# ALX Foundations: Milestone # 7 Worksheet

## SECTION A: User Interview Preparation

### Step 1: Restate your team's problem statement

Please write your team's agreed-upon problem statement from Week 6 here:

| Step 1: My Team's Problem Statement |
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| Africa faces a critical challenge: a looming job crisis. Millions of young people, brimming with potential, find themselves locked out of the formal job market. This isn't a temporary setback, but a persistent issue threatening to trap an entire generation. Stagnant economies, a lack of opportunity, and the rapid pace of technological change all contribute to this alarming situation.<br><br>The consequences of this crisis are far-reaching. Young people struggling to find decent jobs face a bleak future. Frustration and hopelessness set in as personal dreams are deferred. Communities lose the energy and innovation that young people bring, while national economies stagnate, unable to harness the full potential of their most valuable resource - their population.<br><br>This reality paints a stark contrast to the desired future: a thriving Africa where every young person has access to a job that utilizes their skills, offers a living wage, and provides a path to advancement. Such a transformation would unlock a wave of prosperity, social stability, and a brighter future for the entire continent. Bridging the gap between the current underemployment crisis and this desired future requires addressing the root causes. A multifaceted approach is needed to tackle issues like bad governance, economic downturns, and inadequate skills development. Only then can Africa empower its young generation and truly unlock its potential. |

### Step 2: Define the User Persona

Define the person you're solving the problem for in as specific terms as possible. This is important as this person is the one who will ultimately benefit from your solutions, and you'll be interviewing someone who fits these criteria. This means identifying the characteristics,

objectives, motives, and pain points of your target users. In the space below, define this user by creating a detailed user persona of them using the following descriptions:

- Demographics: Age, gender, location, education, family status, interests, hobbies and more
- Pain points: What the user might have trouble with, like being not very tech savvy. Identify at least 2.
- Goals: What the user wants to achieve using your product or what are their goals with respect to the problem they're facing.
- Motivations: What motivates the user to use a product or solve their problem. How motivated are they to receive a potential solution?
- Behavior: How the user might behave in the context of the problem or when a solution is presented to them.
- Customer needs and wants: What the customer might need or want as a potential solution to their problem.

| Step 2: User Persona |
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Our user is an orphaned, single 27 year old male, from South Africa. He is a university graduate with a BSc in Finance. He is a dedicated rugby fan.

He has had much trouble finding a job after graduating from school. He is the first child of his parents and is expected to take care of his younger siblings. Because of his unemployment status, this has become very difficult to do.

He wants to use our product to assist in his job search and get a job. He would be very glad or excited if there was a solution to his problem or at least an aid in his job search as he is very desperate.

He needs a well paying job that can take care of him and his dependents, he would want it to not be very far from his home or remote to reduce commute time.

## Step 3: Interview Questions

Now that you have your user persona defined, let's prepare for the interview by defining the questions that you'll be asking during the interview. To do so, provide the list of questions that intend to ask during the interview in the space below. These questions should help you understand the problem and how it affects the target users better. Write down at least 5 primary questions that you're going to ask.

| Step 3: Interview Questions |
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1. Tell us something about yourself?

   My name is Kerlin Felin Mhlanga , im 27 years old .

2. What is your highest level of education?

   Diploma :Studied Human Resources Management in university of johannesburg

3. How long has it been since you graduated?

   It's been 3 years

4. What is your area of expertise?

   My area of expertise is call center , telecommunications

5. How easy is it to find job postings in your area of expertise?

   Not easy

6. What are some of the resources you use to find jobs?

   Networking, connections, linkedin

7. What frustrates you most about the job application process?

   Getting called in for interviews to be asked irrelevant things far apart from the job .

8. How satisfied are you with the available resources for job searching?

   I am unsatisfied with the available resources for job listings.

9. Describe your ideal job?

   My ideal job would be being a full stack developer and working remotely with good financial motivation .

10. What suggestions do you have that will improve the employment situation you're facing right now?

    Creation of jobs by both private and public sector

# SECTION B: User Interview Insights

## Step 1: Interviewee Information

Please write the name and other details of the interviewee you interviewed for the information.

| Step 1: Interviewee Information |
| --- |
| Interviewee Name: Liban Ahmed<br>Interviewee Occupation: Unemployed |

| Interviewee Age & Location: 27, Djibouti |
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## Step 2: Interview Insights

What did you learn from the interview? Provide the main points that you gathered through the interview about your problem. On the whole, what was new that you learnt about your problem and its effect on people? What were the most pressing concerns and pain points mentioned in the interviews? What recommendations did you receive from the interviewees about possible solutions? Did you uncover any new factors surrounding the problem that you didn't consider before? All in all, identify at least 5 major themes with details.

| Step 2: Interview Insights |
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| Many jobs are not entry level friendly (they're asking for many years of experience) |
| Many applicants use LinkedIn to search for jobs |
| People are frustrated because they don't receive any feedback after applying for jobs |
| Many jobs are in person but require a long commute |
| The demand for jobs far outweigh the offers or job opportunities available |
| Many youth are uninterested in blue collar jobs and will prefer white collar jobs |
| There is a lot of nepotism in the job market |

# SECTION C: Generating Solutions

## Step 1: Meeting Date, Time, & Location

Please list when and where your team meeting took place.

| Step 1: Meeting Date, Time, & Location |
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| A. Date: 8th May 2024 |
| B. Time: 5PM GMT |
| C. Location: Virtual (Google Meet) |

## Step 2: Meeting Attendees

Please list who attended your team meeting, and their primary role.

| Step 2: Meeting Attendees |
|---|
| 1. Christian Fialor |
| 2. Godfred Essien |
| 3. Niman Ali |
| 4. Annuar Ndungu |
| 5. Ihimbazwe Linda |
| 6. Sheja Ovide |
| 7. Kerlin felin mhlanga Felin |
| 8. |

## Step 3: Bad Idea Brainstorm

It's time to start thinking about solutions to the problem. Use all the information you now have about the problem (from your research last week and the interviews this week) to start thinking of possible solutions. As you have studied in Canvas modules, it's always good to first gather as many ideas as possible. So at this stage, don't hold back, put your divergent thinking hat on, and let the creativity flow to gather as many ideas as possible. As a team, you must generate at least 10 new bad ideas. Remember, the dumber the idea, the better! This is to help you work as a team to be non-critical. Stay in divergent thinking. It helps to say "thank you" after every idea is shared.

| Step 3: Brainstormed Ideas |
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| 1. Build a local job search platform |
| 2. Create a blockchain app that gives badges according to people's skills |
| 3. A web scraper for job postings |
| 4. A community for learning and upskilling |
| 5. A game with points that can be redeemed to get a job |
| 6. A website that lists vocational training and job opportunities |
| 7. A resume platform that makes employers request for interviews from candidates who put up their resumes |
| 8. An AI powered platform that helps applicants to make optimized resumes and portfolios |

## Step 4: Team's Final Selected Solution Idea

Your next task is to narrow your choices, which will put you in a convergent thinking mindset. You should have some discussion and debate about this, and try to reach a consensus on a final solution to your problem that your team is going to consider working on for the rest of Month 2. These ideas can be totally new, or they can be the same or variations from ideas you've already come up with. Remember that they should involve some sort of technology (either a piece of software like an app or algorithm, or a physical device such as a robotic fish or machine that scans your DNA). You will not have to build the solution out. But you will have to create some type of basic prototype (if it is a device) or a set of wireframes (if it is an app/software). You will not have to actually create the technology or code.

You must figure out a fair way to reach a consensus with your group, including a discussion where everyone's voice can be heard.

| Step 4: Team's Final Selected Solution Idea |
|---|
| An AI powered platform that helps job applicants to optimize their resumes and portfolios, scrapes the web for job offers, and presents applicant's profiles to potential employers |

# SECTION D: Product Planning

## Step 1: Product Description

You learnt about product planning and product descriptions in Weeks 4 and 5. Now it's time to apply that learning to create these descriptions to plan for your solution. In the space below, describe the solutions that you're building, in as much detail as possible. Ask yourself the following questions:
- What does the ideal solution look like? Will it be an app or a physical item or a software service? What will it look like aesthetically?
- How the ideal solution will function, and how will users interact with it? Will the users create profiles? Will there be a dashboard (and what will it show)? Will there be other forms of screens or interactions that users will perform? How will users operate the product?
- What will be the features of the solution? How will you define and describe these features and how will users access these features on the app or physical product?

| Step 1: Product Description |
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The ideal solution will be a minimally designed website

It will leverage AI to help applicants create an optimized resume and portfolio

It will scrape the web and match and present jobs to respective applicants

It will allow employers to post jobs and present them with the most qualified applicants

It will save applicant's profiles and present them to prospective employers

It will allow employers to request for an interview with a single click

Employers and users can create profiles

Employers can list jobs on the platform

Employers and users will have access to a dashboard where they can view and edit job postings, edit profiles and resumes

The application will be accessible through any web browser on a phone, laptop or any other device with a web browser

The platform will track applicants employment status so as to prioritize users who do not have jobs

## Step 2: Product Solution

Before we finalize everything for the week, it's also important to very clearly define how your product is going to solve the problem that you set out to solve. You can do so by answering the following questions:
- What specifics about the product or app contribute to solving the problem?
- How do these specific features contribute to solving the problem?
- How does the product help the people you're creating the solution for?

| Step 2: Product Solution |
| --- |

The AI can help people create better resumes and present the ideal version of themselves to employers

Scraping the internet for job opportunities widens the scope of available jobs to each applicant

Presenting employers with ideal candidates also takes some hassle out of the job search process for the applicants

The use of a good recommendation system to present jobs a candidate is qualified for also ensures that only candidates who are an ideal fit for a job are presented to employers

## Step 3: Reflections (Individual)

Please share your **personal** reflections on your experience with your team so far.

| Step 3: Team Process Reflections |
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**A. What is working well with your team?**

Communication and collaboration in my team are strong points, and I believe they are functioning. They allow us to share our thoughts, concerns, and updates, which promotes group togetherness and trust.

**B. What is one good thing that happened during your team meeting?**

Constructive feedback is one of the most positive aspects of my team meetings. It encourages us to participate in serious debates and provide thoughts for the benefit of the group without reluctance.

**C. What is one thing your team could do better in the next meeting?**

TTime management is one area that has to be improved, whereas our meetings are typically progressing. Sometimes talks go over the allotted time, prompting us to hurry through agenda items and postpone essential subjects.

**D. Are you experiencing any concerns or frustrations with your team? If yes, what can you personally do to lessen the concern/frustration?**

One of my concerns has been the inconsistency of meeting attendance. So far, there haven't been any major issues; nevertheless, ensuring that everyone attends meetings on a regular basis is critical for sustaining cohesion and keeping everyone informed.

**E. How would you rate your ability to communicate with your team members on a scale of 1 to 4? (1=extremely poor and 4=excellent)**

4

**F. Overall, how satisfied are you with how well your team is working together? (On a scale of 1 to 4, with 1=extremely poor and 4=excellent)**

4

**G. Is there anything else you'd like to share about your team and their process?**

One of my team's assets is the diversity of its members' perspectives. It enriches our talks and decision-making processes by providing a variety of perspectives and views.