ServiceNow Summer Intern 2024 Interview & Internship Experience

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Role: Quality Assurance Engineer

Round 1: Hacker Rank Test

Question related to Interval Scheduling:
I solved it using a Greedy algorithm. Determine the earliest possible time in a day when all individuals in a given set of events are available for a meeting of a specified duration. (Moderate)

Question related to Dynamic Programming:
Given a multi-layer security system with n levels, where each level has a certain amount of protection and the attacker uses some energy to breach a level, determine the maximum number of points the attacker can score starting from each level. (Hard)

Round2: Technical Round

Introduce yourself.

Why did you choose IT?

What's your favourite subject from the last semester?
I mentioned DCCN (Data Communication and Computer Networks) and explained why it is my favourite, along with key concepts of DCCN.

Questions related to TCP/IP protocols:
They asked about the difference between IPv4 and IPv6.

Problem-solving questions:

- **String reversal:**

    1. I explained the logic where I took the string as a list and reversed it.

    2. I also discussed using the two-pointer approach with dictionaries.

- **Counting the number of characters in a string.**

What does a Quality Assurance Engineer do, and why is their role important?

A few questions related to quality assurance:
They asked about testing-related topics, such as black box testing and white box testing.

Scenario-based question:
How would you test the quality of a pen? What criteria would you test before sending it for production?

Round3: Technical round

Introduce yourself.

Problem Solving:

- Given values for the vowels, write a program that returns the sum of the vowel values present in a given string.

- Write a program to print the first repeating and non-repeating characters of a given string.

- Write a program to find the longest subsequence in a string.

Other Questions:

- They asked a few questions related to the projects mentioned in my resume.

- They asked about OOP concepts such as polymorphism, overloading, and overriding.

- They asked questions related to DBMS, specifically in the context of my project.

Round 4: Hr round

Project-related Questions:

- They asked a few questions related to my project.

Tricky Questions:

- Given 8 balls (7 balls of the same weight and 1 ball with a different weight), what is the minimum number of times you need to use the weighing machine to find the ball with a different weight?

- A creature in a room doubles its size and occupies the whole room in 1 minute. At what time was the creature's size 25% of the room?

Testing-related Questions:

- Why is testing important?

- How would you test a platform like Zoom?

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Internship Experience:(10th June 2024 -2nd August 2024)

I interned as an Associate Software Quality Assurance Engineer at ServiceNow Hyderabad, as part of the "Accessibility Engineer" team. The first week included onboarding sessions, fun activities, and a bootcamp to gain hands-on experience with ServiceNow tools.

I worked on two projects:

1. **Content Auditing:** I manually tested the accessibility of a website and identified accessibility defects using various accessibility testing tools.

2. **Automation and Tooling:** I wrote a script and built a UI to find all existing similar defects in the defects table and AIS records, comparing them with defects found in new audits to prevent record duplication.

I gave a final presentation to the entire Accessibility Engineer team, including the Director, Manager, US teammates, and the IDC team. I shared my projects and the learnings from my internship journey. The overall experience was very educational, and I gained valuable knowledge on using various testing tools

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