



Interview Guide | Product Design

Welcome

Thank you for your continued interest in the Chan Zuckerberg Initiative (CZI)! This document will provide you with a guide on the types of interviews you will encounter during your design interview loop with us. We appreciate the time you've invested in our interview process and are excited to have you meet the team!

Please review our [Candidate Journey](#) to learn more about CZI, our culture, and [how to prepare for a Zoom interview](#). If you require additional accommodations, have questions, or need support on the day of your interviews, please contact your Recruiter or Recruiting Coordinator. Someone from the team will ensure you are taken care of and that your experience is smooth.



Presentation

This is the time for you to showcase your work! During the 45-minute presentation, we are interested in learning about your process, craft, and impact. Your audience will be a group of around five people who are cross-functional partners (designers, PMs, engineers, researchers, and/or subject matter experts). You will later meet with them individually.



1:1 Interviews

You will meet with 4-5 of our interviewers — some potential teammates and some cross-functional team members — for 60 minutes each. At some point, your Recruiter will meet with you to touch base.



Ask Me Anything (AMA)

There will also be a 30-minute “ask me anything” interview, where a member of the team will meet with you to answer any questions you might have and have the opportunity to learn about us and our work.



Lunch and Breaks

Breaks will be scheduled after 2-3 interviews, and if you're interviewing with us during the hours of 11:30am through 1:30pm PT we will schedule a lunch break. This will be your opportunity to take a break, stretch, use the bathroom, grab a snack, etc. Of course, if you need anything at any point during your interview, please let your interviewer know. Your comfort is important to us throughout your interview experience.



Questions

Your recruiter is your guide and will be with you throughout your interview day. Please reach out to them with any questions.



You are likely to encounter the following interview types:

1. Portfolio Presentation
2. Cross-Functional Interviews
3. Case Study – Technical Interview
4. Career and Competencies Interview

Cross-Functional Interviews

Collaboration is one of CZI's **key values**, and we would like to learn about your approach to working with other members of your team. You will encounter two cross-functional interviews during your interview loop with CZI. One will likely be with an engineer, and the other will be with a product manager. In some cases, the cross-functional interview may be with someone from a different discipline (e.g., UX research or data science).

Come ready with real examples that highlight collaborating effectively, working through challenges, and fostering healthy working relationships.

Case Study – Technical Interview

The case study interview will give you the chance to do a whiteboarding exercise on a hypothetical scenario with a designer on the team. We will be looking for your design thinking, problem-solving, and interaction design skills.

If you are interviewing virtually, make sure to have a digital tool ready, so you can create low-fidelity wireframes. We suggest FigJam, Miro, Mural, Figma, or any other tool of your choice. It is important that you feel comfortable using it for a virtual whiteboarding exercise. If you are interviewing in person, you will have access to a physical whiteboard.

In this interview, you will lead the exercise and walk the interviewers through your process and whiteboarding. Some best practices include talking aloud for a back-and-forth conversation, asking follow-up questions to gain more context, and using a framework to organize your thoughts. This is a chance to get creative!

Portfolio Presentation

This is the time for you to showcase your work! We are interested in learning about your process, craft, and impact.

Your audience will be a group of around five people who are cross-functional partners (designers, PMs, engineers, researchers, and/or subject matter experts). You will later meet with them individually.

How to structure your presentation:

- **INTRO (5 minutes):** Start out with a little bit about you, your background, hobbies, passions, interests, or what inspires you.
- **CASE STUDIES (35 minutes):** Walk us through **two** end-to-end projects of which you are most proud. You can think of this as an opportunity to flex your storytelling skills as you take us through these journeys. We will be looking for a presentation, instead of scrolling through your portfolio website. We recommend a narrative format with a story arc, versus a list of the standard design process steps.
- **QUESTIONS AND ANSWERS (5 minutes):** Answer questions from the team.

Career and Competencies Interview

Our Career and Competencies interview allows candidates to highlight their experiences and perspectives through behavioral style interviewing. We believe that teams composed of people with a variety of experiences will allow us to create better solutions and relationships with the communities in which we serve and help us advance our goals under each initiative.

Questions during this interview will focus on your career as well as how you handle situations. Remember to draw upon your professional and personal experiences to answer these questions. The use of real-life examples makes it easier for the interviewer to ask for more details and get a stronger signal. Don't be worried about sharing your failures as well. Learning through failures is a valuable skill that we look for in a candidate.



Tips for your presentation

Please be mindful of time — we will ask you to stop at the 35-minute mark.

Make sure to include these details for each project in your case studies:

- Overview of the organization and the scope of your work
- Why this was an important problem to solve
- Any design or cross-functional teammates you partnered with
- What specifically you did in your role vs. others on the team
- Your design process, such as discovery, explorations, and iterations
- How you championed the user's voice in the project
- Any trade-offs and challenges, and how you overcame them
- Final solution, with details on interaction and visual design
- Impact on the organization and users, and how you measured success

What we are looking for

These are the common signals we will be looking for throughout the interviews as we learn about your work. We understand that you may not have experience in all these categories — not a problem! We will take this into account during your interviews.

SCOPE AND IMPACT

- Complexity of designs
- Initiatives to improve the product, platform, and/or team
- Impact of work in a qualitative and/or quantitative way

DESIGN EXCELLENCE

- Product strategy, interaction design, and visual design

LEADERSHIP AND OWNERSHIP

- Setting the direction of the work
- Improvement of any sub-standard processes

COLLABORATION AND TEAMWORK

- Cross-functional communication
- Conflict resolution and mentorship