

Citi Bank Interview Questions And Answers Guide.



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Citi Bank Job Interview Preparation Guide.

Question # 1

Please explain me your job title and primary duties?

Answer:-

I worked as a financial analyst. My duties were to reconcile accounts, implement annual systems, review accounts. In the implementation of the system we have to deal with many global customers. We have to do reports, provide a kind of customer service to them and also liaise between the technology department and the operation departments.

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Question # 2

Explain me about a time when you were under immense pressure?

Answer:-

My example was from a previous experience where the firm was on the brink of making massive losses due to delay in supply of raw materials from suppliers but my pro-activeness and leadership ability helped salvage the situation. I stayed close to the supplier's factory, which was 600 kilometers away, for close to 2 weeks to ensure that our firm's goods were given high priority. Afterwards, I re-planned the project from that situation to ensure timely delivery and prevented order cancellation from the client.

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Question # 3

Explain me how do you check your work for accuracy?

Answer:-

In asking bank interview questions about your attention to detail and accuracy the interviewer wants to know if you are able to accurately carry out your tasks with close attention to all aspects of your work. Provide specific examples of how you check your outputs for accuracy and completeness and what you do if you find a mistake.

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Question # 4

Explain me your views about the changes in Banking Scenario?

Answer:-

Banking sector has successfully been adding new products and innovative services to its basket of products being offered to retail customer and institutional customers. I think the banking sector will keep its goal to accelerate the growth. Secondly each bank would like to optimize its costs of marketing and distribution so as to keep its overheads low without effecting its reach or quality of services.

With regards to changes, I feel that there would be marketing strategy which would be "socially engaging". The leading banks would adopt "Intelligent Multichannel" approach over their brick and mortar branch banking.

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Question # 5

Tell me why do you think you're suited to a career in investment banking?

Answer:-

As you're interested in a career in banking, plenty of reasons should spring to mind, and if they don't you should consider choosing another path! Often students are attracted to the intellectual challenges and high-profile nature of the dealings of the finance world, the fast pace of the work here, and the rewards on offer, all of which are very valid reasons for applying to a bank.

But they're also valid reasons for applying for jobs in other parts of the finance world, so make sure you explain why you want a job at a bank, and in your chosen area in particular. Perhaps you're keen for the broad and deep financial training and prestigious experience that only a leading bank can offer?

Your interviewers may also ask if anything puts you off banking. If you have any real doubts, an interview is not the place to air them, but it's a great idea to show that you've considered the difficulties the industry is currently going through before choosing to make an application.

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Question # 6



Do you know our business model?

Answer:-

Banks provide their clients with advice, assistance in arranging financing, and other services, such as access to trading on the markets, investment management, and risk reduction. Their main source of revenue is the fees they charge their clients for these services.

Some banks have departments which invest or trade the bank's own money to generate returns, though the extent to which they can do so has become more limited in recent years.

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Question # 7

Explain me what made you decide to work for this bank?

Answer:-

This is your opportunity to shine. Do your homework and research the bank before your interview. Make a list of three or four reasons why this is the right bank for you.

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Question # 8

Explain me about a situation where you had to deal with an angry customer?

Answer:-

Customer service skills are essential for any frontline banking job. Your example should display good listening skills, the ability to clarify the customer's needs and to respond with patience and empathy.

Show how you develop positive customer relationships by trying to meet the customer's expectations and taking responsibility for the customer's satisfaction.

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Question # 9

Please explain what was the work environment like?

Answer:-

Well it was really good. They are really flexible. They offer working from home which is really good. They offer to handle different schedules. For example, from 9 to 5, from 9 to 6. You don't have to have exact schedule. They are really flexible with the hours and also work from home which is something that many people like.

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Question # 10

Tell me what should an applicant wear to the interview?

Answer:-

Professional, it has to be professional.

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Question # 11

Tell me what do you think will be the emerging trends in consumer banking (yes, I was asked this in an investment banking interview)?

Answer:-

My perception is that there will be two different noticeable trends. In developed nations, the trend will be more towards digitization of products using mobile technology based on the tech savvy new generation that is emerging. In the developing nations, traditional banking will be more prevalent but will be highly volume based because every year more and more people are entering the middle-class bracket and can afford banking products.

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Question # 12

Explain me about a time you saw a co-worker do something that you didn't think was appropriate. What did you do?

Answer:-

Integrity and honesty are core to a banking job. Focus on taking immediate action and using the right resources to deal with the problem. Emphasize your commitment to adhering to company policies and regulations. Your judgment is also under scrutiny here so describe your motivation to take action.

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Question # 13

How to implement these changes by the Banks, what are your recommendations?

Answer:-

Banking sector has to achieve competitive differentiation; banks must define a clear strategy and customer proposition, and then develop the capabilities to reach these goals. Accenture recommends that banks should:

Establish an overall strategy that includes the appropriate capability mix and investment choices.

Develop an appropriate sourcing strategy to enable scale and deliver required capabilities at higher speed.

By following this next-generation approach, banks can position for growth, improve performance and achieve a competitive advantage-in the near- and long-term.

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Question # 14

Tell us what are the advantages and the disadvantages of equity finance and debt finance to a company raising finance and investors?

**Answer:-**

The advantage of equity finance for a company - raising money by selling shares - is that this money does not have to be repaid. However, new shareholders usually get to have a say in how the company is run.

Despite these rights, equity is often seen as a risky choice for investors as they will lose all their money if the company doesn't prosper. If it does well, on the other hand, they may see their stake multiply in value many times over.

Debt finance - money raised through loans - must be repaid eventually by a company, usually with interest, but lenders won't be able to exert as much influence as shareholders over how the company does business.

The debt of a reliable company is usually seen as a safe investment, but fixed repayment schedules means that there are few opportunities for large returns.

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Question # 15

Tell me in the changing Banking Scenario, what are the most important needs of the Banking Industry?

Answer:-

We are living in a digital age, where everyday technological innovations our style of living, doing the business and even the way we do a commercial transaction. The banks will have to catch up and offer

- (a) Multi Channel Optimization
- (b) Digital Distribution and most importantly
- (c) Effective Sales Efforts.

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Question # 16

Explain me about a time you felt pressured by conflicting work demands, how did you respond?

Answer:-

Staying calm under pressure is a key requirement of working in the front line of a bank. Your ability to maintain performance under stress and to use appropriate coping techniques should be demonstrated.

Discuss the resources you use to meet the different work demands including prioritizing, planning, scheduling and asking for assistance when appropriate.

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Question # 17

Explain me what have you learned from your studies that can be applied to a career in investment banking?

Answer:-

You might initially think that if you haven't done a degree in finance or economics you haven't got very much to offer an investment bank, but you'd be wrong.

Any numerate discipline will have given you a mathematical toolkit that will come in useful in technical banking work, and any good degree proves that you're intelligent, hardworking, and effective under pressure.

Extra-curricular activities may have given you a wealth of other skills that are valuable at an investment bank, such as being able to juggle a number of commitments and work with others.

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Question # 18

Explain me about a time where you had to use your discretion and tact to do your job properly?

Answer:-

You are often required to display diplomacy and tact with customers in a banking environment. Provide an example of a challenging situation where you had to handle the customer carefully and with discretion. Discuss how you used your sensitivity and communication skills to manage the situation.

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Question # 19

Explain me what opportunities does a financial downturn present to financiers?

Answer:-

In a market where the value of assets is falling, known as a bear market, traders might consider taking short positions, that is, borrowing assets they don't own, selling them, and buying them back to return them at a later date when their price has fallen.

Meanwhile, those working in asset management or M&A might consider, or advise clients to consider, snapping up undervalued assets.

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Question # 20

Explain me about a time you had to explain a process or situation to a confused customer. How did you approach this?

Answer:-

Banking means dealing with a variety of people. The ability to adjust to the customer and the situation is an important job requirement. Your example should clearly indicate how you changed your communication style to meet the customer's needs.

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Question # 21

Tell me after doing your Engineering in Computer Science, why do you wish to make a career in Banking?

Answer:-

Banking sector has evolved tremendously in the recent past. Banks are no more offering banking services through its branches. Because of a number of products and services being offered by the banks, the bank has reached the home and office of its customers. For example, use of ATM has allowed the customer draw cash from any machine 24 x 7. Similarly mobile banking allows the customers to view the balance and also do the transactions on the go. Hence technology is the need of the



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day as modern banking rides on IT and future banking will need more of technology.

Also banks need interactive websites and mobile banking which are fast and secure. Marketing of Banking operations now use large social media platforms.

For such highly evolved and booming industry, there is a growing need for tech savvy and enthusiastic professional with strong interpersonal skills. I am happy to say that I match the ideal candidate's profile very well.

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Question # 22

Explain me how did you convince a senior member of your team about the effectiveness of an idea you had?

Answer:-

I told the interviewer about my experience with E&Y where I was a technology consultant and convinced senior team members of a better testing method whereby you only conduct high level testing of "important" modules and the combinations within instead of testing the complete system. I realized that this was the most effective method for our department and I convinced others through demonstrations on a test application over an allocated testing time period. This new testing method helped the division save time and money without compromising on quality.

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Question # 23

Explain me what do you think you will be doing during your first year in investment banking?

Answer:-

Much of your answer to this question will depend on your role - so do some careful research into your chosen department.

In M&A, you might spend much of your time on financial models related to the deals you're working on, while in a trading role you might start out by assisting more senior members of the team before being given the chance to manage a trading book yourself.

Beyond that, it's important to show that you'll be keen to take on responsibilities, but that you also recognise that your first year is about learning the ropes, which usually means include following instructions from others and completing some mundane tasks.

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Question # 24

Tell me what is the most significant recent development in the investment banking industry?

Answer:-

The most significant recent development in the Investment Banking industry is changes in government regulations. Basel III requires banks to have higher capital ratios and since the amount of risk-weighted assets for Investment Banks is high, the result might be lower ROE. However, the positive side is that smaller banks might not be able to comply with these regulations and give up their investment banking ambitions, resulting in the industry becoming more concentrated. This will divide more business amongst the remaining "big" investment banks, resulting in higher ROE.

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Question # 25

Why should this bank hire you at Citi Bank?

Answer:-

Focus on specific experience and training in your career history.

Emphasize what qualifies you for this banking job and how you can add value to both the position and the bank. Look at the banking job requirements such as accuracy, customer care, computer skills, numeracy skills and communication skills. Highlight how you have demonstrated these skills previously.

If there are areas of the job function that you do not yet have experience in, then highlight what skills you have that will facilitate learning and performing these tasks.

For example your ability to remain calm under pressure and communicate clearly will help you in dealing with customers. Emphasize qualities like loyalty, integrity, confidentiality and commitment. State your technical knowledge and confirm your understanding of the basics of bank products and services.

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Question # 26

Tell us how would you describe the application and interview process?

Answer:-

Well there are two ways especially well many ways but the main is to go through the temp agencies. They hire many people through the temp agencies and then they hire you as a permanent employee. You also can apply through the website but the main way to get a job over there is through the temp agencies. The interview, well it depends on the position but usually you would be a room with two or three person and they will ask really relaxing, they just go around what is your experience, what your background, what is your background in terms of a degree.

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Question # 27

Tell me what are the most important qualities for a bank teller job?

Answer:-

Bank interview questions like this are asked to explore your understanding of banking job requirements. Focus on technical skills such as numeracy, computer literacy and product and services knowledge. Discuss key job competencies including accuracy, customer service orientation, judgment, integrity, reliability and the ability to cope under pressure. Point out your strengths as they relate to these qualities.

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Question # 28

Tell me what other advice would you give to a job seeker looking to gain employment?

Answer:-

Keep applying through the temp agency and contact the temp agency by phone, that is important and they give anybody that who want to be hired being contact with



the temp agency once a week and show that you are really, really interested in part of the Citi environment.

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Question # 29

Tell me how many scheduled days have you missed during the last four months?

Answer:-

Bank interview questions will explore your reliability. Be honest about this as it can always be verified with a reference check. Focus on your reliability, punctuality and your willingness to work extra hours if needed.

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Banking Most Popular Interview Topics.

- 1 : [Credit \(Risk\) Analyst Frequently Asked Interview Questions and Answers Guide.](#)
- 2 : [Recovery Officer Frequently Asked Interview Questions and Answers Guide.](#)
- 3 : [Treasurer Frequently Asked Interview Questions and Answers Guide.](#)
- 4 : [Credit Card Officer Frequently Asked Interview Questions and Answers Guide.](#)
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