

Molajob

Managing Product Development

Product Manager: YOUNKAP Duplex



Getting Started

Starter PRD and Prototype

We start with the updated PRD from the previous project



[Molajob Starter PRD](#)

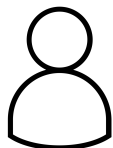
We start with the prototype from the previous project



[Molajob Prototype](#)

Molajob Team

These are the people on your team. Refer to this slide when you need to identify who to work with.



Product
Manager



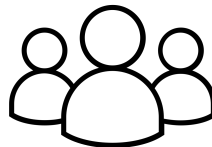
Engineering
Lead



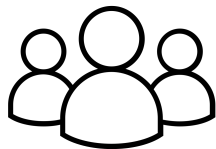
QA



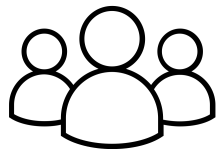
Designer



Data
Analytics



Product
Marketing



Customer
Service



Finance
Accounting



Legal
Compliance



Product
Design

Create Project Blueprint

A product launch is not just about deploying a beautifully designed,built and thoroughly tested feature. Your company needs to be equally prepared if not more to support every possible customer interaction associated with the product (e.g landing on your company website to learn more about the new feature)

COORDINATION ACTIVITIES MAP



[MolaJob activities map link](#)

Plan for Sprint Meeting

As a PM, it is important to stay ahead of your scrum team and be prepared for every upcoming sprint by having a target goal defined with prioritized backlog for team to start costing and breaking down the tasks

Sprint Planning Meeting Preparation

Sprint goal

Build the app core component which provides interfaces to recent graduates to search jobs by entering key elements (skills, role & preferences)

Sprint Backlog (list the prioritized **user-stories** from the product backlog)

- | | |
|---|---|
| 1 | As African recent graduates, I want to set my Talent Profile so that it could be used for job recommendation |
| 2 | As African recent graduates, I want to search jobs that match my skills and preferences |
| 3 | As African recent graduates, I want to learn new skills to remain update on the technologies trends |
| 4 | As African recent graduates , I want to build a strong portfolio by collaborating in open source real world project |
| 5 | As African recent graduates, I want write/collect documents required and submit my application |
| 6 | As African recent graduates, I want to network with my fellow graduates, mentors and recruiters |
| 7 | As African recent graduates, I want to receive tailored job recommendation via email |

Sprint Prioritization Logic

- ❖ We have to build the AI model which powers job recommendation
- ❖ We have to build the API between systems to effectively handle business operations

User Story 1

User Story	As African recent graduates, I want to search jobs that match my skills and preferences
Design	link
Acceptance Criteria	<ul style="list-style-type: none">❖ User should be able to update his talent profile❖ User should be able to search job by entering key criteria❖ User should be able to apply for a job❖ User should receive notification for a successful job application
Assumptions	<ul style="list-style-type: none">❖ User Talent profile (Profile Picture , Job Focus , Countries I want to work in, Country of Residence , Gender, My CV , Personal summary, ...) is already set in the app.❖ Many Jobs are already set in the database with basic information (role, location, skills, qualification, description, salary, ...)

User Story 2

User Story	As African recent graduates, I want write/collect documents required and submit my application
Design	link
Acceptance Criteria	<ul style="list-style-type: none">❖ User should be able access documents templates (CV, cover letter, ...)❖ User should be able to upload his documents (cv, cover, ...)❖ User should be able to ask review of his documents (cv, cover, ...)❖ User should receive advice for correction of his documents (cv, cover, ...)❖ User should be able to apply for a job❖ User should receive notification for a successful job application❖ Document should be review with 2 hours after submission
Assumptions	<ul style="list-style-type: none">❖ Documents template already exists in the database.❖ We have a competent team of mentors available to review documents and share feedback

Decoding API Documentation

As a PM, you will collaborate with the engineering team and provide guidance that heavily influences their development approach. When a product requires an API integration, sometimes PM need to be “technical enough” to understand the following to refine the solution with designer and development team

- ❖ what information is available via the API
- ❖ how is it available
- ❖ possible pricing impact

MolaJob Project

Based on the API documentation how would you update your solution and design?	<p>We will extend the powerful LinkedIn REST API to provide enables services/features to our application</p> <ul style="list-style-type: none">❖ Allow users to sign up using their LinkedIn account❖ Allow users to use their resume generated by linkedIn to apply for a job❖ Allow user to apply for a job using their linkedIn profile
Based on your high-level understanding of the API documentation, are there any details that you want to discuss with engineering to refine solution and/or determine feasibility	<ul style="list-style-type: none">❖ Can we use the existing linkedin job recommendation algorithms?, can we improve it ?❖ Is there any open source data available to build the AI/ML model?❖ How can we leverage open source solutions to reduce development cost?

Re-prioritize Sprint Backlog

As a PM, unexpected issues and new feature requests will require you to triage them efficiently and re-prioritize the sprint backlog without impacting the roadmap deliverables significantly

Issue 1: Job search page loading too slow

Determine impact and criticality to prioritize issue	<ul style="list-style-type: none">❖ The provision of frustration free job search experience to African recent graduates is our business objective.❖ A job search page loading too slow after a user has entered their job preferences in the appropriate box will significantly impact their ability to move to paid for the service.❖ A slow app creates frustration leading to bad user experience. This situation makes users lose confidence when using our application.❖ Speed and accessibility are one of key factors used search engine algorithms to rank application❖ This issue directly affects the revenue of our business and will be prioritized as critical.
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ul style="list-style-type: none">❖ We will use Trello as a project management tool, gives us the ability to share a common understanding of the problem and track the progress.❖ We will create a Trello chart, add details about the issue, assign people to the task and share progress.❖ We will use Slack as channel for discussion between team members and/or stakeholders.❖ We will also use slack for direct message when we need an immediate response about the problem❖ We will also use slack for planning team meeting and share meeting note
Would you take additional steps ?	<ul style="list-style-type: none">❖ I will review the AI/ML model used by the recommendation to produce jobs which match user criteria, if there are no drifts in inference.❖ I will also discuss with the Engineering team about the data used to train the model

Issue 2: Job application documents review too slow

Determine impact and criticality to prioritize issue	<ul style="list-style-type: none">❖ To reduce frustration and provide best job search experience to recent graduates.❖ We provides templates and documents review service to users.❖ This help recent graduate receive feedback about the relevant of their documents before they can use it to apply for a job.❖ This service is offer only when user feel no confident about his personal ability to write good documents to support his job application.❖ User can apply for a job without requesting document review service❖ This issue can be prioritised as medium.❖ This issue could leads to reduction of revenue, customer retention rate or reputation.
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ul style="list-style-type: none">❖ We will use Trello as a project management tool, gives us the ability to share a common understanding of the problem and track the progress.❖ We will create a Trello chart, add details about the issue, assign people to the task and share progress.❖ We will use Slack as channel for discussion between team members and/or stakeholders.❖ We will also use slack for direct message when we need an immediate response about the problem❖ We will also use slack for planning team meeting and share meeting note

Respond to Customer Service Manager's Email

Determine impact and criticality to prioritize the issue (1 - Critical; 2 - High; 3 -Normal; 4 - Low)	<p>The situation is Critical and need appropriate response to avoid potential shortcoming like :</p> <ul style="list-style-type: none">❖ Loss of trust❖ Loss of prestige and reputation❖ Loss of confidence❖ Loss of revenue❖ Impact result not meet
Next Steps You would carry out typically using JIRA (ticketing tool), communication channel (Slack)	<ul style="list-style-type: none">❖ We will use Trello as a project management tool, gives us the ability to share a common understanding of the problem and track the progress.❖ We will create a Trello chart, add details about the issue, assign people to the task and share progress.❖ We will use Slack as channel for discussion between team members and/or stakeholders.❖ We will also use slack for direct message when we need an immediate response about the problem❖ We will also use slack for planning team meeting and share meeting note
Sample Email Response	<p>Dear Sale Manager</p> <p>Thanks for reaching out.</p> <p>We greatly appreciate how you share the details and severity of the issue.</p> <p>The Engineering team is currently investigating the issue.</p> <p>The risk assessment classifies the issue as critical and they are handling it with a high level of priority according to our internal Quality Management process.</p> <p>We apologize again for the inconvenience.</p>

Handle Potentially Difficult Situations

As a PM, unexpected issues and new feature requests will require you to triage them efficiently and re-prioritize the sprint backlog without impacting the roadmap deliverables significantly

Respond to CEO or GM's request via email

Assessment and result	<ul style="list-style-type: none">❖ The accuracy of our AI/ML model use to power job recommendation is 80%❖ The overall job search feature is 75% functionality, testing is still in progress.❖ The Engineering Team and QA team are joining hands to verify the tickets in review and fix bugs.❖ Trello will be use to keep CEO or GM updated about the progress of the team
Sample Email Response	<p>Dear CEO/GM (Name),</p> <p>Thanks for share your insights about the current state of the products, the team greatly appreciate your commitment about the product. Unfortunately, we could not give you a demo. We apologize for this inconvenience. The product feature is built at 75% with the AI/ML model accuracy is 80% so not fully stable. The product is still being tested. The team are currently finalizing the complete system functionality and building a prototype that you can show to our partner.</p> <p>Thanks for your patience.</p>

Step-in and guide the scrum team at stand up

Video response	Link to scrum stand up
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Handling Resource Constraints

carry out as a PM to unblock the scrum team immediately ?	<ul style="list-style-type: none">❖ I would schedule a quick call with call with QA to discuss about the situation❖ I would Discuss with the Engineering team the possibility to re-prioritization of tickets to handle critical issue❖ I could discuss with the CEO/DM if more ressources (GPU) is required to train our AI/Model
Since the QA team member is shared across multiple projects, how would you coordinate with other PMs to de-risk your project and raise appropriate visibility ?	<ul style="list-style-type: none">❖ I will schedule a meeting with QA team and impacted PMs, stakeholders to discuss about the features at risk and how it impact the product launch.❖ If my team face a blocker due to delay in a task from another project, I will schedule a meeting with the PM concerned and the QA team to discuss the situation.❖ I will suggest to have a meeting between PMs and QA team, to discuss about share goals and common understanding dependencies between projects.
Since there is a potential risk, it is important to raise visibility amongst appropriate Stakeholders 1 Negotiation failed 2 Negotiation succeeded	<ul style="list-style-type: none">❖ I will keep informed the PM about this potential risk with probable consequences to raise visibility❖ I will keep informed the CEO/DM about this potential risk with probable consequences to raise visibility <ol style="list-style-type: none">1. I would determine the project deadline time , evaluate the risks and how it affect the product launch.2. I would update the project DM/CEO or PMs about this potential risk that may occur to raise visibility.

How would you handle stakeholder feedback?

Feedback Assessment	<p>I will start by showing empathy about the feedback I receive to value their input, then I will</p> <ul style="list-style-type: none">❖ Inform them that notification feature is not compulsory in the MVP scope❖ Ask about statistique about other features we launch without notification❖ Let them know that bad timing could lead to misinterpretation of the notification and product negative effect on user experience
Video Response	Link to video