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Motorola Solutions: Customer Experience Analyst Co-op 2023



Pearl Pullan

2 min read · Feb 16



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**MOTOROLA
SOLUTIONS**

Company: Motorola Solutions

Role: Customer Experience Analyst Co-op

When did you begin applying: July 2022

Which platform did you apply through for this job: LinkedIn Networking

Number of rounds: 1

Round 1

Role of interviewer in the company: Customer Experience Business Analyst

Questions asked by interviewer:

1. Tell me about yourself
2. Walk me through your resume
3. How did you achieve service improvements, what did you do?
4. Explain in brief how did you implement your projects
5. Talked mostly about our shared interests (statistics, business strategies, support projects, SLAs, business improvements)

Question you asked:

1. How many people are there in the team
2. How friendly is the work environment
3. What are the expectations?
4. Which technical skills do you want me to brush up?

Duration before mail for next round:

Got confirmation in a week

Final thoughts

LinkedIn networking helped me to connect with my manager and everything went really smoothly in context of the interview schedule. That being said, LinkedIn is a great platform but you also need patience and with time, the right people will reply back to you.

The conversation with my manager helped me to understand the company culture better. Motorola is a great company for people who are interested in Product Management and the work environment is quite supportive.

Resources that helped:

1. Leadership Principles
2. Company website to understand their products better
3. STAR Methods
4. Interview prep materials available online
5. Mock interview sessions with friends
6. Interview blogs shared by Pearl Pullan
7. Basic statistics and Root cause analysis articles

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Company: Microsoft

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Company: Amazon

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