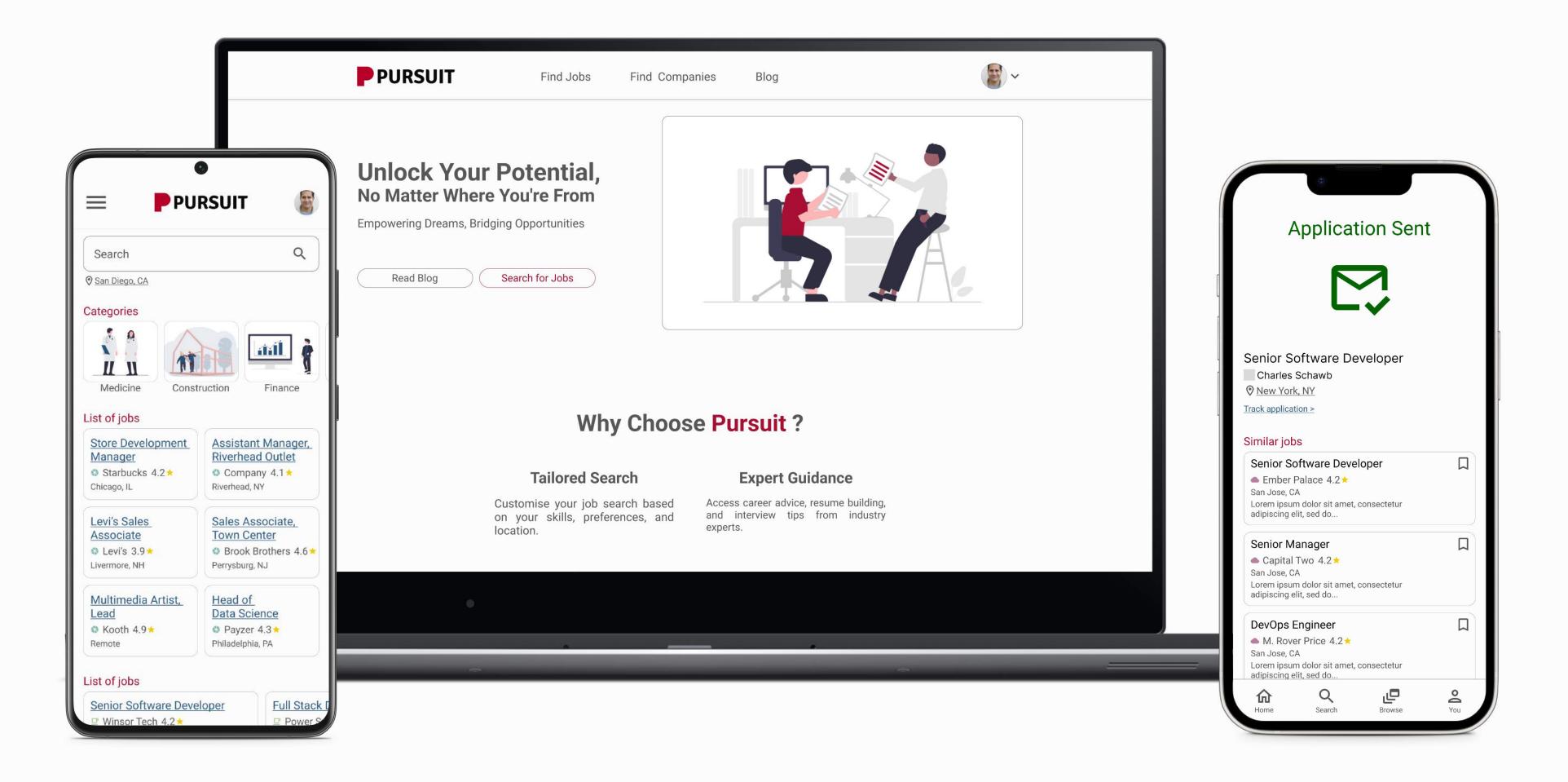
# Job Search Tool For First-Gen Immigrants



Akshay S. Patil www.patilakshay.com

# **Project Overview**

#### The Product

Pursuit is designed as a job search tool primarily for first-generation immigrants, while also catering to residents seeking employment opportunities.

The final product is an app and a responsive website that enables users to search for jobs. It offers essential information for immigrants in every job listing, empowering applicants to submit their applications directly through the platform.

#### **Project Duration**

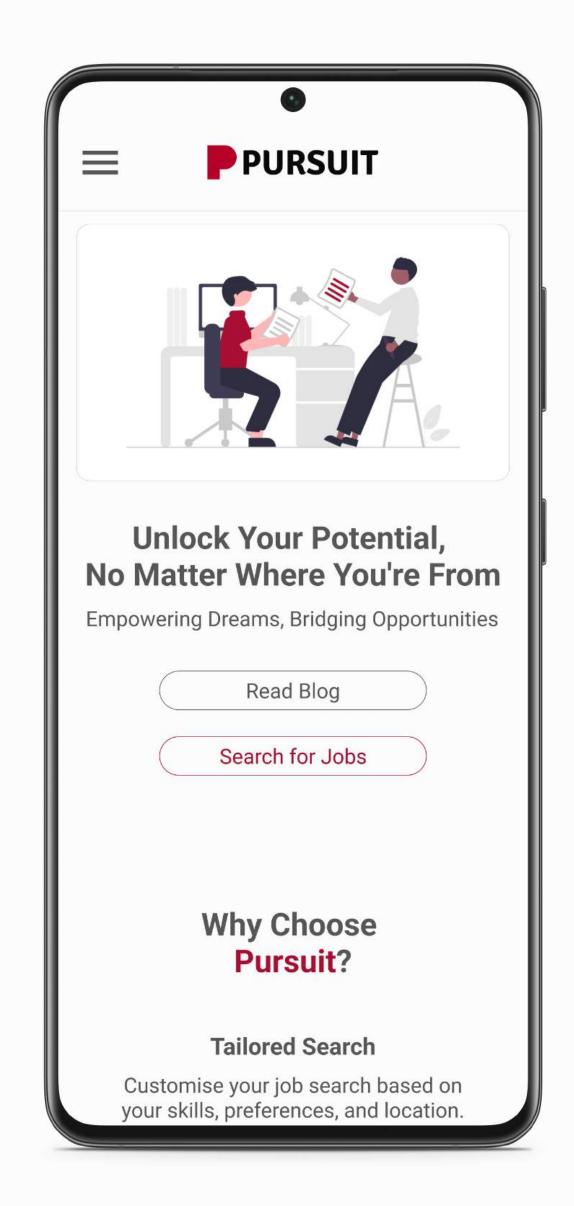
2 months (September 2023 to October 2023)

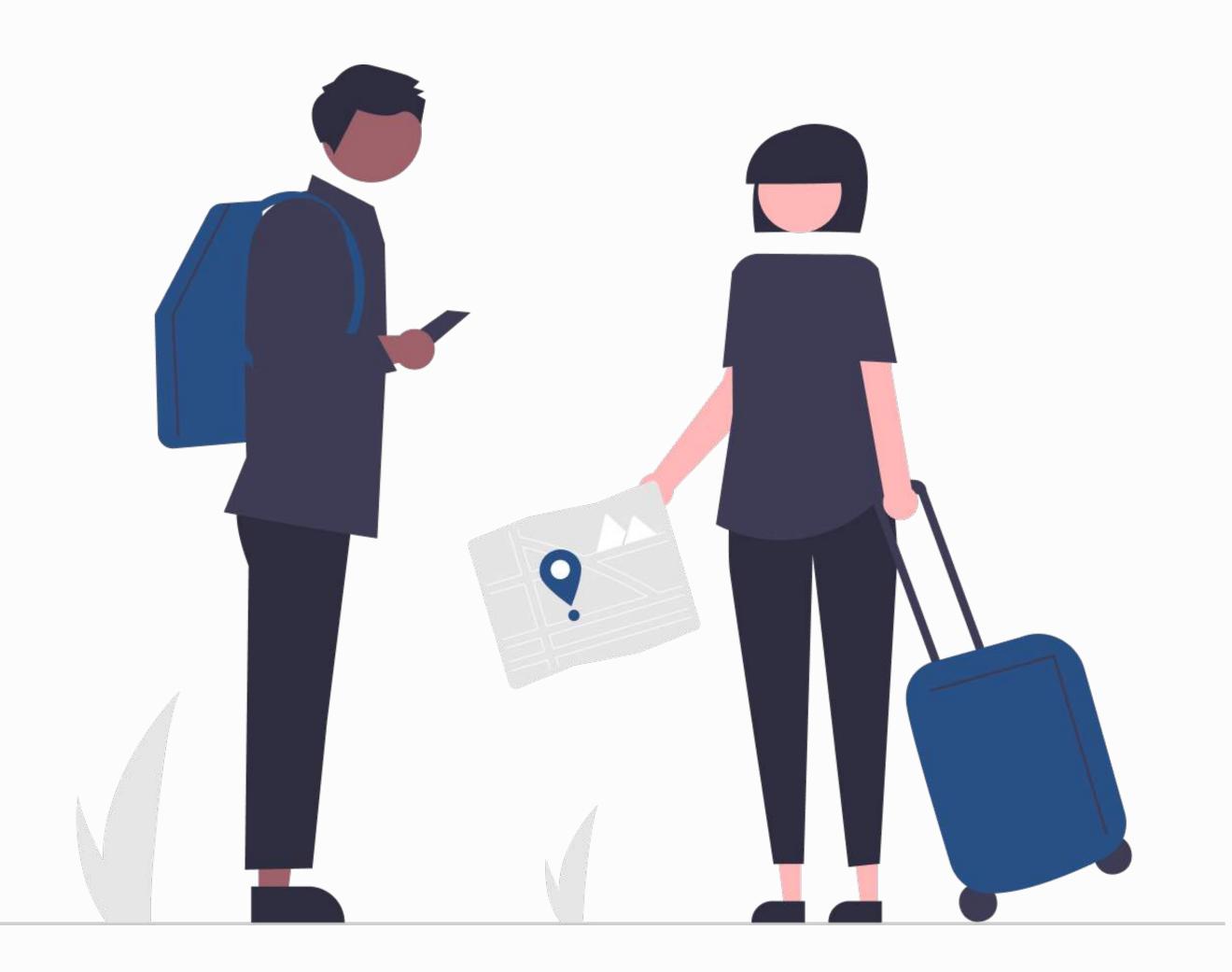
#### My Role

I served as a UX Designer, responsible for research and design of the Pursuit Job Portal app and responsive website, from the research phase through to the delivery of the app.

#### Responsibilities

Conducting interviews with research participants, creating user personas, storyboarding, developing paper and digital wireframes, crafting low and high-fidelity prototypes, conducting usability studies, ensuring accessibility, and iteratively refining designs.





#### The Problem

Immigrants encounter a multitude of challenges when adapting to life in a new country and seeking employment. Navigating unspoken job market norms, understanding salary expectations, managing commutes, and overcoming initial hurdles present formidable obstacles for immigrants as they embark on their journey in a foreign land.

#### The Goal

The Pursuit app and website are dedicated to addressing the challenges immigrants encounter during their job search and application process. The goal is to provide immigrants with essential information that not only facilitates their transition into the new job market but also levels the playing field, ensuring they have the same opportunities as other residents.

# Design Process

## Design Thinking Process

I chose to apply the **Design Thinking Process** since it offers a structured approach that focuses on understanding user needs, fostering creativity, and iteratively refining solutions, which is essential for creating user-centered and effective designs.

The **Design Thinking Process** involved the following key steps:

Empathize	Conducted user research to understand the needs, preferences, and pain points of the target audience.
Define	Synthesized findings from research to clearly define the problem statement and user requirements.
Ideate	Engaged in brainstorming sessions to generate a variety of creative solutions to address the identified problem.
Prototype	Developed visual and interactive prototypes to represent potential solutions and gather feedback.
Test	Conducted usability testing and collected user feedback to refine and iterate on the prototypes.

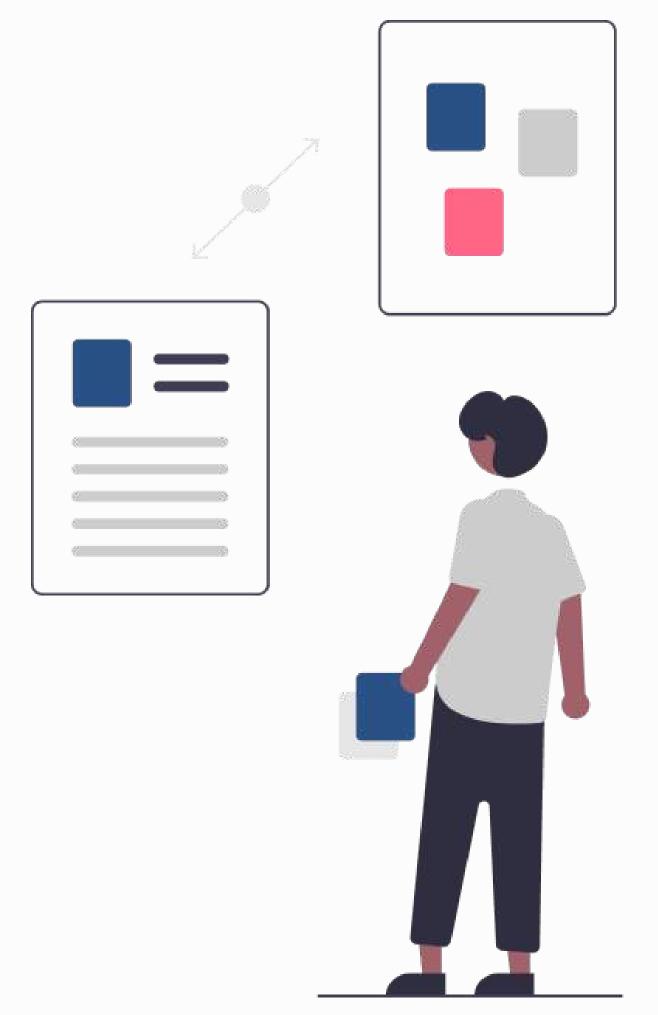
These steps were iterative, allowing for continuous refinement and improvement based on user insights and evolving design considerations.

#### User Research

#### Summary

In the initial research phase, I conducted user interviews with a diverse group who recently immigrated to a new country. These interviews revealed valuable insights into the challenges and needs of job seekers in the immigrant community.

To organise and understand the interview data, I created empathy maps to visualize user frustrations and needs. This data was then used to develop a user persona, user stories, and user journeys, providing a comprehensive understanding of the immigrant job seeker's experience. Notably, the research identified specific issues like commute details and salary information, which were subsequently addressed in the project's research and design phases.



#### Pain Points



#### Pay Scale

Immigrant job seekers often struggle to access pay scale information, hindering their ability to make informed career decisions in a new country.



#### **Commute Details**

Navigating challenging commutes, particularly during extreme weather conditions, becomes a significant quality of life issue for many immigrants in their job search.



#### Language/Accent Barriers

Adapting to a new language and accent can be a steep learning curve for immigrants, often acting as a formidable barrier in their professional interactions and job prospects.



#### **Application Convenience**

Job seekers desire pre-filled job applications to streamline the process and reduce the time and effort required for application submissions.

#### **Empathy Map**

#### Says

"I wish I could easily find out the pay scale for jobs in this new country; it's essential information to make informed decisions about my career."

"I wanted a job that wouldn't make me commute in extreme weather; it's a quality of life issue."

"Adapting to a new language and accent has been a steep learning curve, and it's often a barrier in my professional interactions."

#### Does

Actively searches for pay scale information when considering job opportunities.

Seeks job listings with reasonable commute options to ensure a better quality of life.

Participates in language and accent improvement programs to enhance professional communication.

#### **Thinks**

"Why is it so challenging to access pay scale information for job listings here?"

"I hope I can find a job that offers a reasonable commute, especially during extreme weather conditions."

"How can I overcome language and accent barriers to improve my professional interactions?"

#### Feels

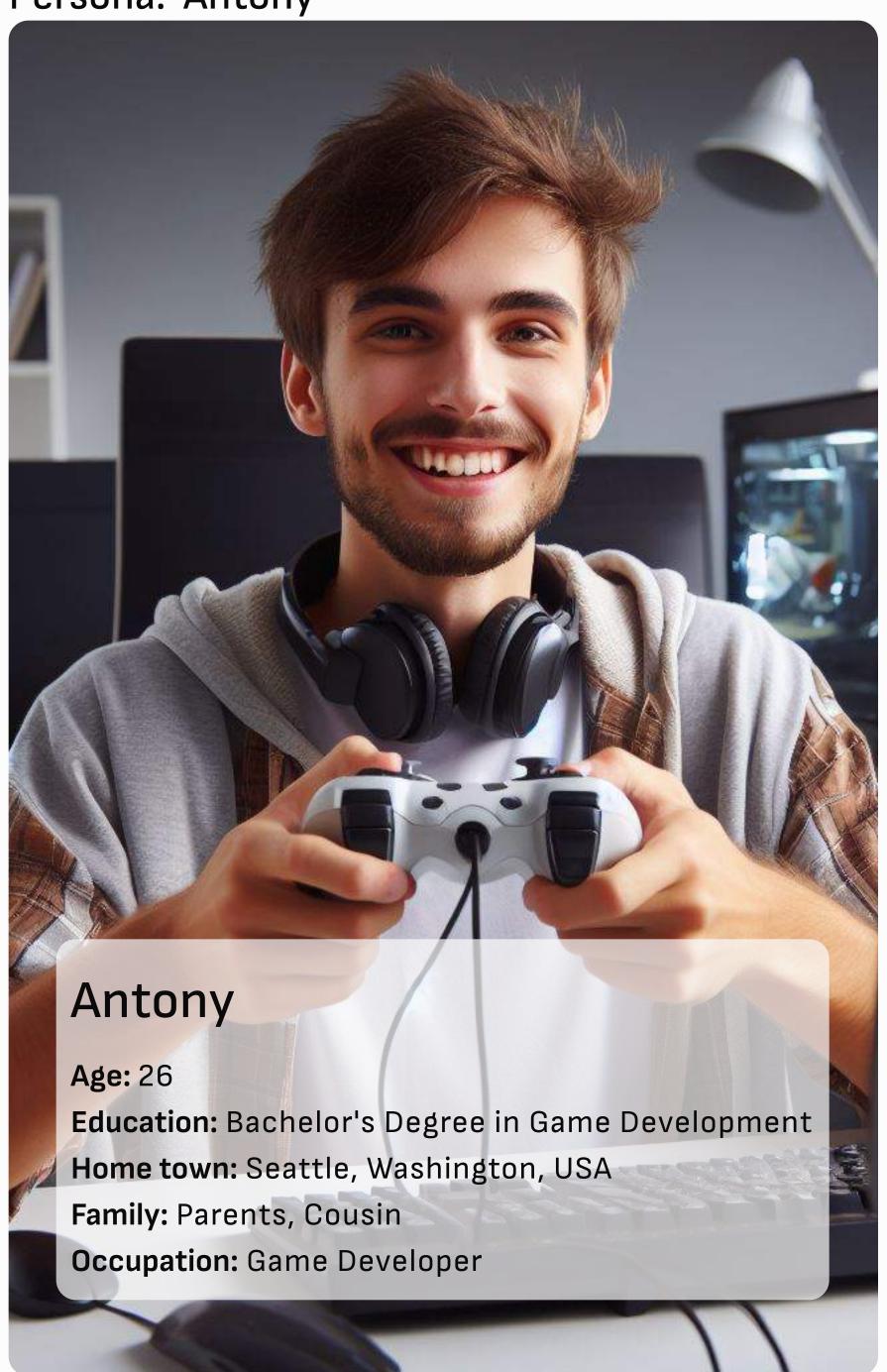
Frustrated due to the lack of accessible pay scale information for making informed career decisions.

Anxious about the prospect of a difficult commute in extreme weather conditions.

Struggles with a mix of determination and insecurity as language and accent adaptation pose challenges in professional interactions.

## Personas And User Journey Maps

Persona: Antony



"At The Moment, My Entire Focus Is On My Career. Over The Next 5 Years, I Can't Afford To Make Any Mistakes."

#### About

Antony is a 26-year-old game developer who recently immigrated to a new country, eager to build a successful career in the gaming industry. Currently residing with their cousin in the city, Antony values the urban setting for its rich networking opportunities, allowing them to connect with professionals from various industries.

Antony is proactively seeking to understand the salary structure in their new country, as the pay system is unfamiliar. Despite this challenge, they are highly confident in their education and professional experiences and hold ambitious aspirations of creating a distinctive niche for themselves in the game development field. Furthermore, Antony has a strong sense of responsibility, planning to provide financial support to their parents back home.

#### Goals

Antony plans to actively network with new Antony is frustrated by the their career development.

They also aim to obtain references from their their new country. friends to enhance their job applications and job prospects.

#### **Frustrations**

people to establish valuable connections for accessible information about new courses and certifications that would enable them to continue their profession successfully in

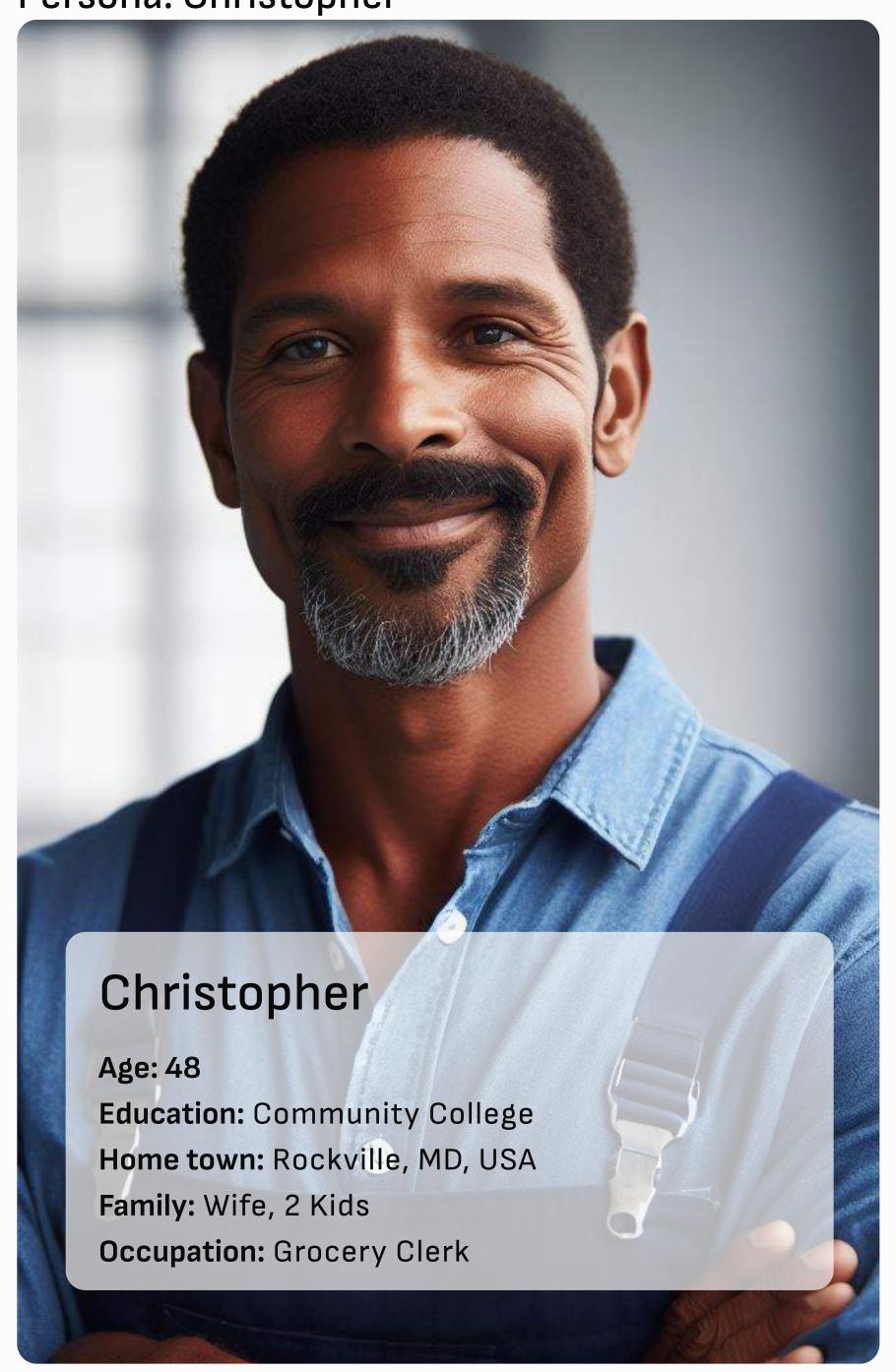
> They are also struggling with the lack of clarity regarding the pay scale offered in their new country of immigration, which making informed complicates career decisions.

# User Journey Map: Antony

The user journey map for Antony outlines his actions, emotional states, and potential areas for improvement during his job search process as a Game Developer. This map can help in creating a more user-friendly and effective job portal tailored to individuals like Antony.

Action	Search For Game Dev Jobs On Job Portals	Look For Job Requirements And Salary Information	Search The Internet To Verify Payscale	Fill In Application	Apply For Job
Task List	<ol> <li>Open job search portal.</li> <li>Enter search criteria (e.g., "Game Developer jobs").</li> </ol>	<ol> <li>Review job listings for requirements.</li> <li>Search for salary details.</li> </ol>	<ol> <li>Open web browser.</li> <li>Search for information on average payscales.</li> </ol>	<ol> <li>Enter personal information, qualifications, and experiences.</li> </ol>	<ol> <li>Review application details.</li> <li>Submit job application.</li> </ol>
Feeling	Eager, Hopeful.	Inquisitive, Focused.	Determined, Informed.	Committed, Thorough	Accomplished, Hopeful.
Improvement Opportunities	Optimize job search features for efficient results.	Ensure clear presentation of job requirements and salary information in listings.	Provide access to local pay scale data within the job portal.	Streamline application forms for ease of use.	Confirm successful submission and provide an application status update.

Persona: Christopher



"Every Step I Take, Even In Harsh Weather, Paves The Way For My Family's Brighter Future Through Hard Work And Education."

#### About

Chris is a middle-aged man who immigrated to the country a couple of months ago, along with his wife and two kids. He is getting accustomed to using the web browser on his smartphone to learn more about his new town.

Chris works as a grocery clerk at a local grocery store. He finds it challenging to walk to his workplace in extreme weather, and he is dissatisfied with the public transportation options.

He believes in working hard, with the belief that rewards will follow. Chris plans to provide an education for his children to ensure they all have a promising future.

#### Goals

Chris aspires to contribute to his community and earn a livelihood by working within it.

He aims to become more proficient with Experiences challenging winter commutes consumer technology for greater comfort due to and ease in daily life.

#### **Frustrations**

Struggles with language comprehension, particularly in English.

absence personal the transportation.

Faces difficulties in adapting to and using consumer technology, which impacts his daily activities.

# User Journey Map: Christopher

The user journey map for Christopher illustrates his actions, emotions, and potential areas for improvement throughout his job search process. This can help in creating a more user-friendly and supportive job portal for individuals like Christopher.

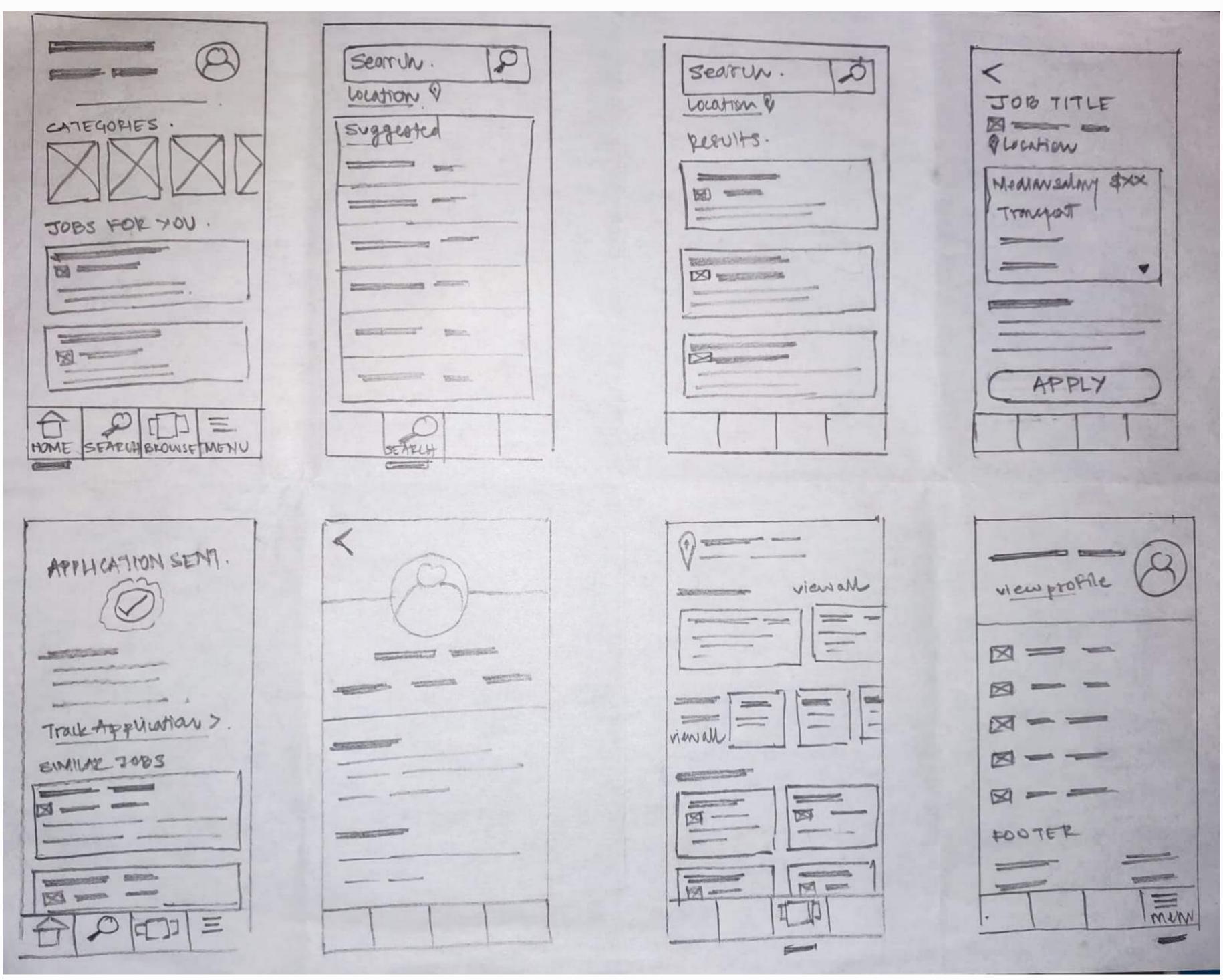
Action	Searches For Local Jobs On Phone Browser	Verifies Commute In Maps App	Selects Preferred Job	Fill In Application	Apply For Job
Task List	<ol> <li>Open web browser.</li> <li>Search for local job listings.</li> </ol>	<ol> <li>Open maps         <ul> <li>application.</li> </ul> </li> <li>Checks the             <ul> <li>commute route to</li> <li>the potential</li> <li>workplace.</li> </ul> </li> </ol>	<ol> <li>Review job listings.</li> <li>Select a job that matches skills and preferences.</li> </ol>	1. Enter personal information, including contact details and work history.	<ol> <li>Review application details.</li> <li>Submit job application.</li> </ol>
Feeling	Determined, Hopeful	Anxious, Concerned	Optimistic, Motivated.	Cautious, Focused.	Hopeful, Accomplished.
Improvement Opportunities	Provide user-friendly job search features, especially for those with basic tech skills.	Offer a user-friendly commute planner, considering extreme weather conditions.	Simplify the job selection process with clear job descriptions.	Offer user-friendly and streamlined data entry forms.	Confirm successful submission and provide an application status update.

# Paper Wireframes

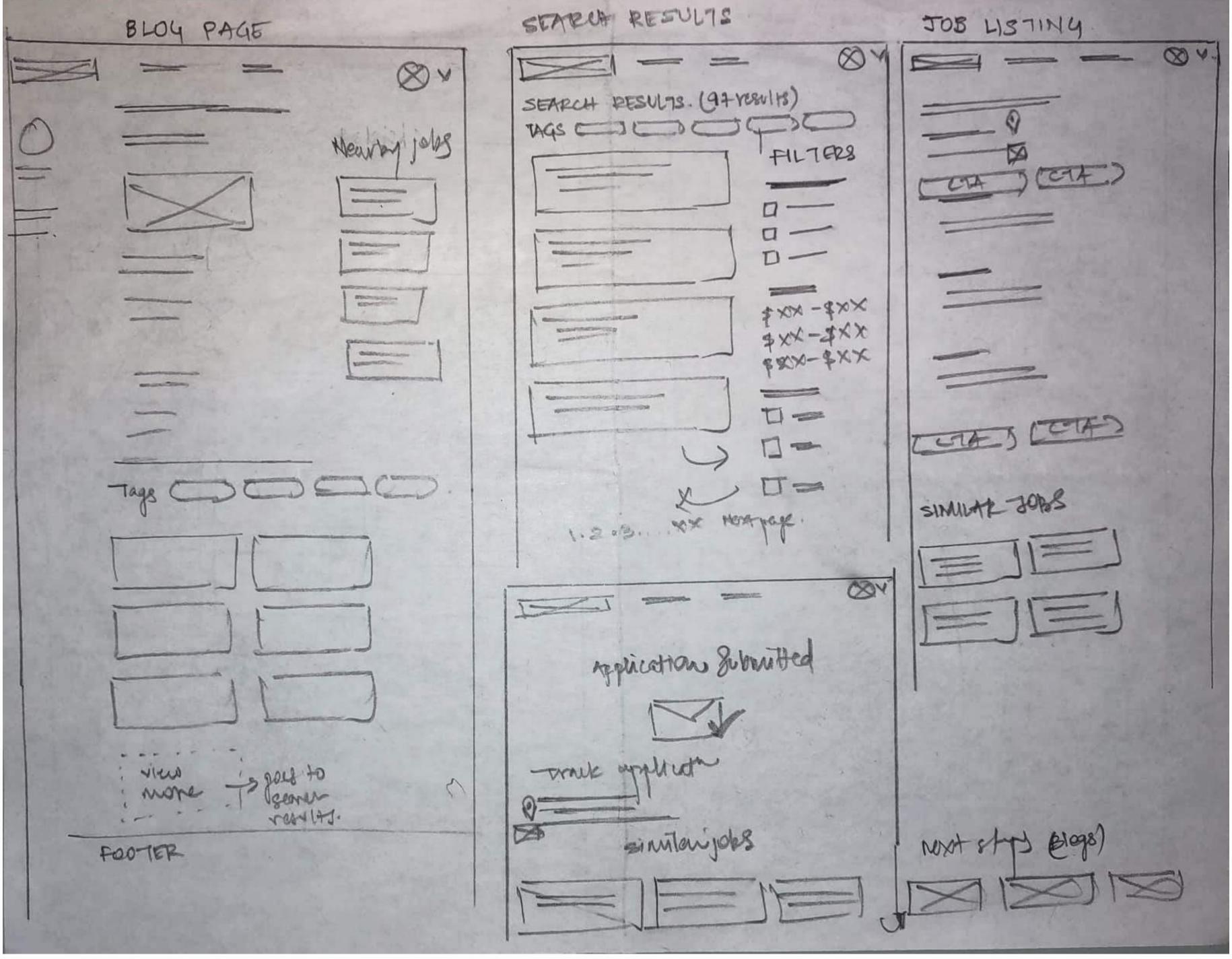
Paper wireframes streamlined the process of designing the diverse job listings.

During the paper wire-framing stage, I solidified the flow, which facilitated the subsequent design phase.

Importantly, I incorporated immigrant-specific additions at the appropriate junctures within the flow.



Paper Wireframes for Mobile App

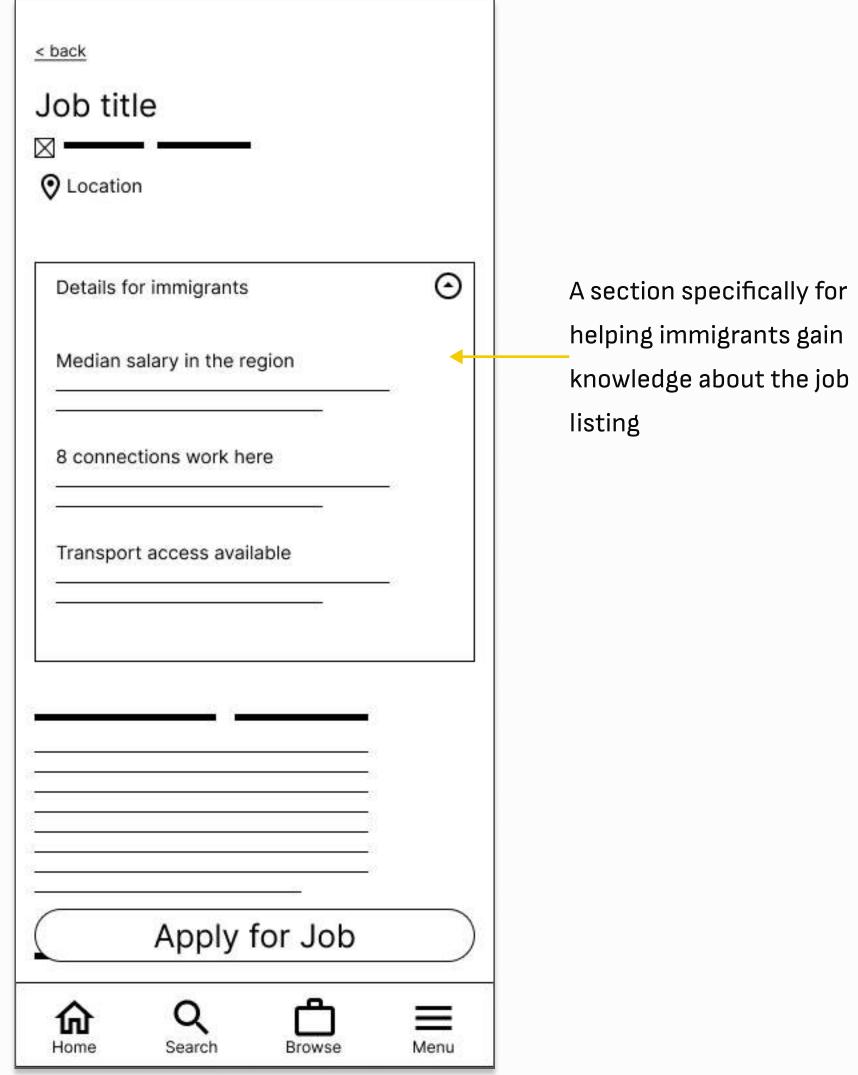


Paper Wireframes for Desktop

# Digital Wireframes

Users were provided with information relevant to immigrants directly on the job listing page itself.

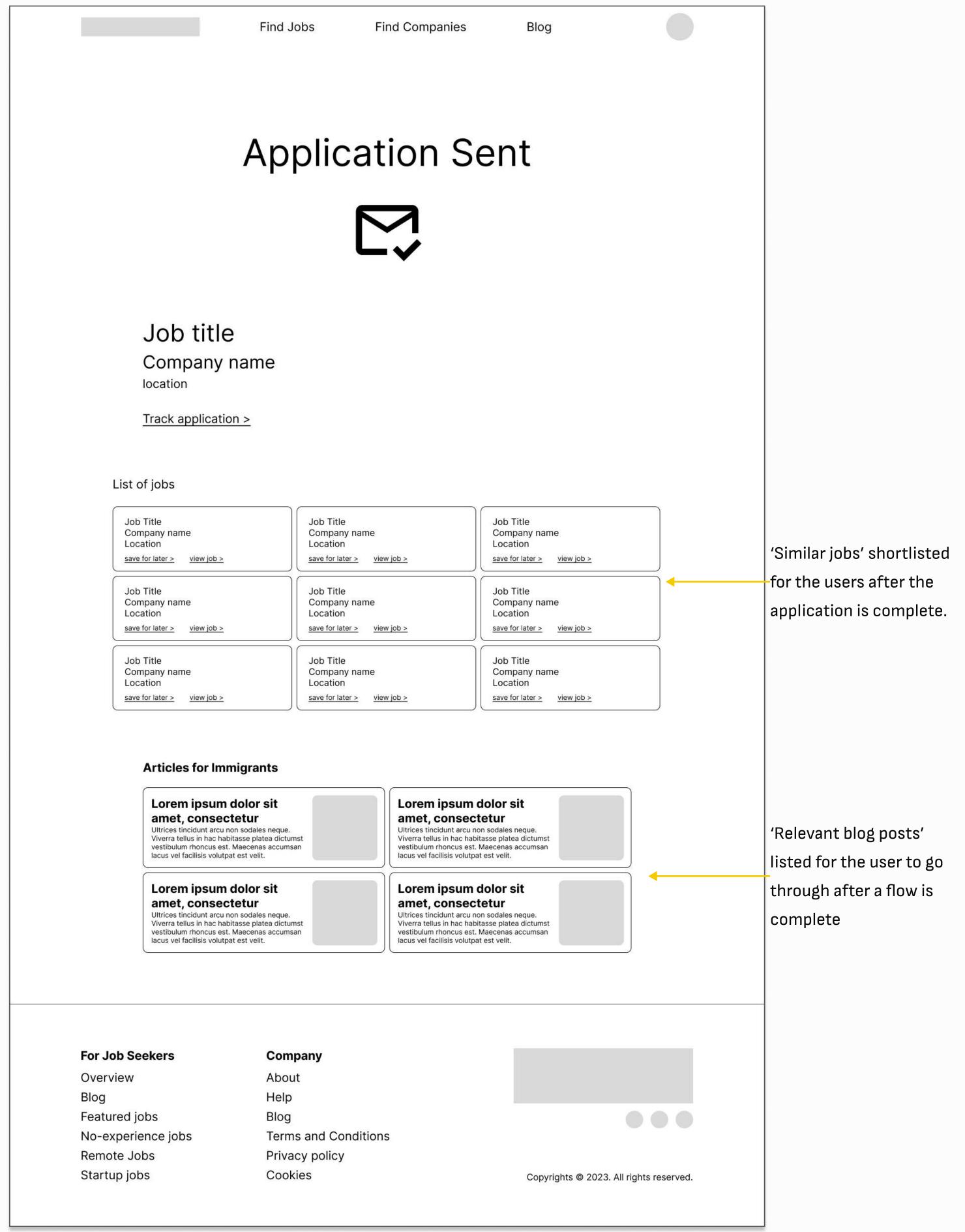
By design, any information can be added to this section, making it easier for the user to find the information and for the company to consolidate its information in one place.



Digital Wireframes for Mobile App

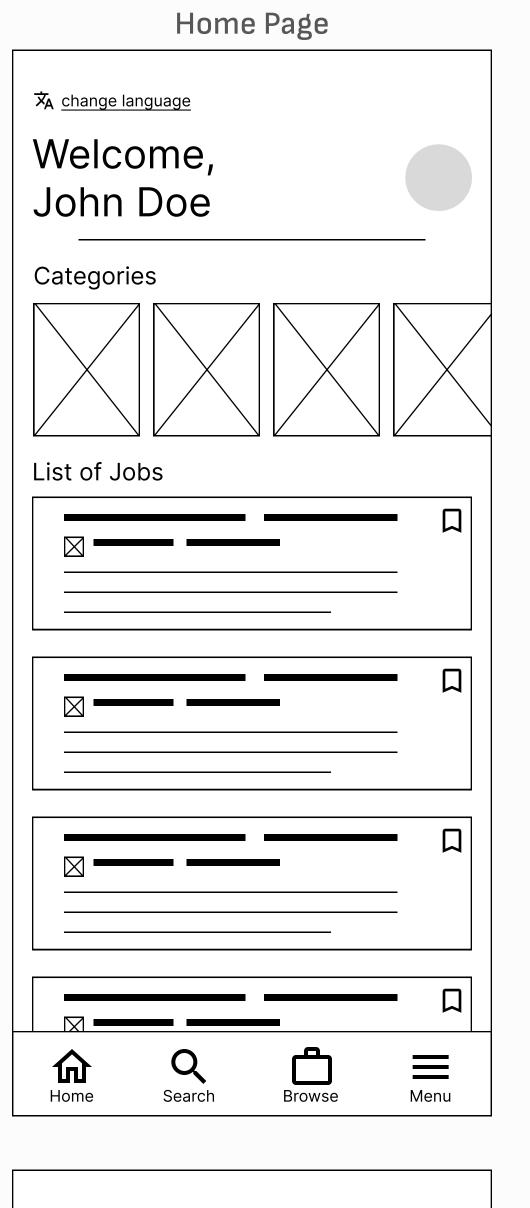
At various stages in the user flow, the user is given the option to browse similar jobs or other relevant job listings.

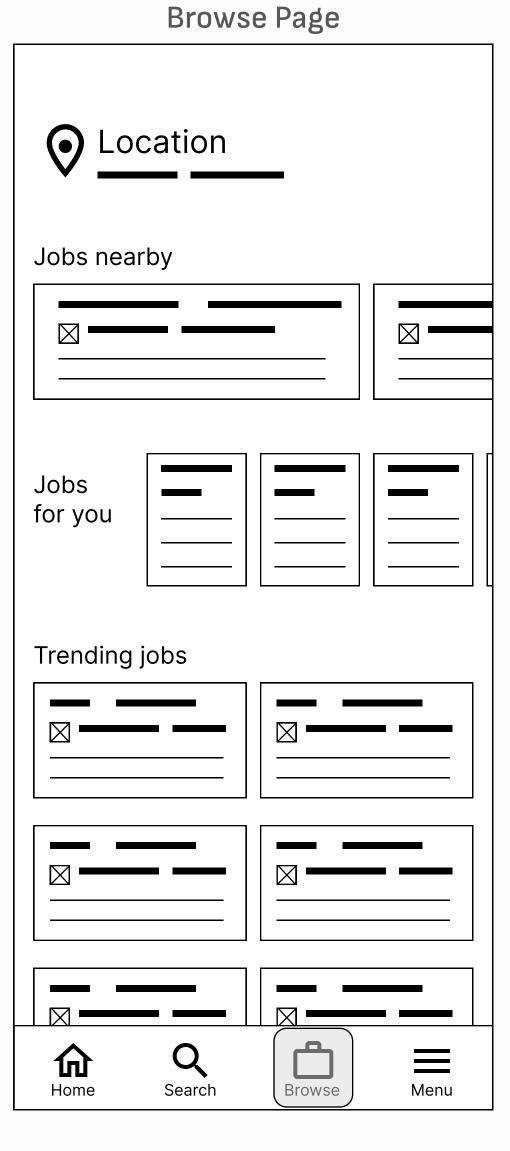
Additionally, relevant blog posts are displayed for the user to read without disrupting the user flow.

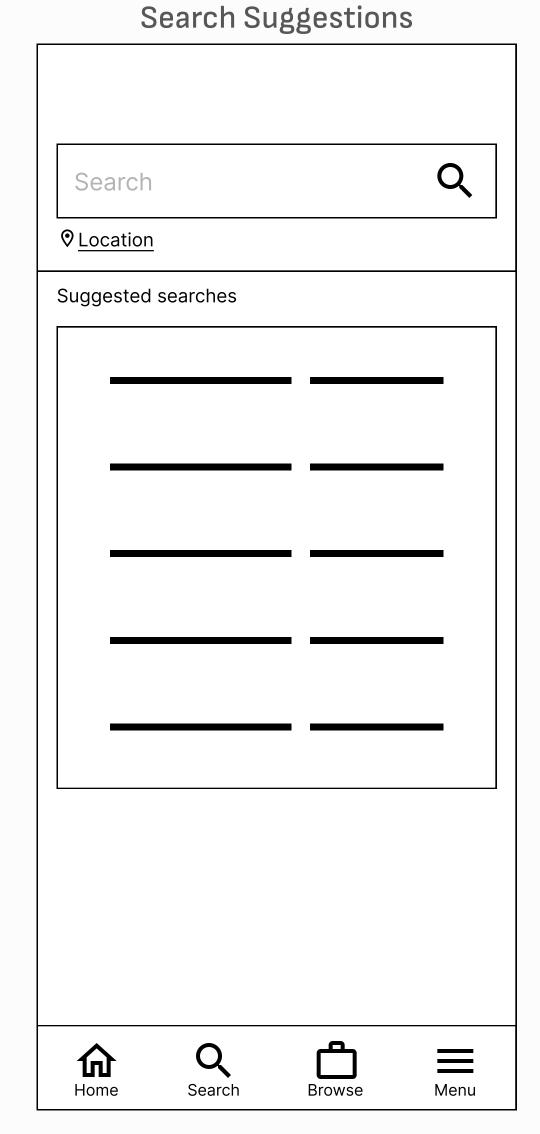


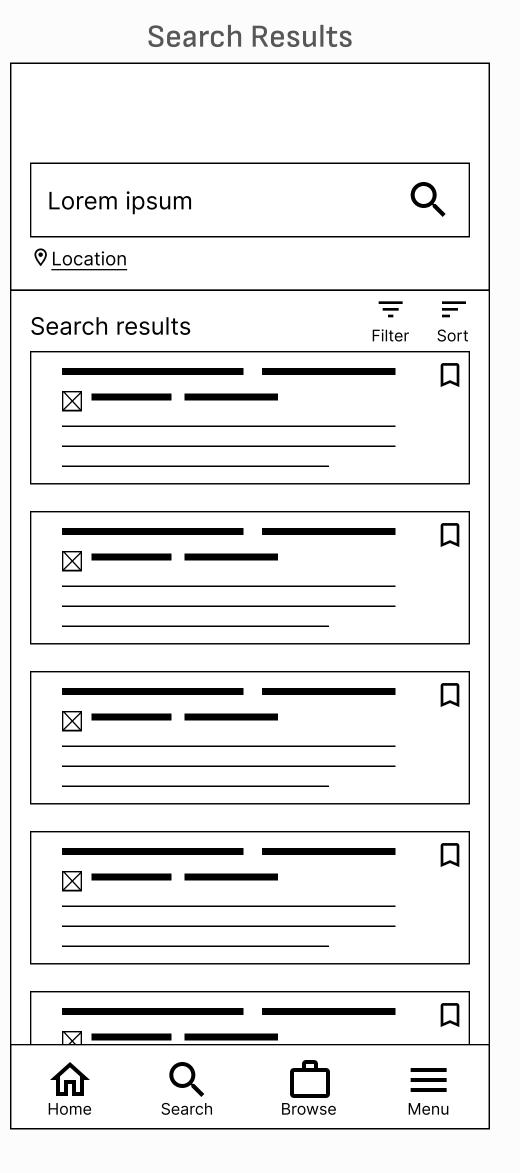
Digital Wireframes for Desktop Website

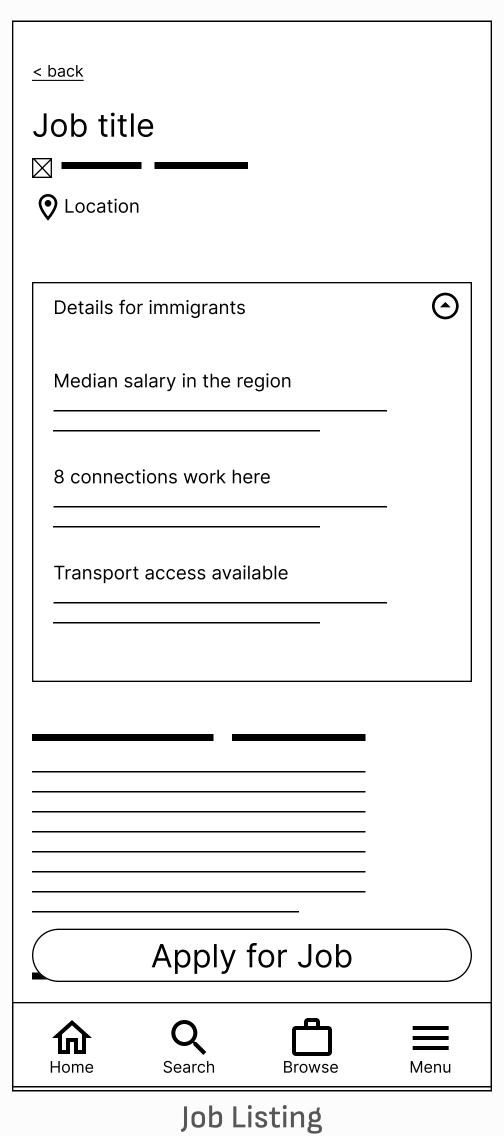
# Digital Wireframes For Mobile App

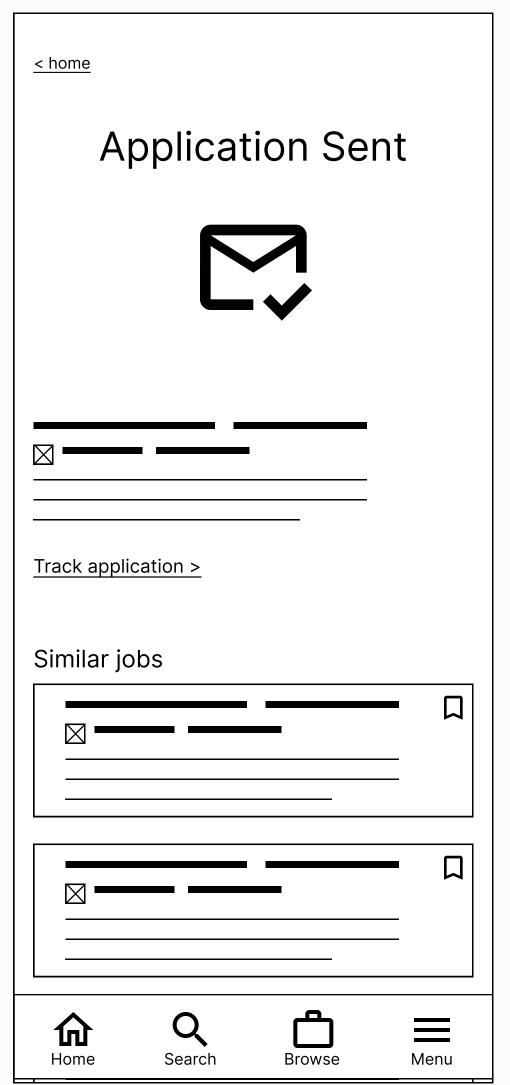




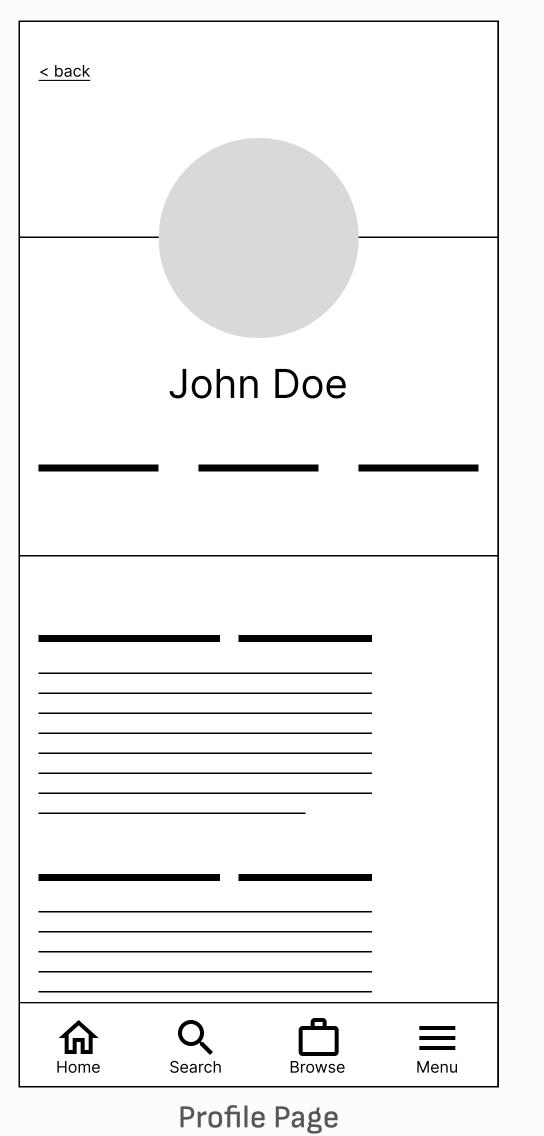


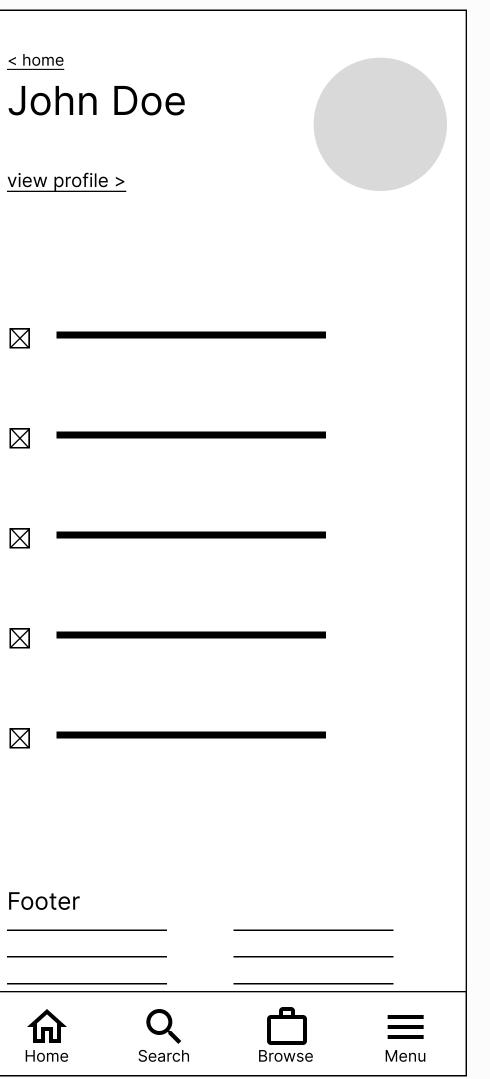






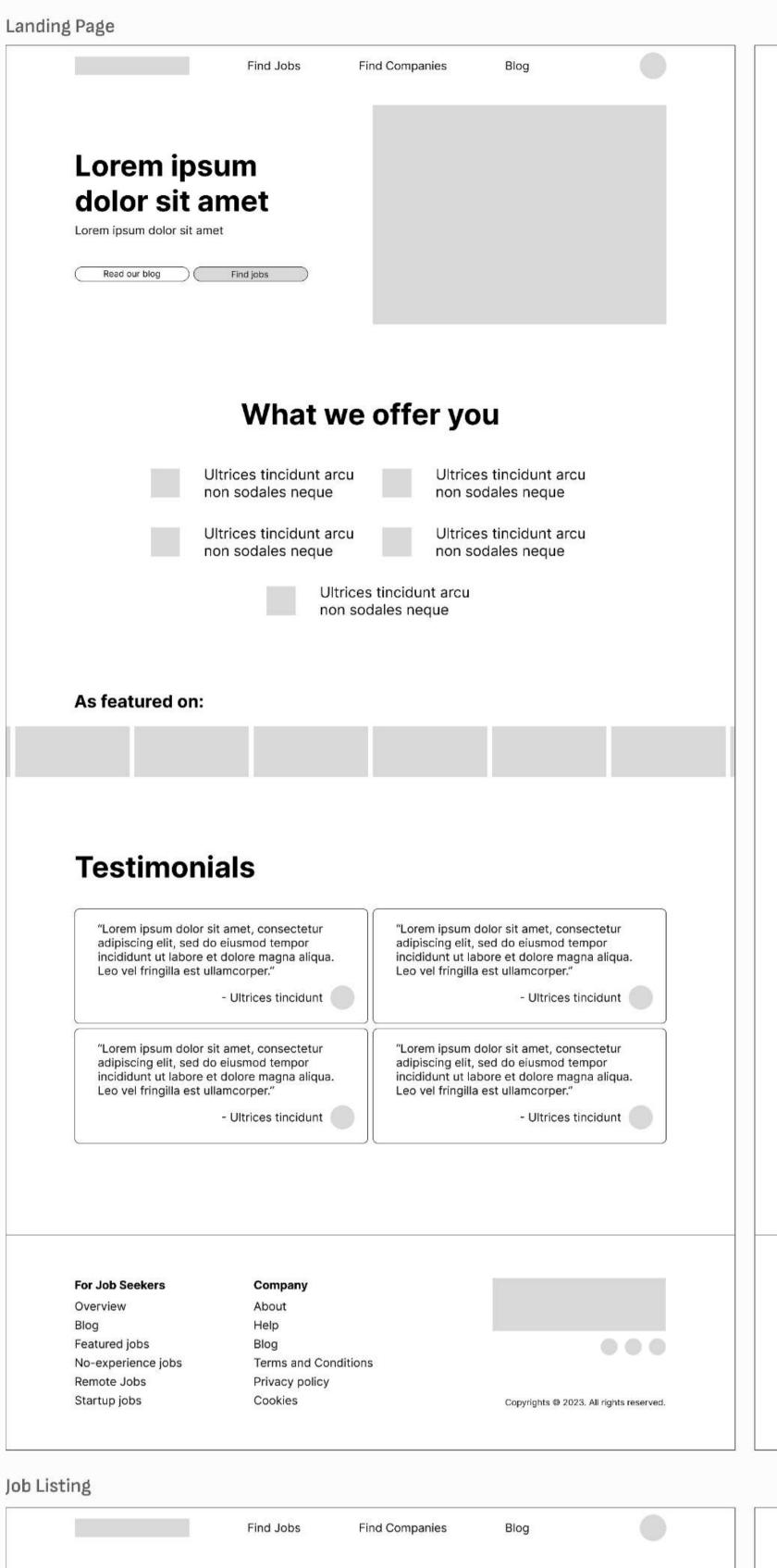
Confirmation

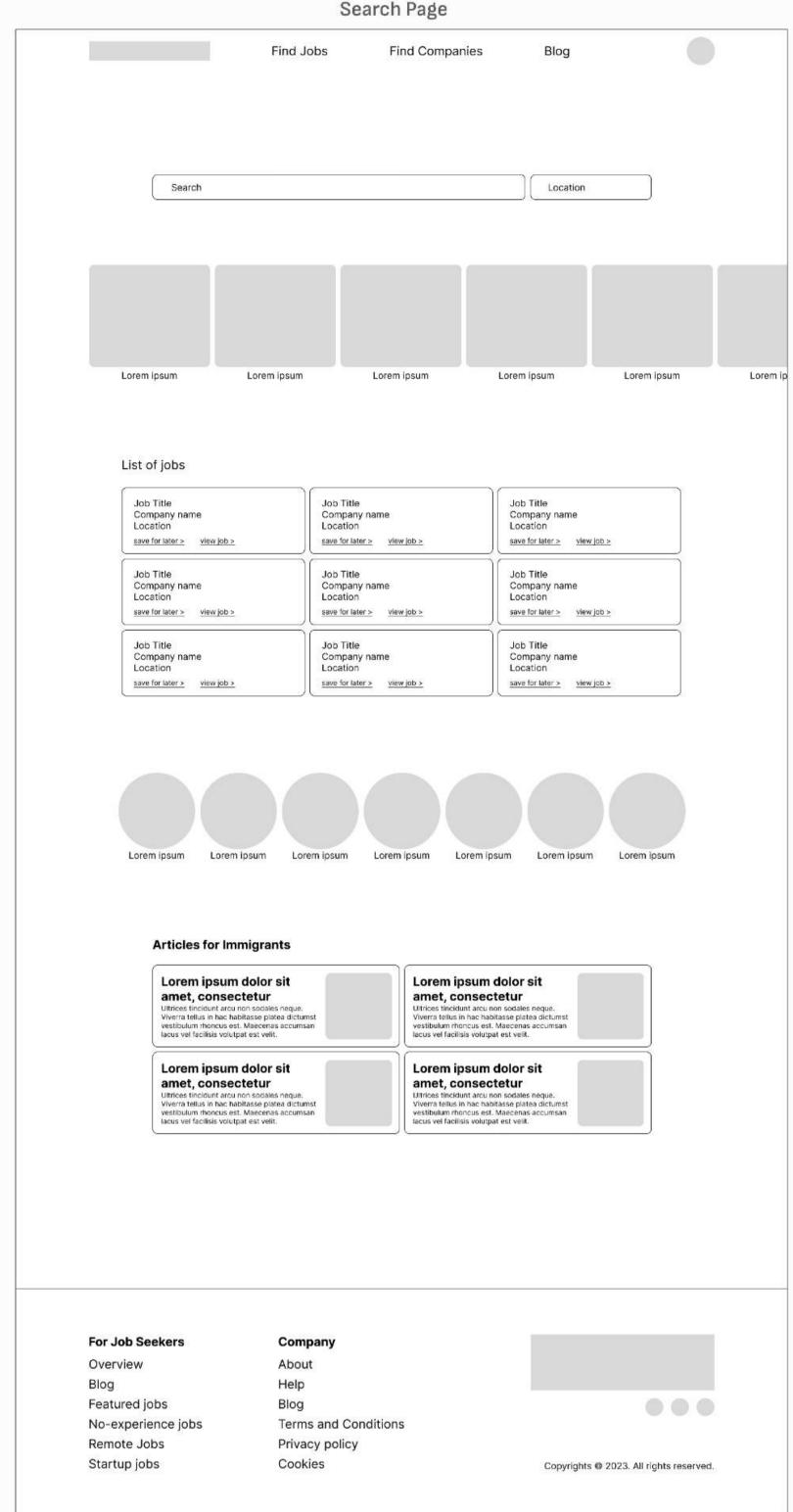


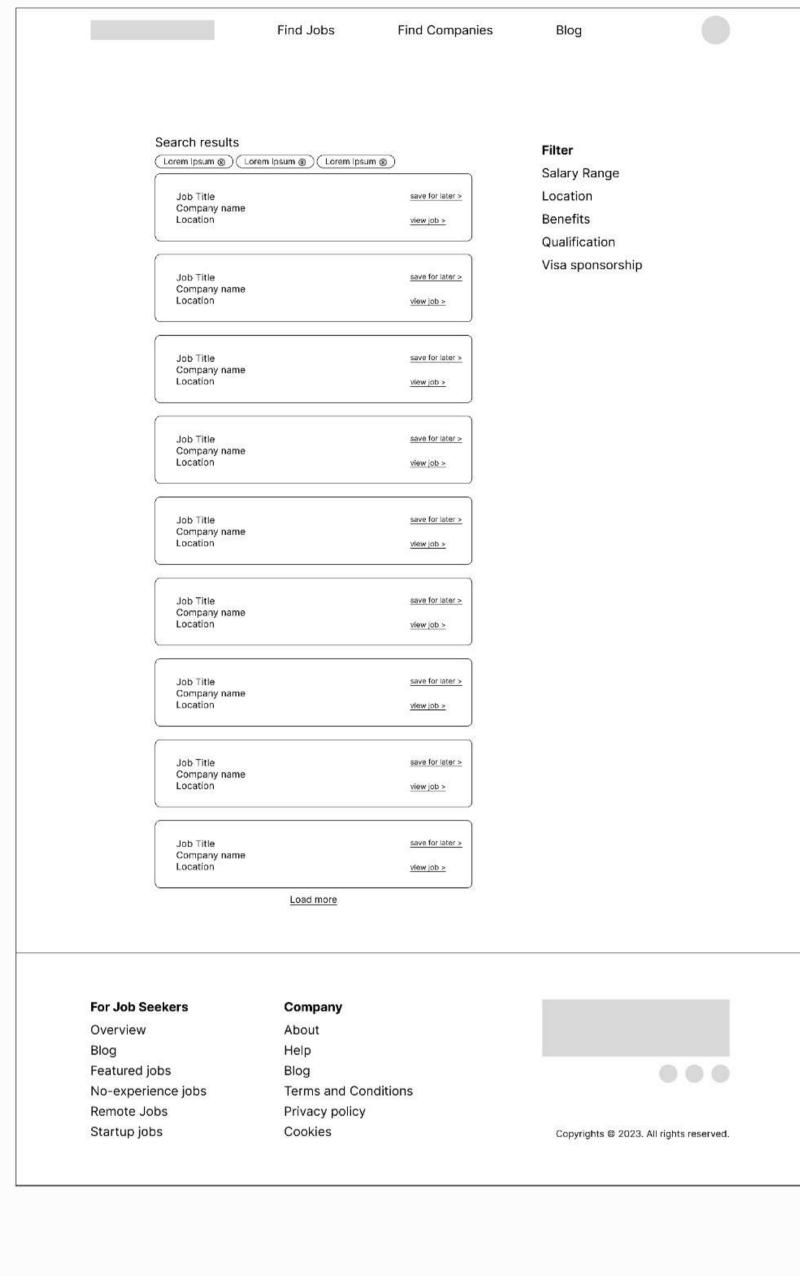


Menu

## Digital Wireframes For Desktop Website







Search Results



For Job Seekers

Overview

Featured jobs

Remote Jobs Startup jobs

No-experience jobs

Company

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**Confirmation Page** 



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# How Might We..

To address the challenges experienced by job-seeking immigrants, I generated a series of "How Might We" questions through brainstorming and empathising with the users following comprehensive user research.

#### How Might We

...display relevant information for immigrants in an easily discoverable manner within the user flow?

#### How Might We

...showcase job listings that are meaningful to an individual user?

#### How Might We

...make it easier for an individual to share their previous experience/education details needed for a job application?

# **Usability Study: Findings**

I conducted two rounds of usability studies to refine the design process.

Insights from the initial study informed the transition from wireframes to mockups. The second study employed a high-fidelity prototype, pinpointing specific areas in the mockups that required further refinement and enhancement. This iterative approach ensured the continual improvement and optimization of the design based on user feedback and insights.

### Round 1 Findings

Users wanted to have information about salary.

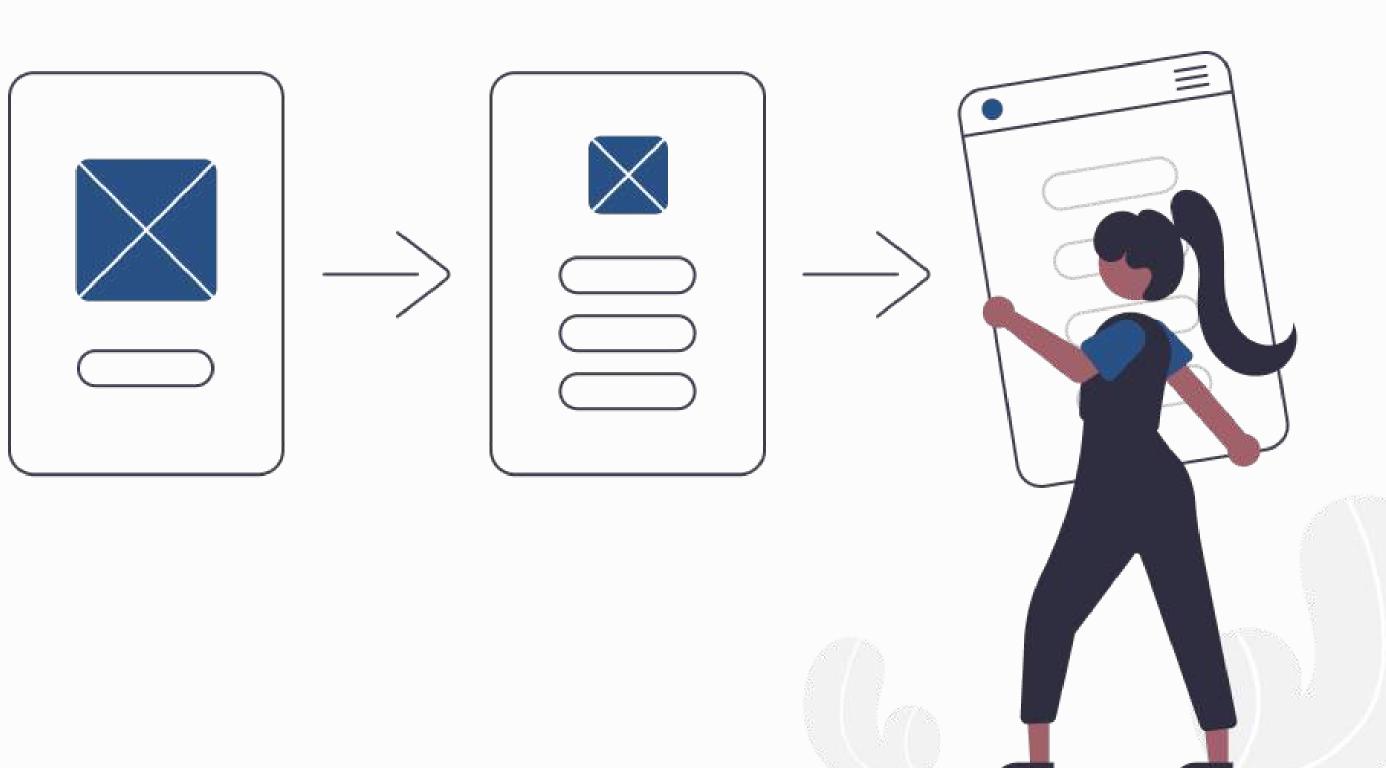
Users wanted to have commute information.

Users wanted a way to **track job applications** right in the app instead on emails.

#### Round 2 Findings

Users wanted a **way to change language** at a very visible location.

Users desired to have tags to filter job search results.



# Mockups

#### 'Details For Immigrants' Section

A dropdown section was incorporated into the interface to offer users a designated area for accessing information tailored specifically for immigrants.

This design choice aims to enhance user experience by providing a focused and easily navigable space, ensuring that individuals seeking information relevant to immigrants can readily access the specific details they require.

#### Dropdown interface on mobile website



#### and analysts, allocating work as necessary

 6-10 years of relevant experience in Apps Development or systems analysis role

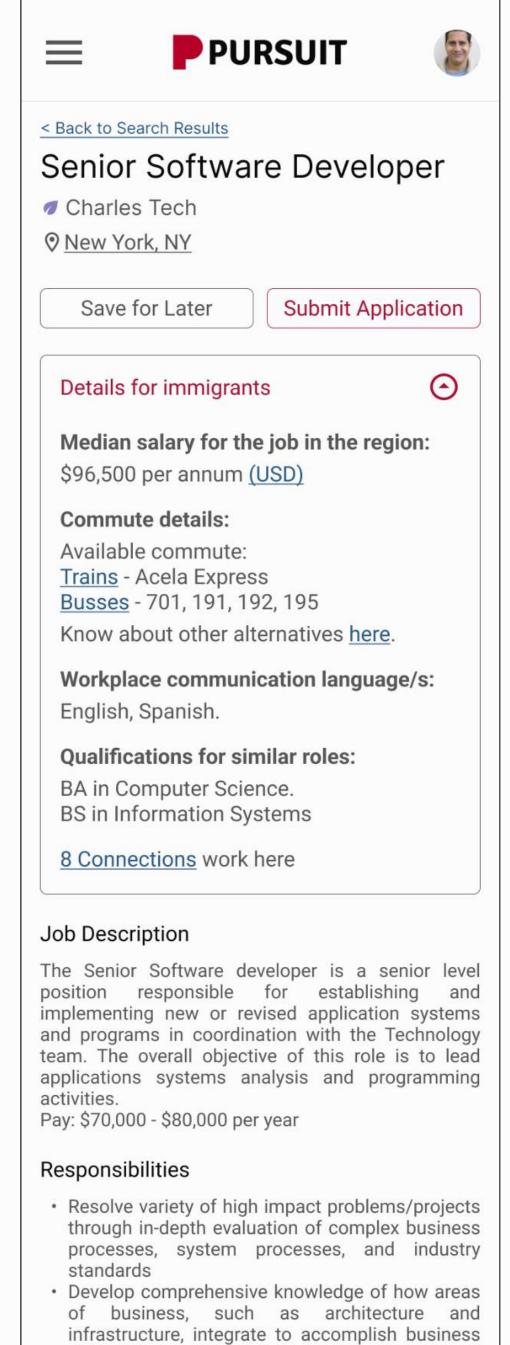
thinking to define issues and develop innovative

Serve as advisor or coach to mid-level developers

solutions

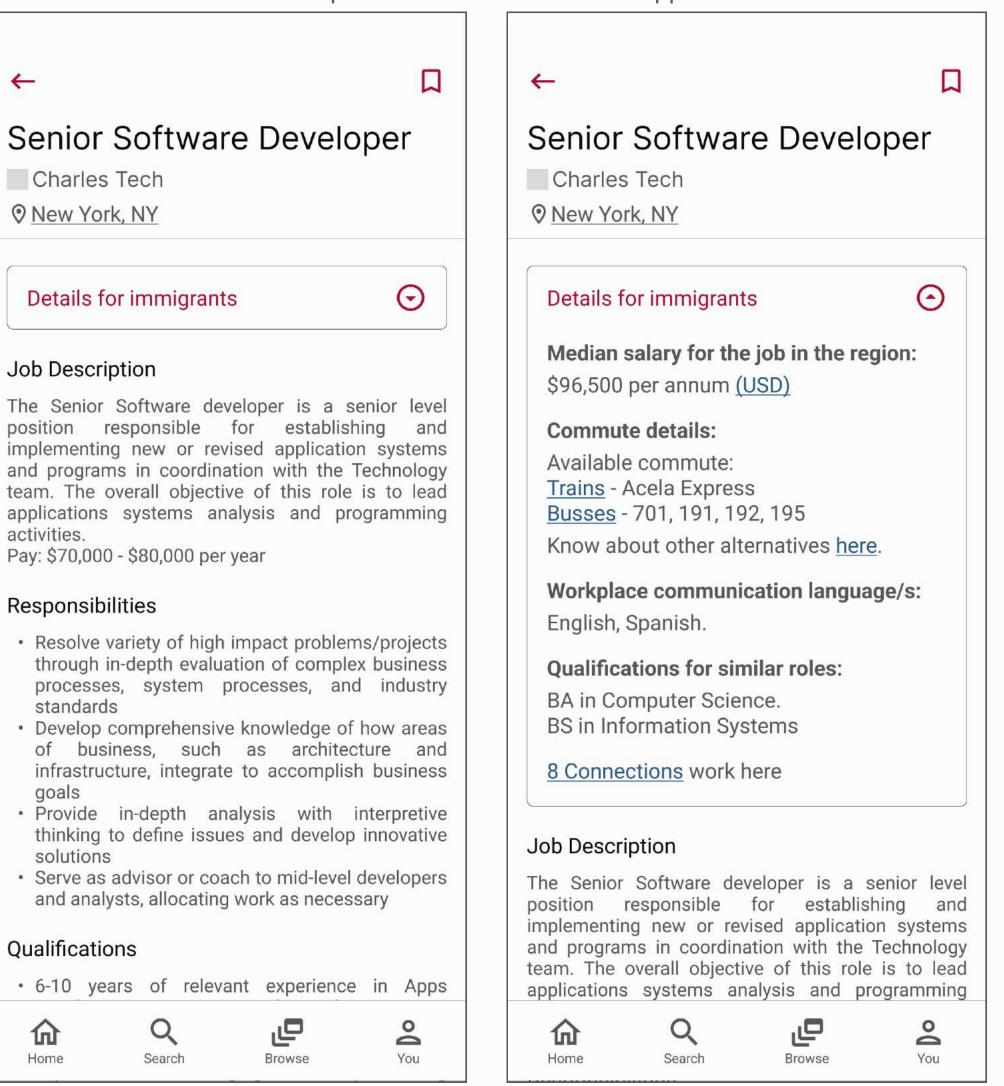
Qualifications

- · Extensive experience system analysis and in programming of software applications · Experience in managing and implementing
- successful projects Subject Matter Expert (SME) in at least one area
- of Applications Development Ability to adjust priorities quickly as
- circumstances dictate Demonstrated leadership and project
- management skills · Consistently demonstrates clear and concise written and verbal communication



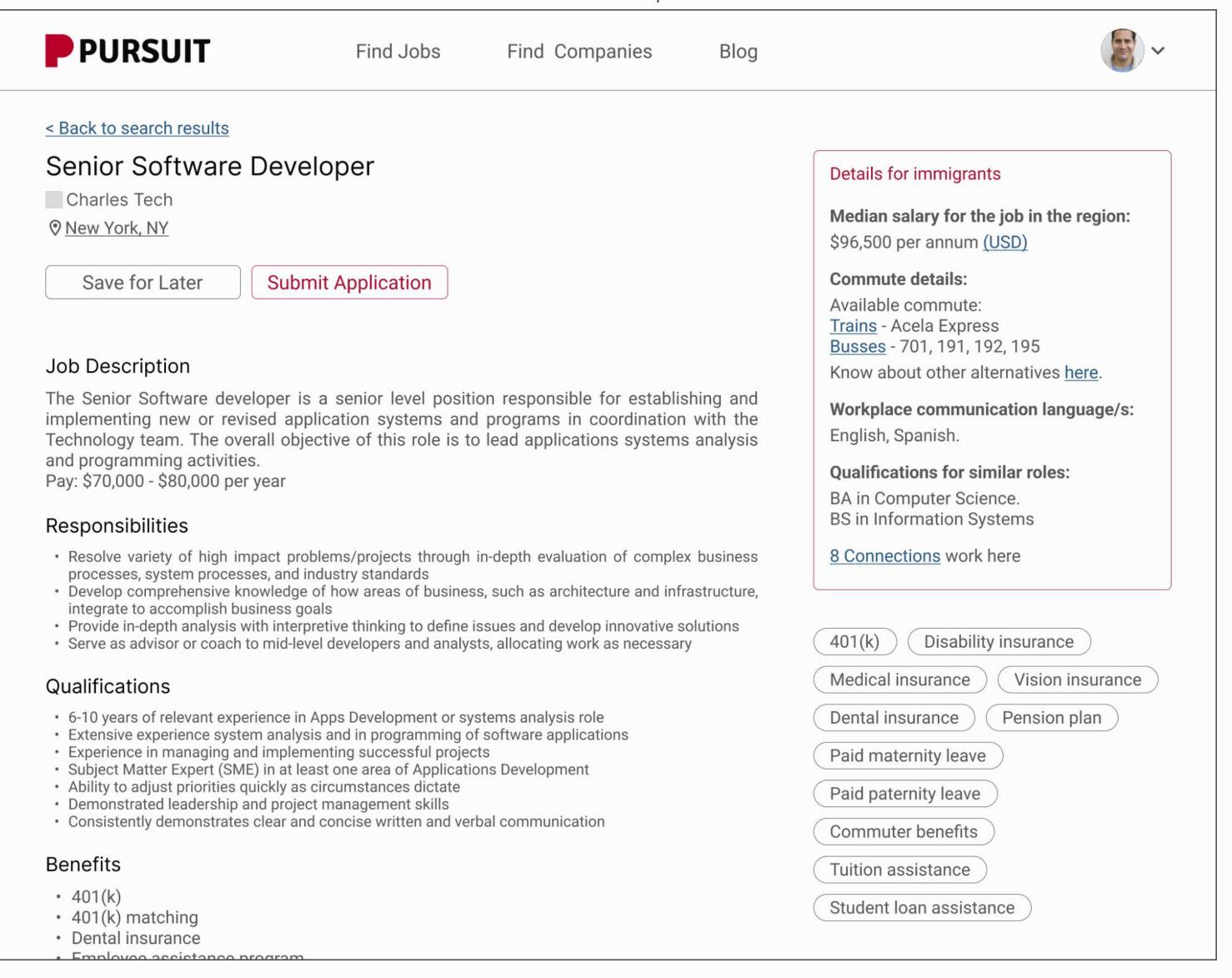
goals

#### Dropdown interface on mobile app



The desktop website featured a corresponding section without the need for a dropdown, benefiting from ample space for a more expansive display.

#### Interface on desktop website

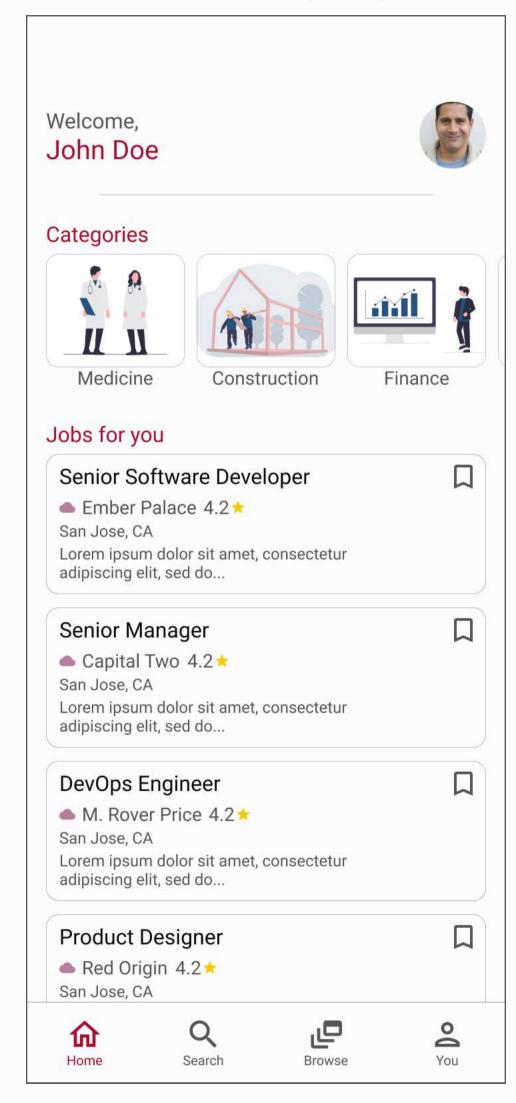


#### Prominent Language Change Option

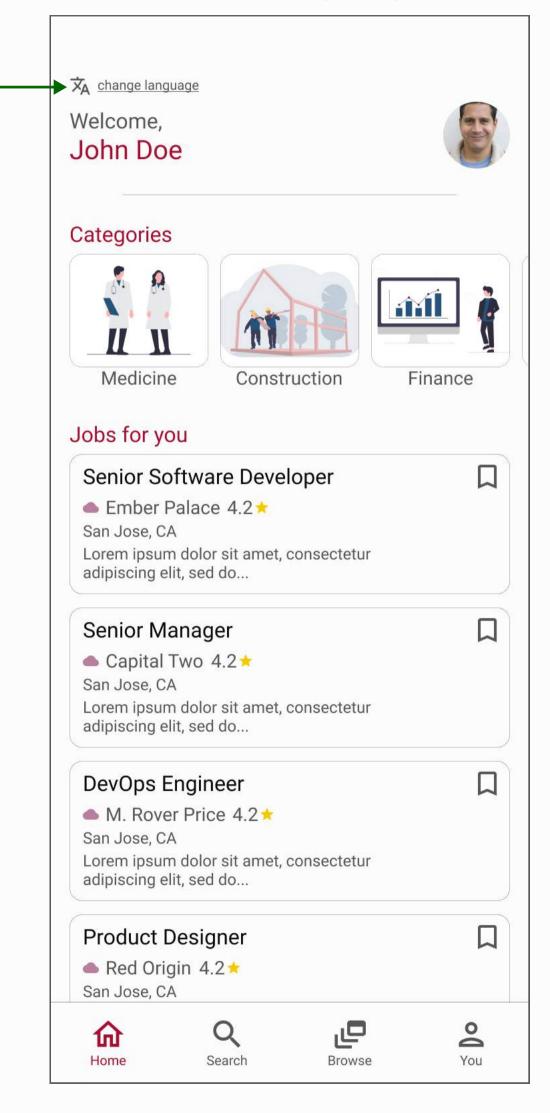
Users explicitly expressed the need for a prominent 'change language' option.

Consequently, the design incorporates this feature directly on the landing page or homepage, ensuring accessibility and user-friendly access to language preferences right from the start.

#### Before usability study



#### After usability study



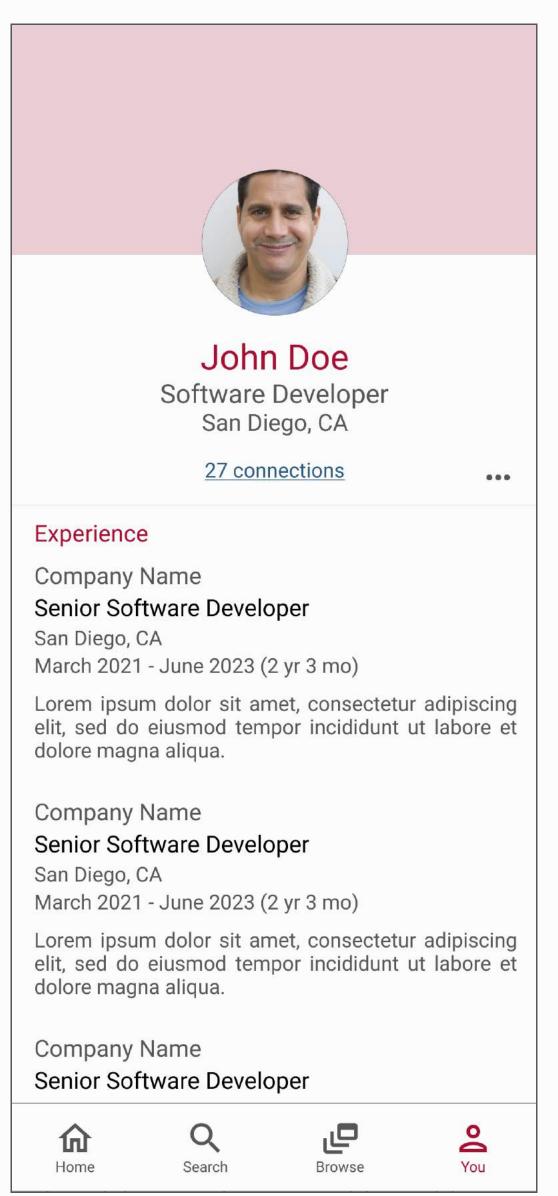
#### **Enhanced Search With Tags**

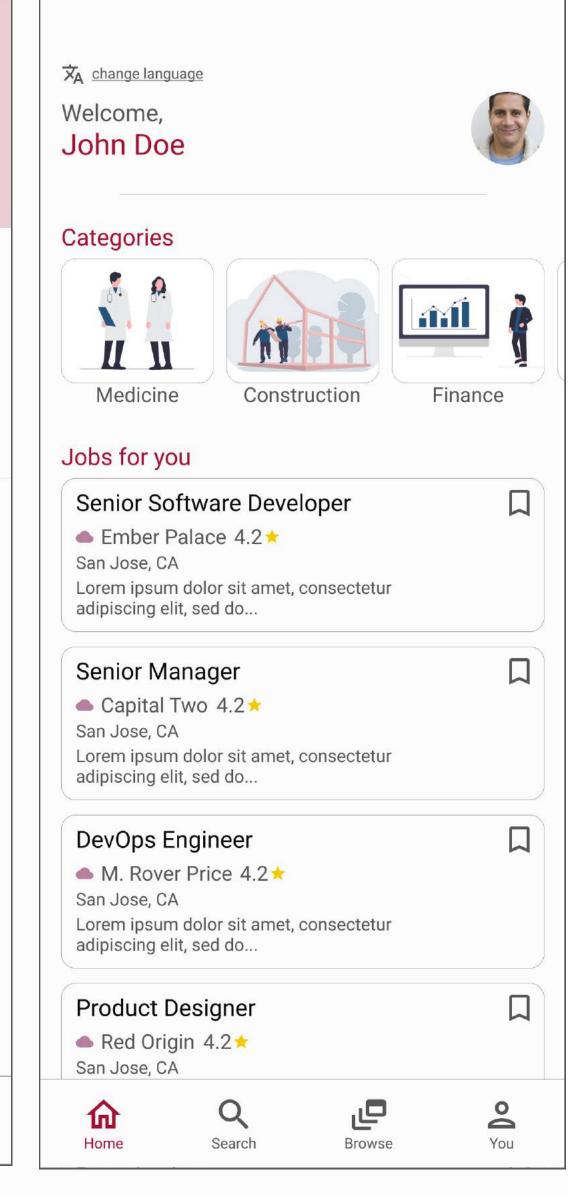
To accommodate users' preferences for refining search results, tags were strategically incorporated into the filtering system wherever applicable, enhancing the user experience by providing a more targeted and customizable search functionality.

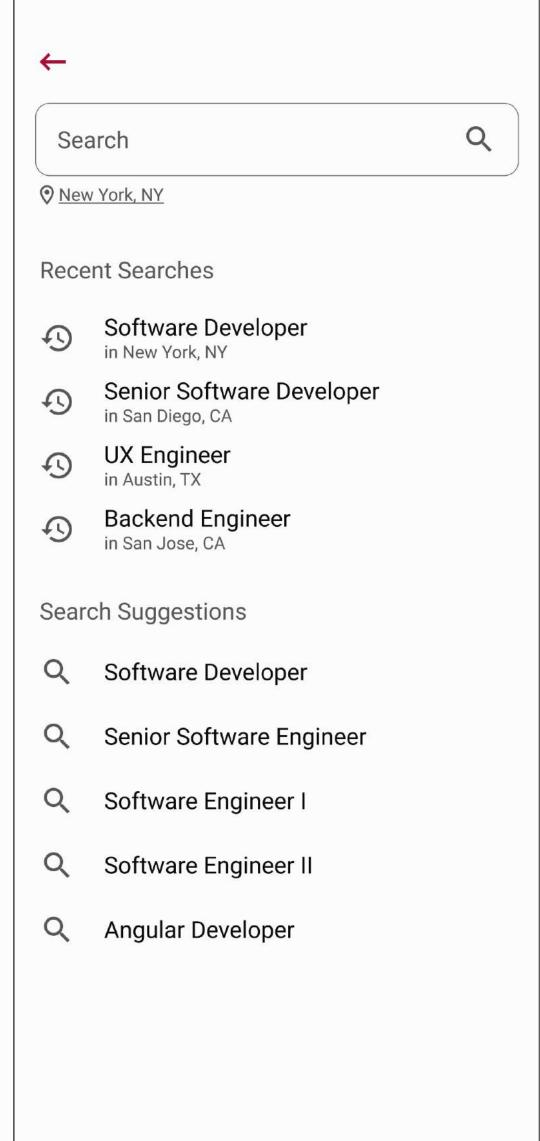
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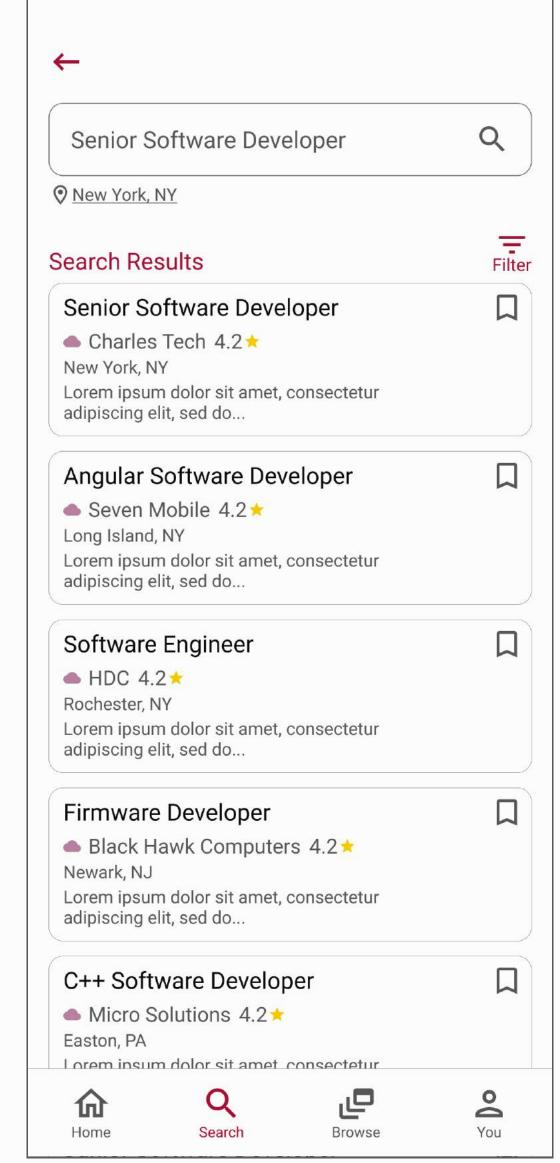
After usability study

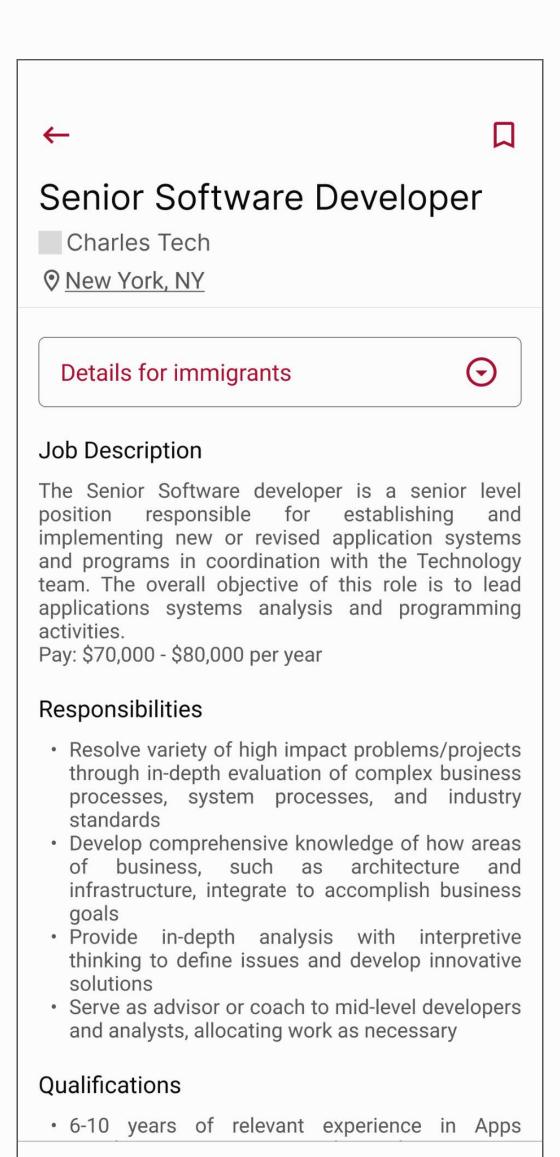
### Mockups For Mobile App











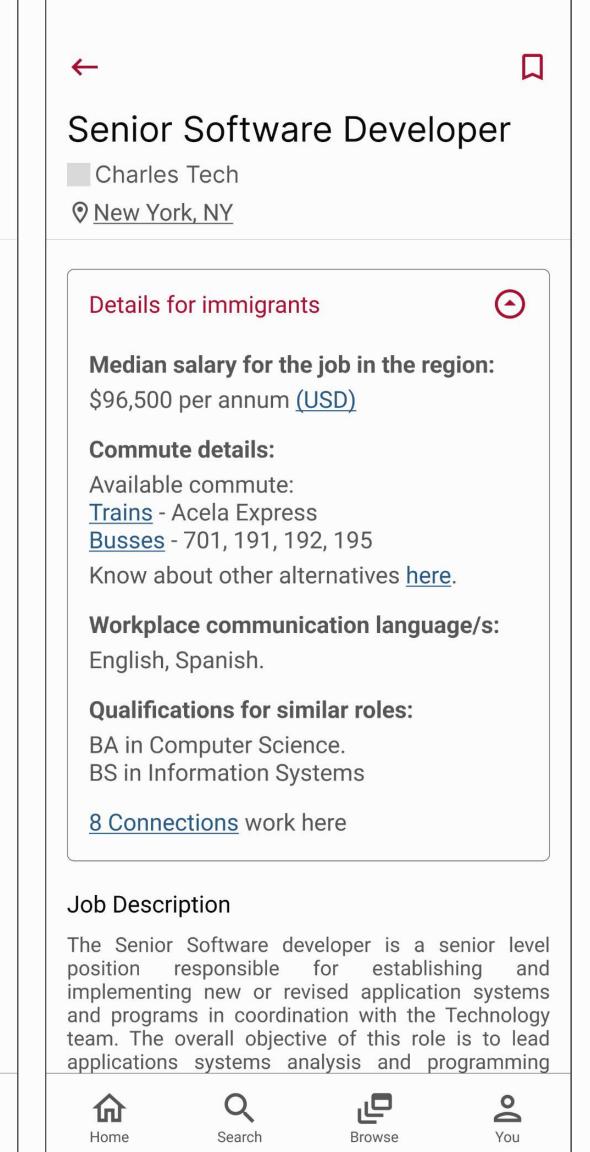
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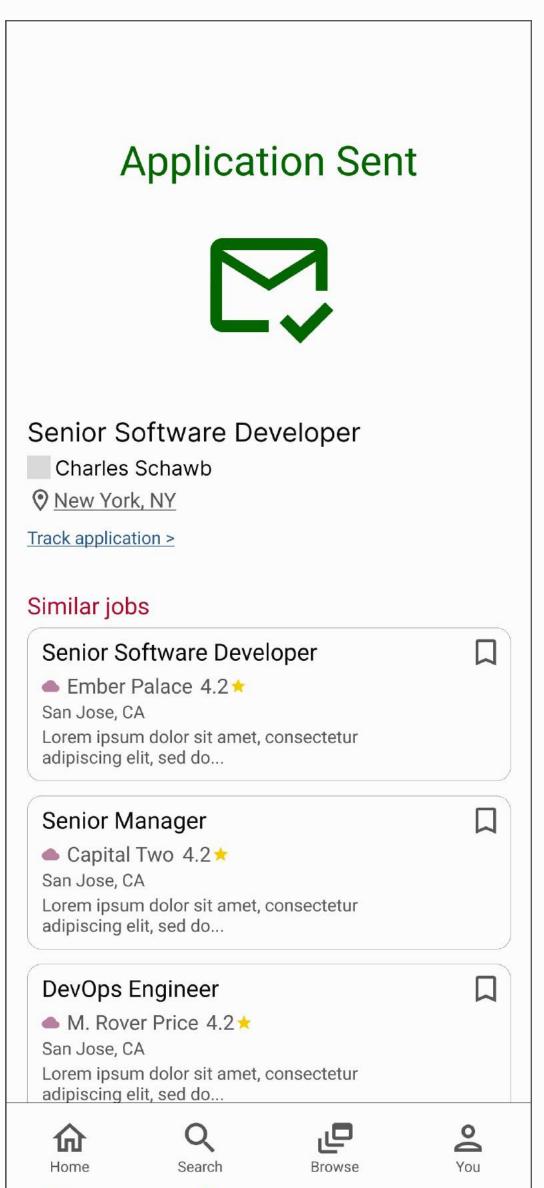
Home

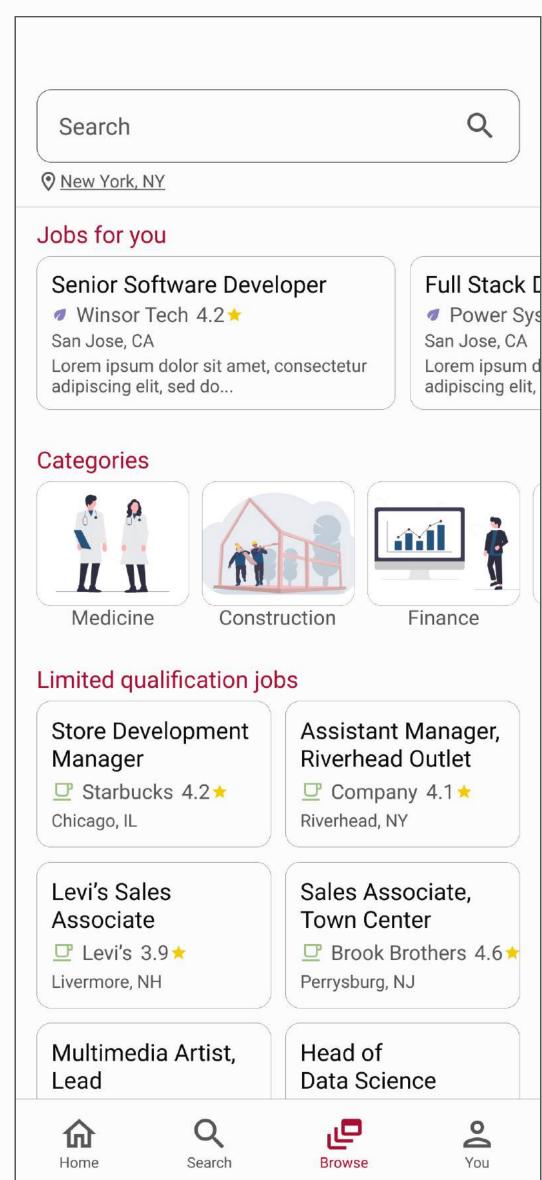
Search

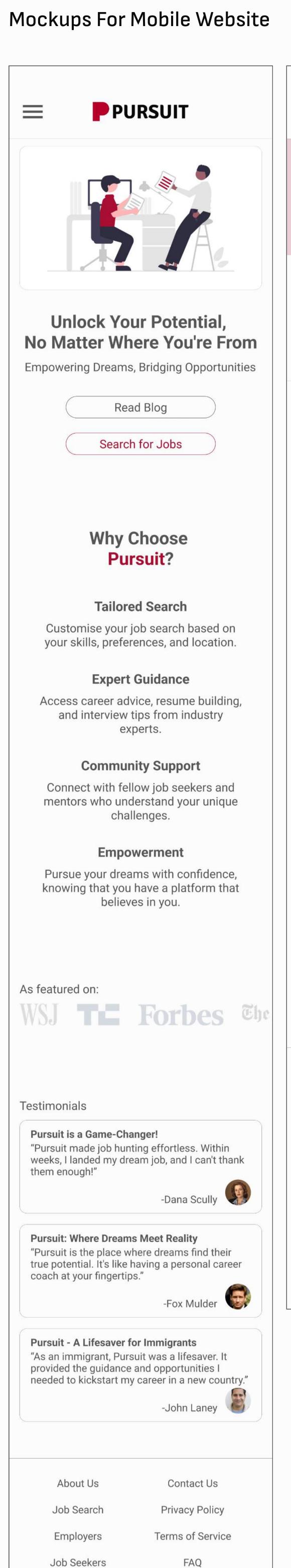
Browse

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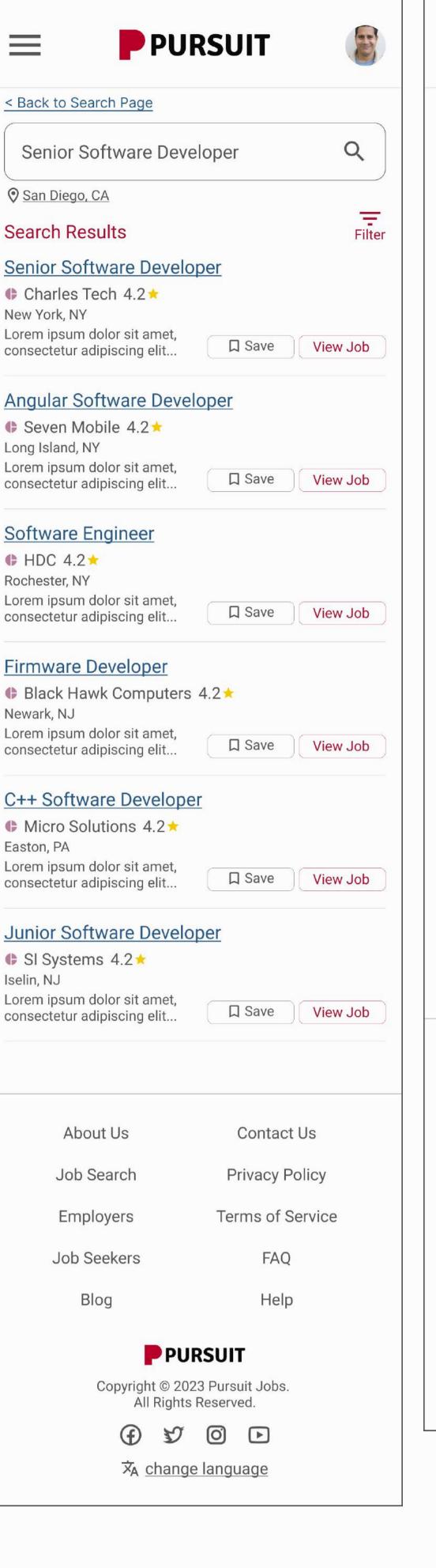
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Long Island, NY

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Rochester, NY

Newark, NJ

Easton, PA

Iselin, NJ

SI Systems 4.2★

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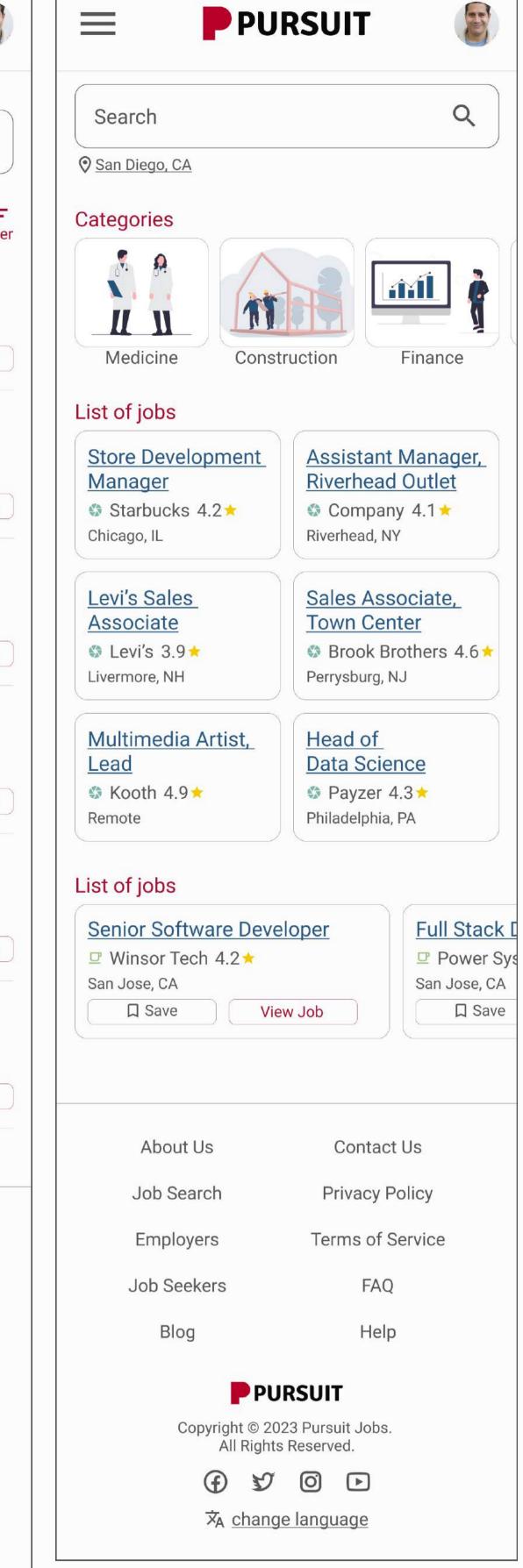
Blog

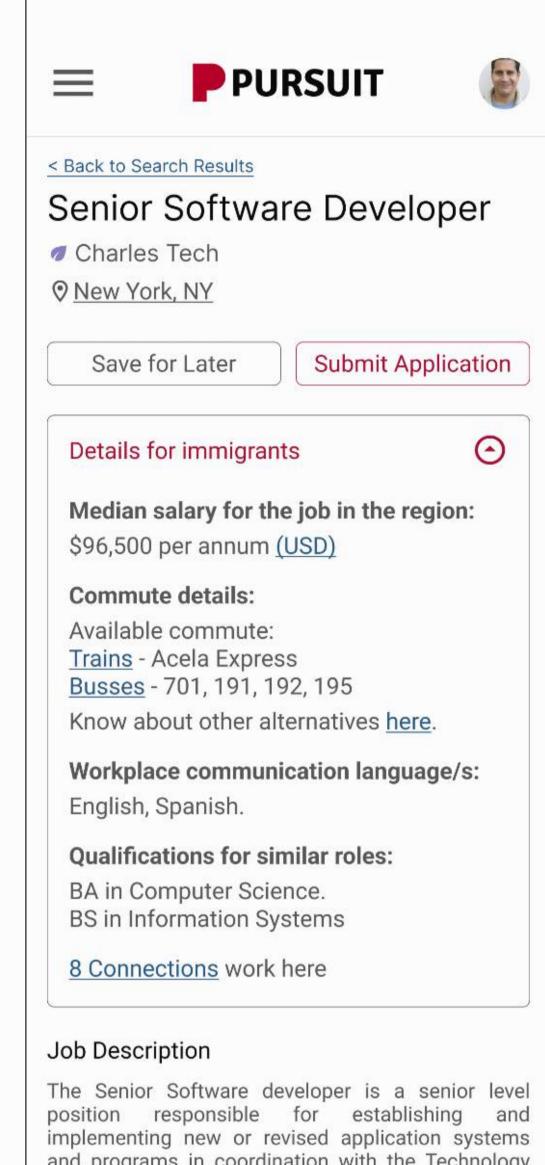
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Seven Mobile 4.2★

Software Engineer





Blog

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and programs in coordination with the Technology team. The overall objective of this role is to lead activities. Pay: \$70,000 - \$80,000 per year

# through in-depth evaluation of complex business

standards

applications systems analysis and programming Responsibilities Resolve variety of high impact problems/projects

#### · Develop comprehensive knowledge of how areas of business, such as architecture and infrastructure, integrate to accomplish business goals

processes, system processes, and industry

- Provide in-depth analysis with interpretive thinking to define issues and develop innovative
- solutions and analysts, allocating work as necessary
- · Serve as advisor or coach to mid-level developers

# Qualifications 6-10 years of relevant experience in Apps

- Development or systems analysis role · Extensive experience system analysis and in programming of software applications Experience in managing and implementing
- successful projects · Subject Matter Expert (SME) in at least one area of Applications Development
- · Ability to adjust priorities quickly as circumstances dictate Demonstrated leadership and project management skills
- · Consistently demonstrates clear and concise written and verbal communication **Benefits**

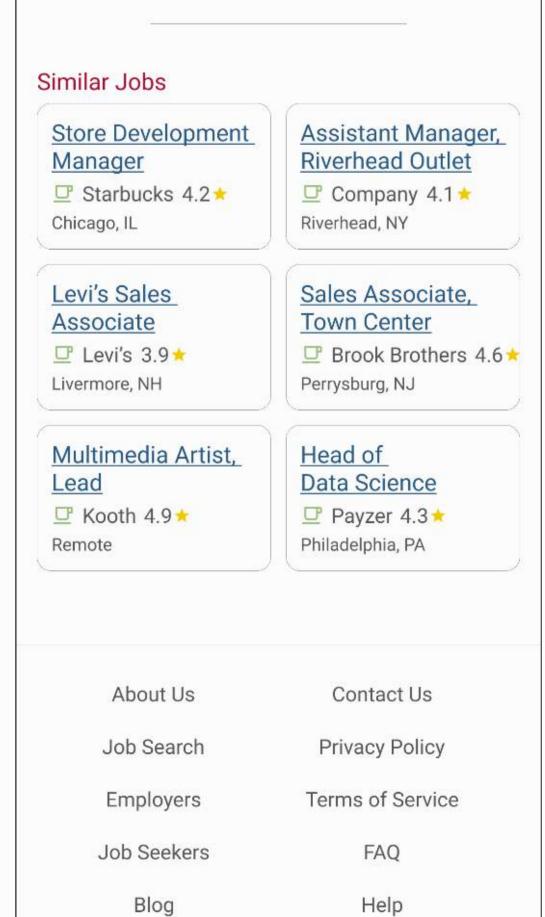
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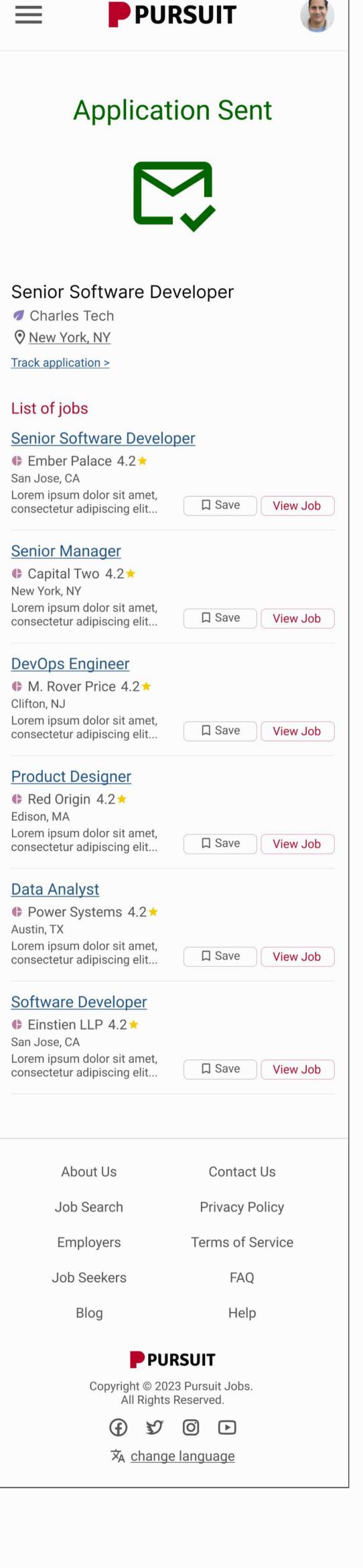
sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Charles Tech Inc. and its subsidiaries invite all qualified interested applicants to apply for career opportunities. If you are a person with a disability and need a reasonable accommodation to use our search tools and/or apply for a career opportunity review Accessibility at Charles Tech. Save for Later **Submit Application** 

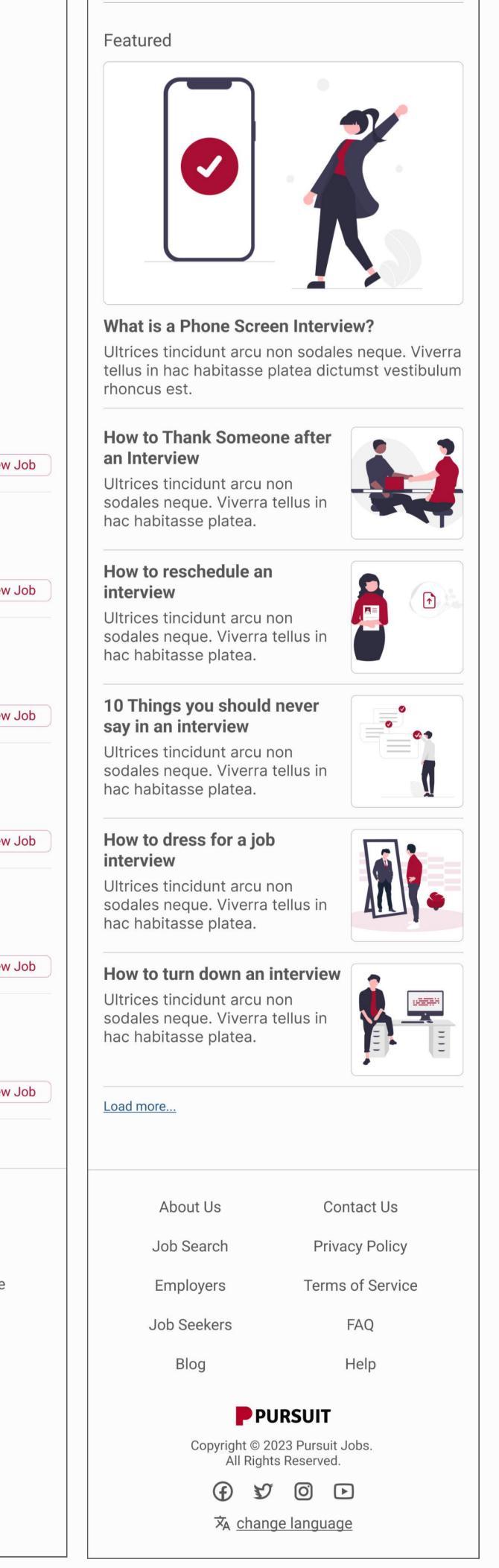


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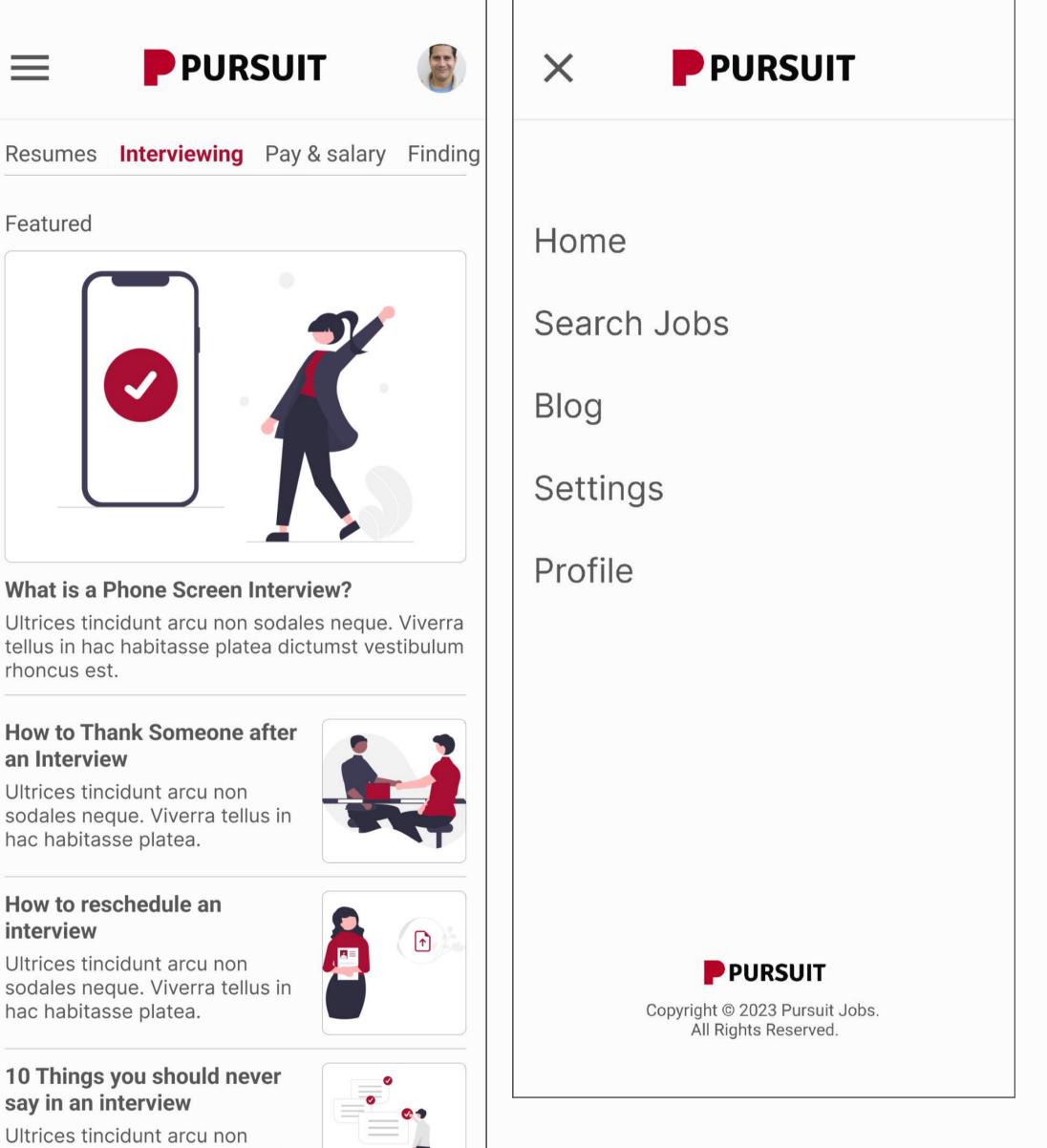
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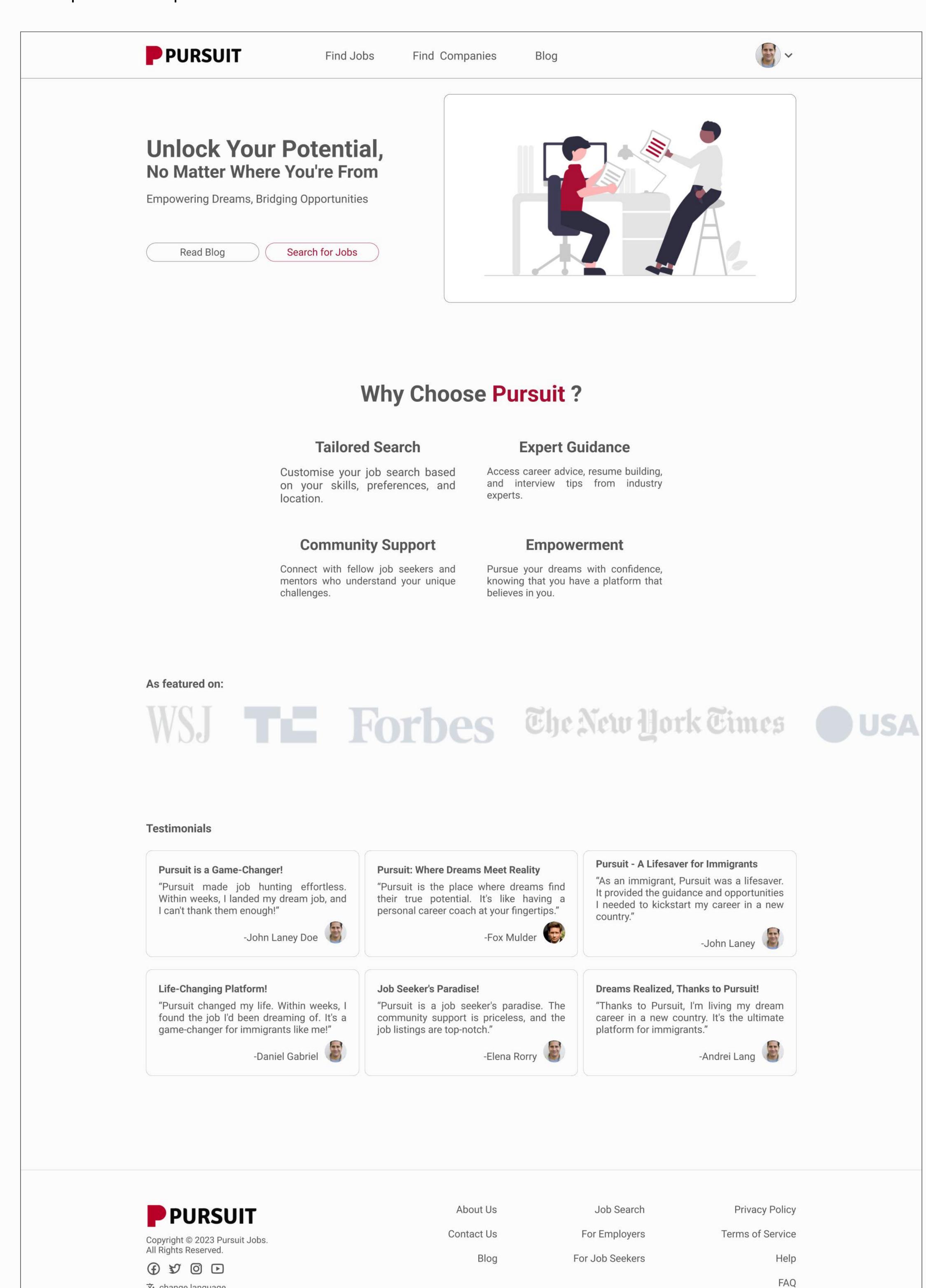
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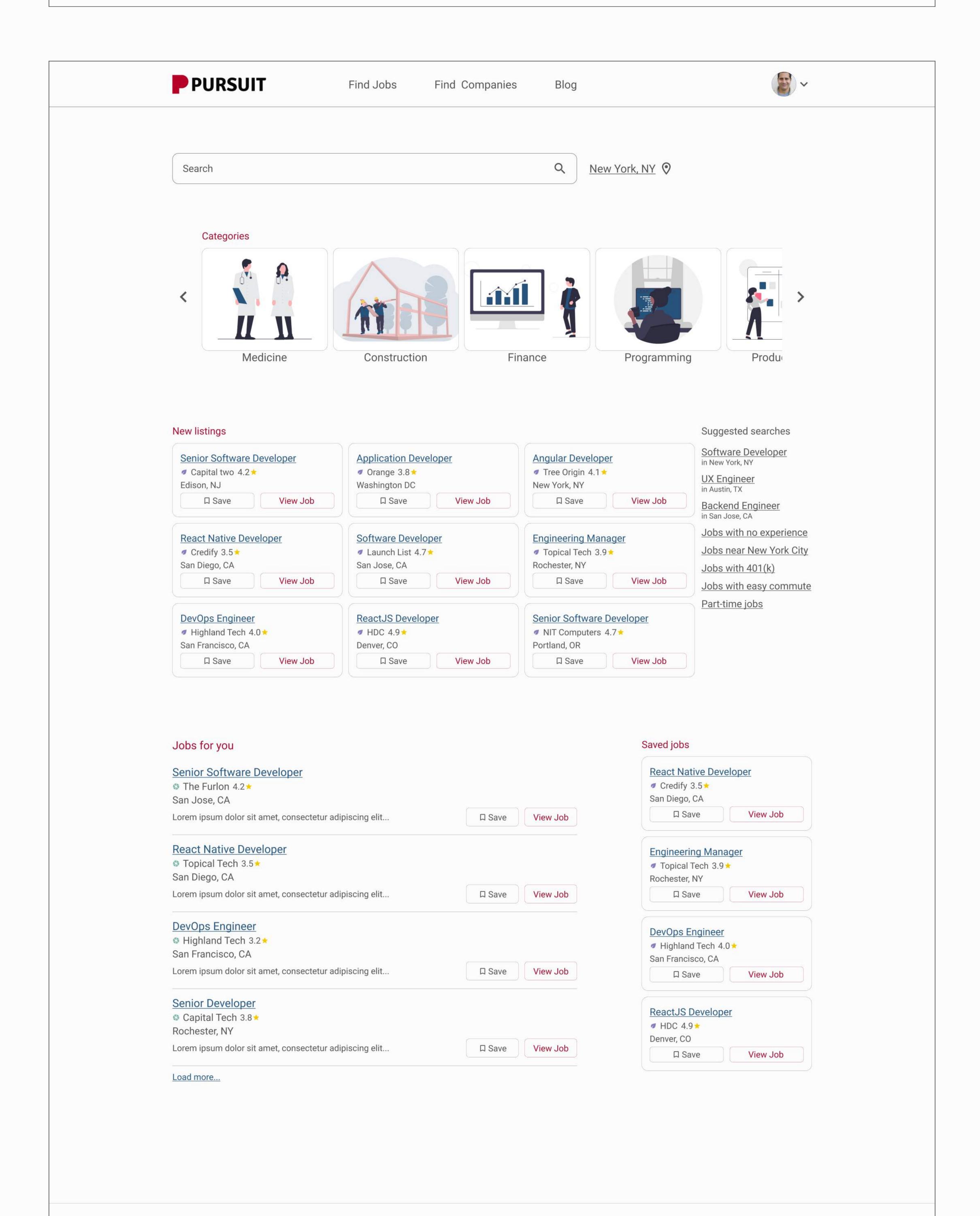




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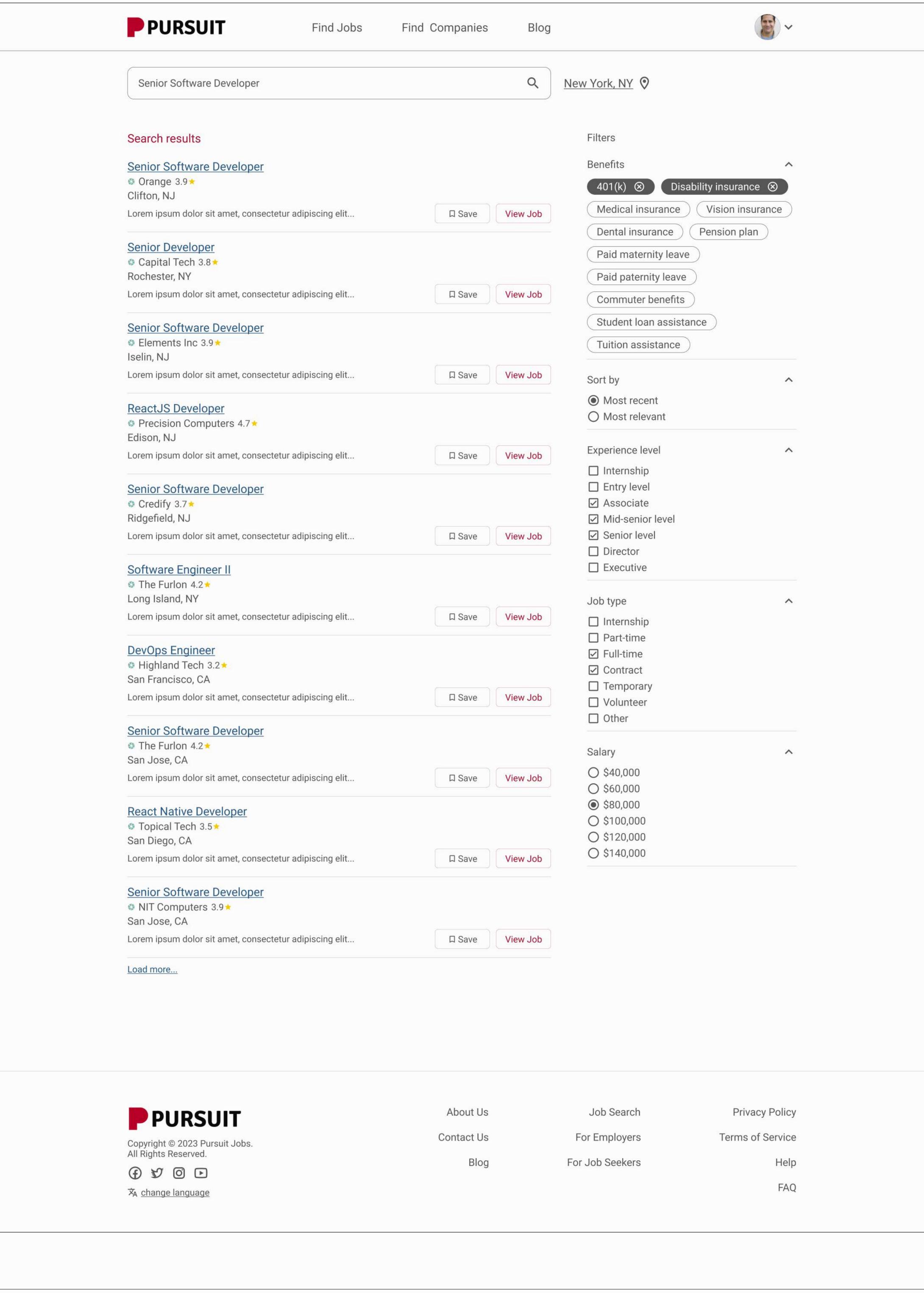
Help

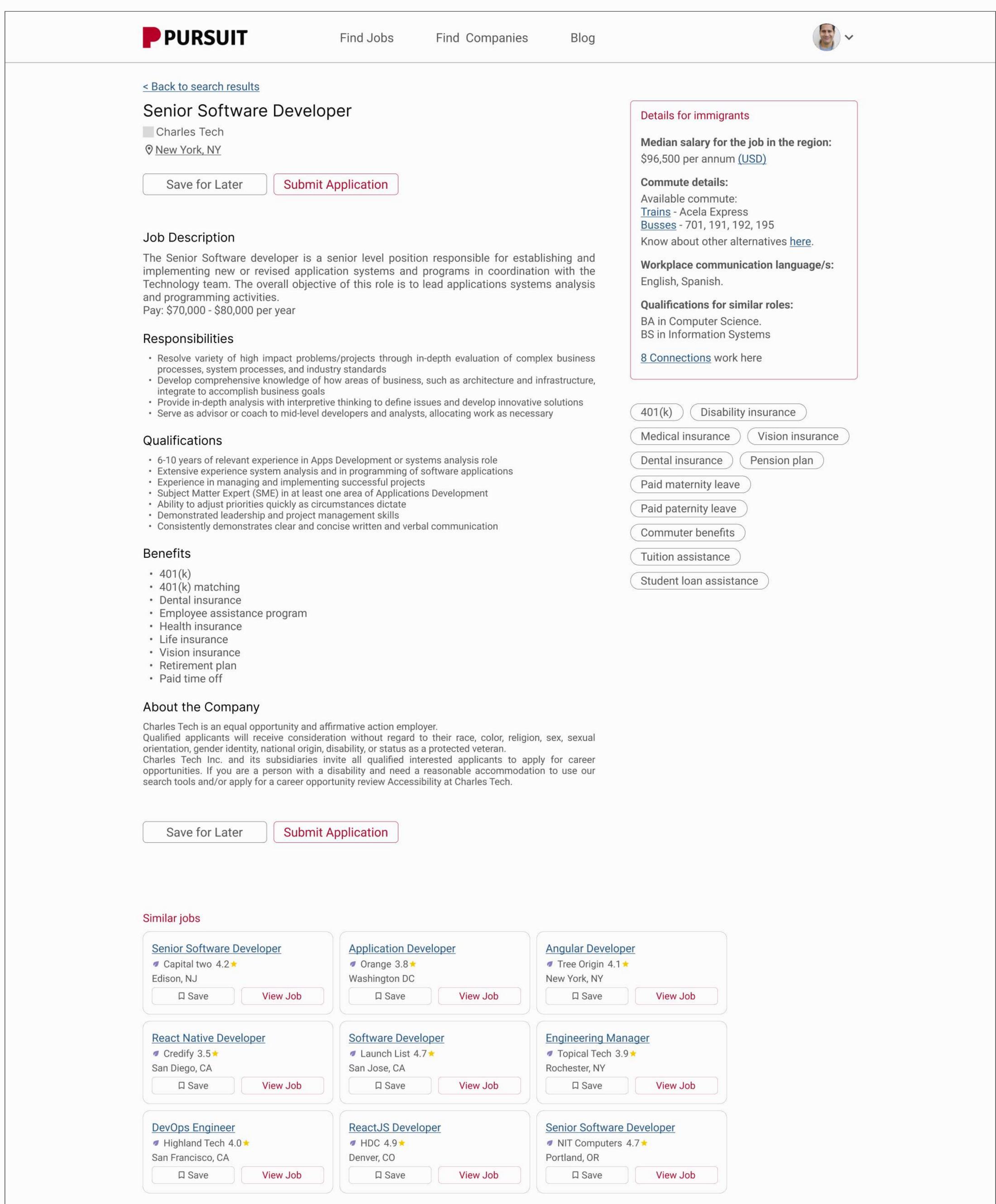
FAQ

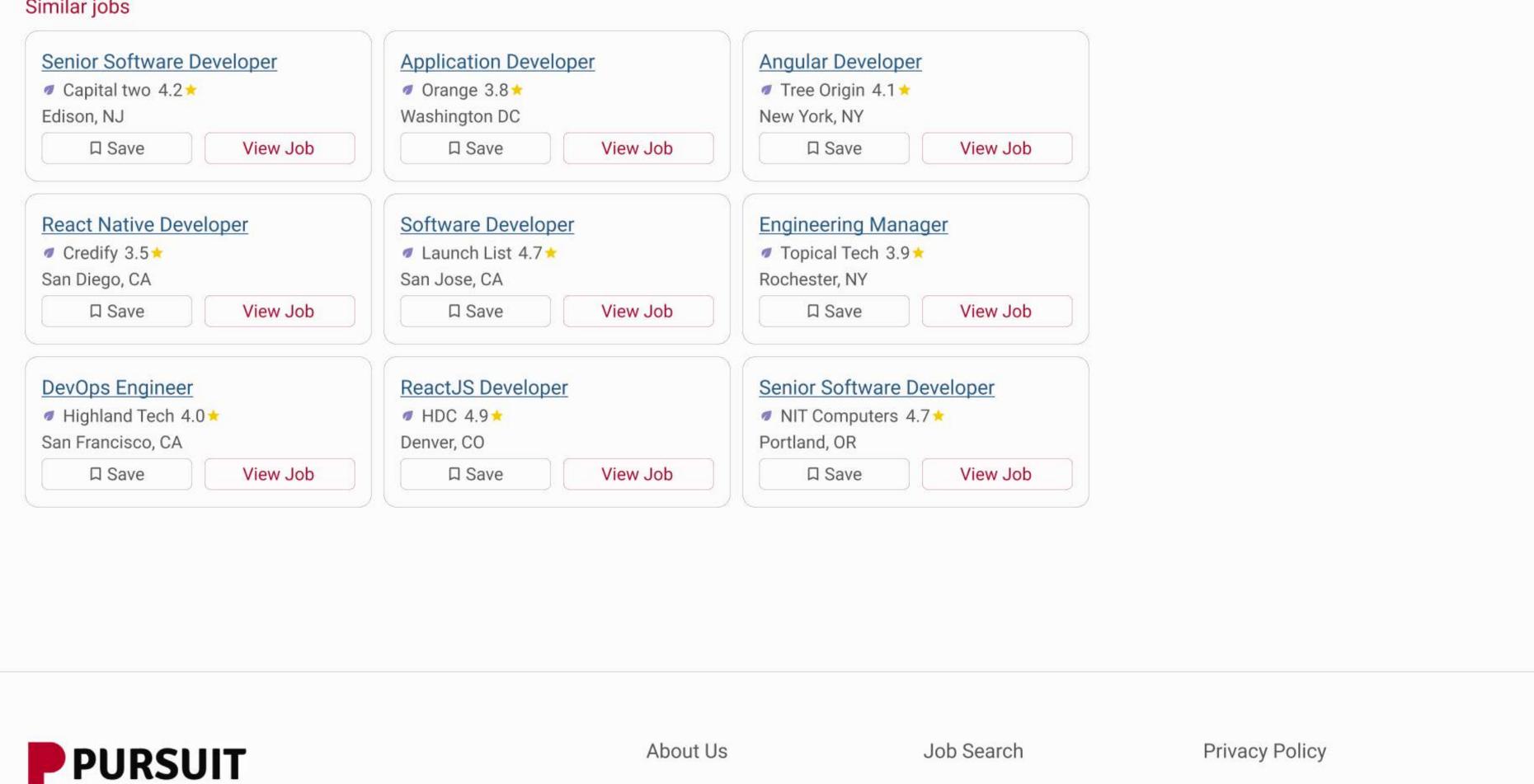
Terms of Service

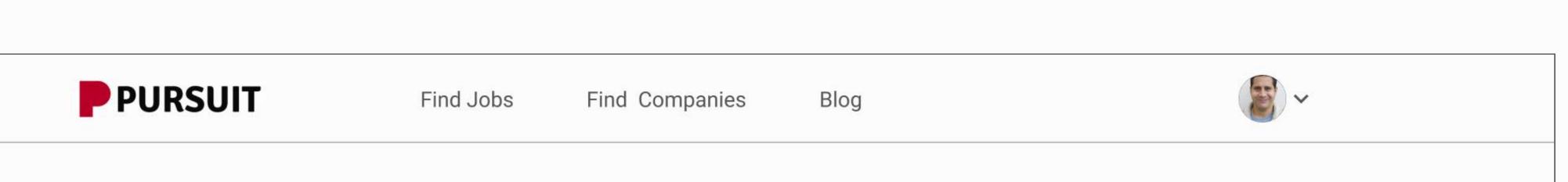


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FAQ

# **Application Sent**

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Senior Software Developer

Company name

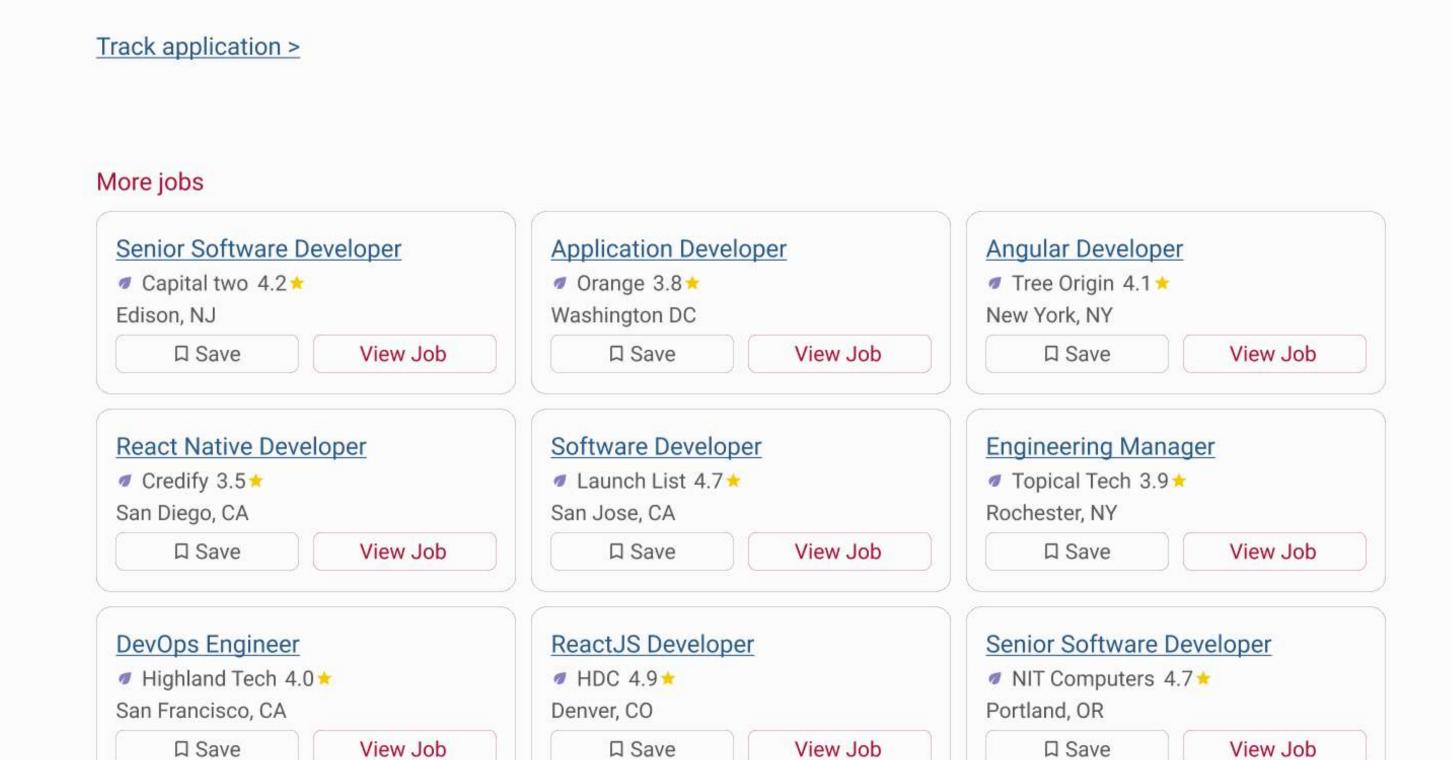
San Diego, CA

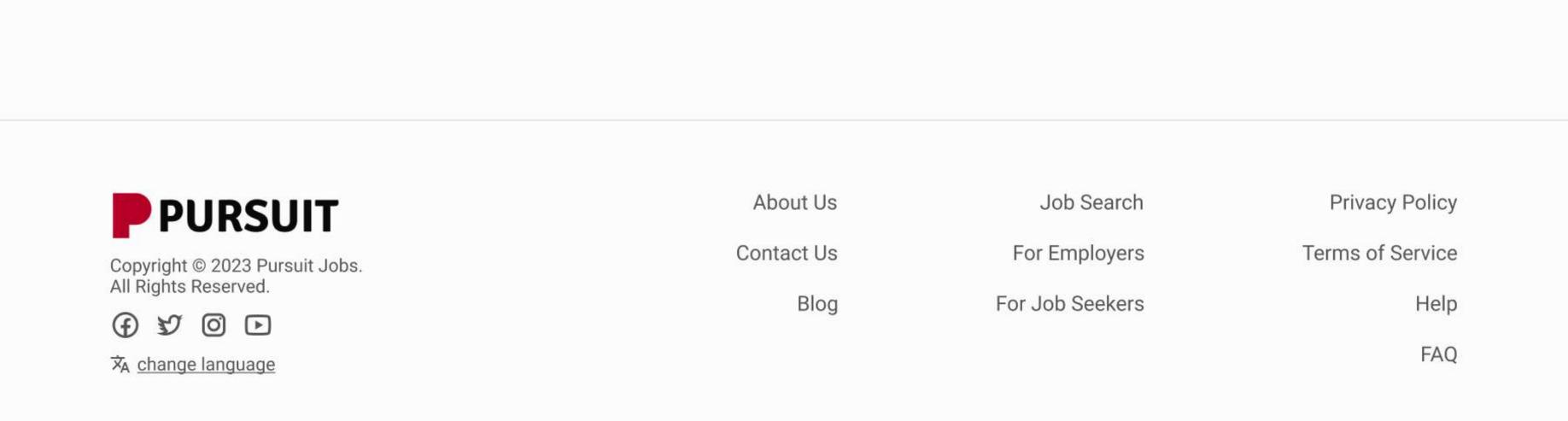
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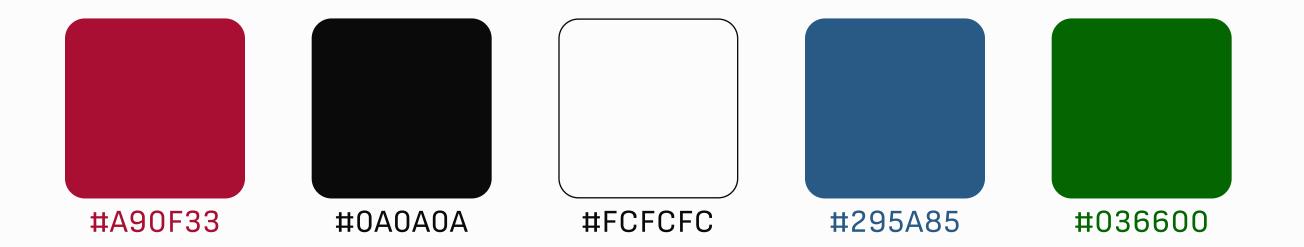






# Color & Typography

## Color



# Font





# **Accessibility Considerations**

Accessibility considerations were integrated into the project, ensuring that the design prioritized inclusivity by adhering to web accessibility standards, providing an optimal user experience for individuals with diverse abilities.

#### **Luminance Contrast Ratio**

All content including text, buttons and more was made sure to be readable under the Luminance contrast ratio as per WCAG standards.

#### Whitespace And Proximity

Related content was grouped together using whitespace and proximity to make relationships between content more apparent.

#### **Responsive Content**

Content including font size, images, links was resized and redesigned with respect to the screen sizes for various screens and made responsive to the viewport.

# **Takeaways**

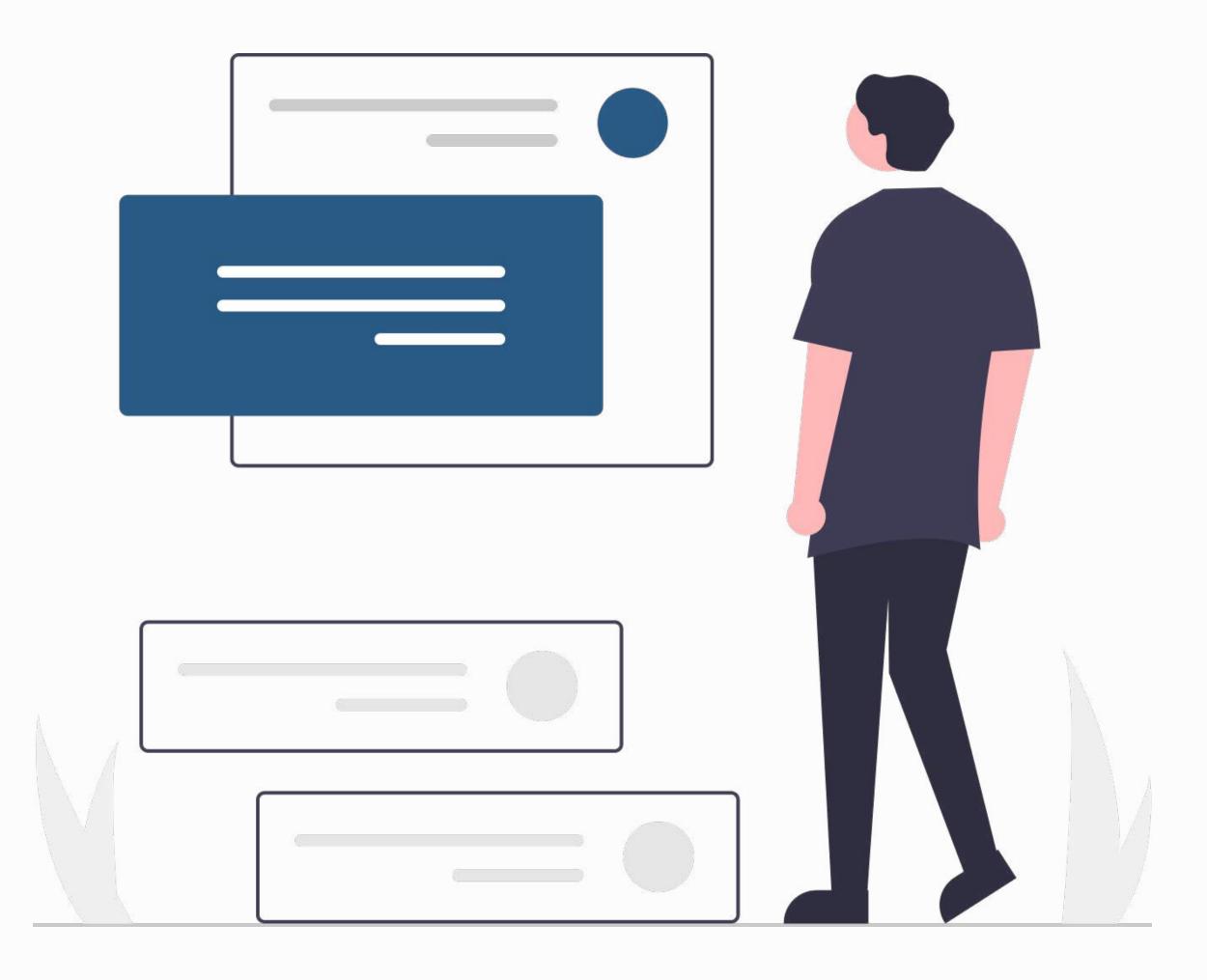
#### **Impact**

The job portal for immigrants will significantly improve access to job opportunities and provide valuable resources, reducing the employment challenges faced by immigrants. It shall not only facilitate successful job placements but also foster a sense of inclusion and empowerment within the immigrant community.

#### What I Learned

Through this project, I learned the significance of tailoring resources to meet user needs, highlighting the importance of personalized and user-centric design.

Additionally, I gained valuable insights into the complexities of designing for diverse screen sizes, emphasizing the importance of responsive design, and navigated the challenges of creating mobile apps for a single product with distinct use cases.



# **Next Steps**

Here are a few prospective steps for the future development of this project:

#### **Shortlisting Companies**

The upcoming phases involve expanding resources to aid users in shortlisting companies through comprehensive market research.

#### Onboarding, User Profiles, Blog Pages

Additionally, the focus will be on refining user experiences by enhancing user flows for onboarding, user profiles, and blog pages.

#### Further Usability Studies

To further validate and enhance design decisions, additional usability studies will be conducted, ensuring the continued optimization of the platform for the best user experience.

# **Thank You For Your Time**

Akshay S. Patil

www.patilakshay.com