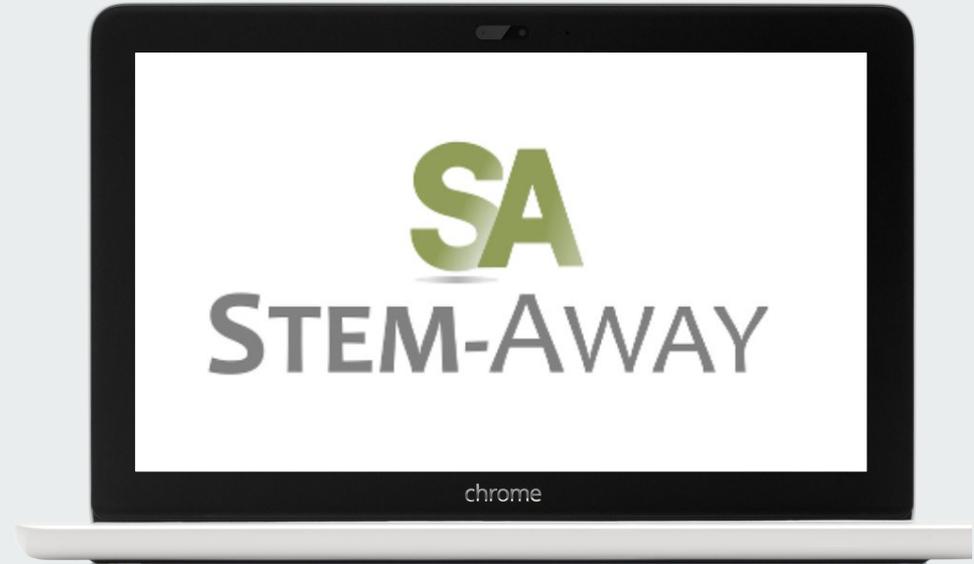




1-CLICK RESUME®

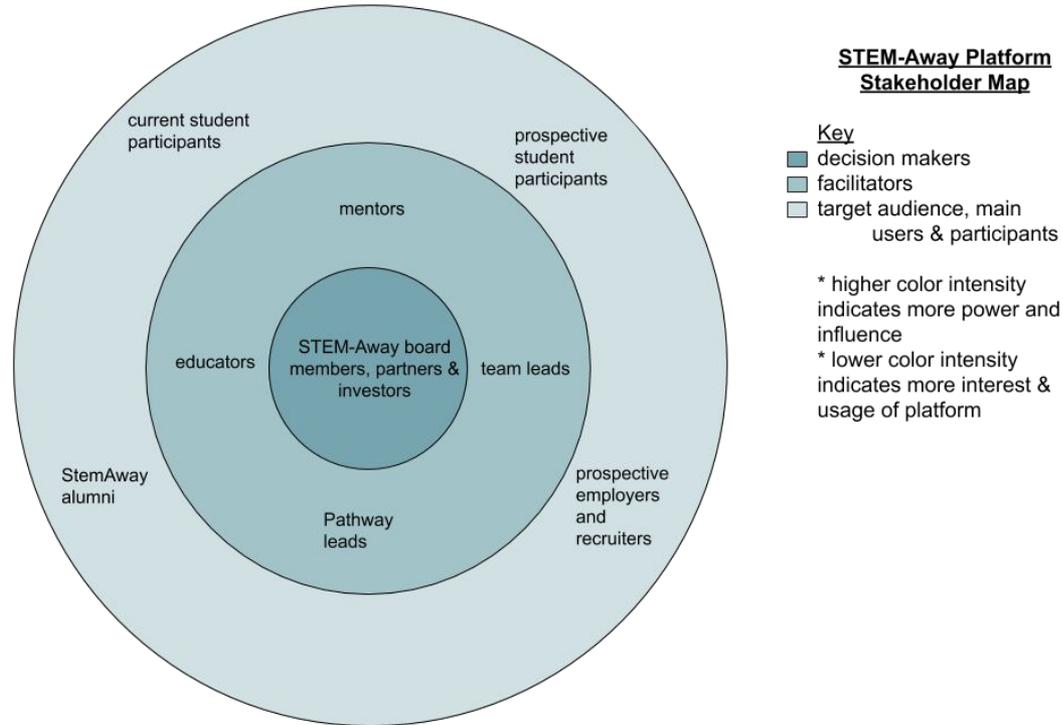


~ UX Pathway Team 3 IST/PST Group

Outline

1. Preliminary Analysis
2. Problem Statement
3. Interviews and Usability Testing
4. Key Findings from UX Research
5. Solution Proposal
6. Prototypes

Stakeholder Map

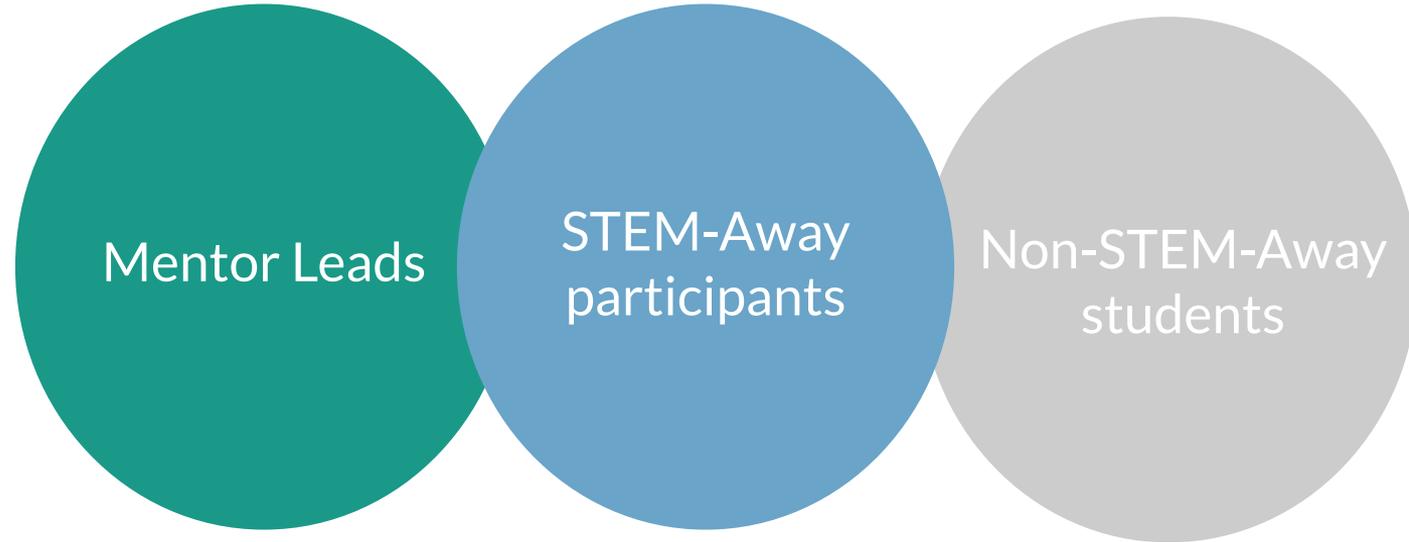




Problem Statement

Students and junior professionals struggle to display their skills and experiences in a meaningful way to recruiters and potential employers. In conjunction with their educational internships, STEM-Away offers a live portfolio of student work that showcases students' engagement and experiences with the platform.

Interviews and Usability Testing



9 Interviews were carried out with participants from these target populations.

Part 1:

“How often do you revise or update your resume?”

“What tools/resources/template did you use to create your resume?”

“Overall, what do you feel is the most challenging or frustrating part about creating and updating Resumes?”

Part 2:

“ How did you differentiate between ‘area’ and ‘skills’?”

“How did you differentiate between technical and soft skills?”

The screenshot shows a GitHub repository titled "Technical Skills" with a sub-directory "Full Stack Design". The repository has 2 posts. Two issues are visible: "VIRTUAL-INTERNSHIP SHOWCASE" with 1 vote and "FS-LEADS-SUMMER2020" with 3 votes.

Technical Skills

Full Stack Design

full-stack-design 2 POSTS ^

VIRTUAL-INTERNSHIP SHOWCASE
Career Statistics Tool Project: Readme 1 vote

FS-LEADS-SUMMER2020
Can we ask our team members to join in a separate group? 3 votes

The screenshot shows a GitHub repository titled "Soft Skills" with a sub-directory "Leadership". The repository has 0 votes. One issue is visible: "COLLEGE GUIDANCE" with 0 votes.

Soft Skills

Leadership

Mentoring

COLLEGE GUIDANCE
Introducing the STEM-Away Mentor Chains 0 votes

Key Findings from UX Research

User Quotes & Insights

Users struggled to understand some of the categories(ex: soft skills) and how to fill them out

“Can you explain what the green bar is?”

“I would like more clarification on how to fill out each section.”

Users could not differentiate between area vs. skills

“How can I differentiate between skills and areas?”

“I want to see more examples; it's very hard to think of what I want to include as a first-time resume builder.”

Users did not understand what the bar represented and how it related to posts

“I don't know what soft skills I have”

User Quotes & Insights

RESUME

GENERAL

SUGGESTIONS

EXPERIENCES

1-CLICK RESUME

SECTIONS

FEATURES

SUGGESTIONS

TECHNICAL SKILLS

SOFT SKILLS

PROG LANG/
FRAMEWORKS

HIGHLIGHTS

POSTS/TAGGING

BAR/VOTING

Users struggled to understand some of the categories and how to fill them out

review resume after getting new experiences or skills

resume update harder than resume maintenance

job descriptions are difficult to write and users often struggle with what to include when writing about the job description

area a general category skill a specific focus

Use bullet points not paragraphs, easier for recruiters

struggles to write good bullet points for job responsibilities

Hard to write for technical skills and general skills

technical skills difficult to describe

difficult to write about areas in which users have each other's skills

Business project management

Presenting being projects other skills

do not understand technical skills

"I want to see more examples; it's very hard to think of what I want to include as a first-time resume builder."

Users did not understand what the bar represented and how it related to posts

Feels the need for soft area

struggled to define

soft skills difficult

did not know what

finds it useless

leadership

not relevant to that industry

"I would like more clarification on how to fill out each section."

unclear what frameworks are

unclear of what frameworks are

Awards are redundant with achievements

hard to explain particular or complicated or interesting or noteworthy with an award

personal emphasis on "highlight" section than technical skills

achievements and awards hard to differentiate

confused on whether they can include outside experiences

unclear of what frameworks are

unclear of how to write about

suggestions for soft highlights

wanted more examples on

Users could not differentiate between area vs. skills

did not understand the voting system and its use

with the bars with the icons with 5 stars with thumbs

green bar shows the bar is highlighted

The bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

"I don't know what soft skills I have"

"How can I differentiate between skills and areas?"

"Can you explain what the green bar is?"

users not use colored or elaborate resume templates

gets nervous while creating, asking about resume as it is the foundation

wants to see 1-CR

1-CR should be simple and quick to

click & fill required for building

highlighted on and one bar

clicking on resume

clicking on each section of each resume

with a picture of what the resume looks like that is a visual representation

clicking on each section of each resume

did not understand the voting system and its use

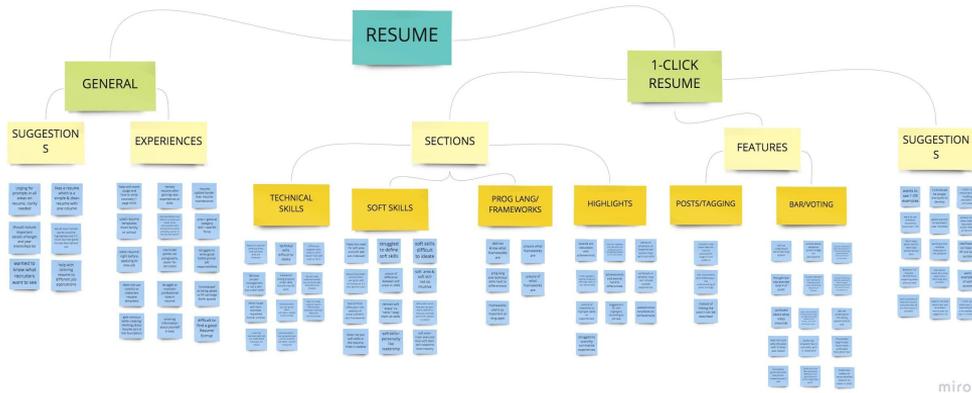
green bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

green bar makes it hard to differentiate between area vs. skill

User Quotes & Insights



“Can you explain what the green bar is?”

“I would like more clarification on how to fill out each section.”

Users could not differentiate between area vs. skills

Users struggled to understand some of the categories(ex: soft skills) and how to fill them out

“I want to see more examples; it’s very hard to think of what I want to include as a first-time resume builder.”

Users did not understand what the bar represented and how it related to posts

“I don’t know what soft skills I have”

How Might We

reduce anxiety
surrounding
resume
building?

help users look
for future work
experiences?

help users
understand
each section
and how to fill
them in?

guide a
first-time
resume- builder
through
resume?



Impact Feasibility Matrix



Solution Proposal



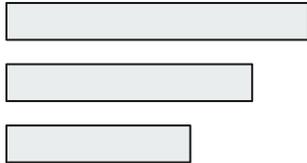
Private Mode

Internship

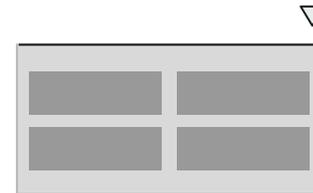
Employment
status tags



Help page and
Resume FAQs

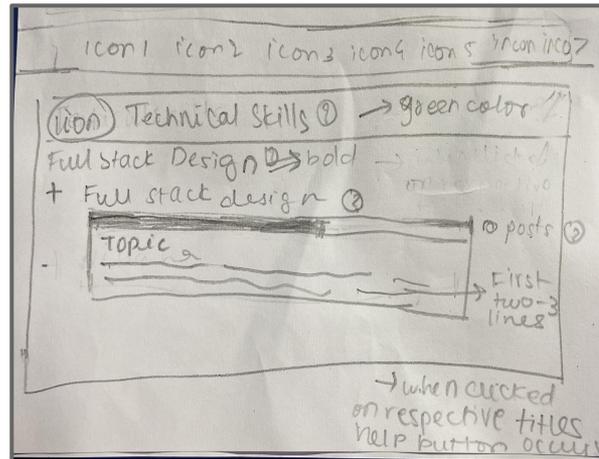
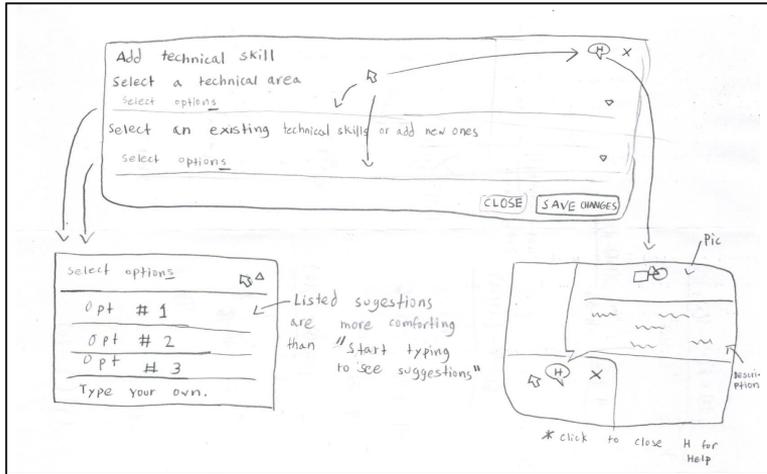
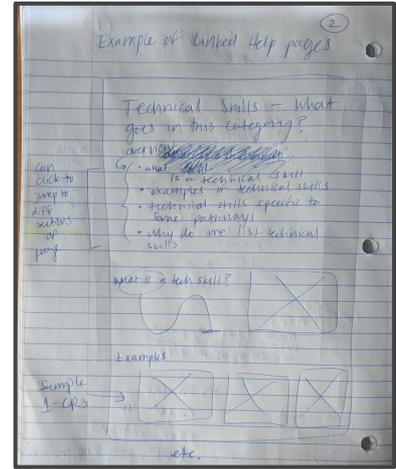
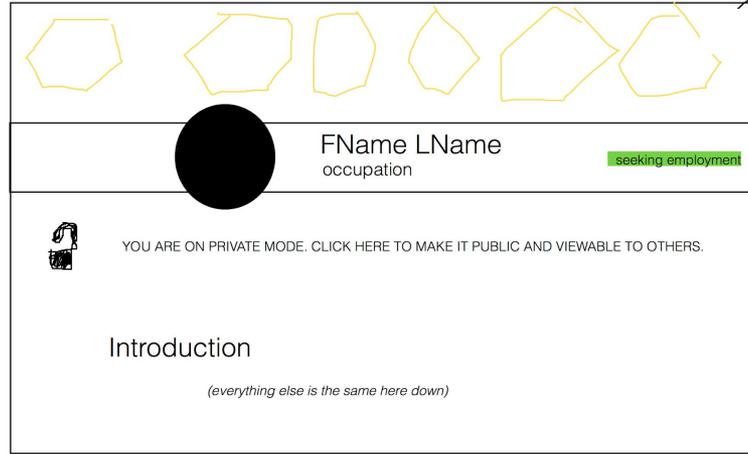


Information hierarchy



Pre-populated drop
down menu

Sketches



Prototypes



Debaleena Das | Founder & CEO

Looking for ▾

- Part-time job
- Full-time job
- Internship
- Volunteering

Full-time job

Part-time job

Outsider view
of a private
Resume

The screenshot shows the profile of Debaleena Das, Founder & CEO, on the STEM-AWAY platform. The profile header includes a navigation bar with icons for various STEM fields (e.g., Chemistry, Biology, Engineering, Math) and a 'STEM Career' section. Below the header, the user's name and title are displayed, along with a 'Looking for' dropdown menu set to 'Full-time job'. The main content area is mostly blank, with a large padlock icon in the center and the text: 'THIS USER IS IN PRIVATE MODE. Please come back later to view this user's 1-Click Resume. [Learn More](#)'.

Users can change
privacy settings in
editing mode

The screenshot shows the same profile as the left image, but in editing mode. The 'Looking for' dropdown menu is open, showing options for 'Full-time job' and 'Part-time job'. Below the menu, a message reads: 'You are currently on private mode. Click on the icon to change access to your 1-Click Resume.' Below this message is a dropdown menu titled 'Who can see my resume?' with four radio button options: 'Everyone', 'Only other students' (which is selected), 'Only Recruiters', and 'Only Me'. The 'Posts' section is visible at the bottom of the page.

SA STEM-AWAY

Debaleena Das Founder & CEO

Looking for: Full-time job Part-time job

You are currently on private mode. Click on the icon to change access to your 1-Click Resume.

Introduction

I am a female entrepreneur interested in providing opportunities for students to be exposed to STEM career paths.

Interests

Full Stack Leadership Teamwork Programming

Posts

Technical Skills

UX research

Qualitative research 1 Posts -

VIRTUAL-INTERNSHIP SHOWCASE
Career Statistics Tool Project: Readme 1 vote

Toggle for public or private mode

TECHNICAL LANGUAGES SOFT SKILLS HIGHLIGHTS EDUCATION EXPERIENCE

Programming Languages/Frameworks

Programming Languages

Python advanced 0 Posts -

Javascript intermediate 0 Posts -

Frameworks

Django beginner 0 Posts -

Soft Skills

Leadership

Mentoring 1 Posts -

VIRTUAL-INTERNSHIP SHOWCASE
Career Statistics Tool Project: Readme 1 vote

TECHNICAL LANGUAGES SOFT SKILLS HIGHLIGHTS EDUCATION EXPERIENCE

Highlights

Awards

STEM-Away
Female Entrepreneur of the Year 2018
Awarded for start-up that lowers the barrier of entry for STEM careers. 0 Posts --

Add Awards

Company Name

Award Title

Tag Year

Description

CLOSE SAVE CHANGES

Add a Technical Skill

Select a technical area

UX Research	Full Stack
Machine Learning	UX Design

CLOSE SAVE CHANGES

Add a Technical Skill

Select a technical area

xyz

Select technical skill(s) for xyz

CHANGES

Help pages accessible through link

Select a technical area, or area of focus, that encompasses a broad range of skills. For example, a technical area would be UX Research, and associated technical skills would be Qualitative research, Affinity Mapping, etc.

[Click here to learn more.](#)

Pop-up displays when icon is clicked

TECHNICAL LANGUAGES SOFT SKILLS HIGHLIGHTS EDUCATION EXPERIENCE

Education +

Education
Get more profile views by adding your school, degree and field of study

Experience +

Work Experience
Showcase your work experience to get more opportunities from potential employers

1-Click Resume® FAQ's

SA STEM-AWAY

1-Click Resume® FAQs

Answering your questions about the 1-Click Resume career developmental tool

Intro to 1-Click Resume®

Q: What is the 1-Click Resume®?

Q: What is Private Mode? Why does it exist?

Users have a choice of keeping their resumes private from outside users until they turn private mode off. Users can keep their resumes private while they edit them or until they are ready to look for work.

Q: How do I link my work to my resume?

Q: How do I represent my employment status?

Questions?

