



Preparing for the Customer Experience Skills Interview with CapTech (CX Associate Consultant)

What to Expect:

Introductions (5 Minutes)

We'll trade quick introductions, cover the agenda, and set expectations before getting started.

Portfolio/Case Study Review

This is the get-to-know-you part of the interview. We want to know about you, your design and research experience, and your interest. We will ask questions about your coursework and the projects in your portfolio so be prepared to explain your contributions to those projects.

Q&A (5 Minutes)

This is the get-to-know-us part of the interview. Use this as an opportunity to learn more about working as a designer at CapTech. Think about what you find interesting or the qualities that you value most in a company.

Technical Interview Guide for CX Candidates

To get a deeper understanding of your process, collaboration skills, and design thinking, we'd like you to prepare to walk us through 1-2 case studies from your experience during the interview. This is your chance to showcase your problem-solving skills and storytelling ability!

TECHNICAL SKILLS:

This will allow us to see how you utilize design tools to translate your ideas into effective solutions. Expect questions to assess your proficiency in design tools like Figma, Sketch, Adobe XD or user research related tools and methodologies.

COMMUNICATION SKILLS:

We're interested in seeing how you collaborated with stakeholders and navigated challenges to achieve successful outcomes. This is also a great chance for us to discuss how you collaborate with developers and other team members.

CONSULTING ACUMEN:

This round will also allow us to assess your consulting acumen, meaning your ability to understand complex problems and propose creative solutions. Be prepared to provide examples of your ability to ask insightful questions, identify user pain points, and translate them into actionable design solutions.

Tips on Preparation:

PRACTICE:

Take advantage of performing mock interviews with friends or classmates and practice describing aspects of your portfolio out loud.

RELAX:

Much easier said than done, but just remember to breathe and stay calm. The point of this interview is not to trick you or trip you up. We just want to get an idea of how you think and solve problems. You've got this!

Next Steps:

FULL-TIME CANDIDATES:

Your interviewers will submit their feedback to the college recruiting team who will review it to determine if you are selected for final round interviews with CapTech. We typically follow up with candidates within 2-4 weeks with our decision.

INTERN CANDIDATES:

Your interviewers will submit their feedback to the college recruiting team who will review it to determine if you are selected for an internship at CapTech. We typically follow up with candidates within two weeks with our decision.

