



Interview Guide

Prepared by:

AIQ Talent Team

About ActionIQ

[ActionIQ](#) brings order to Customer Experience (CX) chaos. Our CX Hub empowers everyone to be a CX champion by giving business teams the freedom to explore and take action on customer data, while helping technical teams regain control of where data lives and how it is used. We are backed by top-tier VCs Andreessen Horowitz, Sequoia Capital, March Capital, and First Mark Capital. Enterprise brands such as Autodesk, Acrisure, The Washington Post, Neiman Marcus, Hertz, and many more use our CX Hub to drive growth through extraordinary customer experiences.

Office life

We've opened a beautiful new office right on Madison Square Park! All NYC-based employees work in the office 3 days per week (Monday, Wednesday, Thursday).

Among many office perks, our team enjoys catered lunches, a weekly all-hands meeting and team social gatherings.

Highlights & insights

Sure we're blushing, but [check out our Glassdoor](#).

Eager to learn more? [Click through to our blog](#).

Hear what our [customers are saying](#).

To find out more about our people and Life At AIQ, be sure to visit our Medium [Tech](#) and [Life At AIQ](#) blogs.

Interview Guide

Thank you for your interest in ActionIQ.

AIQ's hiring process is an intrinsic part of our success and our overall company culture. Our teams are composed of individuals from every background and we care deeply about building a fully inclusive company. This ideal is at the foundation of our hiring.

The steps outlined below may change slightly from team to team, but the same tenets and structure apply regardless of level and function. These are examples of what you may expect as you go through each stage. This guide is meant to support you but never hesitate to reach out to your recruiter or recruiting coordinator should you have questions along the way.

Join us on our journey to build a product that will help companies deliver memorable experiences to drive loyalty and growth. We're excited by the prospect of working with you.

If you require accommodations, please do not hesitate to reach out to our team at hr@actioniq.com.

What to expect

We want to discover what working with you would be like and we want you to know what it's like to work with us. We want you to ask questions and approach each step with curiosity during the interview journey. The interviews will include competency-based, behavioral-based, and situational-based questions. We hope you feel comfortable communicating openly, problem solving out loud, and bringing your whole self to each interview.

CONVERSATION:

- (1) *30-minute* phone conversation with someone from the recruiting team. The recruiter will assess your background, skills and experience(s) through a series of questions.
- This is a great opportunity to ask questions surrounding culture, growth, benefits, etc.

MANAGER CHAT:

- (1) *30-60-minute* Zoom (or in-person) conversation with the hiring manager for the position. They will be exploring your skills and expertise through structured interview questions.
- This is a great opportunity to showcase your knowledge of ActionIQ, our market and ask questions surrounding KPIs (if applicable), career trajectory, onboarding, team goals, etc.
- Key to success: Do your research and understand how the position contributes to the organization and your own personal career journey. Prepare by thinking about specific examples of how you have been successful in your current and previous roles.

EXERCISE:

- *45-60-minute* Zoom (or in-person) evaluation with members of the team. This stage is designed to simulate real situations that would arise on the job.
- This is an opportunity to showcase how you think and (if applicable) your technical areas of expertise.
- Key to success: Practice. You will be given an outline of what this stage entails during the process. It's recommended that you look online for resources to aid with your preparation where possible. Bring your unique personality and showcase how you work in a team.

INTERVIEWS:

- *45-60-minute* Zoom (or in-person) conversations with members of ActionIQ. The members of the company are looking to understand your behavioral, situational and technical skills through structured interview questions.
- Key to success: Research your interviewer(s) and prepare specific questions for each.

What we look for:

- Communication
- Collaboration
- Transparency
- Adaptability
- Professionalism
- Growth Mindset

Do these things before, during and after:

- *Be knowledgeable* — we want to know why you're interested in AIQ
- *Be you* — we invite you to bring your authentic self to the table
- *Be specific* — we ask that you focus on details, not generalities
- *Be curious* — we are looking for growth-minded individuals
- *Be connected* — follow us and stay connected with your recruiter
- *Have fun!*