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Interview Panel Selection Automated to Make it Better and More Efficient

Empowering HR professionals to put together a more effective interview panel for candidate selection during recruitment.

About the Client

A leading global technology company focused on solutions for multiple business verticals across a diverse portfolio of B2B solutions.

Business Situation

- A medium-sized organization hires new employees based on interviews with an internal panel. The panel was earlier chosen manually by HR managers, by matching employees' skills to the job profile being filled.
- The process relied heavily on the HR Manager's knowledge about people in the organization.
- HR managers did not have complete visibility into relevant data on potential panel members, since data on job descriptions is distributed across multiple platforms or data-marts.
- The panel selection process was inefficient and often resulted in poor-quality interviews, because

selected panel members were sometimes not the best qualified to judge candidates for a particular role.

- The organization was looking for a solution to bolster the HR team's knowledge about employees' areas of expertise to enable them to identify the best person/s suitable to conduct interviews for any open position.

Harbinger Solution

- A data model for an interview panel recommendation system was created and an Extract Transform Load (ETL) process was established to extract data from the organization's various HR data-marts.
- An interview panel recommendation system was created. It uses Natural Language Processing (NLP) and machine learning (ML) to extract information about relevant skills from a particular job posting. Each posting is converted into a data object carrying information about the key skills and technologies associated with the job.



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Harbinger Solution contd..

- Based on historical data of previous interviews conducted, a machine learning model suggests a typical profile best suited to interview candidates for the job posting. A classification model is used to identify a typical interviewer profile, according to the skills and technologies listed in the job posting.
- Using the typical interviewer profile generated, a clustering algorithm is run to identify employees in the organization who match that profile. This is done by matching employee skills and past work experience with the typical interviewer profile and picking the closest matches as potential panel members.

Benefits

- HR managers have greater visibility into the employee pool and employees' skill sets.
- HR managers' workflow for selecting an interview panel is simplified. It also leaves potential for further automation in the future, such as automated interview setup based on candidate and interviewer availability.
- Quality of the interviews is improved, since the panel recommendation system ensures that the panel is well-suited to judge candidates' skill sets. In turn, it helps in selecting the right candidate.