

Online Job Management System

Online Job Management System is a freelance marketplace platform inspired by Upwork. It connects freelancers with clients seeking professional services across industries such as software development, design, marketing, and writing. The platform enables posting and bidding on jobs, secure messaging, payments, and reviews. It will support both short-term gigs and long-term contracts.

User Types

User Type	Description
Client	A person or company looking to hire freelancers for projects.
Freelancer	An individual offering freelance services and applying to job postings.
Admin	Platform moderator managing user activity, disputes, and content.

Users' Key Activities

Client Activities

- Register and create profile
- Post jobs (hourly or fixed)
- Review freelancer proposals
- Chat with freelancers
- Hire freelancers
- Release payments
- Leave reviews

Freelancer Activities

- Register and create a profile (skills, portfolio, rates)

- Browse jobs
- Submit proposals
- Chat with clients
- Accept contracts
- Deliver milestones (for fixed-price jobs)
- Receive payments
- Leave reviews

Admin Activities

- Verify accounts
- Monitor job posts and user profiles
- Resolve disputes
- Manage platform fees
- Suspend or ban users when needed

▼ User stories:

As a/An	I want to	So that	
Client	register and create a profile	I can post jobs and hire freelancers	
Client	post jobs (hourly or fixed)	freelancers can apply for them	
Client	review freelancer proposals	I can choose the best candidate	
Client	chat with freelancers	I can discuss project details before hiring	
Client	hire freelancers	they can start working on my project	
Client	release payments	freelancers get paid after work is done	

As a/An	I want to	So that	
Client	leave reviews	I can provide feedback on freelancers' work	
Freelancer	register and create a profile	I can find and apply to jobs	
Freelancer	browse jobs	I can find work relevant to my skills	
Freelancer	submit proposals	I can get considered for projects	
Freelancer	chat with clients	I can clarify job requirements	
Freelancer	accept contracts	I can start working officially	
Freelancer	deliver milestones	client can track and review my progress	
Freelancer	receive payments	I get paid for my work	
Freelancer	leave reviews	I can give feedback about the client	
Admin	verify accounts	the platform remains secure	
Admin	monitor job posts and user profiles	I can ensure quality and compliance	
Admin	resolve disputes	I can help clients and freelancers fairly	
Admin	manage platform fees	the platform earns revenue appropriately	
Admin	suspend or ban users	I can enforce platform rules	

▼ Use case Diagram

