

Operations Analyst

Critical Thinking that Drives Performance

Our elite operations analyst team is the innovative force behind creating industry-leading customer service while delivering great shareholder value. In this analytically rigorous role, it's all about using data-based reasoning and creativity to solve complex business problems, maximize efficiency, and shape performance at the highest organizational levels.

Fast-paced, highly selective, and offering compensation in line with top-tier consulting firms and engineering companies, Capital One® boasts an environment where talented thinkers can enjoy exciting challenges and opportunities to excel.

You'll start your career as a full-fledged member of our team—engaged from day one. You'll own critical projects—implementing breakthrough strategies that improve speed, customer satisfaction, quality, and cost. You'll drive the adoption of emerging technologies to solve customer problems. And you'll collaborate with teams across the company, including senior executives.

Analyst Development Program

Introduction to your new role begins in Capital One's Analyst Development Program. Designed to grow the next generation of operations leaders, it provides the framework to develop world-class analytical skills and gain a comprehensive understanding of the financial services industry.

New hires are guaranteed two distinct roles in their first two years with the company, exposing them to multiple business lines, different departments and a variety of projects, such as

- *testing the effectiveness of new marketing campaigns*
- *harnessing emerging technologies to shift customer servicing from phone to digital*
- *developing the strategy for predicting what customers are calling about*

Analysts will also 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 includes

- *LEAN & Six Sigma Green Belt Certification*
- *Analytical classes relevant to your specific role at Capital One*
- *Communication and leadership development*

These on-the-job experiences are complemented with executive speakers, regular networking opportunities with peers and executives, and mentorship by seasoned analysts.

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Accelerate Your Career

With its strong emphasis on personal and professional development, Capital One puts you on the fast track to success. High-performing analysts are identified early and promoted quickly. The skills and experience you acquire supporting operations at one of the top ten banks in the nation can yield incredible opportunities elsewhere. Capital One alumni hold senior positions at leading engineering, financial, high-tech, and investment banking firms, as well as at cutting-edge startups. Plus, our analyst team boasts an exceptional record of admission to the top three graduate business schools, with sponsorship for top performers.

What Our Operations Analysts Are Saying

“As a new Operations Analyst, I immediately began working on a program to assess improvements in our customer service environment. I had opportunities to work with senior leadership on the design of our voice analysis and webchat service platforms and was able to make recommendations and support the roll-out of those initiatives.”

– Stephanie, Tulane University 2009

“Since joining Capital One, I’ve become an expert in analyzing and interpreting open-ended customer feedback. I was able to design a classification model that uses text analytics software to determine the cause of customer dissatisfaction. Knowing that I’m making an impact on our customer experience after less than a year on the job is incredibly rewarding.”

– Brian, University of Florida 2009

“During my first three months on the job, I was responsible for guiding leadership on a \$100MM+ annual spend budget. While various team resources were available for input, I was the ultimate owner of this project – all after just three months!”

– Mark, Ohio State University 2009

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