

Interview Preparation Guide University Graduates



Congratulations on your upcoming interview with Facebook!

This guide will help you prepare for your interviews. If you need any additional assistance, please reach out to your recruiter

Facebook Life

Facebook Values

We don't have rules, we have values that guide the way we work and the decisions we make. [Read here](#) about our values

Facebook's Mission

[Read here](#) about Facebook's mission statement

Facebook's 10-year Innovation Roadmap

[Listen here](#) to Mark Zuckerberg's Keynote about our 10 year Innovation Roadmap

What is it like to work at Facebook as a Grad?



[Click here](#) to learn more about the university life

Interview Expectations

On the day you will have 4 interviews, each being approximately 30 mins long with a different interviewer each time. These interviews will cover the below focus areas. Please read through these in detail and think about examples of how you can demonstrate these core competencies. Critical thinking and understanding the market are key to this role and you must be able to demonstrate your ability in these areas during the interviews.

Market knowledge (Covering your market)

- Role of Facebook within the market team: threats, challenges, competitors, press, etc.
- New product launches: success or failure
- Facebook on mobile; support challenges for Community Operations
- Facebook's support model - be very familiar with our Help Centre - Try to report an issue and be able to talk about your experience.

Critical Thinking

- Challenges that face Global Operations and solutions to these challenges
- How to improve the user experience
- Scaling: what are the support challenges we'll face as our user base continues to grow? Using metrics to measure success
- Privacy, spam, fake accounts, abuse, security
- Core work - how do you deal with this? How do you prioritize?

Career Path

- Motivation for Facebook and in particular the Global Operations team
- Understanding of the role
- Relevant skill set and expected impact in the role

Problem Solving (Case Study)

- Practical exercise assessing your problem solving ability
- Details provided on the day of the interview



STAR Method

Situation – Detail the background. Provide the context. Where? When?

Task – Describe the expectations and challenges. What needed to be done? Why?

Action – Elaborate on your specific action. What did you do? How? What tools did you use?

Result – Explain the results: accomplishments, recommendations, savings etc. quantify the information if applicable

Video & Bios

Learn more about the Global Operations role and the culture within Facebook



What matters most to the Global Operations team is taking care of the billions of people who use Facebook platforms every day. The Global Operations team work together towards a common goal – to create a truly inclusive community

Interview with Ellen, VP Global Developer Support & Operations



Facebook is a community. It's about different people and cultures coming together to share their passions and dreams - and working to bring the world closer together. Find your community at Facebook



Abigail Rowe – Market Specialist, UK & Ireland

“Facebook allows me to focus on what I really enjoy but also to try a whole range of things that I never would have considered. This has really opened my eyes to a world of new experiences and opportunities! It's great to work with a group of people that have had such diverse careers, ensuring I am always learning!

Our main goal is to support the community and keeping them safe from bad actors on the platform to ensure they have the best experience.

I have a philosophy degree, followed by a Graduate Diploma in Law, so I really didn't expect to be in this field, but after working in regulation implementation and operational improvements I found that there were so many interesting jobs relating to this in the tech world.

It is such a fast-paced industry meaning that we get to work with the newest ideas and innovations. Our team is really focused on bringing the world together by keeping the platform safe and ensuring our community standards are followed. We encourage people to use the platform to build community while we reduce bad experiences. The overall culture is fantastic. There is a saying here that everyone should come to work as their authentic self and I believe this is truly something that I have been able to do. Additionally, my role really allows me to have impact and improve the platform for my community, which is incredibly rewarding”



Khalil El Daou – Market Specialist, Arabic

“I joined Facebook 3 months ago as part of the first university hires batch. The onboarding program made it very easy for me to quickly strengthen my relationship with people around me. This made moving to Dublin a smooth transition.

As a market specialist, it is fascinating how much, and fast, you learn about the company and your market. The role is challenging but highly rewarding. What is most important for me at work is truly being myself, and Facebook guarantees it.”



Abdelrahman Elsobski - – Market Specialist, Arabic

“One of the main highlights for me since joining Facebook as a graduate is how my team and my manager supported me to make sure I can utilize my strengths in my work but also elevate my skills set to have a better impact on our community. This stems from the supportive culture that we have here in Facebook.”

Newsroom

Read up on news articles to help you understand the impact you can have within Facebook and the Global Operations Team.

[Read here](#) to learn more about Partnering to Help Curb Spread of Online Terrorist Content

[Read here](#) to find out more about Facebook's Community Standards: How and Where We Draw the Line

[Read here](#) about the Global Internet Forum to Counter Terrorism

See Monika Bickert and Brian Fishmans views [here](#) - Are We Winning the War On Terrorism Online? And [here](#) for How we counter Terrorism.

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Best of luck!