

# TECHNOLOGY INTERVIEWS AT CAPITAL ONE

Congratulations on being selected for a final round interview with Capital One! We are excited to meet you! Before your day at our office, there are a few things we would like to cover just to make sure you are prepared and know what to expect during your time here. Let's get started!

## YOUR INTERVIEWS

### GENERAL INTERVIEW INFORMATION

The order of your interviews and breaks can vary depending on interviewer availability, so don't be alarmed if you start your day off with a break, followed by your interviews. You can expect Behavioral Interviews, a Technical Case Interview (dependent on role), and Job Fit Interviews (not necessarily in that order) – we'll walk through each in the following information.

All of our interviews are conducted one-on-one, but in some cases you may have two associates in your room. Only one of the associates will be asking you questions. The other is simply observing as part of their interview training.

Your schedule occurs in 45-minute to 60-minute blocks, but your interview will not always last the full time. If you have remaining time on your interview, we suggest using the time to ask your interviewer questions about the role, team or tech stack – we want to ensure you are getting all the information you need as well!

### BEHAVIORAL INTERVIEW

Behavioral interviews contain structured questions on particular experiences you've had. These questions typically follow the format of "Tell me about a time when....". The interviewer will be looking to assess core competencies (such as communication, influence, or results focus) through these questions and your corresponding answers.

To help prepare for this portion of your interviews, review the tips below and spend some time looking over your resume to think of situations you would like to highlight. Remember to be thorough and specific in your responses, focusing on situations and tasks you have *actually* experienced and not how you may hypothetically act in a given example. We recommend following the STAR process to frame your response:

| SITUATION or TASK   | ACTION  | RESULTS   |
|---|---|---|
| ➤ Describe the situation that you were in, or the task that you needed to accomplish – not a generalized description of what you have done in the past. | ➤ Even if you are describing a group project or effort, describe the action you took, and be sure to focus on <u>you</u> , using "I" to quantify your actions and results | ➤ Don't forget to conclude your answer with the result of your actions. |
| ➤ Be sure to give enough detail for the interviewer to understand.  | ➤ Don't describe what you might do in your examples, describe what you actually did.  | ➤ What happened?  |
|   |   | ➤ How did the event end?  |
|   |   | ➤ What did <u>you</u> accomplish?                                       |
|   |   | ➤ What did you learn?   |

## SOME TIPS

- Think of examples when you have influenced others, assumed leadership, or worked on a team.
- Consider examples that have tangible results, not projects you are currently working on or tasks you have yet to complete.
- When preparing you should think of examples, not answers. Preparing answers in advance may cause you to not directly answer the question you're being asked.

## TECHNICAL CASE INTERVIEW

A technical case interview, simply put, is a problem solving exercise with an interviewer. In the interview, you will put your technical, quantitative, conceptual and analytical skills to use in order to find a specific answer or make a business decision. The case builds as you work through each problem, as new factors are introduced, so you'll need to take notes as you go along so that you can refer back as the interview progresses.

### What can I expect during the interview?

During your interview, you will be given information about a particular problem and be asked to solve it. The problem may be related to areas such as (but not limited to) customer data protection, product development and design, cost benefit analysis or customer experience.

### What is the case interviewer looking for?

The interviewer is trying to assess your various skills and competencies such as:

- **Conceptual Problem Solving** – do you understand all aspects of the problem and how they interact?
- **Advanced Conceptual Problem Solving** – do you understand and consider 2nd and 3rd order effects?
- **Analytical Skills** - do you know how to structure your solution to the problem?
- **Quantitative Skills** – can you utilize your technical skills and apply technical knowledge to solve the business problem
- **Communication Skills** – can you articulate your thoughts and approaches effectively? Are you able to explain technical concepts in a non-technical manner that can be easily understood?
- **Energy/Drive** – are you interested and engaged in the activity? Do you show passion for this type of problem solving?
- **Industry Knowledge** – do you demonstrate any industry specific knowledge to support your answers?

Technical case interviews typically involve three parts. Let's take a quick look at each of these parts individually to give you a better idea of how you can prepare.

### PART ONE

#### Introduction to Business Situation & Case Framework

- Your case interview will begin with a brief description of the business situation, and you will be provided with some background information regarding the problem you may face.

### PART TWO

#### Conclusions Based on Key Concepts & Drivers of the Case

- After a general introduction to the case, questions will begin to become more specific.
- You may be asked about the key drivers of the case, and how they will specifically affect outcomes.

### PART THREE

#### Your Recommendation

- During the entire case, you will likely be asked for your recommendations, but these can obviously change as you are presented with additional data and information.

- After the introduction, you may be asked to make some key observations about the situation, or identify issues to be considered as you dive into the case.
- You will be given additional data throughout the case and are expected to make conclusions with the information you are provided.
- The interviewer will ask you questions regarding your conclusions and how your findings may affect results, solutions, or other aspects of the case.
- At the end of the case, expect to be asked for a final recommendation, observation, or finding.

## SOME TIPS

### Think Out Loud & Ask Questions

- If you have questions about information, assumptions, or data you are given, the interviewer is more than happy to answer them.
- The technical case is intended to be very interactive – so share what you’re thinking and ask questions along the way, especially if you feel the objective of the case is not clear.

### Take Your Time & Show Your Work

- It’s also important to keep your work organized in case you make a mistake. If you need to fix an error that you make, you may find it hard to make the correction if your work is unorganized or illegible.

### Stay Calm & Positive

- You may make mistakes, but it’s important to understand that mistakes happen. Stay calm and positive.
- Be confident and prepared to defend your solution.
- Relax and be yourself.

### What other tips can you give me to help during the technical case interview?

- Do not be afraid to question assumptions in the case.
- Articulate your thoughts and always be prepared to answer the question, “Why?”

## JOB FIT INTERVIEW

The final type of interview you will encounter during your day is the job fit interview, and you may have one (1) or more of this type of interview. Job fit questions are exactly as you might imagine - the interviewer will ask about your interest in the industry, company or program, as well as probing to discover your work style preferences to see how you may fit into a role at Capital One. It will also test some of your background and skills to see if you have the knowledge and experience that we are looking for in the role and within Capital One. A job fit interview may be technical in nature (an interviewer may use the whiteboard in the room to walk through a problem, or tech stack, for example) or may be more conversational in nature.

Make sure that you are familiar with your resume and experience, as several of the questions will likely be directed towards both. Although the job fit interview does not require as much practice or preparation, it is a great opportunity for you to showcase your qualifications and express your interest in the role for which you are interviewing. This interview will not only assess that you are a good fit for the role, but it will also help determine if the role is a good fit for you!

# AFTER YOUR INTERVIEWS

Following your interviews, a recruiter or coordinator will collect your badge and make sure you have all of your luggage and belongings before you leave our office. If you have a flight scheduled, a shuttle will escort you from our office and to the airport.

Your recruiter will contact you after your interview to deliver results. We strive to deliver results within 2-3 business days, but if they are expected to take longer, your recruiter will let you know.

## CHECK US OUT

### LIFE AT CAPITAL ONE

Get to know us – we're more than just a bank. We're focused on bringing associates together to do the best work of their lives, while providing top notch benefits and a culture where every voice is recognized and valued.

### MEET OUR ENGINEERS

The best way to get to know us is by hearing our own associate's stories, and why they're here. See how our associates are doing the best work of their lives, while having a ton of fun.

## FAQs

### How many candidates will you be interviewing for the role?

While we do not predetermine how many candidates we interview for a particular position, there may be other candidates interviewing the same day as you. However, we make hiring decisions solely based on your personal interview performance, and not how you compare to other candidates.

### What do I need to bring to my interviews?

The only thing you need to bring to your interview is a form of photo identification for badging. Our interviewers will already have a copy of your resume, but it doesn't hurt to bring copies for your own reference. Scratch paper, writing utensils, and a calculator will be provided. It's perfectly fine if you are more comfortable using your own calculator, but we do ask that candidates refrain from using smartphones to make calculations.