# Candidate's Hiring Pack:

Data Analytics

# What's this all about?

Hey!

It's great to hear you decided to consider joining the Data Analytics team at one of the fastest-growing unicorns in Europe!

Let me introduce you to the **Hiring Pack**. It will guide you through:

- Our operating principles and culture
- The role of Product Analytics at Bolt
- Our structure and teams
- Our hiring process: stages and focus points
- Perks and benefits
- Answers to frequently asked questions
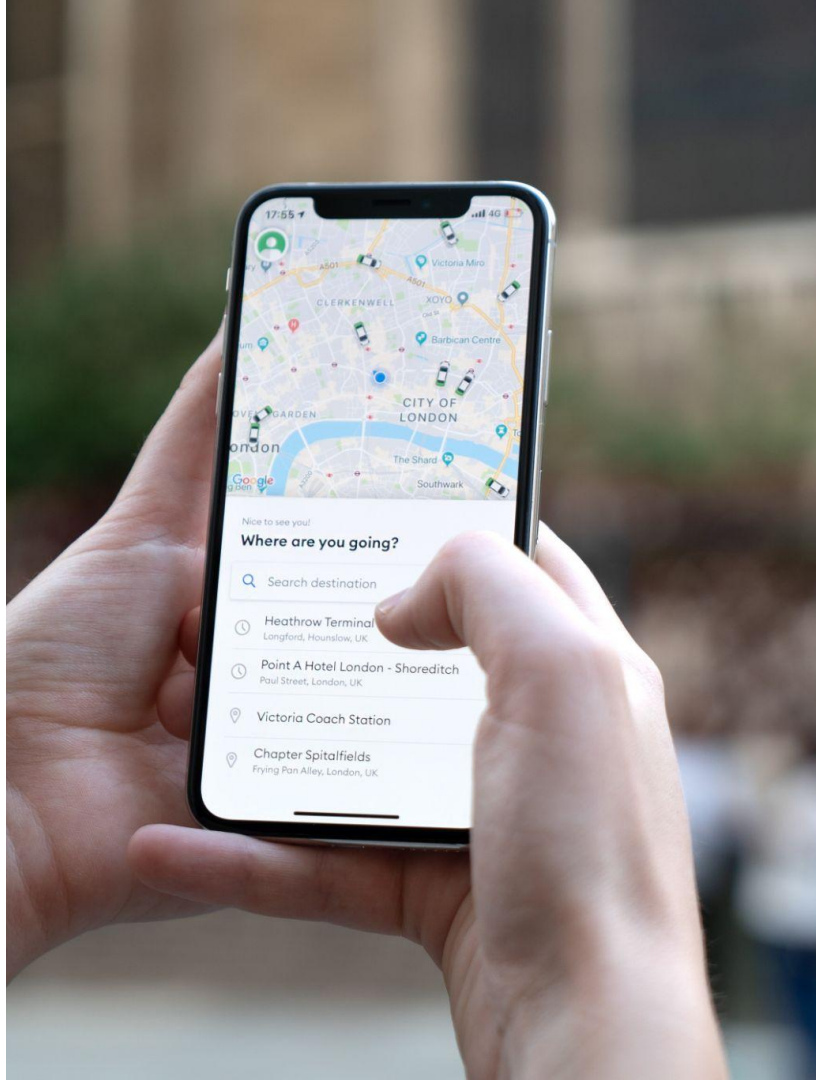
# What's so special about Bolt?

Bolt is the European super-app with the mission
to make urban mobility more **convenient**, **safe** and **sustainable**.

We operate in 45 countries across Europe and Africa and have:

- **100M+** customers
- **3M+** partners (drivers and couriers)
- An awesome team of **3000+** represented by **70+** nationalities

We are fighting for **better cities** and **against private cars.** We offer a better alternative to every purpose a private car serves, be it short or long distance, travel or delivery.
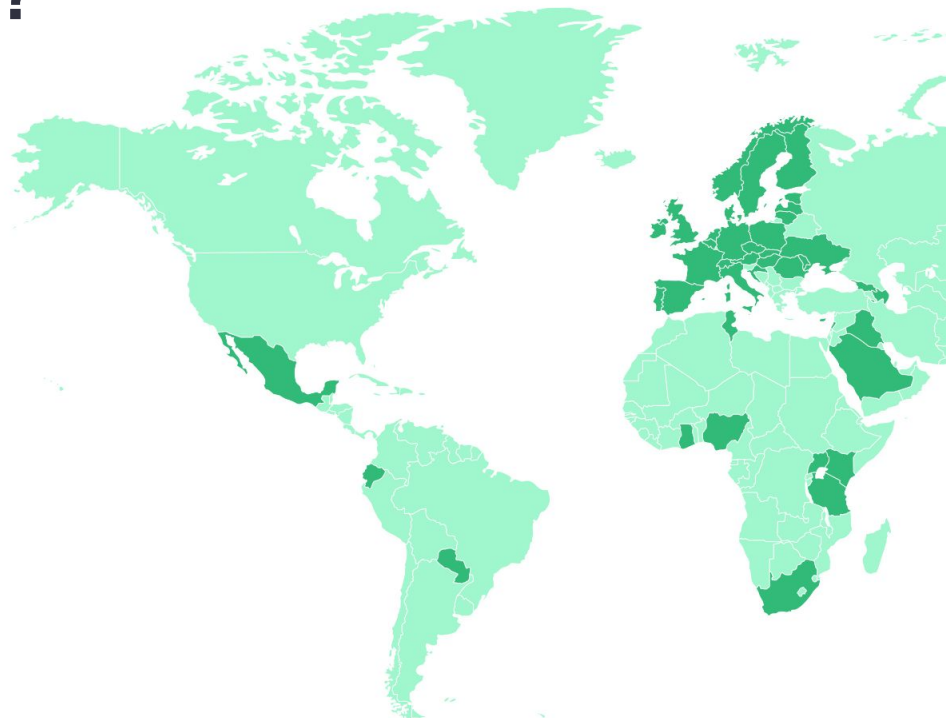
# What's so special about Bolt?

The best way to explain Bolt to those who aren't a part of the team yet is through our **Operating Principles**:

| | |
|---|---|
| Customer first | Extreme pragmatism |
| Act like an owner | Work hard. Work smart. |
| Be frugal! | Short-term pessimism, long term optimism |
| Great people over complex processes | Be better, not different |
| We challenge each other but mean well | Have fun! |

Many companies have values printed on walls that nobody acts by. The real culture is shown by who gets praise, promoted, or let go. You can find a more detailed description of Bolt's operating principles here.

# What's so special about Product Analytics at Bolt?

- While in many companies Product Analytics is, to a great extent, a supportive function, at Bolt, **it plays a leading role**. It combines two company drivers: data (since we're data-driven) and product (since we're a product-led company).

- As a Data Analyst, you'll **directly influence** our product and enjoy great scope of **ownership**. There will also be plenty of space for **research**, **experiments,** and insights **discovery** as we expect our Data Analysts to be proactive and contribute to the improvement of our products.

- Data Analysts at Bolt usually have two types of tasks: **feature delivery and feature discovery**. The team itself is very technical and well-experienced. Some team members even have Data Science background as in some companies data scientists are usually responsible for what in Bolt's case is covered by product analytics.

- **Technical stack:** SQL, Python/R, sometimes even some ML frameworks if needed (and wanted), Looker, Mixpanel, PostgreSQL and Amazon Redshift.

# Structure & Teams

## Ride-Hailing

### RiderX

**RiderX** is at the forefront of building not only ride-hailing, but the mobility app of the future!

### DriverX

At **DriverX** we aim to allow partners and fleet owners to operate in a service ecosystem that they consider safe and trustworthy

This is where it all started — our rides service.

## Delivery

### Food

Our first delivery product — **food delivery from restaurants**. The equation here is simple: eaters + restaurants + couriers = 💚

### Market

It  is one of Bolt's newest verticals, with the mission of meeting our **customers' grocery needs** at the click of a button

## Rentals

### Micromobility

We develop our **own scooters and e-bikes** and offer our customers sustainable alternatives to private cars.

### Carsharing

We ensure our clients have a selection of ways to get around town. And this includes our car rental service, **Bolt Drive**.

Here, the team cares about both the client app and operations

## Platform

Used **across all Bolt verticals.** Platform technologies range from geospatial services, document & identity verification, and communication channels to customer support interfaces and automation tools.

## Incentives

Incentives is one of t**he biggest analytics teams** at Bolt. We focus on translating business strategy to actionable strategy and methodology for other teams: optimisation, long-term forecasts, and large-scale AB testing.

# Structure & Teams

Our Data Analytics team is **distributed across the organisation** and every Data Analyst is a part of a specific Product team. Here are some examples of their challenges:

## Ride-Hailing

### RiderX

- **Which** services/rides to offer first based on user past behaviours?
- **What** issues do users face when ordering rides and how can we mitigate them?
- **Finding** the best driver for a given rider in a given area and timeframe.

### DriverX

- **How** can we ensure we acquire high-quality partners through funnel improvements?
- **What** do partners value and what makes partners make the next trip and remain engaged on the platform?
- **How** to ensure we scale trustworthy AB experiments, improving speed, quality and lowering risks?

## Delivery

### Food

- **How** important is it for customers to have a wide selection of restaurants? Is it more important than a delivery time, or a price?
- **What** is a good discovery journey for a hungry customer looking at our app, and how can we measure it?

### Market

- **How** can we predict the demand for each product in each of our stores for each day, and get the goods to the stores in the most effective way?
- **How** much do our customers care about the selection of goods, prices, delivery speed, and cost?

## Rentals

### Micromobility

- **How** should we rebalance scooter distribution in a city so that they're located where our clients need them?
- **What** are the spare parts that are required frequently? How can we effectively predict spare parts usage and ship them to 200+ warehouses?

### Carsharing

- **Can** we predict that a client is driving a carsharing vehicle recklessly?
- **How** can we build a cost-efficient system of incentives for users to refuel cars?

## Platform

- **Why** and how to improve the accuracy of our ETAs?
- **What** are the effects of introducing new communication channels into our app?
- **How** do we identify fraudulent accounts?
- **What** is the impact of our customer support experience on user retention?

## Incentives

- **Long-term** forecasting of city budgets and impact scenarios
- **Targeting** methodologies for different domains: riders, drivers and eaters
- **Building** tooling for tens of thousands of AB tests per month.

# Structure & Teams

It's also worth noting that our Analytics domain isn't constrained by Product Analytics only. Right now we have Data Analysts in about any team – there are **People**, **Business**, **Central Operations**, **Fraud, Growth** and **Marketing** Analytics.

For instance, in **Marketing Technology & Analytics**, the team is focusing on building infrastructure solutions and providing support to marketing teams. Particularly, now the main challenge of Marketing Acquisition is to assess the digital and non-digital impact of our campaigns, ads and branding placements. While Marketing Communications team is focused on building the tools that would allow to A/B test or run natural experiments for 1000+ marketing campaigns across every Bolt market and business line.

So don't hesitate to state your preference even if you don't see a team that you find interesting on the previous page – as you see, there are a lot of exciting projects at Bolt!

# Hiring Process @ Bolt

We created a unified process for every role we've opened in the Product Analytics domain.

**What does it mean?**

- Every candidate (**regardless of their initial level**) goes through the same stages;
- After each stage, we evaluate a candidate's level **according to our expectations and requirements;**
- Once we understand this level, we try to match them with an appropriate challenge and the right product team. Throughout the process, **we also learn about a candidate's experience, interests, and background**. So, eventually, there is a great chance that we end up allocating the best fit for both**.**

# Hiring Process @ Bolt

| RECRUITER'S CALL | HOME TASK | TECHNICAL INTERVIEW | BUSINESS INTERVIEW | FINAL INTERVIEW |
|---|---|---|---|---|
| **20-30 minutes** | **Deadline: 5-7 days** | **1 hour** | **1 hour** | **1 hour** |

**RECRUITER'S CALL** — 20-30 minutes

Covers general questions about your previous experience and current motivation. Feel free to ask questions about the role, process, and benefits.

**FOCUS POINTS:**

- Review this Hiring Pack before the call — it will help to free up time during the call to get to know you better and cover all your questions;
- State your preferences (in case of any) in terms of the team you'd like to join or the seniority level.

**HOME TASK** — Deadline: 5-7 days

You'll be invited to provide your solution to a real case that our team has worked on recently.

The task consists of two parts: data analysis (we would like to see how you can deal with data and present the results) and business research (dedicated to check your research skills and unit economics understanding).

**FOCUS POINTS:**

- Remember that we're trying to see how you can solve not only technical tasks, but business problems as well;
- Pay attention to the presentation of your solution.

**TECHNICAL INTERVIEW** — 1 hour

What to expect:

- You might be asked to share details on some of the most recent or the most exciting projects you've worked on;
- There may be questions related to your home task implementation;
- And also a set of theoretical, open-ended questions related to analytics: SQL, Python (or R), A/B tests, statistics, etc.

There will also be time for a Q&A session.

**FOCUS POINTS:**

- Prepare the project(s) you'd like to share details on in advance and revise your home task solution.

**BUSINESS INTERVIEW** — 1 hour

Here, we check your product thinking and business acumen.

You'll likely be offered a couple of situations for the discussion (e.g. how you approach a business problem and assess a new feature's significance).

There will also be time for a Q&A session.

**FOCUS POINTS:**

- Please remember — we're not expecting you to be an expert in a certain domain or field. We're more curious to see how you think and approach problems rather than looking for a right solution.

**FINAL INTERVIEW** — 1 hour

You'll meet a Product Manager and/or a Lead Analyst from the team that you can potentially join!

There will be some time left for an informal chat about your aspirations and interests. But the major part of the interview will be dedicated to a small challenge — interviewers will discuss a case that's related to their product.

**FOCUS POINTS:**

- Don't forget to come back to this brochure to see what the team is working on — it might help you to prepare better.

# General Recommendations on the Interview Performance

## Don't rush your answers!

Feel free to make notes or take a minute or two to think so you can provide structured, clear, and concise answers. 💯

## Ask questions!

We designed this process so that you can get acquainted with different teams and products. At the end of every call, there's usually time left for a Q&A session, so don't hesitate to interview us as well. 🔥

## Be yourself!

No need to be super formal as we're curious to see what it's going to be like to work with you in the same team one day! 🚀

# Our Package 🥷

- **Stock** Options: we have proven steady growth (e.g. last year we grew x2.5) and offer a strike price of only 1€ per unit. So, we're not only *acting like* owners, but we *are* the owners

- **Flexible** work — decide how and where you prefer to work

- **Regular** company & team events

- Monthly **Bolt ride credit** to test our product

- Sport OR health provision **reimbursement**

# Our Package 🦡

- **Home-office** set up (monitor, chair, table, headphones — anything you need to feel comfortable while working remotely)

- Snacks, drinks, and games in the office to help you **stay sharp**!

- And everything you need for your **personal & professional development**: regular performance reviews, access to a great learning platform with top-notch personal development courses and a team of true professionals who constantly challenge each other (but mean well!)

# Frequently Asked Questions

**Where's** the role located? Do you provide relocation assistance?

Ideally, we'd like to see you join our HQ in Tallinn. Since our industry is very different than most other tech companies, it's much easier to pick up on all the new context when you're next to your team and peers. And our HQ is where the real magic happens, as 90% of the product team and entire C-level management are located here.

Meanwhile, we also have several hubs across Europe — in Warsaw, Bucharest, and Berlin. But the possibility of joining any of them depends on the presence of the team representative(s) in the respective hub.

Also, please note that relocation assistance can only be provided to our Tallinn hub. Feel free to check these useful links about work and life in Estonia — it is indeed a nice place to be! :)

**What's** the salary range for this role?

The salary range depends on seniority and is assessed during the interview process. So, we can't provide a specific salary range at this point. If you'd like to share an estimate of your expectations, we can check if we're able to meet them before we begin the process!

# Frequently Asked Questions

**Is it possible to work remotely?**

We are not a remote-first company, but once you join and relocate closer to one of our hubs, you'll choose your preferred working format (remote from home, when needed, hybrid or five days from the office). It will also be possible to travel and work from different locations from time to time.

**How long will the process take?**

On average, it takes approximately a month from the moment of application to receiving an offer. We provide from 5 to 7 days for the home task implementation, while interview stages can take ~2 weeks.

**Is it possible to choose the team I want to be a part of?**

To allocate the team, we really need to see you in action. Sometimes, a candidate's level becomes clear after the home task or technical round. But there are cases when we need a business interview as well to identify the level. This is what makes it tricky to tell right away which team we can consider you for (as every team is looking for specialists of a slightly different skill-set and level)

However, we'll be glad to discuss your preferences during a Recruiter's Call. Once we understand your level, a recruiter will let you know if we're ready to consider you for the role in the team of your interest or not. In the latter case, we'll discuss the other options we have for you and take it from there.

# Bolt

Now you're all set and ready to start the process that could lead you to Bolt's Data Analytics team.

Good luck!

Your recruiter,
**Alina**
alina.murashova@bolt.eu