INTERVIEW EXPERIENCE

Company- Sprinklr

Company type- Software Company (UNIFIED CUSTOMER EXPERIENCE MANAGEMENT PLATFORM)

ROLES OFFERED-PRODUCT ANALYST/IMPLEMENTATION CONSULTANT, MANAGED SERVICES

CTC-15,00,400

CPI REQUIREMENT- 6 FOR PS/IC ROLES, 7 FOR MANAGES SERVICES ROLE THOUGH STUDENTS ONLY WITH CPI IN EXCESS OF 9.02 WERE SHORTLISTED FOR THIS ROLE

BRIEF ABOUT TEST- MS role test was easy questions comprised of LR,QA,VARC about 19/20 correct questions were required for getting besides the cpi constraints.

PS/IC role test was moderate questions comprised of LR,DI,QA,VARC.

INTERVIEW- Comprised of 2 technical rounds and 1 HR round for ms role, for ps/ic some students were allowed to go for HR round after 2 tech rounds others had to go through 3 tech rounds.

INTERVIEW TRANSCRIPT

1ST ROUND

INTERVIEWER'S NAME-ROHIT SARDANA

Interview started with Rohit sir introducing him- did it so for about 5 mins approximately told that he has 8 years of industry experience, earlier worked at ZS associates then switched to a pharma company then again switched to sprinklr, also told about his work at all 3 firms

INTERVIEWER

Yeah, Adarsh that was about myself so do you want to anything more?

CANDIDATE

Sir that is a fabulous profile but I just wanted to know why did you switch from ZS which is a very big firm to a pharma firm, and secondly what difference do you find in work culture of spriklr and ZS.

INTERVIEWER

Told about many things like freedom, work life-balance e.t.c although one notable point is that he didn't criticize or compared any company told about their best practices and finally his reason for switching.

INTERVIEWER

Yeah, Adarsh so any more questions

CANDIDATE

NO SIR, that is it

INTERVIEWER

So Adarsh now I would like to know something about you.

CANDIDATE

SURE SIR, so as you already know my name is ADARSH PANDEY, I am a final year student at MOTILAL NEHRU NATIONAL INSTITUTE OF TECHNOLOGY pursuing B.tech in Production And Industrial Engineering major.I was born and brought up in lucknow, I have completed my schooling from there itself at City Montessori School which is the worlds largest school in the world in terms of number of pupils studying, my academic credentials include 1st rank in branch,5th in department and 26th in the whole batch passing out in 2024,my hobbies include playing cricket, watching football and reading related to self help, astronomy, finance and history - yeah, so sir that's a brief about me.

INTERVIEWER

Adarsh it was nice to hear that, also it was great to know that you were a part of the world largest schooling fraternity but how can you state that CMS is the largest school in the world?

CANDIDATE

SIR actually it was awarded the guiness book of world record certificate for being so back in 1999 and is till date the largest school in the world and it also holds UNESCO price for peace education in 2002(though this info was irrelevant to the question asked)

INTERVIEWER

OK Adarsh, so lets come to your CV I am having so you have mentioned about 2 projects one is on data analytics and the other is on drone design so can tell why did you do this data analytics project, I mean what was the idea behind it?

Candidate

Sir actually when I saw my peers doing projects on data analysis I noticed one common thing that most of them were analyzing data related to companies and related stuff so I decided to do something related to academia. Its not very difficult to observe that the performance of student varies with their background, gender,parental education, study hours and a lot of such scenarios so I decided to analyse students performance data with respect to these parameters and the data set was taken from the website kaggle.

INTERVIEWER

SO you did your project on python so can you tell me what is python

Candidate

Sir it is a dynamically typed object oriented programming language developed in 1991 by Guido van Rossum it is an open source language and is used mostly for development purposes and if I am not wrong the website reddit is fully written in Python

INTERVIEWER

CAN you name some charts which you have used in the project and the libraries which contain them?

Candidate

Sir bar chart, pie chart, line graph ,histogram were use which are contained in mathplotlib library also the heat map was used which is contained in the seaborn library

INTERVIEWER

So in your technical skills you've mentioned SQL how much do you rate yourself in sql on scale of 5?

Candidate

Sir 4/5

INTERVIEWER

OK then tell me what is sql?

Candidate

Yes sir but before that a bit of background so – databases are basically a set of related data so for managing these we have database management systems under the head of dbms we have relational database management systems, the ER models e.t.c in rdbms the data is stored in the form of tables and in order to extract data from this rdbms we use sql which stands for Structured Query Language we have plsql for procedural programming and the NOSQL for data extraction from non rdbms models.

Interviewer

Ok , now tell me what are joins?

Candiadate

Sir sometimes in databases we have data stored in multiple tables with just a few matching columns among those tables so in order to extract data from one table corresponding to a common data in another table joins are used,concept of foreign key is helpful in doing so.

Interviewer

What is primary key and foreign key?

Candidate

Sir primary key is nothing but a unique and not null attribute in a table while foreign key is an attribute which derives itself from some other table's primary key ,foreign key may be primary key for its table.

Interviewer

What is inner join?

Candidate

Sir a join which shown only common attributes among the two table on which it is applied is inner join.

Interviewer

Suppose you have 2 tables A and B where A is the left table so what will you get on applying left join?

Candidate

Sir I'll get all the columns of A and only the matching data/common data from B

Interviewer

Tell me some more types of joins in sql

Candidate

Sir natural join, self join, equi join, inner join ,outer join, left join, right join ,left outer join ,right outer join

Interviewer

Adarsh so coming back to your 2nd project tell me something about Solidworks?

Candidate

Sir it is basically a designing platform developed by dassault systems, a france based company famous for making rafale aircrafts on this platform apart from design motion study and other simulations can also be performed

Interviewer

So, how did you get the idea of designing a drone?

Candidate

Sir when we look at the drone industry then we find that about 10 years ago the drones were just treated as toys and nothing more but in the recent past the industry has grown at an unprecedented pace and today amazon is using it in NYC for delivery purpose and almost all nations are deploying them for military purpose also with the most famous USA'S military drone – the predator,so just in order to have a thorough understanding on drones and their design I decided to do this project

Interviewer

YOU'VE mentioned you designed a X TYPE drone so what is it exactly?

CANDIDATE

Sir in X TYPE DRONE WE HAVE 45 DEGREE angle between the arms which helps in efficient balancing of the drone also since it's CG(centre of gravity) is at the center point(meeting point of arms) so docking obstacles and stability is better compared to other drone types.

Interviewer

So, Adarsh now tell me something about an incident where you came up with an out of the box idea!

Candidate

I don't remember exactly how I countered this question though I spoke something about the mess problems in the new boys hostel and then how I managed that though the answer was not very convincing according to me.

INTERVIEWER

Do you know what is managed services role?

Candidate

Sir according to the sprinklr's website it is related to sorting out customer issues as an administrator in case it(the customer company) is unable to use the technology provided by sprinklr or faces any problem also the feasibility of new technologies is also tested by managed services role people.

Interviewer

That's a very small part of the role which you told and also its not completely a post sales based role(then he told all about the role…..)

Interviewer

So that's it ADARSH do you have any questions for me

CANDIDATE

Yes sir, sir what do you think about AI as a potential threat for sprinklr as AI based platforms like chatgpt, openAI will soon be able to provide customer experience based services as well to companies so the core business of sprinklr will be disrupted.

Interviewer

These platforms are definitely not a threat as firstly they don't have access to personal data e.t.c and then he told a whole lot of things and then he also told that sprinklr is itself working on AI e.t.c

CANDIDATE

SIR, JUST one more question actually I went through a lot of financial websites but could not get a convincing answer for the fact that sprinklr is a profitable company or not?

Interviewer

Are you trying to get some insider information(I think he got offended!)

Candidate

Sorry sir but I believe profitability reports are something that is in public domain and each firm is required to submit it at their respective stock exchanges

Interviewer

Yeah, it is a profitable company

Candidate

Thank you sir

Interviewer

Ok,ADARSH it was nice interacting with you I'll convey the results to the HR soon

Candidate

Ok sir thank you.

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END OF THE INTERVIEW

Duration- 35-40 minutes

VERDICT- CONVERTED(SELECTED FOR ROUND 2)

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Brief intermission –OF the 7 students shortlisted for round 1 interview one elimination took place in this round

Round 2 interview

INTERVIEWER'S NAME-VIJAY….

INTERVIEWER

YES,ADARSH I HOPE I AM AUDIBLE AND VISIBLE CLEARLY

CANDIDATE

YES SIR

INTERVIEWER

OK THEN LETS BEIGN, HE GIVE HIS INTRODUCTION AND THEN ASKED FOR MINE

CANDIDATE

EXACT SAME RESPONSE TO INTRODUCTION AS IN ROUND 1

INTERVIEWER

SO ADARSH suppose you go to a shop and the authorities tell that they have an one+one offer going on-shirts ,so what would be the maximum percentage of discount you would be getting

Candidate

Sir we'll have 3 cases here case 1-the free shirt is of lesser cost than the one I bought in this case discount would be less than 50% case 2- the free shirt is of exact same price as the one I brought then the discount would be exact 50% percent case 3- the free shirt is costlier than the shirt I brought then there is no clear cut demarcation discount can be anything greater than 50%.

Interviewer

Adarsh please come up with one answer

Candidate

Sir the maximum discount can be anything there is no particular margin.

Interviewer

In your cv you've written that DBMS is your area of interest so tell me what is schema

Candidate

Sir schema is nothing but logically related data like in case of rdbms data is logically related and stored in form of tables and in ER models it is shown in form of diagrams though it is just a representation model it is later on implemented using rdbms e.t.c.

INTERVIEWER

What is a database?

Candidate

Sir It is a set of related data which is managed using dbms which helps us perform insert,update,delete operations.

Interviewer

What is difference in file system and dbms

Candidate

Sir a lot of differences are there the main once include that file system requires the whole file to download even for accessing single line data which is not the case with dbms, in file sytem metadata is required to aceess it while no such requirement is there in dbms, security vise file systems are more risky whereas in dbms views can be used to improve security so these are the main differences

Interviewer

Which architecture is used in dbms?

Candidate

Client—server architecture (earlier 2 tier schema now 3 tier schema)

Interviewer

So adarsh tell me about your drone design project?

Candidate

Told him every thing I knew about it

Interviewer

What are other drone models other than X TYPE that you designed?

Candidate

Sir H type,"+" type, extended X type

Interviewer

How much time did it take to design the drone?

Candidate

Sir about a month in which I learned about solidworks and about drone technology

INTERVIEWER

What do you mean by a project

Candidate

Sir project is generally a task completed by a group of people generally working in an enterprise(I was unaware that I was going to be grilled on this answer)

Interviewer

Repeted my answer then asked me "then what is operations"

Candidate

Sir operations can be a part of the project but generally project is the bigger prospective of it.

Interviewer

Can you differentiate between the two on timeline basis?

Candidate

Sir project is generally accompanied by a strict deadline but operations might repeat over and over-again as in production industries

Interviewer

So tell me how would you classify work going on a shop floor building a car as- OPERATIONS OR PROJECT?

CANDIDATE

Sir it is operations as multiple segment operations like chasis production, then ergonomics section engine sections all perform their operations over an over again to finally assemble a car.

Interviewer

So each car is project as you told that operations are a part of project

Candidate

No sir each car produced is not a project as car assembly and delivery part will also come under operations only, "new car design is a project "

Many more questions were asked on operations vs project in short-" proper grilling was done on it"

Interviewer

Adarsh you've mentioned supply chain management in your CV so are you comfortable in it?

Candidate

Yes sir

Interviewer

What do you mean by CFA in supply chain?

Candidate

Sorry sir I don't have any idea about it

Interviewer

What is warehouse management

Candidate

Sir it is a part of supply chain managemet which deals with inventory management which is part of cross functional drivers of supply chain told him about wallmart's cross docking facility

Interviewer

What is supply chain

Candidate

Gave the answer

Interviewer

What are main parts of supply chain

Candidate

Sir customer, manufacturer ,distributor ,retailer, supplier

Interviewer

What are various types of supply chain?

Candidate

Sir basic, extended, standard supply chain

Interviewer

Tell me the difference between all those

Candidate

Told the answer

Interviewer

So adarsh I can see you are a core branch engineer and you are applying for a consulting job why is it?

Candidate

Sir consulting world has always fascinated me how a simple advice can save a whole company from getting bankrupt and similarly told him other relevant things secondly I told him that since I am an engineer from a core branch so I have knowledge of working of industry so I would be able to understand the intricacies of the company and assist it in a management role such as a consultancy

Interviewer

Tell me about the role for which you are applying

CANDIDATE

Told

Interviewer

Ok, Adarsh that's it if you have any questions for me then you can ask

Candidate

Asked him about the AI question which was asked to round 1 interviewer

Secondly asked about if I am hired what extra skills I need to add for a smooth transition into the company

Interviewer

SPOKE WHAEVER HE HAD TO ON BOTH OF THE QUESTIONS EXCHANGED GREETINGS AT THE END

END OF THE INTERVIEW

VERDICT-CONVERTED(SELECTED FOR HR ROUND)

Four eliminations took place in this round

HR ROUND

INTERVIEWER NAME-SHIVANI SINHA

INTERVIEWER

EXCHANGED GREETINGS ASKED ABOUT CONNECTIVITY(INTERNET) AND OTHER FORMALITIES

CANDIDATE

YES MADAM, you are clearly audible and visible

Interviewer

Told about herself-like she had earlier worked at delloite and also told that she was into campus hiring from past 4 years also told that she belonged to patna, bihar and asked about my introduction

Candidate

Again told the same introduction

Interviewer

Describe yourself in 3 words.

Candidate

Told..

Interviewer

You told you are patient so give me one example where you showed patience

Candidate

Told her about the crash in auto stocks due to semiconductor chip shortage so every one was bearish on those stocks but since the company fundamentals (tata motors) had not degraded so I remained invested in tata motors and hence the stock bounced back from 250 to levels of 500.

Interviewer

Ok, tell me about your family and siblings if you have any.

Candidate

Told..

Interviewer

What do you know about sprinklr?

Candidate

Madam sprinklr was established back in 2009 on 24th September by RAGY THOMAS its first customer was signed on 15th January 2010 its initial public offering came in 2nd quarter of 2021 and its current valuation is 4.7 billion dollars also it is a unified customer experience management platform also currently 50% of top 100 fortune 500 companies are its customer.

Interviewer

Well done, its very difficult to get candidates who do so much of research of the company so that was great to listen

Interviewer

Ok adarsh, so that's it so you can ask any questions if you have for me

Candidate

Yes madam I had 2 questions firstly what was the reason for you switching from a big 4 firm to a relatively newer firm like sprinklr secondly you told that you are from bihar so it is not a very developed with limited exposure to industry so how did you reach till the level of delloite?

Interviewer

Told whatever she had to at the end praised the questions "thank you for those 2 beautiful questions"

Then greetings were exchanged…

END OF THE INTERVIEW

DURATION-20-25 MINUTES

VERDICT-CONVERTED(PLACED AT SPRINKLR FOR MS ROLE)

No elimination took place 2 students reached HR round both were selected

Note- I have tried to incorporate all question asked in all rounds but I couldn't remember all so please don't be misinformed that interview's were so short, they were in fact full fleged proper interviews so prepare accordingly

Some tips

- Please be confident while speaking don't fumble and panic as the other person does not know what you want to speak so anyways he is not going to judge you.
- Please work on communication in case you feel it is not up to the mark
- Don't try to fake out things as you'll eventually be caught as in interviews pressure is already high and the pressure of unexpected question on things you faked about adds to it
- Please do research about the company and the role-it helps
- Resume should be on finger tips(should be well versed with it) faults in defending it creates bad impression