Interview preparation tips

Use the STAR method: situation, task, action and result

The STAR method will help you provide succinct, informative and comprehensive answers to common interview questions.

S

Situation: Explain the situation concisely.

Example: 'A customer called, complaining about a delay in response from the sales team, regarding a product query.'

T

Task: Describe your role in this task.

Example: 'I needed to quickly update the customer on what went wrong.'

A

Action: Elaborate how you responded to the situation. Maintain using 'I' instead of 'We' in sentences here. Your actions alone matter to the interviewer.

Example: 'I apologized and took down the details of the customer. And I shared the details with the sales manager, who contacted the customer soon. I enquired the reason for the delay. And found out that a wrong mobile number and a generic email address, which were not verified, caused the delay. I informed the customer the same and offered a goodwill discount on next purchase.'

R

Result: Explain the result(s) of your actions.

Example: 'Not only did the customer continued ordering from us, but also shared positive feedback about our customer service on social media.'

Prepare for common interview questions

Review the following to get familiar with some common questions you and the interviewer may ask during your interview.

Questions you may want to ask yourself
- Tell me about a time when...
- Why do I want to join Cognizant?
- What's it about the role that I particularly like?
- Do I have the relevant skills and experience? How can I showcase it during the interview?
- What impact can I create in the team?
- What is it that sets me apart from other candidates?
- Are there any industries/clients I particularly want to work with?
- How would I like to upskill myself after I join Cognizant?

Questions about your strengths, aspirations and preferences
- Tell us about yourself...
- What are your career aspirations?
- What are your strengths?
- Are you willing to travel to different locations?
- How early will you be able to join us?

Note: Apart from the above questions, the interviewer may ask you things based on the job description of the position you applied for. Prepare to answer them using the STAR method.

Questions for the interviewer
- What exactly will my roles and responsibilities be?
- Could you brief me about the work hours and location?
- Would I require to travel across client locations?
- How long it may take for me to get an update about the interview result?

Note: Avoid any personal questions to the interviewer. We also discourage questions like, 'What does Cognizant do?' (We expect you already know.) and 'Have I got the job?'

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