

PRESENTED BY
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Company
PowerToFly

THE FUNNEL FIX

From Broken Journeys to
High-Conversion & High-Data Flows

Contents

Discover 01

Define 02

Develop 03

Deliver 04

Overview

PowerToFly is a leading hiring platform with 10,000+ partner companies and millions of candidates, focused on connecting underrepresented talent with inclusive companies through job applications and virtual events.

My Role

As Staff Product Designer, I owned the funnel redesign end to end, from discovery to strategy to execution, collaborating with research, product, engineering, sourcing, events, data analysts, and executives.

Business Goals

More Job Applications

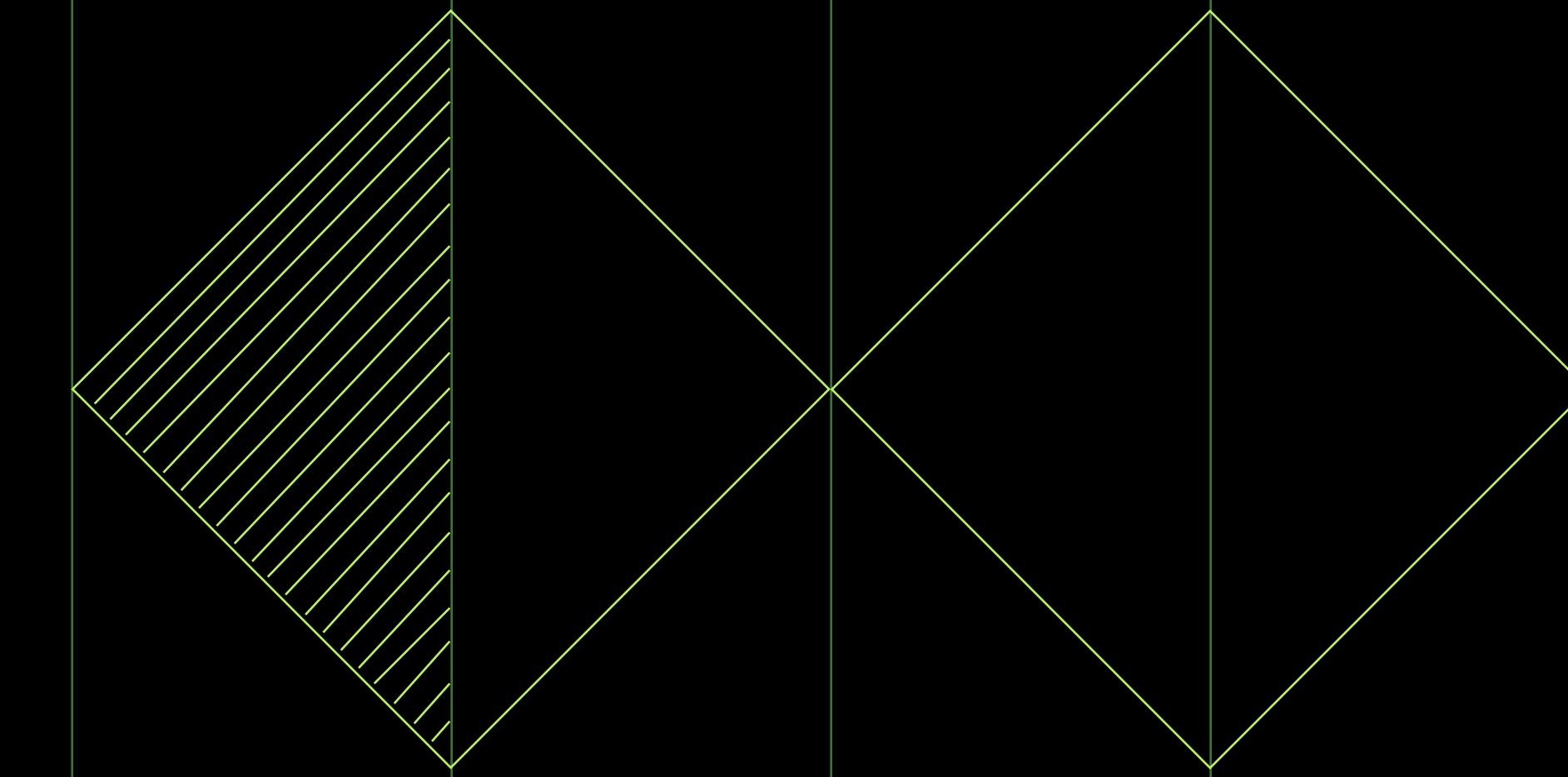
We need more candidates to finish job applications so clients have more people to choose from.



DISCOVER

When I joined, past funnel decisions and user insights weren't documented. My discovery started with restoring funnel knowledge.

DISCOVER DEFINE DEVELOP DELIVER



#Key Insights From Candidates Interviews

I interviewed three active job seekers from our most recent virtual event. Each 30-minute session covered their daily struggles with job searching, followed by a live walkthrough of applying on our job board.

They were highly qualified

For the first time in their careers, they were having a hard time putting their foot in the door.

“I’ve always landed roles, but now I can’t even get interviews.”

-Kim, Business

“Job search feels like a second job I don’t have time for.”

-Toncia, Finance

They were under daily pressure to find job

They needed to hit ~10 job applications a day while juggling jobs they weren’t happy in, childcare, or unemployment.

They valued our events

They were joining our events to build connections and learn how to navigate a tough job market.

It helped to hear what recruiters look for in candidates.

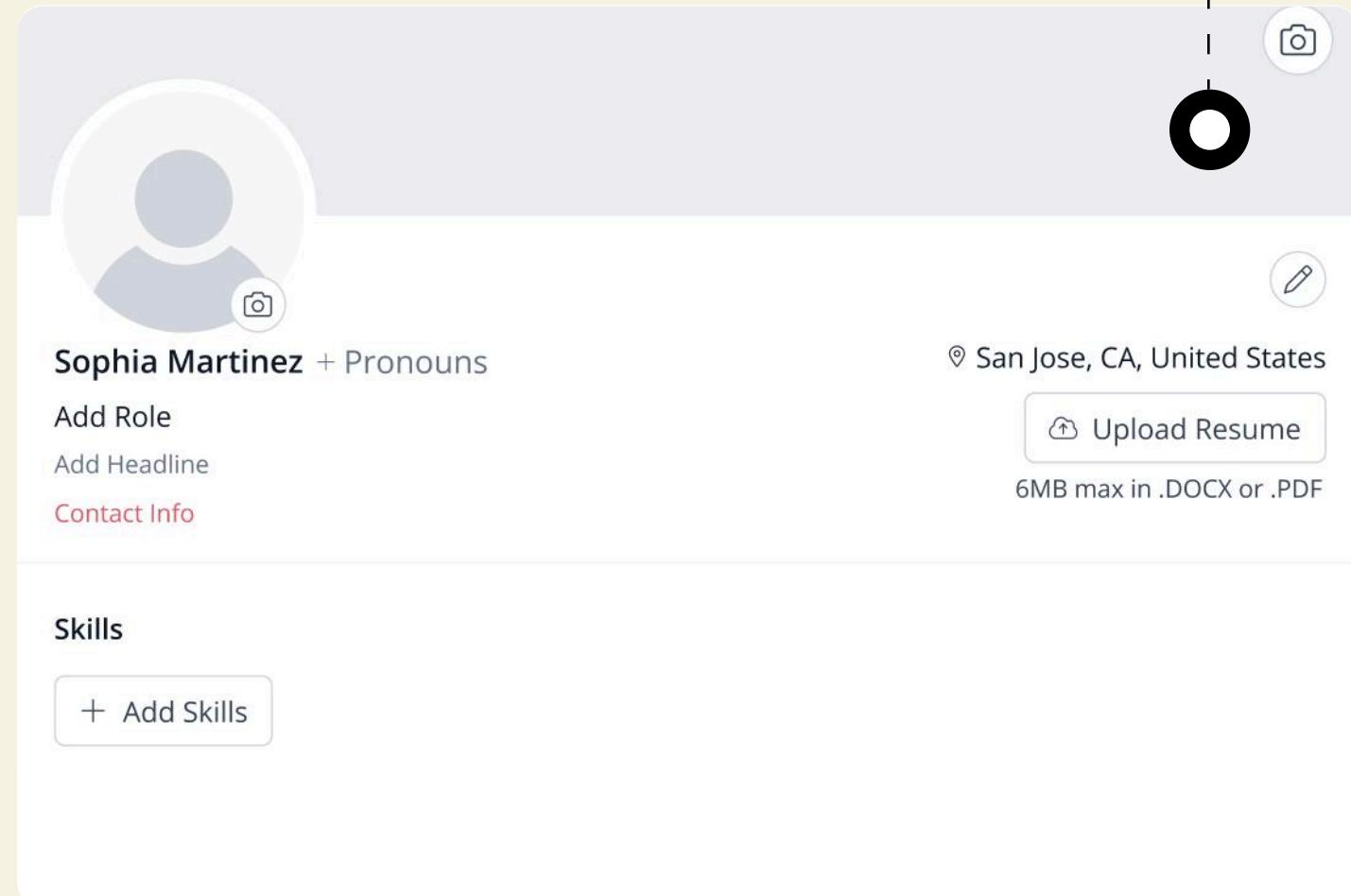
-Kelly, Creative

#Key Insights From Cross-Team Interviews

I met with five colleagues across product, sourcing, events, and engineering. I asked how they worked inside the funnel and how candidate data supported their role.

Low-scored profiles weren't visible to clients

Low-scored profiles never showed in job applications or candidate search, so clients never saw them.



Sorry!

We don't have any candidates that match your criteria. Try expanding your search by adjusting or removing some filters.

Reset Search

Candidate search feature was unusable

Candidate search returned too few usable results and our sourcing team avoided using it.

We used Singlehire to enrich registrants data post-event.

After each event, the team used SignalHire to deliver complete registrant data to clients by manually matching names and emails to LinkedIn profiles.

Enrich Info

Source: **SignalHire**

Enriched By:

Enriched At: 2025-08-20 05:26

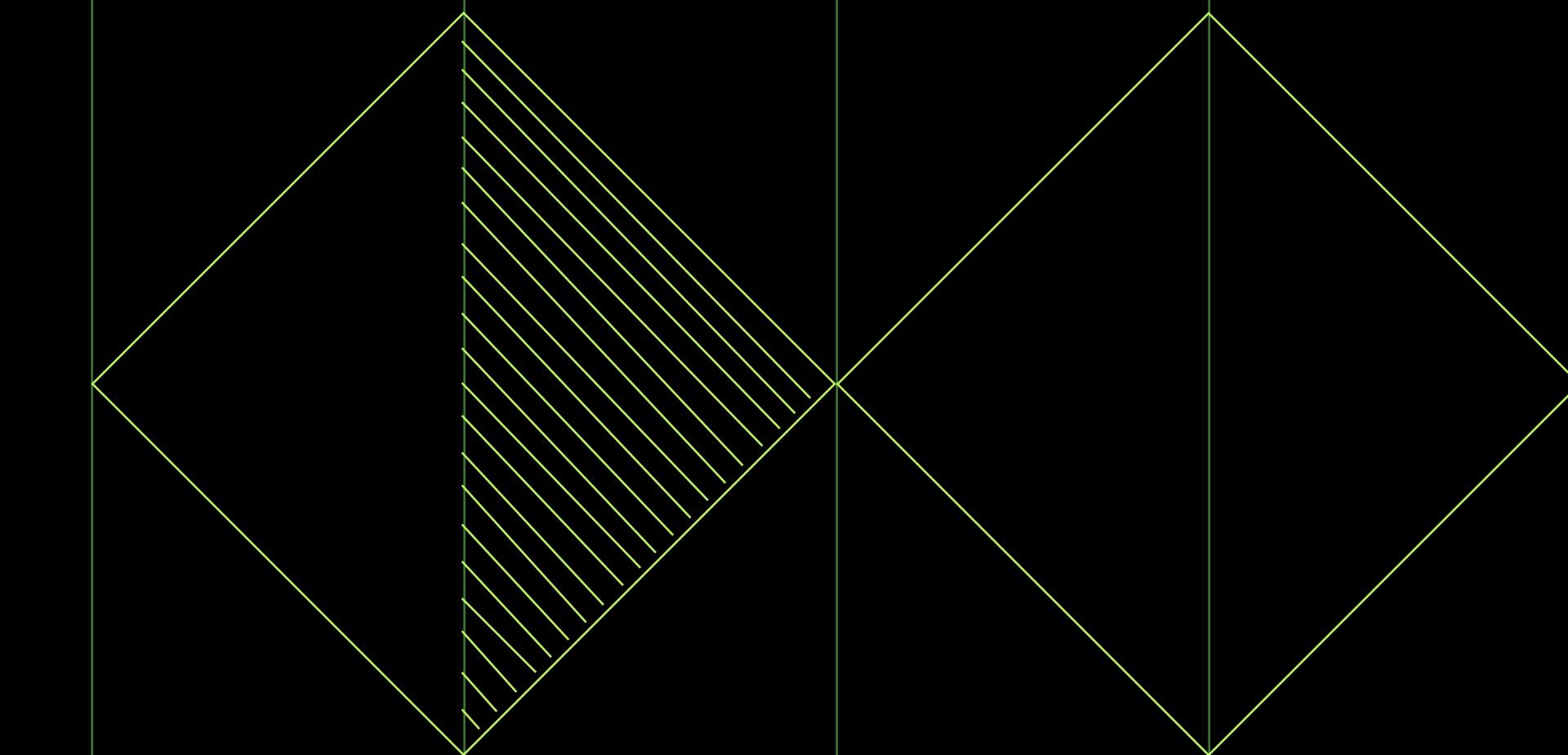
Enriched Status: Failed Invalid

kakovacev@gmail.com

DEFINE

I pulled together insights from candidates and cross-team stakeholders to uncover systemic issues in how our funnel was designed.

DISCOVER DEFINE DEVELOP DELIVER



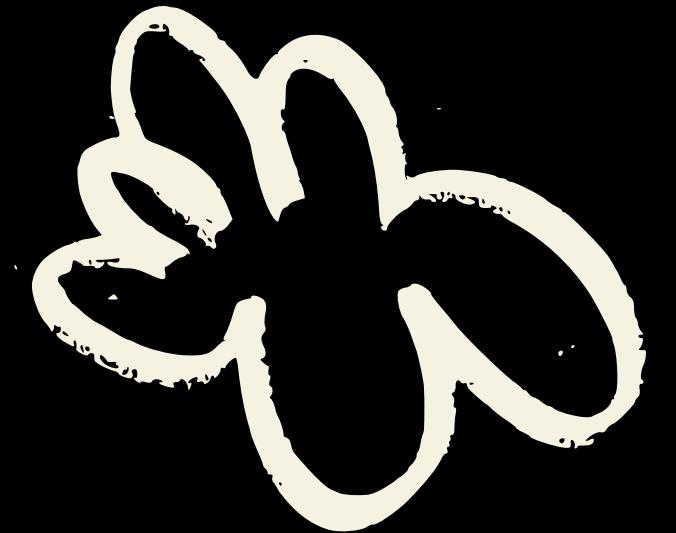
I discovered the system actually had two conflicting flows, each optimized for the wrong outcome

	The Job Application Flow	The Event Registration Flow
Clients wanted	More job applications	Rich registrant data to build a database
Candidates wanted	To apply to many job opportunities fast	To get in front of job opportunities
What we did	<p>ⓘ Optimized for data collection over applications (forced painful profile creation before applying)</p>	<p>ⓘ Optimized for registrations over data quality (frictionless sign-ups, no meaningful data captured)</p>
Result	Low applications + incomplete profiles	High registrations, but poor registrants data

Problem statement

How We Handled Data Collection
Was Breaking the Funnel.

Our data collection was manual-heavy and low-signal: the jobs flow asked too much upfront and the events flow captured too little, forcing manual enrichment.



Numbers Don't Lie

95%

of candidates quit applying
during profile creation.

90%

of candidate profiles were
too low-quality to be of use.

100s

of registrants per event had to be
manually enriched with SignalHire

How might we capture richer candidate data with less friction – without relying on manual work?

DEVELOP

I created and tested prototypes with candidates to explore new ways of capturing richer data while reducing friction in the funnel.

The LinkedIn + SingleHire Solution at scale

Technical Feasibility

We were already using SingleHire successfully. The only challenge was that enrichment required manual LinkedIn lookups by the events team.

Operational Feasibility

We needed to capture LinkedIn URLs directly during sign-up or registration, removing manual lookups and enabling automatic enrichment at scale.

Financial Feasibility

Budget for SingleHire was approved to handle the higher enrichment volumes expected from job applications.

Next step: User Feasibility

Need to confirm that candidates are comfortable sharing their LinkedIn upfront.

Experiment #1 LinkedIn ask in the Jobs Flow

Mocked up for testing a quick sign-up modal where new candidates only entered an email and LinkedIn URL before applying to a job. Setting a password came later through an email push.

→ Designed for live A/B testing against historical data.

Start Your Application

Enter your email. *

Boost your application with LinkedIn.

Continue to Apply ↗

By continuing, you agree to our [Privacy Policy](#).

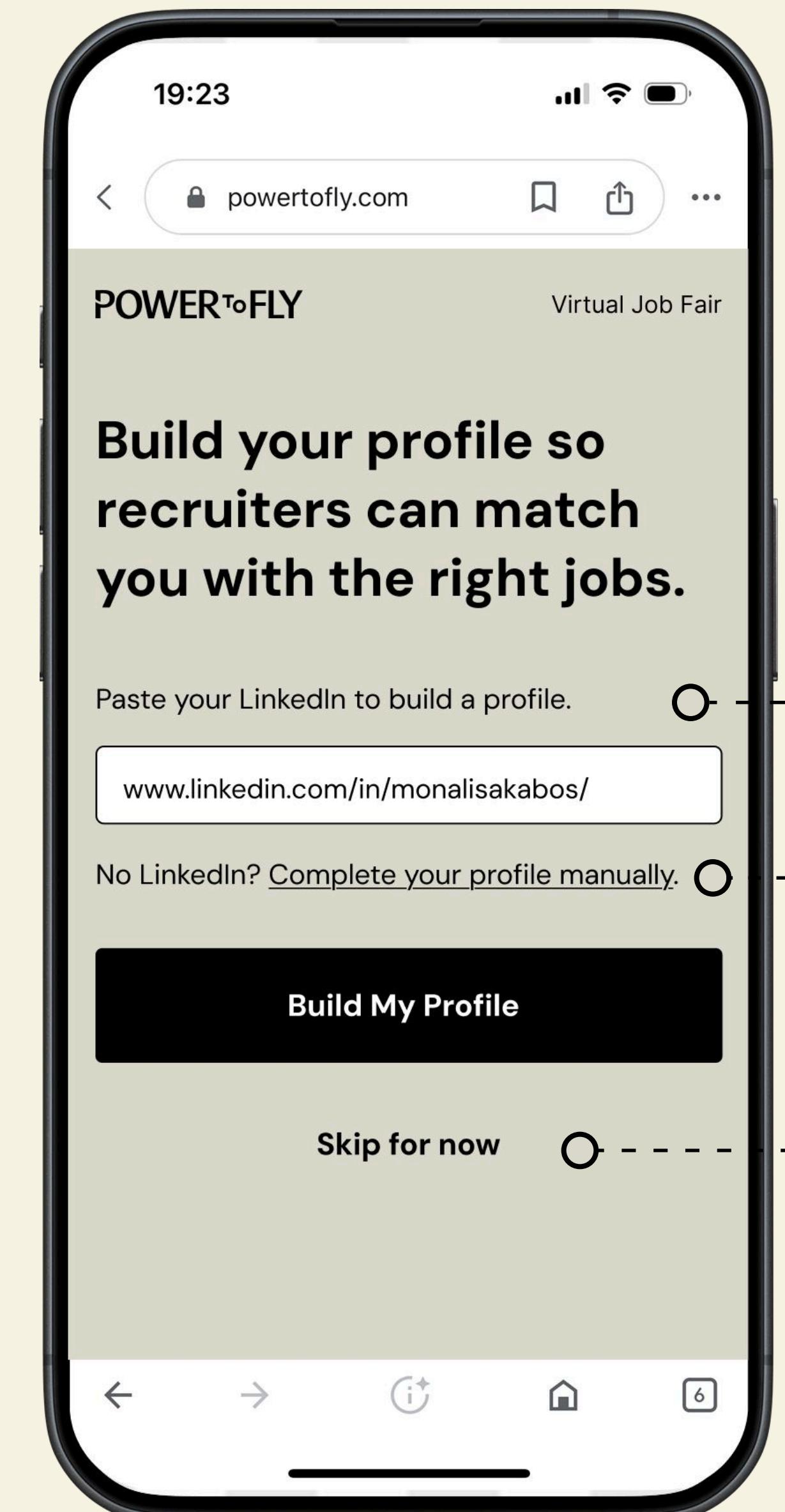
The Quick Sign-Up (email + LinkedIn) design.

Experiment #2 → Iteration #1

LinkedIn ask in the Events Flow

Mocked up for testing a flow with profile creation built into event registration. To complete, candidates only needed to add their LinkedIn URL, which then automatically populated their profile.

→ Designed for moderated user testing before live A/B



- Ask only for the LinkedIn URL, using enrichment to pre-fill profiles

- Keep manual completion option for those who prefer it

- Add a "Skip" button so completion is voluntary and measurable

#Key insights

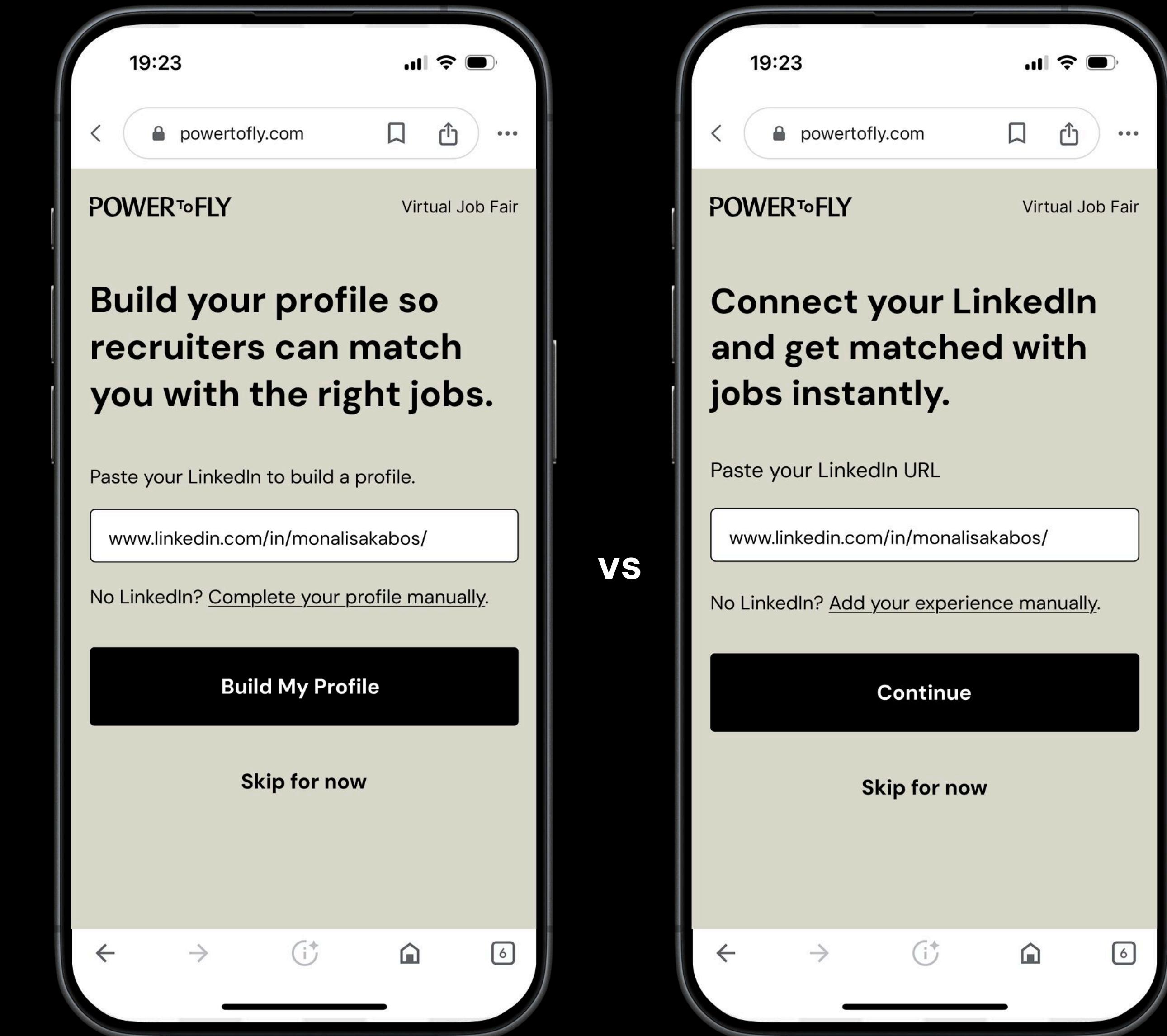
2 live 30-min sessions with active job seekers

Candidates were open to sharing their LinkedIn YAY. But having profiles didn't feel valuable to them.

I needed to understand why! Was it the copy or the value prop itself that made them feel that way!!??

Experiment 2 → Iteration #2 Do We Even Needed Profiles?

Mocked up and tested the profile value proposition, comparing a version where profiles existed to one where the concept was removed, to see if users found real value in them.



#Key insights

3 live 30-min sessions with active job seekers

Candidates didn't want another profile to maintain

They preferred to keep LinkedIn as one source of truth, updating it during their job search. Maintaining a second profile with us felt like unnecessary extra work.

"I don't see why I'd need a profile if LinkedIn already has everything."

-Aisha, Finance

I already spend time updating my LinkedIn — I wouldn't bother doing the same somewhere else.

-Diego, Marketing

*Source: Moderated candidate interviews, session testing docs

Strategic Decision: To remove “Profiles” from our value prop

I validated with leadership, including the CEO, that while collecting candidate data was essential, positioning it as ‘creating a profile’ added unnecessary friction and no longer aligned with our value proposition — especially after we moved away from the staff augmentation business model.

Supporting data:

75%

of candidates quit at the first profile screen

100%

of users in testing said maintaining a second profile beyond LinkedIn had no value to them.

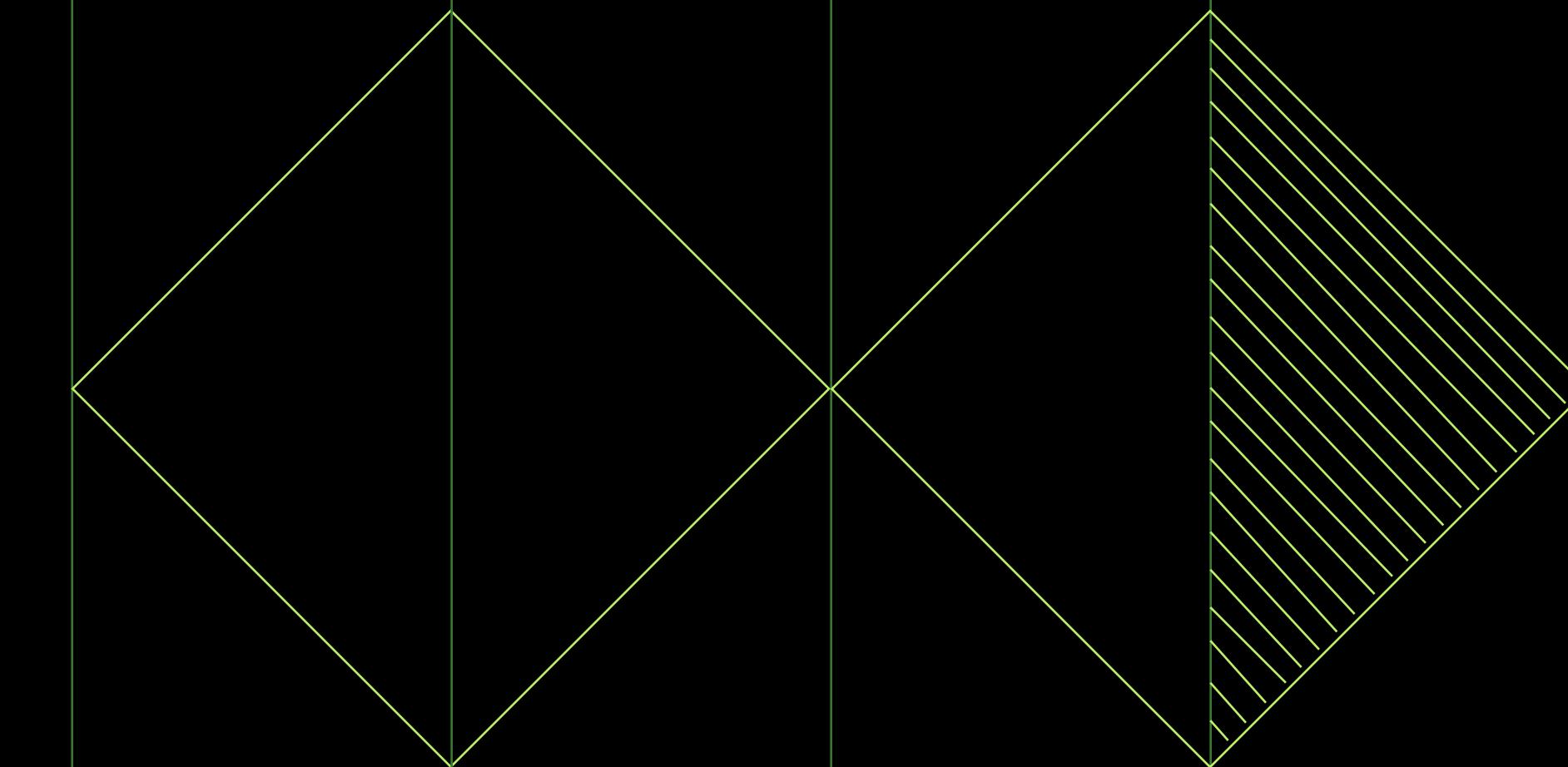
<2%

of candidates ever returned to their profile page after creating it

DELIVER

I worked with engineering to launch the new job board and event flows, setting them up for A/B testing against historical data. This release also included the first rollout of the new branding I had created.

DISCOVER DEFINE DEVELOP DELIVER



Jobs Flow Before

- 1 View job
- 2 Click "Apply"
- 3 Create account
- 4 Create profile
- 5 Apply on client website

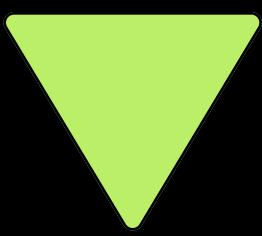
The figure consists of five screenshots arranged in a grid, illustrating the 'Profile Creation Wizard' in the 'Jobs Flow Before' state. The screenshots show the progression from viewing a job to applying for it, creating an account, and finally creating a profile.

- Screenshot 1:** Shows a success message: "Hello lizu, your account was created successfully!" Below it, a file upload area shows "Copie a Resume Template 1_.pdf" with a trash icon. A note says "Supported upload formats: 6MB max in .DOCX or .PDF". A "Complete Profile Manually" button is present.
- Screenshot 2:** Shows an error message: "Copie a Resume Template 1_.pdf Error uploading the file. Something went wrong". The "Save and Continue" button is visible.
- Screenshot 3:** Shows the "Work Experience" section with a card for "MTV" (2010 Oversaw digital integrated marketing...) and options to edit or delete. A note says "Please verify that everything looks good before continuing". A "Save and Continue" button is at the bottom.
- Screenshot 4:** Shows the "Tell us about yourself" section with fields for "Headline" (containing "test"), "Pronouns" (set to "she"), and "Location" (United States, Arkansas, Alexander). A note says "Adding your information will help you stand out". A "Save and Continue" button is at the bottom.
- Screenshot 5:** Shows the final step of the wizard, indicated by a progress bar at "1 of 4". The "Save and Continue" button is visible.

Screens from Profile Creation Wizard in the job application flow.

Jobs Flow

After



- ① View job
- ② Click "Apply"
- ② Quick Sign-up New
Modal
- ③ Apply on client website
- ④ Email Push New
to account completion

The image displays two mobile device screenshots illustrating the 'Jobs Flow' process after redesign.

Screenshot 1 (Left): Application Modal

A modal window titled "Start Your Application" is overlaid on a job search results page. The modal contains a text input field labeled "Enter your email to apply.*" and a button labeled "Continue to Apply ➔". Below the input field, there is a note: "By continuing, you agree to our [Privacy Policy](#)". The background shows a list of job results from various companies like Morgan Stanley, Citi, and Contentful.

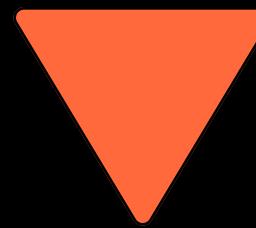
Screenshot 2 (Right): Welcome Email

An iPhone screen showing a welcome email from PowerToFly. The subject line reads "Welcome Just one more step to complete your account". The email body says: "Thanks for signing up. To access your profile and explore recommended jobs, you'll need to create a password for your account." It also lists three actions: "Apply to jobs quickly", "Save searches and get alerts", and "Build your profile so employers can find you". A green button labeled "Set up your password" is visible at the bottom. The email footer includes the company address: "PowerToFly, 228 Park Avenue South, Suite 75391, New York, NY 10003, United States" and links for "Unsubscribe" and "Manage preferences".

Quick Sign-Up Modal and Email Push to account completion in the job application flow.

Events Flow

Before



- ① View event
- ② Click "Register"
- ③ Create account
- ④ Career questions
- ⑤ Finish registration

POWER^{to}FLY x

Event Registration
Already have an account? [Login](#)

G Continue with Google

or

Email ***** (valid email)

Password *****
 XXXXXXXX

First Name ***** Last Name *****

By joining you accept the [Terms of Service](#), [Privacy Policy](#) and [Community Guidelines](#).

[Join Now](#)

POWER^{to}FLY x

Tell us a little more about you

Company
 Company

Job Title *** ▲ Required**
 Job Title

[Continue](#) Privacy - Terms

POWER^{to}FLY x

Thank you for registering!

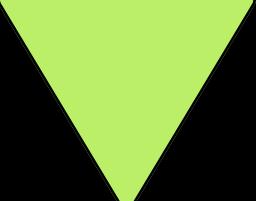
You're being redirected now ...

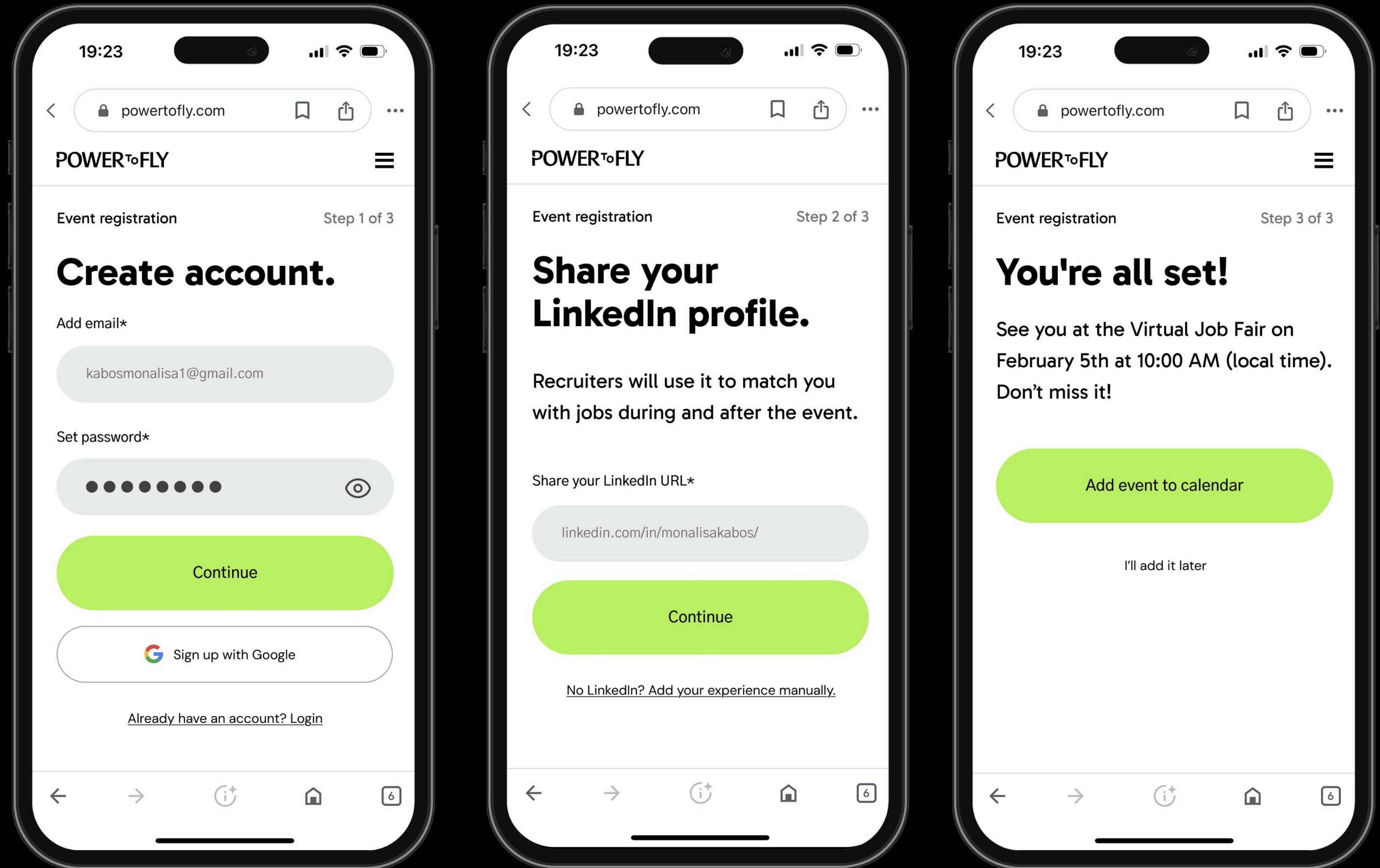
[Privacy - Terms](#)

Screens from the old events registration flow.

Events Flow

After

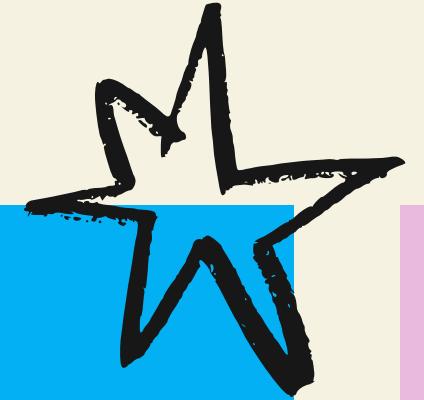
- 
- ① View event
 - ② Click "Register"
 - ③ Create account
 - ④ LinkedIn ask New
 - ⑤ Finish registration



New design of events registration flow with LinkedIn ask.

Impact

Doubled job applications within one quarter.



Drop-off at the application gate fell from ~95% to <25%.

Enriched candidate data at scale via LinkedIn + SingleHire.

Reduced liability by retiring public-facing profiles.

Directly contributed to \$1.2M+ in renewals.

