- What do you love and appreciate about T-Mobile?
- What does Un-Carrier mean to you?
- How do you view this job from the Un-Carrier perspective?
- Why do you want to work for the Un-Carrier?

Common Interview Questions

Most employers will ask a variety of these questions. Spend time formulating a strong response that will demonstrate your best attributes! Be sure to check out the S.T.A.R. method in the [Interview Tips & Tricks document](#) to learn how to ace interview questions!

- What do you (or others) consider to be your strengths?
- What are your biggest limitations or weaknesses?
- Why do you want this specific position? What part of it do you find most intriguing?
- Why are you the best person for this job?
- Describe your proudest achievement.
- Describe the toughest decision you have made in the past 12 months?
- How has your military career prepared you for this job?
- Tell me about yourself.



Behavioral Questions

Employers are evaluating how you'd fit into different teams, situations, and the company's culture. Formulate a strong **S.T.A.R.** response to these questions! Most people commonly miss the Results part of a **S.T.A.R.** response and overshare the Situation portion. Make sure to fully highlight how the situation was resolved by your positive impact.

- Describe a time when you did not meet an expectation. What happened and actions did you take next?
- Recall a time when there was a conflict with a coworker/ customer/ or team member. What happened and how did you handle this situation?
- Describe a time when you didn't have enough information but there was a rapidly approaching deadline? How did you approach this? What was the result?
 - *Interviewers could ask you a follow up question! Be prepared to answer questions like, "Would you change your approach in the future?" or "Would you do anything differently?"*
- How have you successfully navigated a difficult task with unclear or misleading directions? What was your thought process throughout this situation? What was the result?

New Hire Schedule - At a Glance



“The transition from military life to T-Mobile was **seamless**. I went on a military transition site and T-Mobile was one of the **top employers**. T-Mobile took me in as part of their **family**! The last 4 years have been awesome, and they accommodate me now in my National Guard life so I am still able to **serve my country**.”

-Russell Comeaux
TEX Expert
Army/National Guard

We’ve heard that transitioning into a civilian career can sometimes be unnerving! Here is an example of our Team of Experts new hire class schedule so you know what to expect in your first week!

Example Day 1

0830-0837 Clock-in and Desktop Setup Time

0837-1000 Call of the Day

1000-1030 Welcome to the Team Lesson

1030-1045 BREAK

1045-1230 Introduction to Tools Lesson

1230-1300 LUNCH

1300-1415 Guest Speaker

1415-1530 Billing System Lesson

1530-1545 BREAK

1545-1700 Teamwork Activity

Example Day 2

0830-0837 Clock-in and Desktop Set-up Time

0837-1000 Greeting and Verification Lesson

1000-1030 System Drills

1030-1045 BREAK

1045-1230 Call Partnering

1230-1300 LUNCH

1300-1415 Knowledge Checks

1415-1530 Understanding Metrics Lesson

1530-1545 BREAK

1545-1700 Case Study



ADD YOUR
INITIALS OR
HEADSHOT
HERE

YOUR NAME

PROFESSION OR INDUSTRY | LINK TO OTHER ONLINE
PROPERTIES: PORTFOLIO/WEBSITE/BLOG

CONTACT

Address

City, ZIP

Email

Telephone

RECIPIENT NAME

TITLE • COMPANY • ADDRESS • CITY, ST ZIP

Date

Dear Recipient Name,

To get started, click placeholder text and start typing. Double-click the footer to add your contact info (or delete the columns you don't want). Use your cover letter to show how your talent and experience will solve a problem or drive results for your future employer. For example, if you say you're collaborative, give an example of how you used your collaboration skills in the military, and then show how that experience will benefit the employer. It's all about personalization. Write a cover letter that uniquely presents the real you and the future impact only you can make at the company.

Sincerely,
Your Name



EMAIL



TWITTER HANDLE



TELEPHONE



LINKEDIN URL

First Name

Last Name

Address 

Phone 

Email 

LinkedIn Profile 

Twitter/Blog/Portfolio 

To replace this text with your own, just click it and start typing. Briefly state your career objective, or summarize what makes you stand out. Use language from the job description as keywords.

Skills

- List your strengths relevant for the role you're applying for. Also include any special certifications or skills training you have received.
 - List one of your strengths
 - List one of your strengths
 - List one of your strengths
-

Experience

DATES FROM – TO

Job Title / Company, Location

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

DATES FROM – TO

Job Title / Company, Location

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

Education

MONTH YEAR

Degree Title / School, Location

It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

MONTH YEAR

Degree Title / School, Location

It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

Activities

Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include Leadership and volunteer experiences here. Or show off important extras like publications, certifications, languages and more.

ADD YOUR
INITIALS OR
HEADSHOT HERE

YOUR NAME

PROFESSION OR INDUSTRY | LINK TO OTHER ONLINE
PROPERTIES: PORTFOLIO/WEBSITE/BLOG

OBJECTIVE

To get started, click placeholder text and start typing. Be brief: one or two sentences. Double click the table cells in the footer to add your contact info (or delete the columns you don't want).

SKILLS

List your strengths relevant for the role you're applying for. Also include any special certifications or skills training you have received. Use your own language- not jargon.

EXPERIENCE

JOB TITLE • COMPANY • DATES FROM – TO

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

JOB TITLE • COMPANY • DATES FROM – TO

Think about the size of the team you led, the number of projects you balanced, or the number of articles you wrote.

EDUCATION

DEGREE • DATE EARNED • SCHOOL

You might want to include your GPA and a summary of relevant coursework, awards, and honors.

DEGREE • DATE EARNED • SCHOOL

On the Home tab of the ribbon, check out Styles to apply the formatting you need with just a click.

VOLUNTEER EXPERIENCE OR LEADERSHIP

Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include leadership and volunteer experiences here. Or show off important extras like publications, certifications, languages and more.

- Ex 1:
- Ex 2:



EMAIL



TWITTER HANDLE



TELEPHONE



LINKEDIN URL