Case Study: Biased AI Hiring Model

Context

A major tech company deployed an AI-powered hiring system to automate candidate selection. The goal was to reduce hiring bias and improve efficiency.

AI Failure Details

During use, it was discovered that the AI systematically downgraded resumes from women. The bias stemmed from historical hiring data, which overrepresented male candidates, leading the AI to favor male applicants.

Business, Ethical & Technical Impact

- Legal challenges due to discriminatory hiring practices.

- Damage to the company's reputation and trust.

- Loss of diverse talent due to biased candidate filtering.

Key Lessons & Mitigation Strategies

- Conduct AI bias audits before deployment.

- Use diverse training data and de-biasing techniques.

- Maintain human oversight in AI-driven decision-making.