

Analyst Development Program Operations Analyst

Be strategic. Be a problem solver.

Be here. At Capital One, we value strategic thinkers and problem solvers. We value innovation and superior analytical skills. We value people like you. People who can evaluate business processes and data, identify opportunities and then design and deliver market-leading credit and banking solutions.

Capital One at a glance

- An S&P and Fortune 500 company (NYSE: COF)
- Over 50 million customer accounts
- 740 locations nationwide
- Top consumer brand
- 14th largest bank in the U.S., based on deposits

What we offer

- Exposure to our diverse business lines, including credit cards, commercial and retail banking, loans and small business
- The chance to be part of an elite team
- The opportunity to grow and learn quickly
- A uniquely compelling culture — honest, collaborative and flexible
- An outstanding compensation plan
- Real work / life balance, where you can excel at work while pursuing your passions outside of work



www.capitalone.com/careers

Be here.

Our analysts impact some of Capital One's most critical business decisions, and they work with the best and brightest in a collaborative, team-oriented environment. As an Operations Analyst, you will spend your first two years in Capital One's Analyst Development Program, which offers a unique combination of strategy development and operating experience. Our highly competitive Development Program is based on four tenants — Movement, Training, Development and Networking.

Movement

During your two years in this elite Program, you will have at least two distinct roles, providing you with broad, meaningful exposure to strategy development and business execution.

Responsibilities may include:

- Leading identification, design and analysis of tests to improve strategies (contact channel or frequency, resolution methods, etc.) which improve program effectiveness
- Conducting end-to-end business process analysis to identify opportunities to achieve better speed or quality
- Developing analytical tools (reporting, dashboards, capacity models, etc.) and standardized processes to improve performance
- Analyzing the effectiveness and efficiency of operational programs such as Collections, Fraud or Customer Relations
- Managing localized and cross-functional process-improvement projects

Training

Analysts accepted into the Analyst Development Program will take part in a comprehensive training schedule offered through our award-winning Capital One University. These courses will increase your knowledge of the financial services industry and expand your professional and personal skill set.

Coursework may cover such topics as:

- Introduction to Credit Risk Management
- Statistical Models
- Analyzing Financial Trends
- Brand Strategy

Development

Throughout the Program, you will receive ongoing mentoring and development advising from seasoned leaders to help you excel in your career.

Networking

Events will be scheduled throughout the Program to provide you with an opportunity to network and get to know your peers. You will also learn from numerous business leaders as they share their personal insights on the company and career development.

To apply, please visit www.capitalone.com/careers