

# Training Guide for Sales and Customer Support

## Background

- **Background information about the industry or the problem**

Many African countries have invested heavily in their education sectors over the past decades, leading to an unprecedented increase in the number of graduates. It signifies the challenge of creating employment opportunities that can absorb the growing pool of graduates and harness their skills and knowledge for economic development. According to the [Office for Africa International Institute for Educational Planning](#) about 100 million young people will have entered the labor market in Africa by 2030, representing more than 10 million young job-seekers each year. During the last decade, Africa has surprisingly become one of the top destinations for seeking developer talent for companies from [Central and Eastern Europe \(CEE\)](#).

- **Problem Statement**

Recent graduates in Africa have a high potential to be hired by the biggest company in the world, especially STEM graduates. Job search is a very difficult journey for many of them due to many reason such as :

- ❖ Lack of appropriate channels connecting graduates with open job positions in the industries.
- ❖ Lack of appropriate channels promoting Africa Gold Talent to the Biggest Company in the world.

- **Product Goals:** how does your product solve the problem

- ❖ Providing a platform where recent graduates search and apply for a job based on their skills and preferences.
- ❖ Facilitating the discovery of Africa Gold Talent by the biggest company in the World.

- ❖ Provide support to graduate to growth in skills , build a portfolio through real world projects, prepare job application documents to stand out in the job market.
- ❖ To provide a platform where recent graduates , mentors and recruiters connect.

## Market background

- **Target audience**

- ❖ Recent Graduates
- ❖ Unemployed peoples
- ❖ High Tech Companies looking for Africa Gold Talents

- **Target market**

Our initial focus is Africa countries which have a high potential market with :

- ❖ The highest unemployment rate in the world ( 60% under 25 years old)
- ❖ 100 million young people will have entered the labor market in Africa by 2030, by 2030
- ❖ 675,000 of STEM graduates each year (potential Gold Talent for High Tech Company), most of them are already linkedIn users.
- ❖ 80 000+ [ALX Software Engineer](#) graduates Since 2021, all are linkedIn users

Our next focus will be the High Tech company and start up in the world looking for African Gold Talents

- **Competitors**

- ❖ [Indeed](#)

- [Features](#)

- Jobs Board
- Activity Dashboard
- Applicant Tracking
- Application Management
- **Users** : 5 million times downloads

- [Revenue](#) : \$3.8B per year

❖ [ZipRecruiter](#)

- **Key Features**
  - Access to millions of job
  - One click to apply
  - Alert when your resume is viewed
  - Alert to receive local job
  - **Users** : 5 million times downloads
- [Revenue](#) in 2023 (TTM): \$0.79 B



## Product Background

- Three of your main features

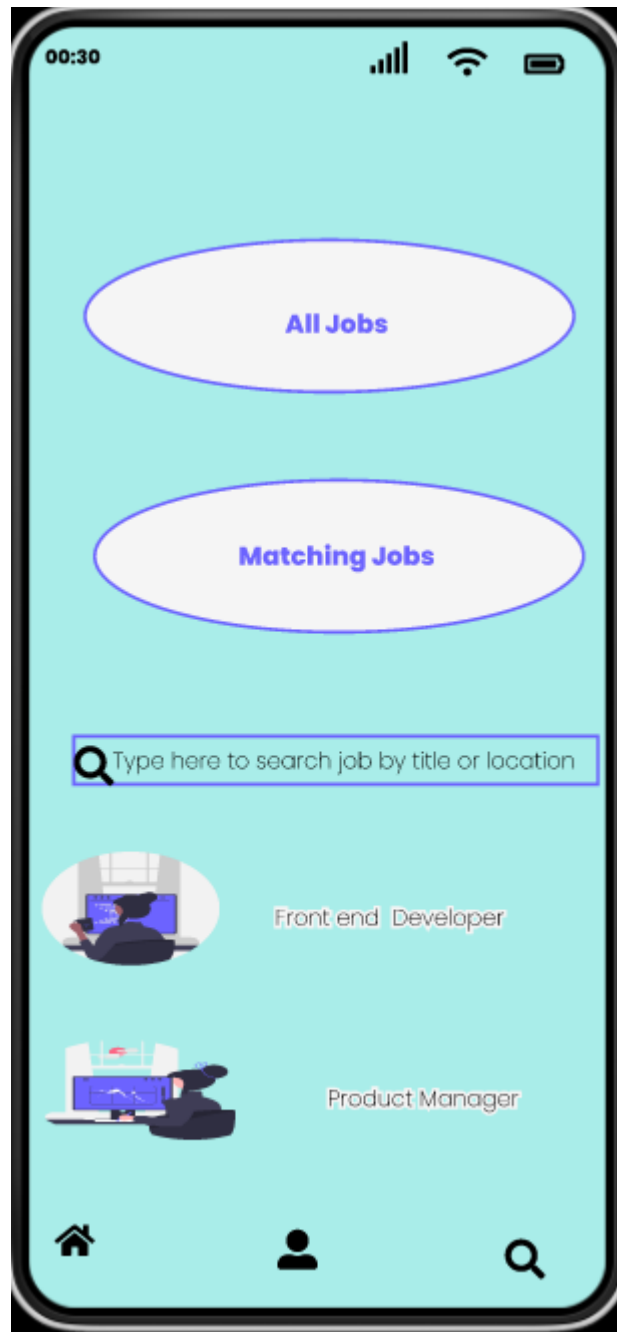
- ❖ Talent Profile

The image shows a mobile application interface for creating a 'Talent Profile'. The screen has a light blue background. At the top, there's a dark blue header with the title 'Talent Profile' in white. Below the header is a circular placeholder for a profile picture. The form consists of several input fields: 'Name', 'Surname', 'Skills', and 'Gender', all with light blue borders. Below these is a 'Personal summary\*' section with a larger text area. At the bottom of the form is a file upload section with the text 'Drag file here to upload or Browse' and a small icon of a document with an arrow. A large, light blue oval button with the text 'Update Profile' is positioned below the file upload section. The bottom of the screen features a dark blue navigation bar with three icons: a house (Home), a person (Profile), and a magnifying glass (Search).

Allow user to set up his profile by entering key elements like:

- ★ Profile Picture \*
- ★ Job Focus \*
- ★ Countries I want to work in \*
- ★ Experience Level \*
- ★ Preferred Employment Types
- ★ Preferred Ways of Working \*
- ★ Tagline - one-sentence overview of who you are \*
- ★ Preferred Start Date \*
- ★ Languages I can work in
- ★ Country of Residence \*
- ★ City based in \*
- ★ LinkedIn URL \*
- ★ Send me jobs via email!
- ★ I require a visa to work in
- ★ Gender
- ★ My CV
- ★ Personal summary

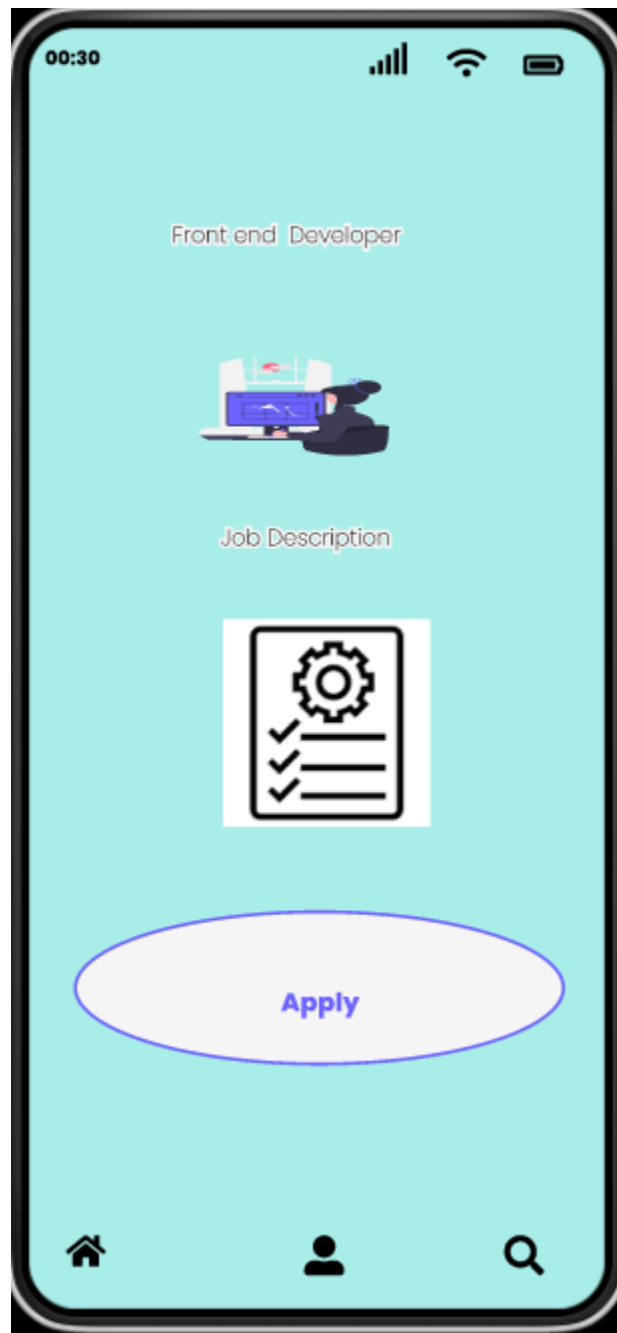
## ❖ Job Board



Allow user to :

- Search for a job by entering (role, country, company, sector , organization, seize)
- View matching jobs
- View all jobs

## ❖ Job Application



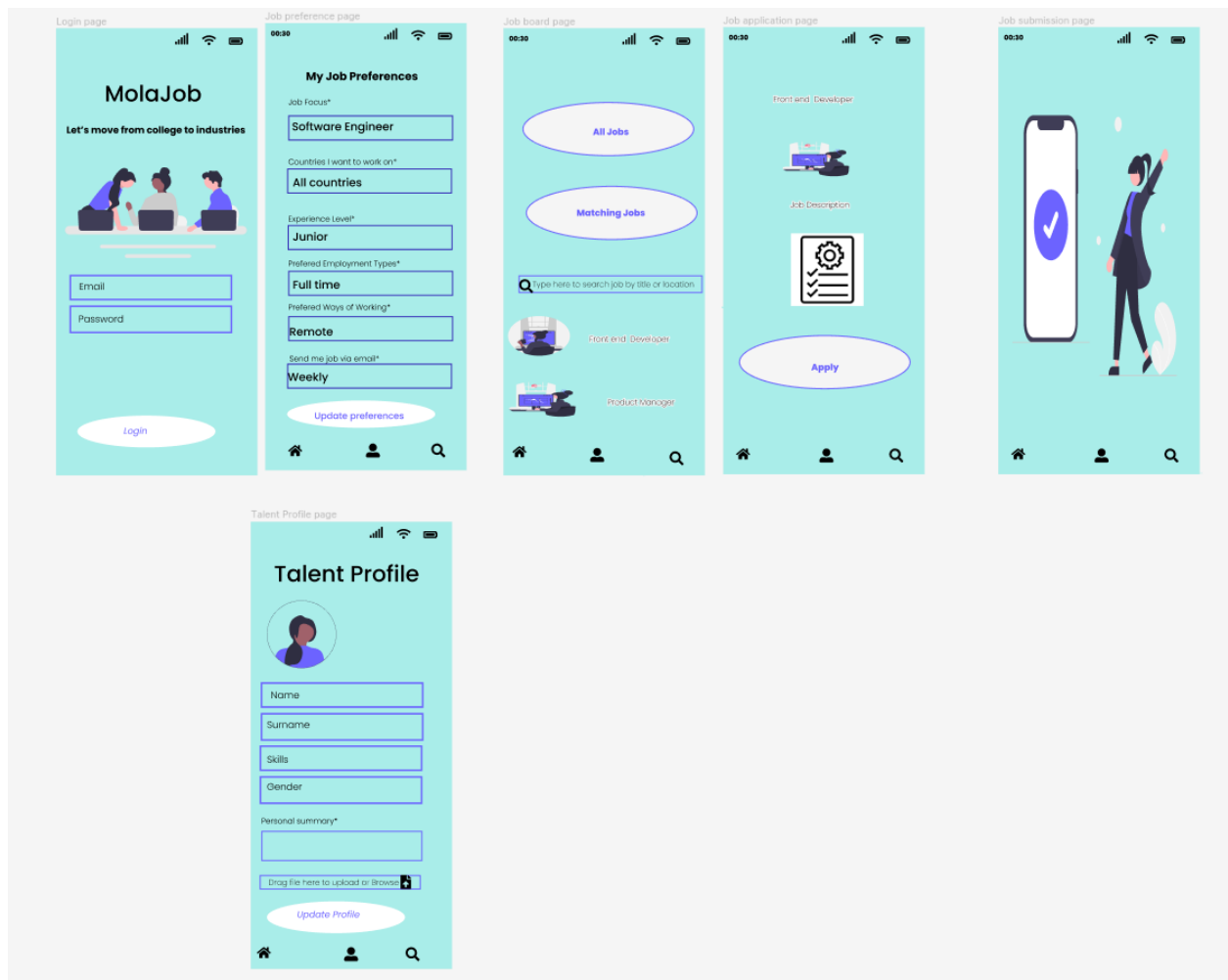
Allow users to :

- ★ View job details
- ★ Apply for a job



- **Knowns issue**
  - ★ The jobs recommendation may not be relevant for non STEM related jobs
  - ★ The app support only french and english language
  - ★ User may experience high response time when entering irrelevant limited number of elements as search criteria
  - ★ Filled job positions can still appear as open in the app within 5 days.

## Visual



## Pricing

Our pricing strategy will comply with LinkedIn pricing policy (basic services are free, we charge users for extended service)

### → Graduates

#### ◆ Freemium

- Free subscription

- Create Talent Profile
- Search Job search
- Apply for a job (only for users who accept to give 1% of their salary within 12 months after getting the job)
- Access to documents template
- Access to Udacity free course
- Participation to Omdena
- Access to community

- Conversion from free to paid subscription

- Receive jobs recommendation via email
- Apply for a Job
- Documents review.

### → Employer

#### ◆ Freemium

- Free subscription

- Post Jobs
- Search Gold Talent

- Conversion from free to paid subscription

- Hire Gold Talent

### → Special discounts/offerings

- ◆ 1 month trial for users
- ◆ Half price for the two first months for all users
- ◆ 30% discounts for 1 year subscription

### → Monthly subscription

- ◆ Graduates : 5\$
- ◆ Employer : 100\$