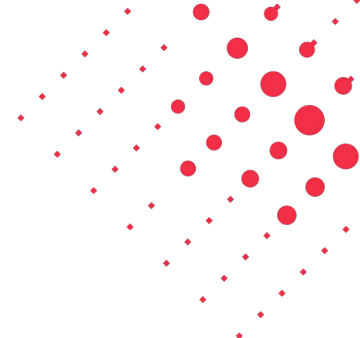


You're Interviewing With



Excellent news. We've been waiting for you!





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WHY THIS GUIDE?

We're thrilled you're considering joining us.

Twilio has evolved so much since we started and continues to innovate and shift to meet our customer's needs. That's why we're looking for more people like you — builders, creators, and bright minds — who will help us continue to build for the future.

We created this guide to help you
put your best foot forward with Twilio.

And just as we're interviewing you, you're interviewing us. We
hope this guide gives you a flavor of who we are and
how we work!





WHO WE ARE



The world is witnessing a once-in-a-generation shift where customer relationships and real-time communications are increasingly going digital. Twilio is capturing this growing market by providing simple tools to help a quarter of a million customers connect to the people, places, and things that matter.

At our core, we're builders and owners. We learn from our mistakes and we believe that positive energy and bold ideas can resolve the most challenging problems.



WHAT WE DO



Twilio's customer engagement platform is used by hundreds of thousands of businesses and millions of developers to build unique, personalized experiences for their customers.

Video conferencing with your doctor? Receiving an appointment reminder? Chatting with customer support? Messaging your rideshare driver? All of those interactions have something in common: they're powered by Twilio.

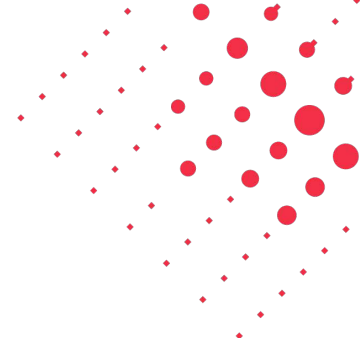
Here are a few more:

- Early in the pandemic, [Nike](#) used Twilio to enable in-store customer support agents to transform into digital customer engagement specialists.
- Behind the scenes, [International Rescue Committee](#) uses Twilio to power a WhatsApp-based helpline that engages refugees with life-saving information.
- To streamline communication between owners of shared vacation rentals and potential guests, [Airbnb](#) relies on Twilio.

» Check out more [customer stories](#) to see what else we help power.

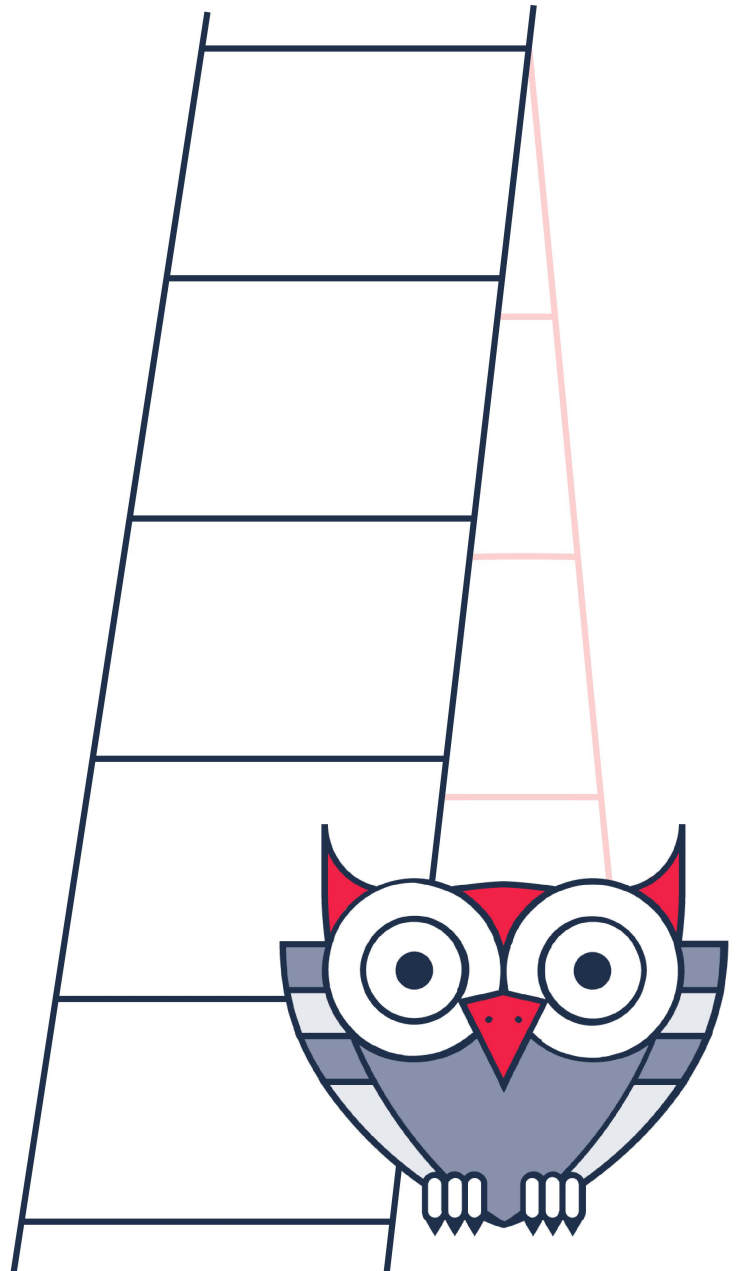


BECOMING A TWILION IN SIX STEPS (OR LESS)



We have high standards at Twilio and will provide you with the best interview experience possible.

Depending on the position, you may not encounter each of the steps outlined in our process, but keep reading — over the next few pages, we'll reveal our general approach to getting to know you.



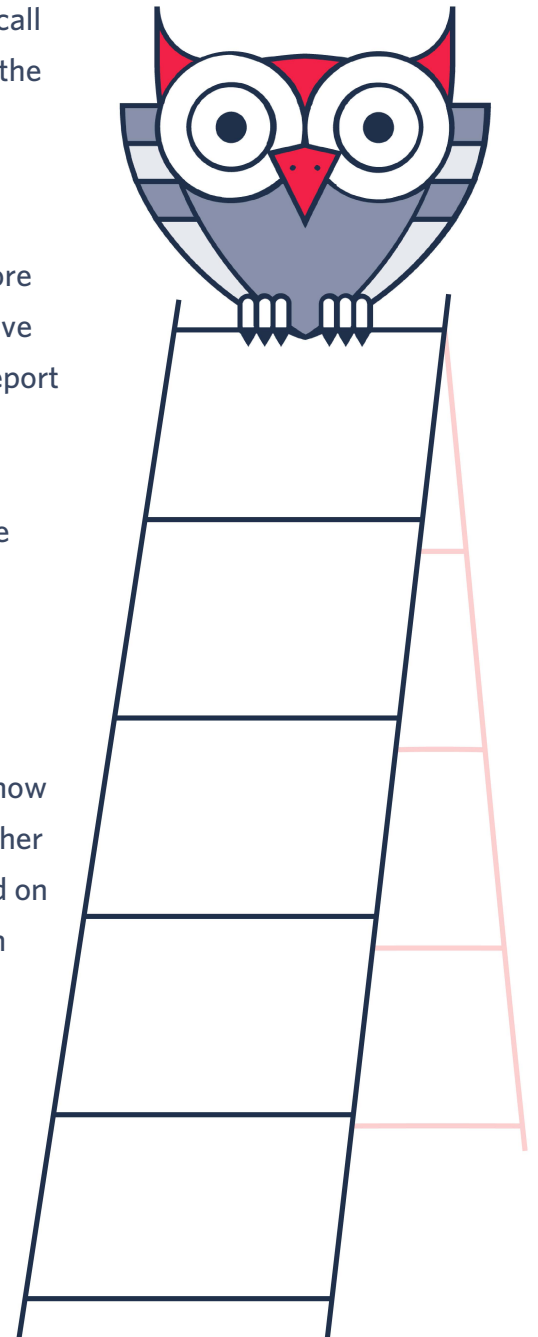
» See the 6 steps on the next page.

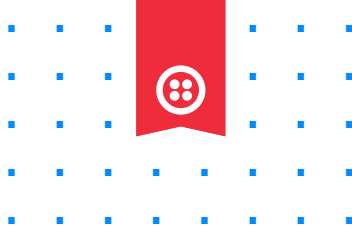


THE SIX STEPS



1. **APPLICATION REVIEW:** First, we carefully review your application to ensure your skills and experience are a match for the position.
2. **INITIAL CONVERSATION:** Next, we'll set up a 30-minute phone call with a recruiter to get to know you and chat about the aspects of the job that excite or inspire you most. It's our goal to get back to you within 48 business hours with an update.
3. **MEET THE HIRING LEADER:** During this interview, you'll learn more about what the job entails, hear about the team dynamics, and have the opportunity to share your expertise with a Twilion you may report to or work closely with. The call will last roughly 30-45 minutes.
4. **MINI PROJECT:** Depending on the position you're applying for, we may give you a small project to showcase your stuff, like writing code or showing us your portfolio.
5. **MEET SOME TWILIONS:** It's time to meet members of the team. You'll get a taste of the work you'll be involved in and we'll learn how our values align. These sessions, which can last 3-5 hours, can either be completed on the same day or split across multiple days based on your preference. For select roles, we may ask you to participate in one more session with other team leads.
6. **OFFER & UPDATES:** We'll create a competitive offer for the successful candidate. If it's not a match, we'll keep you in mind for openings that might be a better fit and share job search resources that you might find helpful.





HOW TO PREPARE

We're excited by the idea that you may be our next Twilion and want you to shine in the best light possible. With that in mind, here are a few things to help you prepare.

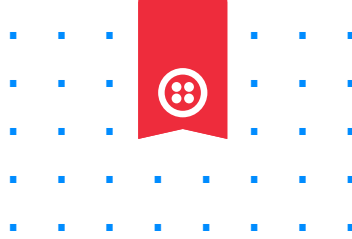


Live the Twilio Magic Values

Who we are, how we treat our customers and each other, and how we set goals and stick to them are known as the Twilio Magic. It's what separates us from other companies. The Twilio Magic connects us, and it's the blueprint for how Twilions make an impact.

Honesty, inclusiveness, earning trust, and being unafraid to embrace any idea — no matter how wild — are all part of how we live our Magic values and principles. They may seem simple, but they're really important, as you'll find out in the following few pages.

During your interview, we encourage you to share how these values may have guided your approach to work or shown up in events from your personal life.



HOW TO PREPARE:

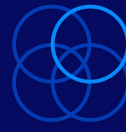
Twilio's Magic Values

The Twilio Magic are four values that represent what we stand for as a company.



We are **Builders**

We love hard problems and believe in the indomitable power of people's ability to create a better world through ingenuity and resourcefulness. We reject the "can't be done" and believe bold ideas and fearless iteration can resolve the most challenging problems for our customers and the world they operate in.



We are **Owners**

We take accountability and see things through. We take the long view, sweat the details, and think about how our work makes Twilio better every day. We recognize that we and others do our best work when we feel both empowered and accountable for outcomes.



We are **Curious**

We see ourselves as works in progress. We know that we don't have all the answers, humbly seek the truth, and strive to get better every day. As individuals, as a company, and in our products, we seek continual progress over perfection and acknowledge shortcomings as a matter of fact. Progress comes not from avoiding mistakes or hard truths, but in learning from them.



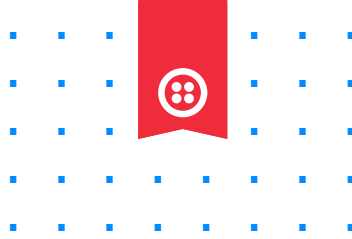
We are **Positrons**

A positron is a positively charged electron. We are genuinely excited to serve and help others. We believe that positive energy is contagious and caring is critical. We seek to be bright spots for the people around us in every interaction, and we stand up and work for what we believe is good and right for our customers, our company, our communities, and the world at large.



WAIT, THERE'S MORE!

Keep reading to learn all about the principles we've identified that support these values.



HOW TO PREPARE:

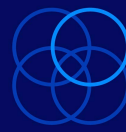
Twilio's Magic Values

The Twilio Magic comes with associated principles — lessons we've learned along the way that help us accomplish amazing things together. Some are pretty straightforward, while others need a little explanation. You can learn more about each of them [here](#).



How to act like a **Builder**

- Wear the customers' shoes.
- Draw the owl.
- Write it down.
- Organize into small teams.
- Live the spirit of challenge.



How to be an **Owner**

- Trust is the #1 thing we sell.
- Think long-term.
- Have a point of view.
- Ruthlessly prioritize.
- Be frugal.
- Pick up the trash.
- Disagree and commit.



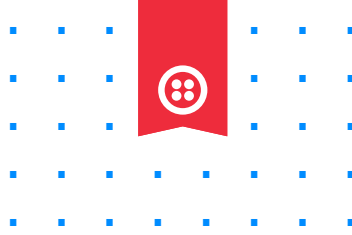
How to be relentlessly **Curious**

- Be humble.
- Embrace uncomfortable.
- Speak the truth.
- Share problems, not solutions.
- Seek progress over perfection.



How to be a **Positron**

- Be genuine.
- No shenanigans.
- Empower others.
- Be anti-racist.
- Be respectful.
- Ask how you can help.



HOW TO PREPARE:

Give Details Vs. The Big Picture

To understand your successes — and when things fell short — we want to hear about the projects you worked on, solo or as part of a team.

To help, keep these tips in mind:



Avoid presenting "big picture" answers.

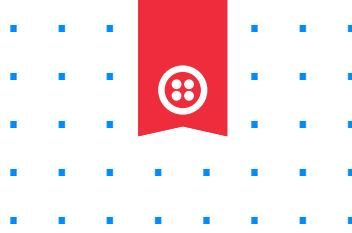
When you offer a "30,000-foot view" of a project, your story may appear unfocused. Instead, respond to interview questions with "ground level" details.



Be sure to focus on the specifics.

Discuss the situation at hand, your tasks or goals, the actions you took, and the outcome or results.

Naturally, we're here to help you succeed. That's why we can't wait for you to share great stories that focus on your achievements rather than merely listing resume experiences. Keeping these tips in mind will help you set yourself apart from the crowd.



HOW TO PREPARE:

Technical Assessment

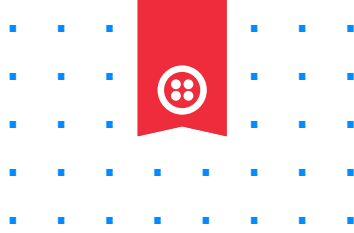
For roles that require hands-on building or management of products and software, you may be asked to complete a technical assessment.

The actual assessment varies from role to role, but some topics that might be covered include:

- Coding languages
- Technical concepts (system designs)
- Backend database problems



We'll email you a link where you can sign in to complete the assessment. After you submit the assessment, it will be scored based on the requested criteria your submitted code met. A team member will get back to you to discuss next steps.



HOW TO PREPARE:

Practice Makes Perfect

Look through your resume and prepare different examples of your own experiences. Highlight your expertise, accomplishments, mistakes, and lessons learned.

Be sure to consider how your approach aligns with Twilio's Magic Values. Keep in mind that you may have multiple interviews, so keep it fresh and interesting by being prepared to provide different experiences each time. Interviewing virtually? Check out these [helpful tips!](#)

Dig Deeper

At Twilio, we're a culture of builders and owners. We're all here to develop ourselves, our company, our people, and our communities. As we log on to work each day, we wear our customers' shoes and focus on how we can build their trust.

To learn more about what we're building and how you can build with us:

- Explore the [culture and people](#) section of our blog
- Read why [the brands](#) you use every day love building with Twilio
- Follow our [LinkedIn](#)





WE'RE EXCITED TO MEET YOU

We're committed to building an
inclusive, creative and transformational workplace
that equips us all to do amazing things.
Imagine how much we'll learn together as we evolve.

So join us. We can't wait to build with you.



*WATCH THIS VIDEO
TO SEE WHAT
WE'RE BUILDING!*

If you have questions before your interview,
please reach out to your hiring team.

