

About Freshworks:

Freshworks provides innovative customer engagement software for businesses of all sizes, making it easy for teams to acquire, close, and keep their customers for life. Freshworks SaaS products provide a 360-degree view of the customer, are ready to go, easy to use, and offer quick return on investment.

Headquartered in San Mateo, California, Freshworks's 3000+ team members work in offices throughout the world. The company counts 40,000+ paying customers in its customer-for-life community around the world including Honda, Bridgestone, Hugo Boss, University of Pennsylvania, Toshiba, Sling TV and Cisco.

Freshworks has received numerous accolades from analysts and media including the Forbes' Cloud 100 list, Economic Times Startup of the Year and in 2019, LinkedIn Top 25 Companies to work for in India. Freshworks is also featured on four Gartner Magic Quadrants.

Freshworks, a SaaS unicorn valued at over \$3.5 billion, has had incredible growth surpassing \$200 million in the past year and has made targeted acquisitions that add critical capabilities to the portfolio including Natural Language Processing, Chatbots, Machine Learning, Social and Messaging Transformation. Freshworks has raised over \$327 million in capital and is funded by Accel, CapitalG, Sequoia Capital and Tiger Global Management. For more information visit www.freshworks.com.

Our dream is to build world class products and [put India on the map](#) and eventually become a billion dollar revenue product company.

Our culture:

You can read more about our company culture - what we believe in on this [page](#). To put it in a nutshell, we believe in playing to our strengths and want to match all employees to their natural strengths, so that they enjoy their work.

At Freshworks, we are constantly solving challenging problems, and consistently ideating and innovating to support our tremendous scale and growth. If this sounds like something that excites you, we would like to hear from you.

To sum it up, we want Freshworks to be a company that's loved by employees, customers and shareholders, *in that order*.

Some useful links to learn more about Freshworks:

- [How a simple comment on Hacker News motivated me to resign from my comfortable well paying job and launch my own startup](#) by Girish Mathrubootham
- [How to build a large startup that's not in Silicon Valley](#) with Girish Mathrubootham
- [Ask Me Anything with Girish Mathrubootham](#) hosted by Tech In Asia
- [Ask Me Anything with Girish Mathrubootham](#) hosted by YourStory
- [Going global from India-](#) NASSCOM Product Enclave keynote by Girish Mathrubootham
- [Assembling a rockstar team to build a global product](#) - YourStory MobileSparks keynote by Girish Mathrubootham

Application process:

This document contains a short description for what we look for in the roles that we are interested in hiring, and also the break-up of the salary package offered. It also contains information about internships. Please read the document thoroughly before applying.

We expect everyone to apply only for the role that they are really interested in. However, during the interview process, if the panel members strongly feel that someone might be better suited for another role, we will check with the candidate about their interest and inclination towards that role and subsequently interview them for that role.

The application process will involve a screening test (HackerRank coding challenge for engineering roles and a written language test for GTM roles). The test will vary based on the role, and each test will have a specific time duration (~1-2 hours).

We have seen quite a lot of students (who are still studying – in 3rd or 4th year of college) applying on our careers portal to jobs which require several years of work experience. While this shows the level of enthusiasm – it will only work against your favour – since we will automatically reject such candidates who apply on our portal, and they will not be able to reapply for the duration of our cool-off period.

To mitigate this issue – we are asking all students to apply both via the Google Form that we send, as well as the job link on our careers page. In case someone had applied and been rejected – we will be able to filter it out.

Please also note that all the roles that we are actively hiring for through our campus placement process – will be for the teams which have a high number of fresher positions. We do have a few roles outside of these and while we don't hire them through our campus placement process – we do have an off campus placement process for those select few roles.

We wish to iterate – please apply for only one role that you are interested in.

What we look for:

Freshworks is looking to hire smart, determined and passionate students who'll be graduating in 2021 for multiple roles. Broadly, we hire for our engineering and go-to-market (GTM) teams. We encourage you to read up online about these job roles in the B2B SaaS space in general to get an understanding of what the role is all about. Here is a short description of traits that we look for in each of these roles from students fresh out of college:

Engineering: (Development)

- Solid problem-solving and analytical thinking skills.
- Experience with hands-on programming (in any language).
- Strong foundation in data structures, algorithms and OOPs concepts.
- If you've built web/mobile apps during your time in college, that will certainly give you an edge.

GTM: (Sales / Support / Presales / Customer Success)

- Clear, concise and effective written and oral communication skills.
- Empathy towards customers and understanding their needs.
- Ability to thrive in a fast paced performance-driven environment.
- Interest, curiosity and openness to learning new technologies.
- Flexibility in working in different shifts/regions/markets. This is absolutely mandatory because shifts and regions will be allocated based on business requirements.
- Prior internship experience in B2B or product companies in any of these domains is an added bonus.

About the roles:

Engineering: The different software development teams work closely with the product teams and are divided into squads. Each squad may comprise of a few product managers and product designers and a number of software engineers. Each engineer is part of a squad and each squad owns different areas of responsibility for their respective product / platform. They own the entire SDLC for their area of responsibility and are in charge of delivering world-class features for our products. Anyone who enjoys programming and writing code to solve business problems will fit very well into engineering roles at Freshworks.

Sales: The sales teams are divided into two categories – inside sales (more inbound approach) and sales development (more outbound approach). The sales development team engages with prospective customers to establish a connection and build interest so as to generate leads (prospects). The inside sales team manages relationships with different prospects (leads) who have expressed interest

with our products and convert prospects to customers. People who thrive under pressure, enjoy working with targets and want a fast-paced environment will fit in nicely into a sales role at Freshworks.

Presales: The presales team helps prospects with technical queries. They are primarily responsible for finding the right solution to cater to the business needs of the prospect. They also ensure that our products are technically implemented in the right manner to solve their business needs. People who like to play a consultative role and understand business problems, and then translate that into technical solutions will be best suited for this role.

Support: The customer support team takes care of technical account management for all our customers. They help troubleshoot and resolve issues that customers might have and provide assistance as and when required. Anyone who likes to troubleshoot, get to the root cause and solve problems and helping customers resolve their issues are a natural fit for the customer support team.

Customer Success: The customer success team is primarily responsible to ensure we keep our customers happy and retain them and prevent any churn. They interact with our existing customers on a frequent basis to understand their usage and adoption of our products, and see what gaps exist and help customers derive more value from us. If you like analyzing metrics and helping customers make decisions to improve their business, then customer success is apt for you.

The entire GTM org is divided into multiple regions – Australia and New Zealand, India, Middle East and Africa, United Kingdom, Rest of Europe (further divided to Northern and Southern Europe), United States (further divided into East, West and Central) and each team works in the time zone of the customers they serve.

Salary offered:

1) Engineering – SE / SET:

Total pay (all fixed): 5.5 LPA (for those who take up our 6 month internship)

Total pay (all fixed): 5 LPA (for those who do not take up our internship)

All the engineering placed candidates who intern with us are eligible for a one time joining bonus of Rs. 50,000 based on their internship performance. Star candidates will receive the bonus, making their first year salary as 5.5 LPA + 50k = 6 lakhs.

2) Sales Development / Inside Sales:

Total pay: Rs. 4.8 LPA (with an 80/20 split on v-pay which will be paid out every month based on achievement of targets)

Fixed: 3,84,000

Variable: 96,000

3) Presales / Customer Success:

Total pay: Rs. 4.7 LPA (with an 85/15 split on v-pay which will be paid out every month based on achievement of targets)

Fixed: 3,99,500

Variable: 70,500

4) Customer Support:

Total pay (all fixed): Rs. 4.5 LPA

There is no variable pay associated with the customer support role for now; we may introduce it in the future.

Internships:

Engineering:

We offer internships for all students placed in engineering roles and encourage everyone to attend it for 6 months. There is also an incentive – an increase in base salary as well as the opportunity to receive a performance bonus upon the time of joining full time.

Monthly stipend: Rs. 20,000

GTM:

We are open to internships for all students placed in GTM roles. However, there will be no increase in salary (while joining full time) based on the internship.

Monthly stipend: Rs. 15,000

Given the context of Covid and remote work – Freshworks is working remotely at least until July 2021 (as things stand today). We are open to internships for all the students that we place – as long as they do not have coursework to attend during the day. This will be a full-time role – 5 days a week, for 6 months. Students who are confident of being able to manage both their project work and the internship work are welcome to take it up. But if you have to attend classes for the bulk of your day – we would not recommend you take up the internship.

Test FAQs

Engineering:

We will have a coding challenge sent via HackerRank. We will have 4-5 sets with uniform difficulty and will be randomly distributing it between the students.

Here are two links that all students can read more info on.

1. How to use the HackerRank platform
- <https://www.hackerrank.com/tests/info/interface>
2. HackerRank sample test - <https://www.hackerrank.com/tests/sample>

Please ensure the students share their email IDs correctly – the test invitation will be sent directly to their email IDs through HackerRank. Only one attempt will be possible. The test can be taken at their convenience, from anywhere, in the time frame allotted for the test before the deadline.

The time duration and validity for the developer challenge will be mentioned in the test invite.

Non-engineering:

For non-engineering, there will be an common initial screening test. When we send the test, we will mention what they will need to read up on - ie. a certain product or website, so that they know everything about it before starting the test, since it will be time-bound, and the countdown timer will start once they start the test.

The test link will be shared with the college with instructions before starting the test. Only those students who applied for the role will be able to take their respective tests, and it is tied to their email ID. Only one attempt will be possible. The test can be taken at their convenience, from anywhere, between the time allotted for the test before the deadline. The time duration of the test and the deadline before which they need to complete it will be shared when we send the test links.

For those who clear our screening test, we will have a second level test – wherein they will have to submit a video walking through one of our products (Freshdesk). Reading up on the product through our website, solution articles and going through our online learning portal – will be useful for all those shortlisted.

We request all students to ensure the following:

1. Email ID is correct. Watch out for typos like gamil, gmail.con, etc. Also check in spam folder if required.
2. Not use services like Boxbe – to ensure the mail reaches their mailbox.
3. Ensure there is power back up and internet back up while taking tests.

We will **not** entertain any requests to re-take the test, or re-send the invites.