

Interviewing at Noyo: Interview Prep Guide

The Noyo Team is thrilled that you're considering joining us as an organization for your next career adventure. Our team is excited to meet with you and get to know you better. In an effort to help you prepare, please review this interview guide.

Noyo's interview process consists of behavioral, take-home challenges, and virtual on-sites with our team. We believe that sharing interview evaluation criteria prior to the interview experience is most helpful. We recognize that interviewing is a two-way street, and want to give candidates ample opportunity to evaluate us during the process, so we welcome your questions and feedback along the way!

Operating Principles

Our Operating Principles drive our behaviors at Noyo and guide how we approach our work. You can use these as a guide to frame the examples you share in your interviews.

- 1. We make magic for our users:** We're constantly asking ourselves "what do our users want?" Through great judgment and a rigorous focus on what will have the highest impact for our users, we aim to not only identify but solve problems for our users.
- 2. We chart the course:** We set the destination with a clear vision for the future. We look to the future with optimism and a plan to achieve our goals, and we strive to gain conviction through data while maintaining curiosity and open-mindedness in everything we do.
- 3. We get the job done:** We are a team of highly collaborative, highly independent problem solvers. We balance rapid iteration with high standards for quality and craftsmanship. We take responsibility for outcomes, and move with urgency to achieve them. We ship quickly and prioritize what matters most.
- 4. We play to win:** We are working to change benefits for good by chasing ambitious goals through the hard work of our high performing teams. This means we raise the bar for ourselves and each other every day by operating as owners in a high trust environment.
- 5. We invest in each other:** We teach and learn from each other, and are quick to lend a helping hand to our teammates. We are unafraid to challenge and be challenged.



How we define Success at Noyo

At Noyo, we deeply appreciate the diverse experiences of our team, recognizing that this diversity is essential for cultivating a workplace where innovation and collaboration thrive. We are committed to creating a culture of trust and openness, where every individual feels valued, heard, and comfortable in sharing their ideas and feedback.

Noyo's Interview process consists of behavioral interviews and a work sample assessment. Our behavioral interviews are designed to evaluate role competencies through the lens of our operating principles. In the virtual onsite interviews, you'll meet directly with people from your team to give insights into our culture and responsibilities of the role. Be prepared to share concise examples of your experiences as related to the role.

We love to hear stories of the impact you've had that contributed to the growth of the company. Articulate these experiences using "I" statements to highlight your individual role and achievements. For instance, say 'I identified an error in our system and designed a process that resulted in a 25% decrease in customer complaints', to emphasize your direct impact. It's essential to not just discuss what you did, but also the measurable outcomes of your actions, such as improvements in efficiency, revenue, cost-savings, or product user experience.

We're always excited when candidates express curiosity about Noyo, and we invite you to bring forward any questions you have during the interview process. Below are a few links to get you started with learning more about our team!

Helpful Resources to check out:

- [Noyo Blog](#)
- [What's New at Noyo?](#)
- [Live Video: What makes a benefits technology solution more effective for employers and easier to recommend for brokers](#)

Preparing for your Initial Phone Conversation

- In your initial phone conversation with Talent Acquisition, you'll have the opportunity to learn more about Noyo, our collaborative culture, and career paths.
- Please reflect on your experiences and be prepared to showcase your contributions in the following areas.
 - **Taking Ownership of Outcomes:** We believe in investing in our team, sharing knowledge, and building a culture where we make others better by investing in each other. We teach and learn from each other, and are unafraid to challenge and be challenged which fosters a culture of continuous improvement.
 - **Innovative Solutions:** We think outside of the box and challenge ourselves to make magic for our users. Constantly asking "What do our users want?" drives us to identify and solve problems using great judgment and focus on high-impact solutions.
 - **Problem-Solving:** Our team has a culture of autonomous problem-solvers who are highly collaborative. We balance rapid iteration with high standards for quality and craftsmanship.
 - **Cross-Functional Collaboration:** Our teams are collaborative and committed to delivering exceptional products to our customers. We actively seek and incorporate diverse perspectives from various teams to ensure the best solution.

Take Home Challenge Interview Prep

- For most of our roles, candidates who successfully move forward after the initial phone screen will be invited to complete the next stage of the interview process, which is a take home challenge.
- During this portion of the interview process, we are evaluating sufficient competency to complete the assignment, as well as more insight into your problem-solving skills, functional correctness, and how you approach your clarifying questions, and improve upon existing scenarios.



Virtual Onsite Prep

- Our virtual onsite consists of three to four separate interviews with your prospective team.
- Preparing for your Virtual Onsite:
 - Behavioral-based: Please refer to the [STAR](#) or [CAR](#) format to prepare, and come ready to share your experiences with us! We're most interested in how you've proposed innovative solutions, managed technical debt, as well as your approach to teamwork, collaboration, conflict resolution, challenges, and lessons learned. We're eager to learn about the positive impacts you've had on the business throughout the different roles you've held in your career.

Conclusion

Thank you for taking the time to read our interview preparation guide. We hope you have a great experience with our team and welcome any feedback you have on the interview process. Feel free to share with our Recruiter, Alexis Butler, and/or the interview team.

Noyo products serve everyone, and we believe the best products are built by teams that represent their users. We value unique contributions and actively welcome people of all backgrounds, experiences, and perspectives to join us at Noyo. We are committed to working with and providing access and reasonable accommodation to applicants. If you think you may require accommodation for any part of the recruitment process, please send a request to: hiring@noyo.com. All requests for accommodations are treated discreetly and confidentially, as practical and permitted by law.