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Phase 1 (P1) – Project Proposal & Database Requirement

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1.0 Introduction

In today's dynamic job market, where competition for employment opportunities is fierce, job seekers increasingly seek professional assistance to enhance their chances of success. GetMeHired.io, a prominent Malaysian-based start-up, caters to this demand by providing comprehensive job search support services, including professional CV writing, customizable CV templates and webinars.

Despite its success, GetMeHired faces a significant operational challenge that hinders its ability to deliver seamless customer experiences. The current manual method of distributing CV templates to paying customers is prone to human error, delays and inconsistencies, resulting in customer dissatisfaction and potential revenue losses.

To address this critical issue and maintain its competitive edge, GetMeHired seeks an automated solution that streamlines the CV template distribution process. The proposed solution should eliminate the need for manual intervention, ensuring timely and accurate delivery of CV templates to customers while enhancing their overall experience.

The primary objective of this project is to develop an automated CV template distribution system that integrates with GetMeHired's existing platform. The system should:

1. optimize the website's overall performance
2. enhance the website's user interface and navigation
3. improve the website's security
4. introduce new features and functionalities

The project scope encompasses the following activities:

1. User Interface (UI) and Design
2. Performance optimization
3. Security enhancement
4. Integration of new features

By automating the CV template distribution process, GetMeHired can streamline its operations, enhance customer satisfaction and gain a competitive edge in the job search assistance industry. The successful implementation of this project will contribute to GetMeHired's continued growth and success in the dynamic job market.

2.0 Background Study

GetMeHired is a company that was founded and operates primarily in Malaysia. This company focuses on enhancing the job search experience for individuals seeking employment. Established in 2020, the company aims to provide a comprehensive suite of services to assist job seekers in landing their desired roles.

GetMeHired has provided a range of services tailored to meet the needs of job seekers at various stages of their career journey. These services include:

1. **Customizable CV templates:** The company provides 2 ATS CV templates with examples that can be personalized to match individual preferences and industry standards.
2. **Professional CV Writing:** GetMeHired's team have been proofreading and developing more than 800 CVs before. So, the company can compelling CVs that showcase a candidate's skills, experiences and accomplishments effectively.
3. **Webinar:** This webinar offers guidance and support to job seekers, assisting them in identifying their career goals, developing interview skills and navigating the job search process.

GetMeHired's services cater to a diverse range of job seekers, including:

1. **Fresh Graduates:** Recent graduates seeking to enter the workforce and make a strong first impression.
2. **Career Changes:** Individuals seeking to transition into a new field.
3. **Experienced Professionals:** Experienced professionals who aim to improve their job-hunting strategies and enhance their career prospects.

GetMeHired has helped a great deal of job searchers obtain their dream jobs since it launched. The company's positive influence is obvious, which shows that satisfied customers appreciate the quality of services and the support they have received.

GetMeHired stands out as a valuable resource for job seekers seeking comprehensive support and guidance in their professional endeavors. The company's commitment to providing high-quality services, combined with its focus on enhancing the job search experience, positions it as a trusted partner for individuals seeking career advancement.

3.0 Problem Statement

The problem at GetMeHired lies in the current manual method of distributing CV templates to customers who have made payments. This manual process is prone to mistakes and delays, which slow down operational efficiency and negatively impact the overall customer experience. In today's highly competitive job market assistance industry, where the competition is fierce, these problems could make the company lose money and disappoint the customers of GetMeHired.

The current way GetMeHired distributes the CV templates is very slow and takes a lot of time. This will slow down the process of sending the CV template to the customers of GetMeHired. In today's fast paced world, all these delays and mistakes can give a very big impact to the GetMeHired customers and it could potentially make the customers choose the other better company compared to GetMeHired.

In the job market assistance where it is very competitive, it is very important that the company needs quick and accurate support, the issues that we found might cause missed opportunities for GetMeHired company and the customers who trusted GetMeHired. If the customers are not satisfied with the GetMeHired company, surely they would find another similar company but with better services compared to the GetMeHired company. This is because everyone wants quick and reliable services so they will find the company who suits them. This might lead to decrease of revenue of GetMeHired because GetMeHired lost a lot of customers. To prevent this problem from happening, GetMeHired should use a better method to make the process to become faster and avoid any error occurred.

Conclusion, the current method of distributing the CV templates which is manually distributing the CV template is causing a lot of problems for the GetMeHired company. We must fix all the problems that we faced so that we can make our customers feel satisfied with the company. We should be implementing automated distribution methods. By doing all this, it will let GetMeHired becoming a better choice for the customer and it will give the customers a better service and it might has potential to increase the revenue of the company so that GetMeHired can stand a chance to compete with other job assistance companies.

4.0 Proposed Solutions (include feasibility study)

The solution we decided to propose is to develop a system that can detect the payment of the customer and automatically send the CV templates after the customer makes the payment to become a member at GetMeHired.

Technical Feasibility

In terms of technical feasibility, we need to check whether each of the proposed solutions works well with the company's current IT system. This means we need to look at the hardware, software, and IT knowledge required. It is also crucial to make sure that the technical development and integration of these solutions, like automation, a customer portal, notifications, and quality checks, fit smoothly with the tech the company already has. If we go for a mix of these solutions, we will need to make sure that they all are able to do it with the company's existing IT systems to make the implementation a success.

Operational Feasibility

The proposed solutions have various impacts on our day-to-day operations at GetMeHired. The automation system will make our work smoother by taking care of CV template delivery, but we might need to train our team to use it effectively. The customer portal empowers customers to help themselves, reducing the workload on our support team, but it necessitates ongoing development and maintenance. The notification system speeds things up, but our team might need some time to adjust. Quality control measures guarantee top-notch CV templates, although staff training may be required. A combination of these solutions could significantly enhance our operations, but it requires careful planning and management. This feasibility study will guide us in ensuring a seamless integration of these changes into our daily work routine.

Economical Feasibility

For the economic feasibility aspect, we need to evaluate the financial implications of implementing these proposed solutions at GetMeHired. This evaluation involves a cost-benefit analysis to determine whether the investments in these solutions align with the company's financial capabilities and potential returns. The initial costs of acquiring necessary software, hardware, and training must be weighed against the expected savings or revenue generated by improved efficiency and customer satisfaction. It is crucial to ensure that the overall benefits outweigh the expenses, making the chosen solutions a financially workable and worthwhile investment for the company. This evaluation will guide decision-making and financial planning for the successful implementation of the solutions.

5.0 Objectives

Project Objective: The primary objective of this website enhancement project is to improve the overall user experience, functionality, and performance of website “getmehired.io”. The enhancements aim to achieve the following specific objectives:

1. Enhance the website's user interface and navigation to make it more intuitive, learnable, and engaging.
2. Optimize the website's loading speed and overall performance to ensure quick and smooth user access.
3. Improve the website's security measures to protect user data and prevent vulnerabilities.
4. Introduce new features and functionalities as needed to meet the website's objectives.

6.0 Scope

Scope: The scope of this website enhancement project includes the following key components:

- 1. User Interface (UI) and Design:**

Enhance the website's user interface design to ensure a consistent and pleasing appearance across various web browsers. This includes ensuring that all website elements are correctly positioned and function as intended.

- 2. Performance Optimization:**

Improve website speed and responsiveness by implementing strategies such as reducing the number of HTTP requests. This involves consolidating multiple CSS and JavaScript files into single files. Additionally, optimize server-side code and database queries to decrease the time it takes for the server to respond to user requests.

- 3. Security Enhancement:**

Strengthen website security through the implementation of industry-standard practices. This includes obtaining an SSL certificate to secure data transmission, conducting regular security audits to identify vulnerabilities, and configuring firewalls for added protection. Furthermore, enhances measures to protect user data and privacy.

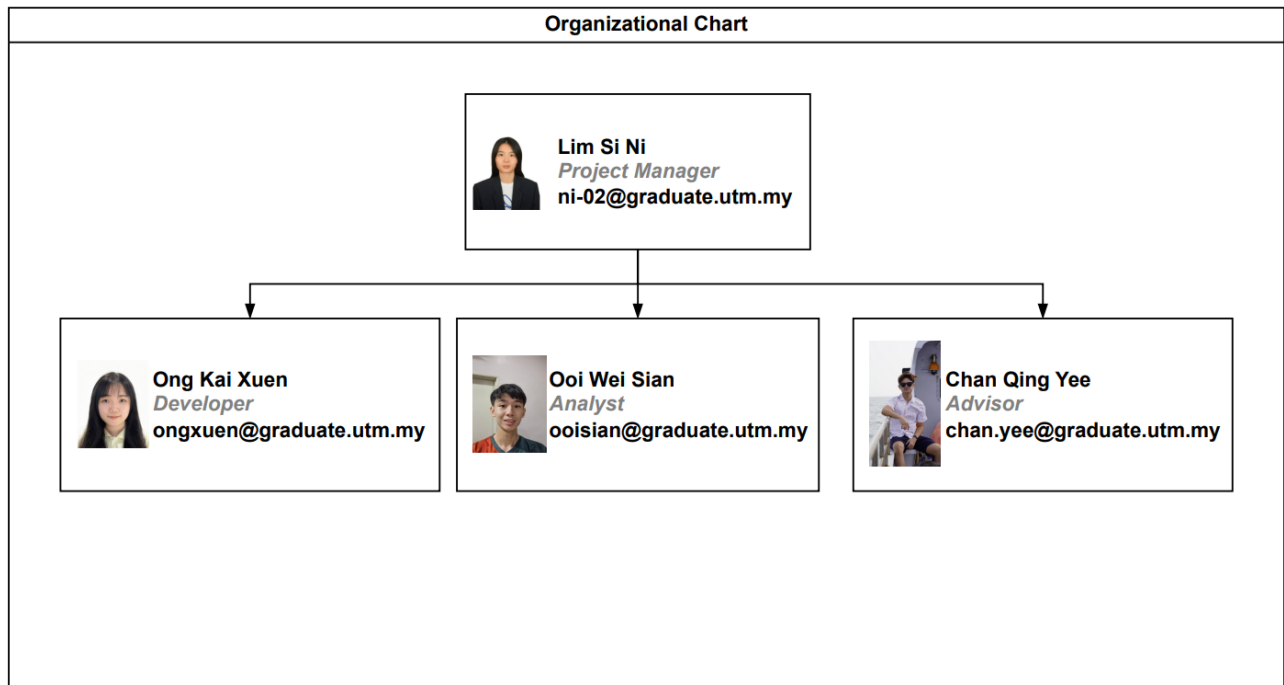
- 4. Integration of New Features:**

Identify and incorporate new features and functionalities that align with the website's goals. For instance, enable the automatic delivery of CV templates to customers upon completing their payment. Additionally, integrate an AI-based chatbot to offer 24/7 customer support. These enhancements are not only cost-effective but also enhance system performance by reducing the need for additional human resources.

By implementing these improvements, we aim to create a visually appealing, high-performing, secure, and feature-rich website that offers an exceptional user experience across different web browsers.

7.0 Project Planning

7.1 Human Resource



7.2 Work Breakdown Structure (WBS)

A work breakdown structure breaks a project down into smaller, more manageable component.

1) Project Initiation

- Define the scope of the project and the objectives of the project
- Assemble a project team
- Meeting with Stakeholder

2) Planning Phase

- Making a timeline (Gantt Chart)
- Resource planning
- Risk analysis

3) Analysis Phase

- Gathering Requirement
- Identify the function and features of the system
- Documentation of analysis findings

4) Design Phase

- System Architecture Design
- User Interface Design

5) Implementation Phase

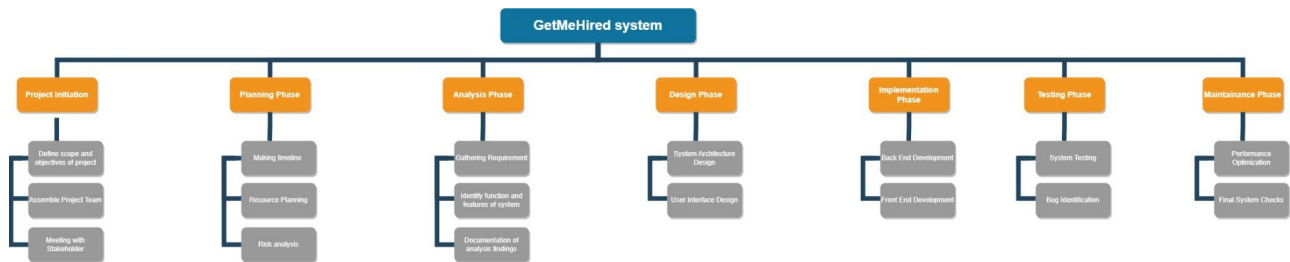
- Back End Development
- Front End Development

6) Testing Phase

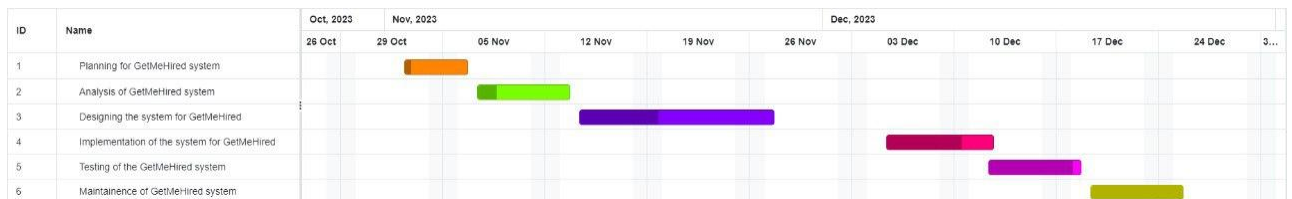
- System Testing
- Bug Identification

7) Maintenance Phase

- Performance Optimization
- Final System Check



7.3 Gantt Chart



The diagram above shows the Gantt Chart of this project.

Planning Phase:

The initial phase of the project, scheduled from the 2nd to the 6th of November, will focus on complete planning. This period is essential for outlining the project scope, establishing goals, and assembling the project team. Clear objectives and a well-defined scope will serve as a guiding framework for subsequent phases.

Analysis Phase:

Following the planning phase, the analysis stage is set to begin from the 7th to the 13th of November. This period is dedicated to a detailed examination of the requirements and functionalities of the GetMeHired system. The goal is to explore the specifics, gather necessary information, and align the system's features with the desired outcomes.

Design Phase:

From the 14th to the 24th of November, the design phase takes center stage. This ten-day period is aimed at crafting the blueprint for the GetMeHired system. It involves conceptualizing the architecture, layout, and user interface, ensuring that the design aligns with the established requirements and objectives.

Implementation Phase:

The implementation phase, scheduled from the 5th to the 12th of December, is dedicated to bringing the designed system to life. Within this timeframe, the focus is on translating the design into a functional system, putting the plans into action, and building the core functionalities of GetMeHired.

Testing Phase:

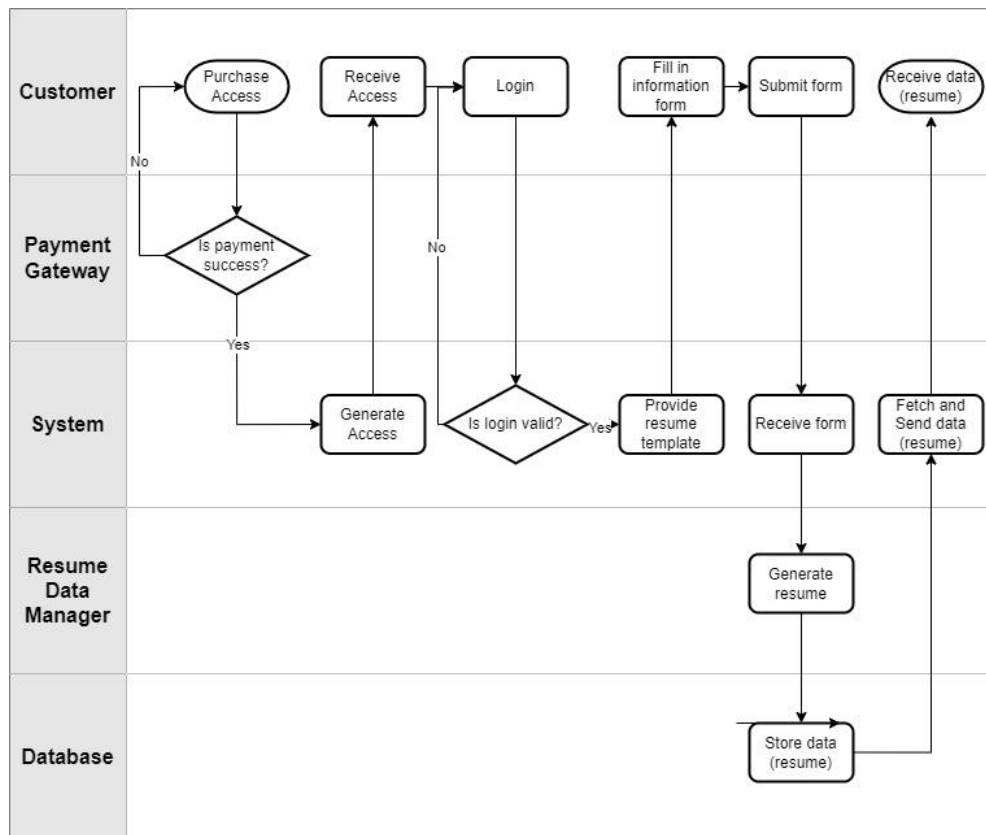
From the 13th to the 17th of December, rigorous testing is conducted to ensure the system's reliability and performance. This phase is crucial for identifying and fixing any potential bugs or errors, guaranteeing a high-quality end product.

Maintenance Phase:

Finally, from the 18th to the 27th of December, the maintenance phase begins. Here, any issues uncovered during testing are addressed, and fine-tuning is undertaken to ensure the system functions optimally. This period allows for adjustments and improvements before the system's launch. This structured timeline aims to facilitate a smooth and systematic progression through each phase, ensuring a powerful and effective GetMeHired system.

8.0 Requirement Analysis (based from AS-IS analysis)

8.1 Current business process (scenarios, workflow)



9.0 Transaction requirement (data entry, data update/delete, data queries)

9.1 Module 1: User Registration

This module enables users who want to register to Getmehired.io to be effectively enrolled to the platform. Users can register by entering basic information such as their name, email address, and password.

9.1.1 Transaction Requirements: Data Entry

1. Enter the compulsory details of unregistered customer (name, email address, password)
2. Enter other information such as gender, home address, phone number, skills.

9.1.2 Transaction Requirements: Data Update/delete:

1. Users can correct errors or update information upon filling up the registration form.

9.1.3 Transaction Requirements: Data Queries:

1. Display register status.
2. Display welcoming page after user makes registration.

9.2 Module 2: User Profile and Information Management

Users can manage their profiles by entering or updating information such as contact information, skills, and employment history. Users can also edit their profiles and request them to delete their account.

9.2.1 Transaction Requirements: Data Entry

1. User enter additional details like contact information, skills, and employment history.

9.2.2 Transaction Requirements: Data Update/delete:

1. User can update and edit their existing information or delete their account

9.2.3 Transaction Requirements: Data Queries:

1. Display user's profile upon login

9.3 Module 3: CV Template Purchase

This module allows customers to purchase CV templates. Users provide payment information during the purchase process and administrators can update transaction

status and initiate refunds as needed. The module also provides data queries for displaying available CV templates, as well as for confirming successful transactions.

9.3.1 Transaction Requirements: Data Entry

1. User enter purchasing information.
2. User make payment via payment gateway.

9.3.2 Transaction Requirements: Data Update/delete:

1. Administrators update the transaction's status whether they are unpaid, processing, or completed.
2. Administrators update transaction records and process refunds in case of cancellations.

9.3.3 Transaction Requirements: Data Queries:

1. Confirm payment details from user
2. Verify successful transactions.

9.4 Module 4: AI Based Chatbot

The AI-powered Chatbot Interaction module improves the user experience by delivering customer care 24 hours a day, seven days a week. It will deliver the relevant CV template to the customers after they make payment. On the other hand, Users can ask the chatbot questions or request assistance, and the system responds with relevant details obtained through data queries. The goal of this module is to increase user engagement and pleasure.

9.4.1 Transaction Requirements: Data Entry

1. Trigger the automated delivery process for ordered CV templates after successful payment confirmation.
2. User enter their inquiries

9.4.2 Transaction Requirements: Data Update/delete:

1. Display the successful delivery status of CV templates in the transaction records.

9.4.3 Transaction Requirements: Data Queries:

1. The chatbot queries a database for relevant responses.
2. Automatic delivery of CV templates.

9.5 Module 5: User Feedback submission

This module allows users to share their GetMeHired service experiences and inquiries. Users will contribute to the improvement of services by offering insightful comments.

9.5.1 Transaction Requirements: Data Entry

1. User enter feedback via feedback section

9.5.2 Transaction Requirements: Data Update/delete:

1. Users can update their suggestion by submitting the feedback form via the feedback section.

9.5.3 Transaction Requirements: Data Queries:

1. Show potential consumers user feedback and comments.
2. Identify areas to make enhancement.

10.0 Benefit and Summary of Proposed System

In the constantly shifting environment of job searching, it's critical to find a platform that suits our requirements. In this case, the suggested improvements to GetMeHired.io represent a significant makeover that prioritizes user experience. There are various advantages that perfectly align with our company's mission of improving the job search journey for Malaysian users.

The post-payment automated delivery of ordered CV templates offers a smooth and quick service, the automatic template delivery lightens the burden of administrators of the getmehired.io system since they don't have to send the CV templates to customers manually. Besides, with this new feature customers will get their CV templates immediately after purchasing as a member. Therefore it also increases client satisfaction for the system and saves their waiting time to receive the CV templates.

Furthermore, the User Feedback Submission module creates an easy way for users to submit their experiences and thoughts to the getmehired.io system. User feedback and comments are essential to the system development. Users' feedback frequently highlights areas of dissatisfaction, difficulty, or disappointment. This information is useful for discovering specific pain points or issues along the user experience and helps the development team in addressing and resolving these issues.

11.0 Summary

The GetMeHired.io system delivers a high-performing, secure, and feature-rich environment to its users. The platform's commitment to user experience, security, and adaptability guarantees that job searchers in Malaysia have access to a full portfolio of services.

In summary, making the website easy to use is important for users to have a good experience. We are using new technology like AI for customer support and sending CV templates automatically after payment. It shows that we're keeping up with what people want. We're also allowing users to fix mistakes in their information shows we care about keeping their details correct and up-to-date.

In short, we understand the importance of group cooperation and commitment during our work on the GetMeHired.io assignment Phase 1. In our opinion, we're not just meeting project goals, but we're also building a website that's secure, easy to use and meets the different needs of job seekers. Besides, we're always prepared to adapt user feedback and always trying to make the Getmehired.io system a better future.