



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

# **SECD2523 - DATABASE**

GROUP PROJECT

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## **1.0 Introduction**

Nowadays, the job market has become extremely demanding, where the transition from academic institutions to professional careers stands as a pivotal milestone for fresh graduates, getmehired.io emerges as a beacon. This innovative CV generator website has played a transformative role, effectively connecting recent graduates with prospective employers. As we navigate the evolving professional landscape, it's evident that there is a growing demand for streamlined career services. getmehired.io, recognizing this need, has positioned itself as a vital bridge, fostering seamless connections between job seekers and companies in search of promising talent.

The platform's commitment to empowering young professionals is evident in its provision of dynamic templates and personalized guidance, enabling graduates to craft compelling CV that not only meet but exceed the expectations of the fiercely competitive job market. However, in the face of this success, the company is grappling with the challenges posed by the exponential surge in demand for its services. In an era where reliance on digital solutions for career advancement is at an all-time high, the growing volume of CVs presents a significant hurdle.

This challenge becomes particularly pronounced during peak recruitment seasons when the demand for getmehired.io CV template services skyrockets. The existing operational framework, a combination of automated and manual processes, while innovative, exhibits certain limitations. Notably, the manual verification phase, which relies on a one-to-one correspondence between staff and CVs, has led to inefficiencies and potential bottlenecks.

Our mission is rooted in the collaborative effort to improve and optimize the current system. By undertaking enhancements, we aim to navigate the challenges faced by getmehired.io, ensuring not only the efficient management of increasing CV volumes but also fortifying the platform's capability to meet the ever-growing demand. We are dedicated to identifying and implementing the most effective strategies that will allow GetMe Hired to not only sustain its current success but also foster substantial growth over time. This proposal serves as a comprehensive guide, outlining our detailed plans for the development of the existing system at GetMe Hired, with a keen focus on addressing the needs and perspectives of both clients and owners.

## **2.0 Background Study**

[getmehired.io](https://getmehired.io) or GetMe Hired is a burgeoning startup dedicated to enhancing the job-seeking journey for individuals. The aim is to elevate your experience by offering services such as Professional CV Writing, tailored CV Templates, coaching, and other career-related support. This system is mainly to target their clients which are the fresh graduates or people who seek for a job.

The services provided by this system is

### **1. CV's template**

This is one of the basic services provided where the user can use their templates to create a good CV based on their required data by the system to be use inside the CV.

### **2. CV writing (Basic / Professional)**

This service is for the user to create their own CV from scratch and get guidance from the staff to get more knowledge and error checking while doing the CV until generating the best and suitable CV for employment.

### **3. Webinar/Master Class**

This webinar provides the coaching on how to make the best CV and also learn about things that make you get the company's attention.

GetMe Hired not only focused on the making of the CV but also lead you to get your dream job on the company. GetMe Hired also exposed you to many company as the system also have representative of any company that log in to the system that can view your CV and if the requirements met, the representative will contact through the provided contact list in the CV.

### **3.0 Problem Statement**

After discussing between group members, we have identified the problems that GetMeHired face that are stopping them from growing into a bigger and better company overall. The problems are as such:

#### **1. Lack of Manpower**

- The GetMeHired company is still a small company. So during peak seasons such as graduation seasons when there are a lot of fresh graduates, they may not be able to handle the amount of work they will be getting.

#### **2. Lack of Automation on some process**

- For example the GetMeHired company sends CV templates manually to customers. This process will be fine if there are a small number of customers. But in order to handle a large scale of people they will have to automate the process as human tends to make more errors such as forgetting to send and sending the wrong stuff

#### **3. Feedback**

- The GetMeHired company does not have a dedicated feedback field. A customer's feedback is always important in the business field as customers' opinion will help tell the company on what to improve on.

#### **4. Customer Service**

- As of right now, the GetMeHired company does not have a built-in customer service system. To get help, customers will have to text the company through Whatsapp which may not be a very easy and professional approach towards customer service.

These are the problems that we think the company is facing as of right now. The problems may not be big individually but will make a big impact on the overall image of the company.

## **4.0 Proposed Solutions**

We have decided to come out with a solution which is to develop automated AI chatbots that are integrated inside their website which before this they are using the third-party app to contact with the customer service.

### **Technical Feasibility**

To ensure technical feasibility, we must explore integrating our proposed automation and AI-related solution. This involves assessing the potential replacement of this feature within the existing third-party app, ensuring compatibility with their current system capabilities. Gathering expertise across various professions is essential to address potential challenges and ensure a smooth implementation. Our focus extends beyond implementation and system performance, it includes ensuring easy maintenance for future enhancements.

### **Operational Feasibility**

Our proposed system aims to expedite daily operations within the system. This is achieved by eliminating the waiting time for customer queries through the use of a third-party app. However, to enable swift responses related to Frequently Asked Questions (FAQs), the AI requires training with these specific queries and their corresponding dedicated answers. Staff members are tasked with gathering all potential FAQs and their respective answers for integration into the AI, ensuring users receive immediate assistance for FAQ-related inquiries.

### **Economical Feasibility**

The potential implementation of this system requires a comprehensive evaluation of its profitability for the company's investment. Aligning with the company's budgetary constraints is crucial while ensuring the feasibility of making this system a reality. It's essential to demonstrate to the company that the advantages offered by this system far exceed the allocated budget. Hence, the focus shouldn't solely revolve around budget considerations but also on the system's capability to enhance staff satisfaction and more significantly, meet customer needs. This entails showcasing how the system's functionalities cater to both internal and external stakeholders, ultimately benefiting the company's overall objectives.

## **5.0 Objectives**

- Enable efficient management of user data within the GetMe Hired System.
- Implement an automated communication system for CV status updates.
- Address growing data and information needs effectively.
- Create an intuitive and user-friendly feedback mechanism.
- Enhance the quality of services offered to users.

## **6.0 Scope**

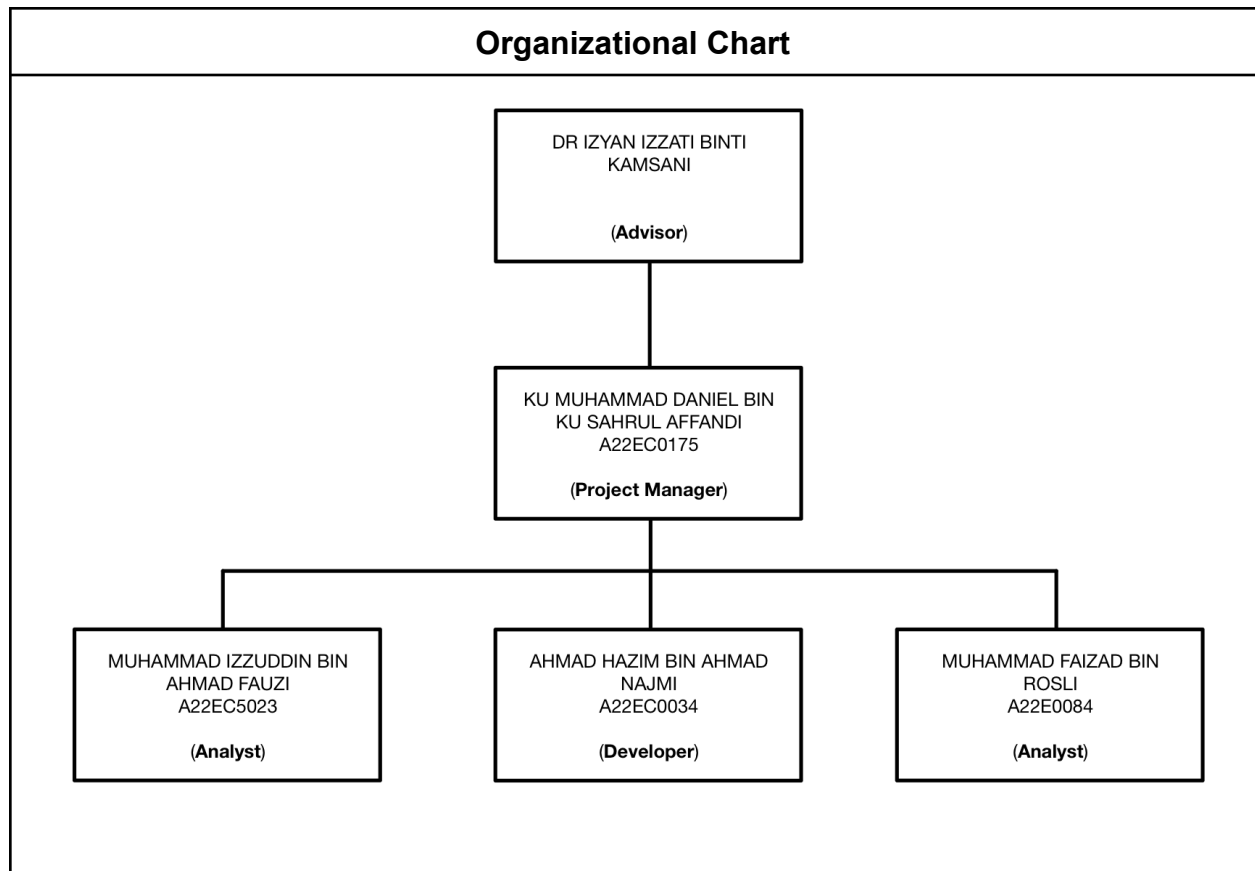
The project scope centers on optimizing the GetMe Hired System to elevate user experience and operational efficiency. This encompasses several key objectives. Firstly, streamlining the management of user data to ensure efficiency and accuracy within the system.

Secondly, implementing an automated communication system to keep users updated on their CV status seamlessly. Addressing the increasing demands for data and information constitutes another crucial aspect, involving strategies to manage and accommodate this growth effectively. Moreover, creating an intuitive feedback mechanism will enable users to provide insights effortlessly, aiding in understanding their needs better.

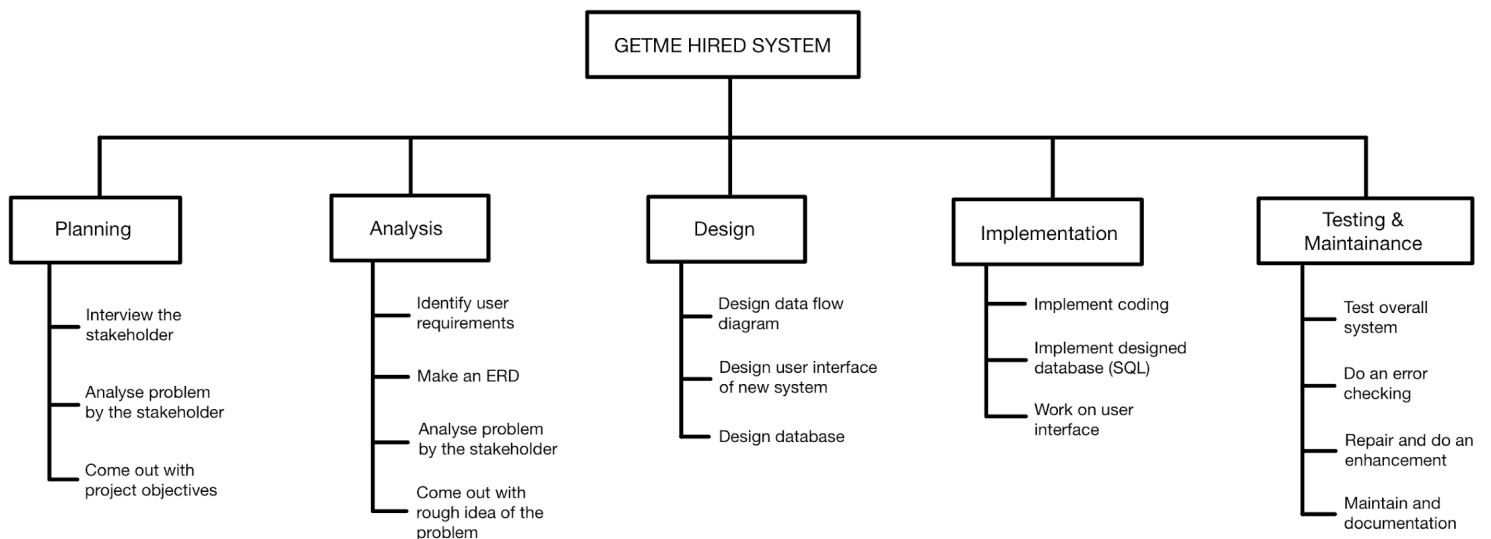
Lastly, the overarching goal is to enhance service quality comprehensively, utilizing these improvements to deliver a more refined and user-centric experience. Through these targeted enhancements, the project aims to fortify the system's capabilities and deliver a more user-friendly, efficient, and superior service environment.

## 7.0 Project Planning

### 7.1 Human Resource








### 7.2 Work Breakdown Structure (WBS)



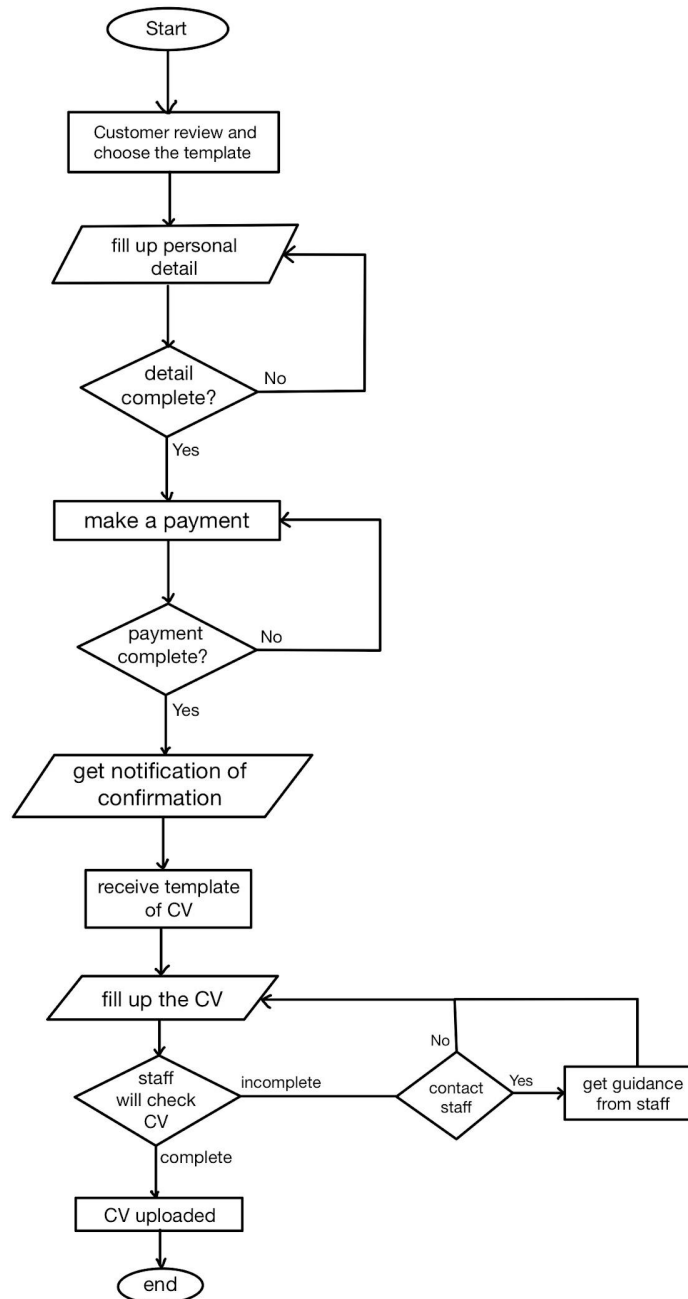


### **7.3 Gantt Chart**

<b>Content</b>	<b>Date</b>			
	Oct 23	Nov 23	Dec 23	Jan 24
1. Planning				
2. Analysis				
3. Design				
4. Implementation				
5. Testing & Maintenance				

## 8.0 Requirement Analysis

### 8.1 Current Business Process



## **9.0 Transaction Requirement**

### **Data Entry**

- User login into the system
  - The user who uses this system can login into the system with all the required information that is displayed on the login page . The system should tally with the current user if it's the regular user or if the new user, the user will sign up and the system will store its information.
- Purchase the service
  - The user who buys the specific package will go to the purchase page and be required to enter all the information needed and the system will record the transaction and save it into the database.
- CV template
  - Users who purchase the CV template will needed to enter their information in the CV template and the system will record the CV once it is completed.

### **Data Update/Delete**

- User profile
  - Users will be able to update their own profile to the latest information or can delete their profile or account from the system. The latest information of the user also updated in the database.
- CV writing
  - Users are able to update their CV if there is still missing information inside their uploaded CV. Users are also able to delete the written CV. All the actions are also updated inside the system database.
- Uploaded user CV inside the system
  - The staff can upload the CV of the completed user's CV into their system for another company who signs-in to search talent for their company. The staff also can delete the uploaded CV that they made.

## **Data Queries**

- Customer Service
  - The users can ask any enquiries related to the system and the service. The frequently asked questions will be recorded.
- Company search for Talent
  - The company who registered inside the system can ask the system for the talent they wanted with all the requirements they needed.
- Webinar
  - The users can ask more specific questions for the service provided and also can ask which company that offer the job that they wanted.

## **10.0 Benefit and Summary of Proposed System**

As our world is chasing towards the digitalized and autonomous system, integrating an AI chatbot into GetMe Hired offers an array of advantages that deeply impact both users and the platform itself. Firstly, this AI-driven chatbot acts as a 24/7 virtual assistant, significantly reducing response times for user inquiries. Its immediate availability ensures that job seekers receive prompt assistance, whether it's about profile setup, job application procedures, or general inquiries, thereby enhancing user satisfaction.

Moreover, the AI chatbot's integration optimizes the job search process by providing personalized recommendations based on user preferences, skills, and industry trends. By analyzing user data and preferences, it can suggest tailored job openings, training programs, or resume enhancements, effectively becoming a proactive guide for individuals navigating the employment landscape.

The chatbot's machine learning capabilities allow it to continuously refine its responses based on user interactions, improving its accuracy over time. This adaptability ensures that the assistance provided remains relevant and helpful, adapting to the evolving needs and queries of job seekers.

From an operational perspective, this integration also lightens the load on human support staff. Routine inquiries and repetitive tasks that the chatbot can handle efficiently free up human resources to focus on more intricate or nuanced user issues, thereby improving overall service quality.

Furthermore, the presence of an AI-driven chatbot within GetMe Hired distinguishes the platform in a competitive job market. It showcases a commitment to innovation, user-centricity, and technological advancement, attracting both job seekers seeking a modern and efficient experience and potential employers impressed by the platform's responsiveness and cutting-edge technology.

Overall, the AI chatbot integration within GetMe Hired not only amplifies user satisfaction by offering swift and personalized assistance but also optimizes operations, strengthens the platform's competitive edge, and positions it as a frontrunner in the realm of job-seeking platforms.

## **11.0 Summary**

The GetMe Hired platform embodies a commitment to excellence, leveraging high-performing, secure, and feature-rich functionalities to elevate the job-seeking experience in Malaysia. Through strategic enhancements, the platform addresses a spectrum of challenges, including user engagement, CV management, and seamless communication.

By integrating cutting-edge AI for customer support, automating CV template delivery, and fostering a robust communication platform, we not only ensure an efficient workflow but also demonstrate our dedication to meeting user preferences and rectifying information errors promptly. These advancements signify a user-centric approach, aiming to provide a secure, streamlined, and adaptable system.

Anticipated improvements promise increased user satisfaction, smoother recruitment processes, and a more dynamic connection between job seekers and companies, solidifying GetMe Hired as a frontrunner in the ever-evolving job market. Continual adaptation to user feedback underscores our commitment to shaping a future-ready platform, dedicated to serving the evolving needs of job seekers and stakeholders alike.