



VISION | HUSTLE | ACHIEVE

THE CONSULTING AND STRATEGY CELL
MBA (IB) | DELHI SCHOOL OF ECONOMICS



Delhi School
of Economics
MBA (IB)

ConNect XP

University of
Delhi

Edition 1
Batch: 19-21

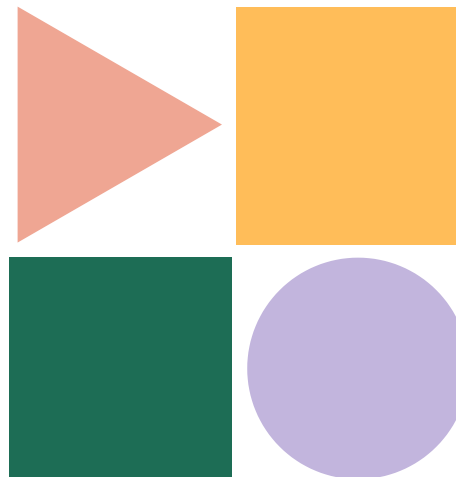


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PREFACE

As the summer placements season comes to an end, it's time to look forward and forge a new path to secure your place in your dream company in the final placements.

Team ConStrat brings you ConNect XP, our interview experience book which has been curated by our team members with the help of our senior batch of 2019-21.

We spoke to several of our senior batchmates and recorded their individual experiences regarding the whole placement process, their interview experiences, and the do's & don'ts necessary to secure their final placements. We hope that this book helps you in your interviews by learning from these experiences.

Lakshay Rajor

Consultant, EY

Selection Process & Interview Experience:

a. CV shortlisting

b. **Technical Round** (Elimination)- The round began with the question- 'tell me about yourself'. I talked about my background, my internships and also my skills backing them up with incidents where I used those particular skills. Then came- 'which analytics softwares have you used?' Here, I had worked on SAP during my graduation, worked on SQL and also Excel during my MBA. I was cross-questioned upon them and was asked about major commands in SQL and also about macros in excel. These softwares were relevant to my role at EY. To the software-related questions, particularly the command ones, with a smiling face, I told the interviewer that I didn't know about them but would surely learn them. This created a positive impact. The interviewer does not expect you to be perfect but expects you to be an honest, positive, and confident person. I was then asked about my work at DSE. To this, I told them in detail about my responsibilities as a class representative which showcased my management as well as leadership skills. I told them about my experience at ConStrat, which is the Consulting and Strategy cell of DSE MBA IB. I was a core member there. I told them about the various initiatives, competitions, and the work I did as a part of that team.

c. **HR Round**- The round starts, I greeted the interviewers with a smile. Came the first question- 'Why do you think that you are fit for

this job?' I talked about the similar skill sets that I had for this job. I had worked with consultants and several industry associates on various projects during my MBA and also gave examples of my past relevant experiences. 'What's your dream company?' I told them McKinsey is my dream company, but if I have access to proper resources, I would like to start my own venture.

I was asked to solve a Guesstimate - Covid Vaccination drive in India will start soon, the government has come to EY, for a strategic plan to run the drive smoothly. As a consultant, how will you handle this? - I took a good 4-5 minutes. My approach was to divide the vaccine distribution according to the number of Covid cases in each state. Prioritizing according to the cases, the logistics would be planned with proper equipment making sure that no damage comes to the vaccines. After the vaccine arrives, I figured out the number of centers in major cities to which the vaccine must be distributed to get the maximum utilization according to the geographical area. Explained this with numbers. Mathematical backing is a must in these cases.

Do's- Light humor never disappoints, be original, calm, and composed body language is a must, read JD thoroughly.

Don'ts- Don't lie on CV, don't be tense, Don't be in a sorry mood. Don't get influenced by others' interviews- just take reference.

Graduation: BMS Majors in Finance, SSCBS, DU.

POR: CR of IB batch 19-21, Core Member of ConStrat.

Interests: Football, Travelling.



Nitin Thakran

Consultant, EY

Selection Process & Interview Experience:

a. CV shortlisting

b. **First Round** (20 min) (Elimination)- The round started with the introduction then they asked me about some terms from my CV like BCG Matrix, porter's five forces, etc. The second question was a surprise to me, they asked me "How would you compare EY among its competitors by using porter's five forces?". I could not answer this because I was not able to recall porter's five forces model, so I calmly said sorry and explained the BCG matrix model by applying it on EY. The next question was "Which kind of profile do you think you would fit in?" To answer such kinds of questions you should align your answers with the company's job description. Now comes another unexpected question to me, they asked me that since you are the president of your college, so, "How would you like to introduce your college to us?"

c. **Second Round**- This round also started with the introduction of mine. Then they asked, "Tell us something that is not written in your CV". So, I told them about a project which I had done with one of the Big 4s which I did not write in my CV because I was not having any certificate for that project at that time. After that, they discussed the project and it connected me well with the interviewer. The second question was "What kind of projects does EY do?"

Or If you get an opportunity to explain to our clients about EY's projects then what would you explain?" Luckily, I had already discussed with one of my seniors, who is also a technical consultant, that what kind of projects does a consultant work upon. That helped me a lot to answer this question. The panelists got impressed and they also provided me good feedback on my answer. Then they asked about my work experience. What kind of projects have you done during your job? I had prepared this question beforehand so I answered it well. Then they asked a follow-up question from my first round, they said that you mentioned in your first round that you are interested in coding and your work ex is in data analytics but you have done an internship in sales and marketing. So how would you rate yourself for this technical consultant role? I answered this very honestly that my internship was revoked due to the COVID and I didn't have any documentation to prove the same. Ultimately, I had to choose a sales and marketing internship. After that, they asked, "If you got selected, what kind of work would you have to deliver?" Answer to this kind of question you will get in the job description provided by the company itself, so I did the same.

Do's- Prepare your CV according to the JD, prepare each and every line you have written in your CV

Don'ts- Do not ignore basic questions like strengths and weaknesses

Work Experience- 12 months, Instrumentation engineer.

Graduation- B. tech in ECE.

POR- President MBA IB, Member of Discipline committee and Sports cell.



Sidhi Garg

Management Trainee, Tata Advanced Systems Ltd.

Selection Process & Interview Experience:

a. CV shortlisting

b. **Case-based GD** (Elimination) - It was a group of 12 people for which 15 minutes were provided. We were shown a case on screen, we had to discuss that case, point out the benefits as well as pitfalls, shortcomings of every point, and reach a conclusion. This was to judge the candidate's analytical skills. I took guidance from my seniors who were placed in TASL and so I prepared well for this round beforehand. My case was "There was a French manufacturing company that had outsourced its operations to India. It had two machines whose efficiencies were given and as a manager, we need to assign the task to the machines given some constraints." There is no right or wrong answer in such cases, you have to be rational and factual. For such types of cases in which two countries are involved, I would recommend you to relate your answers with the culture of both countries.

c. **Personal Interview** – This round was majorly based on CV. They started with my introduction. Then they discussed about my family. Then they asked some basic questions like what you did in your MBA academically as well as extra-curricular, internship role and experience. One thing I would like to mention here is to try to align your internship role with the company's JD as much as you can.

Apart from that, you must be very thorough with your internship's company, their business model, rival companies, hierarchy, your role, etc. Then they asked me "why did you want to be in aerospace?" To answer this type of question I would suggest trying to align your answer with the values of the company (especially in the case of a subsidiary of TATA). The interview ended with me asking the interviewers a few questions I had regarding the company.

Do's- Read thoroughly about the company, pay attention to the preplacement talk.

Don'ts- Do not speak all the points in one go in GD, never criticize any organization.

Graduation- B.Com (Hons), Maitreyi college (DU)

POR- Convenor of ConStrat, Core member at IISAC

Interests- Reading, Playing Saxophone.



Alok Ranjan

Knowledge Analyst, McKinsey & Co. K C

Selection Process & Interview Experience:

a. **Gaming Round:** This was a real-time gaming round. Any prior knowledge is not required to play this game. But I got familiar with the UI of the game through YouTube. It is a unique game where lots of things are judged, even the movement of the mouse. The game is of 60 minutes comprising of 4 rounds. In the first part, a lot of data is given and we have to make a survivable ecosystem. Data Handling and Critical Thinking are the key aspects judged in this round. Tip: It would be best to participate with a fresh mind without any preparation and focus on understanding the tutorial provided before the game.

b. **Role Fitment Round-** Questions asked were basically related to my CV. As this role was in supply chain and operations, I was asked how would I be able to do it as I had no experience in this domain. So, I molded the experience in one of my internships according to this role. Most of the interview was based on this internship experience. In the end, I was given a case study where the company had to transfer soaps from North India to East India and some constraints were given.

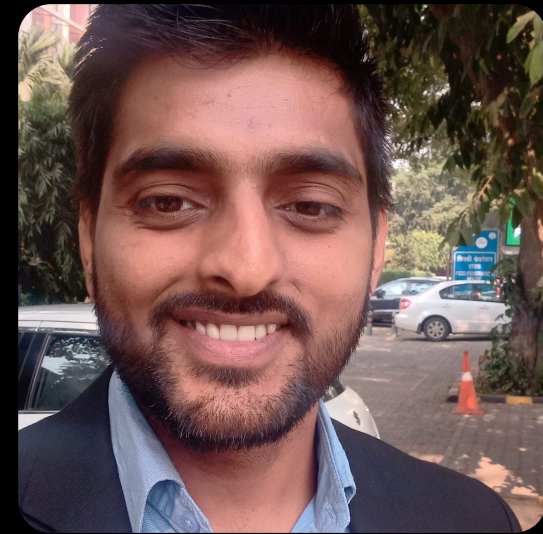
c. **Case and Situation-Based-** I was given common situation-based questions like "tell me a time where you had a conflict with your teammates". 10-12 questions are already available on google so prepare them beforehand.

Mostly they would be asking the same questions. McKinsey was focused on their requirement so everything was judged based on it. The answers in this round need to be fabricated to some extent to demonstrate the qualities they are looking for. In the end, one more case study was given similar to the previous round. This was based on warehousing.

d. **Interview with Global Head:** In this round, questions were based on CV and also some role fitment questions were asked. Questions like "what do you understand by manufacturing", "how would you satisfy the customer with service", "what would be a good service in manufacturing". Two case studies were given, unlike the previous ones these were proper case studies with data. The first was related to loading capacity in trucks and 2nd one was related to routes and networks. When I presented it was like a stress interview. I was paused at various junctions while presenting and cross-questioned. The interview ended with some basic questions about family background and how I would rate myself in the tools mentioned in my CV.

Do's- Align CV according to JD. Fluent conversation during case studies. Showing curiosity in knowing the solutions. Don't get discouraged during stress interviews, maintain your poise.

Don'ts- Don't make situation-based answers superficial that you can't defend them.



Work Experience- 8 months, IT.

Graduation- B.Tech (CS)

POR- Convener at Sports Club, Core team member at IISAC.

Interests- Reading, Sports.



Shivam Singh

Alliance and Sales, Airtel Payments Bank

Selection Process & Interview Experience:

a. **Aptitude Test** – Quants, case study, and logical reasoning (elimination)

b. **Major interview** – The biggest factor is preparing the JD thoroughly which I did. You should know what they are looking for exactly. You have to adjust your expectations according to the vertical you are choosing. I knew I could sell myself for the 'alliance and sales' division. So, when they asked me which role I was interested in, I told them my choice and gave reasons that since I was an IISAC member, I had experience in convincing people and reasoning. I had to approach members of the professional and business community and basically try to sell my college to them and persuading them to attend our Symposia. You should be aware of what you have put in your CV. You should know about everything you did in your internship so prepare notes before your interview because sometimes we forget that afterwards. You should prepare well for the introductory question, 'tell me about yourself'. Make sure you tell it like a story and put emphasis on the parts where you showed leadership qualities and try to keep it interesting. They asked me about the Bajaj Finance internship in which I had to work on an App and do market research. They said they also had a similar kind of app 'Airtel Thanks app', so what do you think should be the necessary additions in our app based on what research you have put in your internship.

They also asked me if I was good in math to which I replied 'fairly decent'. I was asked a birthday paradox probability question which I wasn't able to answer. Then he asked me another question which was a basic conditional probability question and I was able to answer. This interview lasted for around 25 minutes.

c. **Informal interview** – This interview was more casual. They were asking me what I was doing 4-5 hours prior to this interview and was I preparing anything. 'Tell us the truth'. They were asking in a very casual manner so I became a little candid and told them that I was feeling nervous. He then asked me that 'between the 3 guys selected for the final round of interviews, which one do you think is the best candidate for us?' Whatever happens, take your name only. You have to be confident in yourself first that you are the right man for the job. So I told them that I don't know much about their capabilities but I know about mine so I think I am the best candidate and the best fit for the company. This interview went on for 15 minutes.

Do's- Everything related to CV, JD, Company, and Sector has to be at your fingertips.

Don'ts- Don't ask unnecessary questions, don't go unprepared, and don't look too serious



Graduation- B.Tech in Mechanical Engineering from Manipal University.

POR- Convener of IB cell, Core member of IISAC committee.

Interests- Football and Squash.



Simran Agarwal

Assistant Manager, Citi Bank

Selection Process & Interview Experience:

a. **Group Discussion:** I had 15 people in my GD and the topic was "Covid Situation in India compared to other developing countries". I took two entries in the discussion. Professionals from the firm were moderating the GD and it was very short and crisp. They only selected people on the basis of their content.

b. **Panel 1 Interview-** Around 20 people were shortlisted in this round. There were 2 panels taking interviews. I was well prepared for the interview and was able to answer all the questions. My finance background paved the way for me. I was asked questions like "Difference between mergers and acquisitions", "Recent IPO which took place", "History of Citi Bank", "Why do you want to join", "What are your future goals". They asked me to choose a topic in the financial domain and they asked questions from it. I chose IPO.

c. **Panel 2 Interview-** Around 8 people were shortlisted for this interview. My interview lasted for around 40 minutes. I was asked questions on Six Sigma followed by questions related to Finance. This interview was very technical. There were a couple of questions based on some situations.

d. **HR Interview:** This round had questions about myself only. Some questions were "How would your parents describe you", "How would your friends describe you", "What are your strengths and weakness", "What are your interests".

Do's- Communication skills should be good, keep working on your profile

Dont's- Don't brag about yourself, do not underestimate being a fresher

Graduation- B.Com
(Hons), Maitreyi College.
POR- Core Member of
Alumni Committee.
Interests- Debating.



Gaurav Mishra

Solutions Manager, ICICI Bank

Selection Process & Interview Experience:

a. CV Shortlisting

b. **Group Discussion** (Elimination) – This was a case-based GD. The case is usually related to banking and finance. There would be a question at the end of the case. It is important to listen to the instructions carefully. They expect 'to the point answers in the GD. Your basic banking and finance knowledge is tested through the GD. Knowing about the company and their current initiatives and integrating them in your answers can help during the discussion which I did and it proved to be fruitful. Also, you get brownie points for initiating the discussion. The people coming for recruitment are old seasoned professionals and they expect you to act like one as well.

c. **Interview Round**- The interview is a short one which usually goes on for 12-13 minutes. The first question is usually the introductions i.e., 'tell me about yourself' which really matters in this round. The first question will decide which direction the interview is going in. It's important to drop hints in your answers to steer the conversation towards your domain. Your portrayal matters in the interview. Finance knowledge is a plus point but not a necessary requirement. You should know how to read a company's balance sheet. Basic banking knowledge and current affairs can help you in the interview.

Make sure to read about the company's functioning, initiatives, and product offerings. The interviewer is looking to check how confident and how presentable you are. Make sure you are smart with your choice of words. They are looking for adaptable people to join their company. They will ask you if you are ready for an outdoor job. I answered that I am all right with working in any kind of role and willing to adapt. Make sure to defend your CV. They asked me questions about my internships. You need to defend your internships. I had to talk about my internships in Nestle which was in sales and another in BJ Consultancy which was in the health insurance industry explaining what was my role and functions in those companies. You only have 12 minutes to make an impact.

Do's- Check thoroughly about the company, read their annual report and their balance sheet, Listen to their questions very carefully.

Don'ts- Try not to oversell yourself, don't be rigid, and don't be afraid of competition.



Graduation- B.Tech from IP University.

POR- Convener of Discipline Committee.

Interests- Powerlifting, Strength training.



Ankush Patil

Product Analyst, Logit One

Selection Process & Interview Experience:

a. CV shortlisting

b. Aptitude round & Psychometric Test

c. **Technical Round 1** (Technical Director of Logit One) - The first question was asked about my background and why I opted for MBA after B.Tech and my transitions from research and development to business development and marketing. I gave my justifications that things were not planned as such but the promotions I got on my first job after graduation were directly inclined towards marketing and sales so I decided to give a chance to MBA to enhance my commercial knowledge. I was also asked about my 9 months gap while preparing for CAT and how I utilized it in enhancing my skills. Then I was asked about how adept I was with tech and software. I told them honestly that I don't have much experience in software and tech but I was exposed to that domain through my Opmagic internship. He liked my honest and open approach. They also asked what new knowledge I have gained during my MBA apart from academics. I talked about learning data visualization tools.

d. **Technical Round 2** (Operational Director of UK, Logit One) – I was very nervous about this interview but it went a lot better. The interviewer eased me out in the first 5 minutes. He asked me why I liked customer-facing roles and I answered that I am a curious person by nature. I told him that I like to gain knowledge from other people's experiences.

He then asked me to justify some of my answer choices from my psychometric test. I was also asked to present a dashboard since I had stated in the earlier interview that I knew Tableau.

e. **Final Round** (Product Manager, Logit One) – The third round was very exhausting which was in Hyderabad. He asked me some guesstimates and case scenario questions. I had to make certain numerical projections for the guesstimates. We had a long discussion on solving these guesstimates and estimating certain numbers. The next thing they showed me was live codes and explained to me the meaning of those codes. I was then told that I can ask any number of questions about these codes to clear my mind and then they will start asking me certain questions. They basically wanted to check my grasping power and how fast I could learn. He then showed me a chart and told me to take 10 minutes to understand and tell the story that this chart depicted. I could relate that chart to one of my International Business subjects and I could tell him a basic structure of the chart.

Do's- Be honest, prepare from your JD well, ask questions without sounding negative, Develop your technical skills.

Don'ts- Don't lie on CV, don't fake your skillset, don't be tense, don't be afraid to say that you don't know an answer.

Work Experience - 29 months (Chemical & Automotive Industry)

Graduation-B.Tech in Chemical Engineering
POR- Convener- Marcom, core member of Team Convention

Interests- Photography



Ankit Bharti

Specialist (IT & Data Integration), Neles

Selection Process & Interview Experience:

a. **Interview with HR manager-** This was a short interview. I gave a brief introduction of mine. I was asked about the functioning of the company. This was followed by my hobbies and interests and if I were willing to move to a different country if I get selected for the opportunity. I tackled these questions with confidence and I was aware of the climatic conditions of Finland, which was the job location.

b. **Interview with the HR director and HR manager-** Started with an introduction of mine where in-depth I told the interviewers about my academics, previous job, and, my roles. I talked about fitness, traveling, and cooking too. Now the next question- 'Tell me something about Neles?' I was well prepared for this and explained in detail the functioning of the company and its products. While I was researching and going through company reports, I had five questions that I prepared to ask in the interview. These were answered promptly and this discussion went on for about 30 minutes.

c. **Interaction with the Finnish team of Neles-** It was a panel of eight people. They had my resume and I was asked to explain each and every line written there. I was asked about my job, the tools I knew, projects that I worked upon and my strategies for different tasks, and also about my certifications like Lean Six Sigma.

d. **Case Study Round-** There were two case scenarios and a one-page slider was to be submitted for both of them. One was regarding a problem which the company was facing and the other was about prioritizing certain situations which I could face in my role. I started by giving a brief description of the cases. Then I explained the slides in great depth and covered every point. In the end, there was a Q&A round.

Do's- Do thorough research on the company you are applying for, dress and groom well, be calm and be a good listener.

Don'ts- Don't give wrong answers to questions. Instead, say you are not aware of it and would look it up after the interview, do not lie in your resume.

Work Experience - 24
months, IT: HCL

Graduation- Btech (IT),
Maharaja Agrasen

POR- Convener- Team
Alumni

Interests- Fitness,
travelling, cooking



Anand Singh

Business Analyst, Comviva

Selection Process & Interview Experience:

a. CV Shortlisting

b. **Technical & HR-** I had to present a solution on the topic- Financial Inclusion in India. Four questions were given which had to be answered in four slides. I was judged on the basis of my thought process for implementing the solution to this problem. I integrated the company's products into my solution. After this, the discussion turned to my internship. I was asked about my role and questions related to the client's industry. There were some scenario-based questions too. I was then asked questions related to the JD- Business Analyst, the roles, and responsibilities.

The HR asked me questions about my past academics and experiences. I answered them in a story format citing relevant examples with each point.

c. **Interview with unit head-** The first question was why did I pursue MBA? I explained that I had worked as an engineer and I wanted to switch to a managerial position in the corporate world down the line. The next question was why I wanted to join Comviva. I talked about the industry, its market capitalization, Comviva's growth and journey, and how I could fit my profile in the role.

I was asked a situation-based question where the company had to solve the customer's problems regarding a product. I answered this with various solutions that were possible. Try to think of as many solutions as you can.

Do's- Know every point in your presentation, carefully read and understand the JD

Don'ts- Don't cook unnecessary questions to ask at the end of the interview if you don't have any.

Work experience- 40 months, IT industry.

Graduation - B.Tech CS.

POR- Team convention core member, Ravenbrain core member.

Interests- Badminton, Cricket, football.



Sumit Ojha

Global Business Development, Newgen

Selection Process & Interview Experience:

a. CV shortlisting

b. **Video resume** (Elimination) – There were multiple questions that we were supposed to answer in our video. Questions were:

- What are the internships you have done and what were the challenges in that, how did you overcome those challenges?
- Why did you choose this company?
- Why this role?

c. Aptitude round

d.1. **First-round Interview** – First question for this round was “Why Newgen?” As they were looking for a sales profile, I answered this question by aligning my sales internship with the company’s JD. Apart from that, I also highlighted some of the key incentives of the company’s work culture and the various opportunities. Then they asked me “where do you see yourself after 5yrs/10yrs down the line?” To answer this, I told them my short-term and long-term goals. Then they asked about my internships and learning from them. For this, I would recommend it would be better if you have some figures to speak like I was able to generate 10 leads in my summer internship. So, yes learnings and outcomes are particularly important from your prior work experience.

Then they asked about the company and their product. In the end, they asked, “if I had any question for them?”

d.2. **Second Round (HR)** – It was a grilling round, no doubt, they were digging deep into every answer of mine. Started with a situation- the interviewers asked me to sell a tie to them. I tried my best but as I mentioned they kept on pushing and were like no, we are not convinced, try something else. Then they asked some basic questions like “Have you seen our website?”, “What do you remember from the pre-placement talk?” After this, my family background was discussed. They asked me “What is your interpretation of the Job description”. I think it is kind of a make-or-break question because if your understanding of their job description is different from theirs then your game is over here. So, you need to have a clear understanding of the job description.

Do’s- Study the company website very well, prepare questions to ask if you get any chance, try to align your goals with the company’s vision.

Don’ts- Do not log in too early for the interview.



Graduation- B.Tech
(ECE).

POR- Core member of IB
cell.

Interests- Watching
Cricket, TV series,
Running.



Lakshita Uppal

Senior Executive, Wipro



Selection Process & Interview Experience:

a. **Interview 1-** Discussion began with points from my CV. I was asked about my background and my undergrad education. Then I talked about how I would fit in an operations role. I talked about my internship at Indag Rubber Ltd. where I was working with executives who handled various supply chain mechanisms varying from retailers to distributors. I explained my involvement in the Consumer Realty Program during my internship.

Do's- Make notes of important points during the PPTs, discuss points from your profile relevant to the role, research well about your company

Don'ts- Do not give any wrong answers if you are not aware of the correct one, do not provide vague answers, instead, relate them to the offered role

b. **Interview 2-** The interview started with my introduction. I mention that although I never worked in an operations role, however, if I get a chance to work in it, I would like to learn new things like the procedures and the technicalities involved as I am a fast learner. So, I talked about my role in my committee (Team Convention) where we organized Ted-X and I learned new designing softwares in a short span of time while simultaneously managing my whole team. Then I talked about Erudition where we handled a huge amount of money and managed ground operations, hosted several esteemed guests, our faculty, and also the student body. I was handling the logistics of the event which included several purchases. This interview lasted for 45 minutes.

Graduation- Mathematics Hons.

POR- Convener of Team Convention, Core member of Finance cell.

Interests- Reading mangas, Writing.



Ritik Kothari

Management Trainee, Tech Mahindra

Selection Process & Interview Experience:

a. **Aptitude Test:** The first round was an aptitude test comprising of quantitative, reasoning, and verbal ability sections. This was a basic and easy test. A little aptitude practice and you are good to go for this one.

b. **Technical Interview-** I was asked questions on my role in the internships I had mentioned in my CV and also the definitions of some technical terms in my CV like various financial ratios, technical analysis, and fundamental analysis. There were supposed to be two technical rounds but I got shortlisted directly to the HR round after my 1st technical interview.

c. **HR Interview-** I was asked basic HR questions like "Introduce Yourself", "Why do you want to join Tech Mahindra", "What value will you add to our company". I was also asked questions on the financial report of the company like revenue and net profit margin. Make sure you read about the financials of the company you are applying to. Also, check the top executives of the company like CEO, CFO, etc. A major focus was on my CV and I had to explain every line on it with backings.

Do's- Go through the financial statements of the company before going to an interview, whatever be your approach in GD stick to that for all companies.

Prepare HR questions beforehand, contact seniors who got placed in the company you are applying for.

Don'ts – Don't try to cut anyone's sentence in a GD, also, speaking a lot in GD is not important but, quality points are important.



Graduation- Bachelor of Commerce

POR- Treasurer of Student Body MBA (IB)

Interests- Investing in Stock Market, Playing Sports





Vaibhav Girderwal

Consultant- Digital Transformation, Infosys BPM

Selection Process & Interview Experience:

a. CV shortlisting

b. **HR round** – In this round, they formed groups of 7 candidates each in which they initially had a fixed set of questions that everyone had to answer on their turn within 2 minutes. Questions were “Tell us about yourself”, “Why did you choose this role?” and “Have you done any certifications related to programming as well as Advance Excel?”

I talked about my skills which aligned with the role and also the culture and values of the company which would help me grow and widen my domain knowledge. I like to talk to new people and network, so, this role would allow me to interact with clients, give presentations about the product and also analyze their requirements. Here, I would suggest that if a duration for a particular answer is given to you, do not exceed that.

c. **Technical Round** – The round started with the question “tell me about yourself”. This is a question which everyone should prepare beforehand. Then they asked me “what did you do in your internships?”. Then they asked me about lean six sigma as I have done certification in that. So, I told them in detail about that. Then they asked me some technical terms like automation, machine learning, RPA, etc, and their applications. Then I talked about Artificial Intelligence and also gave examples.

They wanted to know my understanding regarding the role and the kind of work which I would do in BPM. As I am updated with the IT industry trend so I answered that well. Lastly, they started to tell me about the company and the role they are offering. You should read about the company and also check the products which the company has. This round lasted for around 30 minutes.

Do's- Keep your answer short and crisp, never lie in an interview, check the company's website, their products, and offerings, and also their case studies, always back your answers with examples

Don'ts- Do not stretch your introduction too much.

Graduation-B. tech in Civil engineering.

POR- CRT core member.

Interests- Chess, video games.



Anoop Chandran

Customer Success Manager, Great Learning

Selection Process & Interview Experience:

a. **Aptitude Test-** The test had basic questions of LR and English. There were some questions from averages, ages and time, and distance. It was taken on a google form and was easy to solve. It was a simple test and since you have cleared the CAT paper so you can solve this easily.

b. **Telephonic Interview-** After clearing the aptitude test, we had a small HR round which was a telephonic conversation. I was asked basic HR questions and it lasted for around 10 minutes.

c. **Interview with senior member-** The interview lasted for around 45 minutes. I was asked a wide variety of questions starting with a personal introduction. Questions like "Have I ever failed in my job", "What skills do you need to be successful for this role". "What qualities do you think a customer success manager should possess". I answered them that 'I was good at maintaining relationships and that I still get calls from my old clients from my previous job till date. This customer success manager profile is mainly about maintaining relationships with the client and retaining the client'. The profile also required me to mentor younger students and I was able to connect this requirement with my time in MBA mentoring my juniors throughout the 'Prarambh' induction process. I had to describe the role as well.

Since I had gone through the JD very well, I was able to easily answer these questions. The interview was mainly focused on the JD and my CV.

d. **Final Interview:** In this stage, I was asked questions like a "situation where I failed and how did I overcome that"? I was also asked to pitch myself as to why I would be the best for this role. While giving an introduction I was stopped after every point and the person asked questions about it. I had to justify the 2-year gap on my CV. He also asked for the business model of one of the companies I worked for.

Do's- Be thorough with the JD, Be honest in situation-based questions. Be ready to defend every line on the CV. Prepare for some of the cliché questions like why are you suitable for this job, etc. If you are applying in a finance/operations profile then you must have some basic knowledge in these domains.



Work Experience: 62 Months.

Graduation- B.Tech, Civil Engineering.

POR- Core Member of Finance Cell.

Interests- Reading, Listening semi-classical music.



The Team behind this interview book



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interviews!**

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