BIGCOMMERCE

CAREER

Job Application Research

BigCommerce Career - Job Application

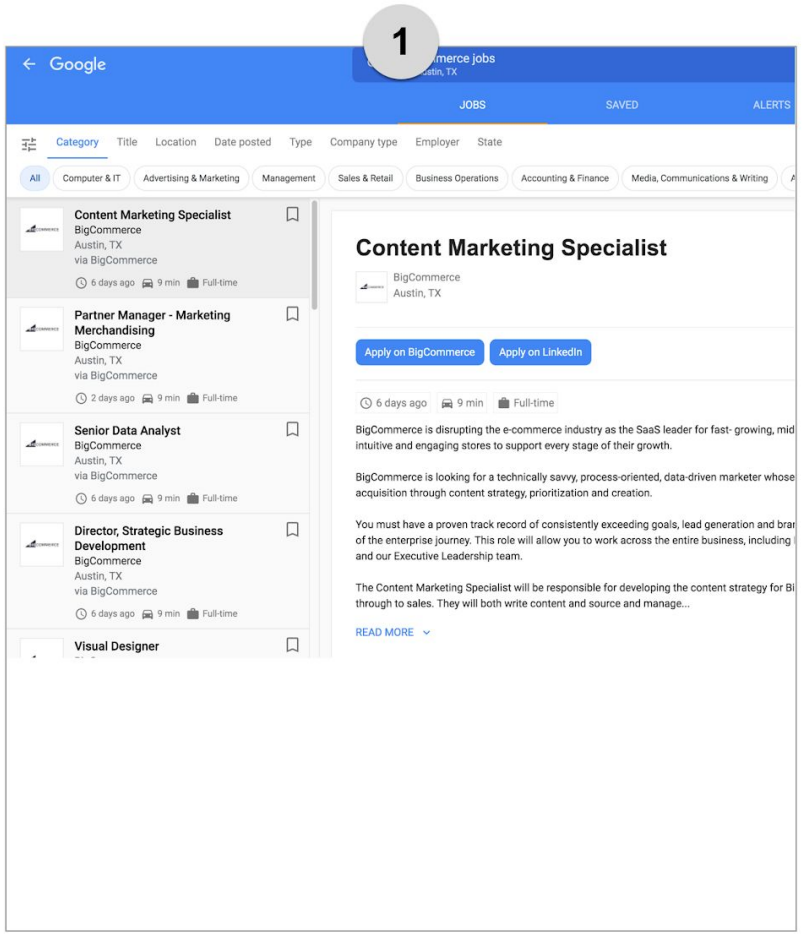
July 8, 2019

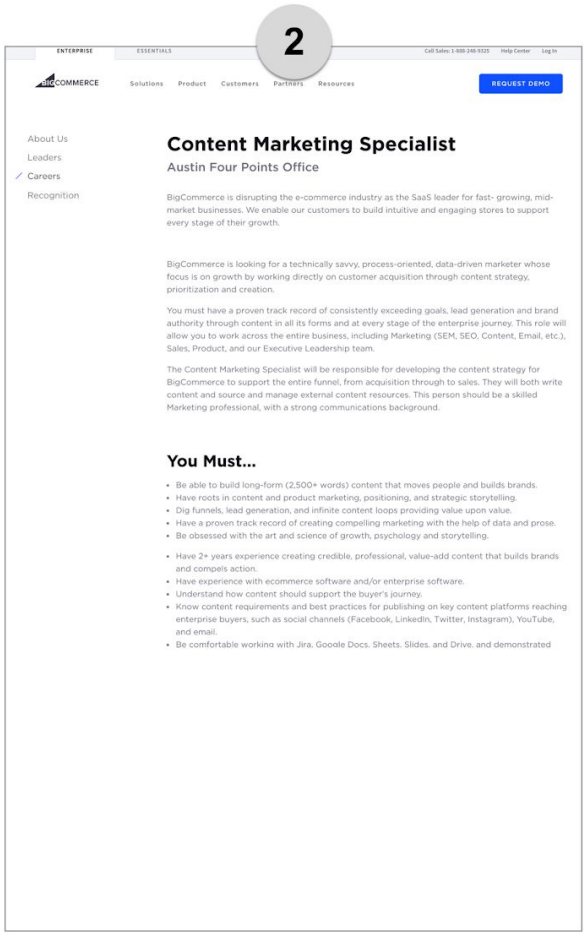
UX Designer

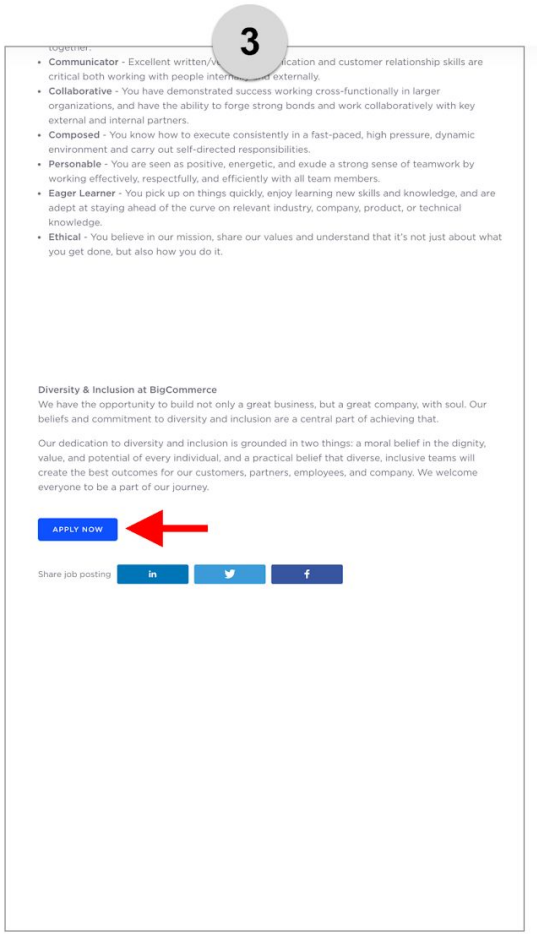
Jin Yeong Kim

BigCommerce - Job Application Research

BigCommerce







Key Findings

1. We only have one apply CTA on the bottom. We should have two CTAs on the top and bottom.
2. The input box is too small. It's hard to fill out.
3. After uploading the file, it's not clear the file is attached.
4. The horizontal scrub bar is unnecessary underneath the Linkin Profile.
5. The font size is inconsistent.
6. There is no error message when the candidate didn't select "disability status."

BIGCOMMERCE BigCommerce

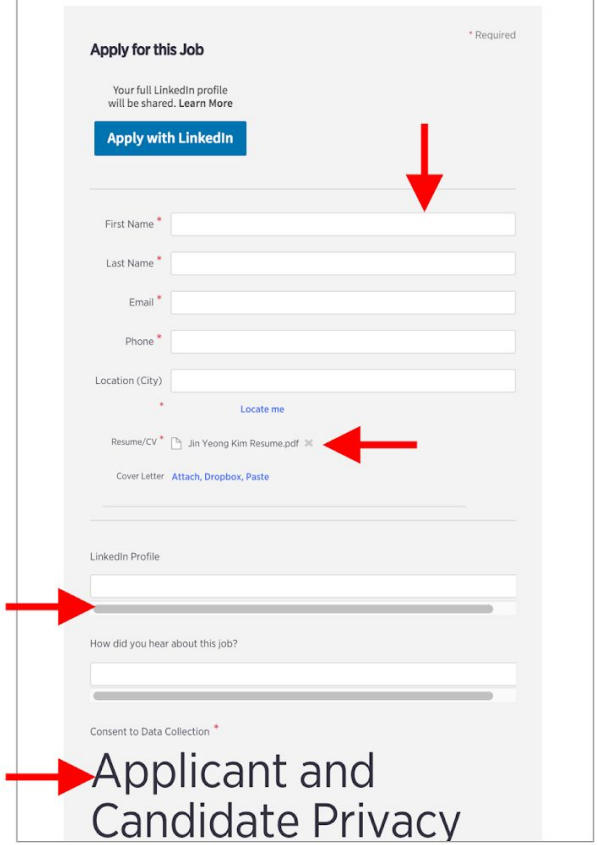
4

Diversity & Inclusion at BigCommerce

We have the opportunity to build not only a great business, but a great
beliefs and commitment to diversity and inclusion are a central part of a

Our dedication to diversity and inclusion is grounded in two things: a mo
value, and potential of every individual, and a practical belief that diverse
create the best outcomes for our customers, partners, employees, and c
everyone to be a part of our journey.

CLOSE APPLICATION



Applicant and Candidate Privacy

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May 25, 2018

This policy explains:

- What data we collect during our application and recruitment process and why we collect it;
- How we use that data; and
- How to access and update that data.
- Your Rights under GDPR

Consenting to the collection of personal data

By submitting your resume, application, or interest in a position at BigCommerce, you are consenting to the following:

- Collection of your personal data including, but not limited to, the Types of Data disclosed below;
- Retention of your personal data within our Applicant Tracking System;
- Sharing of your personal data for processing with third parties who assist in the hiring process, for example, Social Security Number for purposes of a background check;
- Receiving emails from recruiters regarding positions other than those applied for should we feel there is a potential match.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide your personal data to BigCommerce during the recruitment process. However, if you do not provide the data, we may not be able to process your application properly or not at all.

Types of data we collect

This policy covers the data you share with us and/or which may be acquired or produced by BigCommerce Pty. Ltd. during the application or recruitment process including:

- Your name, address, email address, telephone number and other contact data;
- Your resume or CV, cover letter, previous and/or relevant work experience or other experience, education, transcripts, or other data you provide to us in support of an application and/or the application and recruitment process;
- Data from interviews and phone-screenings you may have, if

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- Missing limbs or partially
- Post-traumatic stress disorder (PTSD)
- Obsessive compulsive disorder
- Impairments requiring the use of a wheelchair
- Intellectual disability (previously called mental retardation)

Disability Status: Please select

Reasonable Accommodation Notice

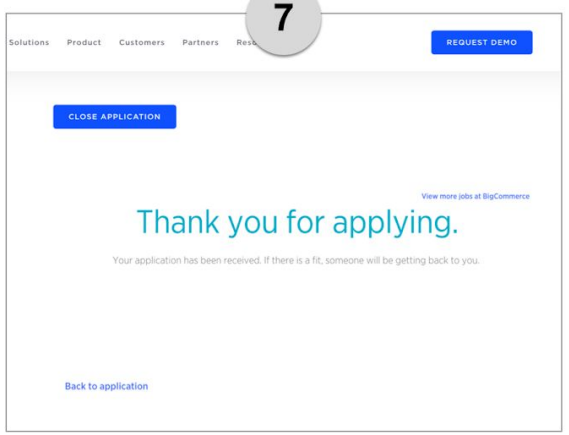
Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include making a change to the application process or work procedures, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment.

[1]Section 503 of the Rehabilitation Act of 1973, as amended. For more information about this form or the equal employment obligations of Federal contractors, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

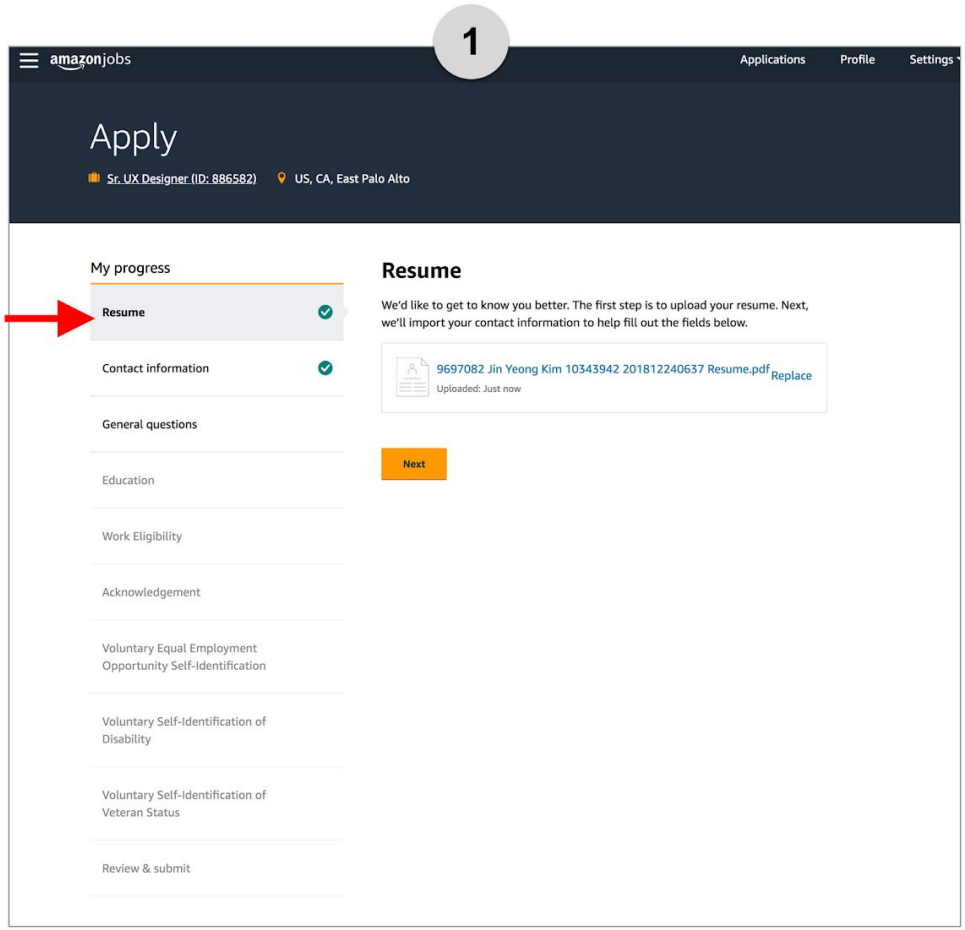
SUBMIT APPLICATION

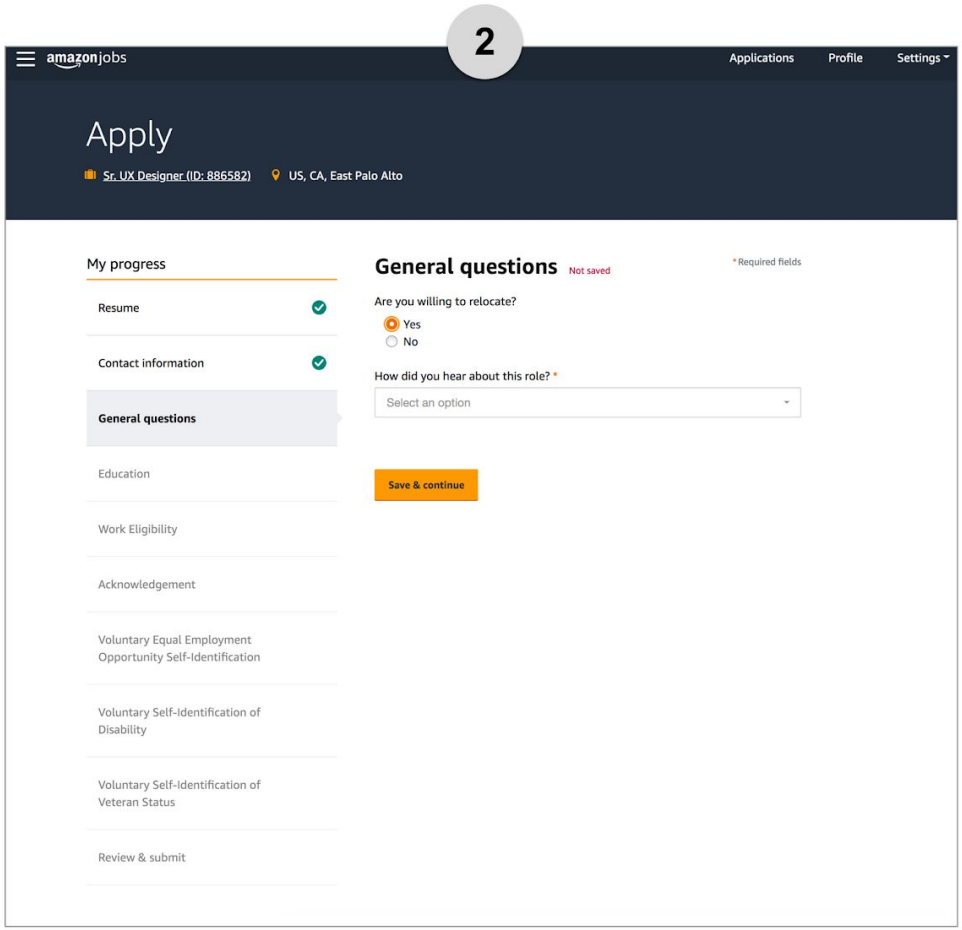
7



Amazon Jobs - Job Application Research

amazon.jobs Amazon Jobs





Key Findings

1. The side navigation helps see all the progress, and it's easy to follow what you have done.
2. A potential candidate can quickly go back to previous steps to make any changes.
3. The final review screen is helpful to confirm all information before hitting the submit CTA.

Amazon Jobs - Job Application Research

amazon.jobs Amazon Jobs

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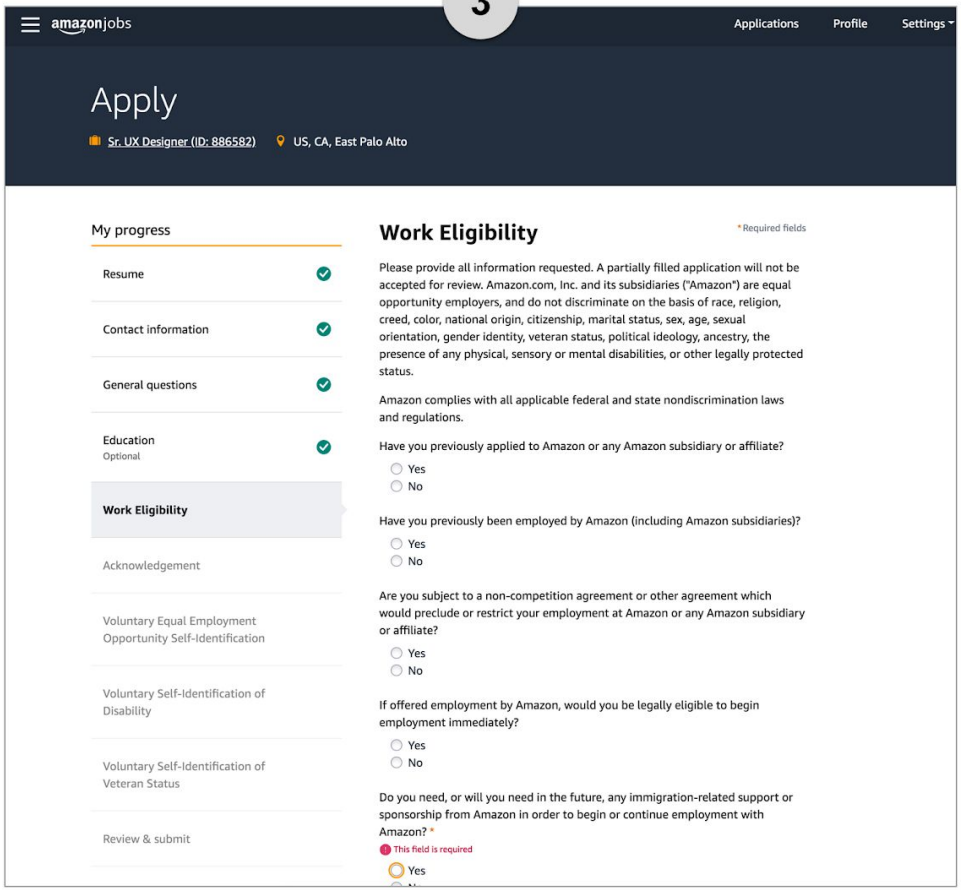

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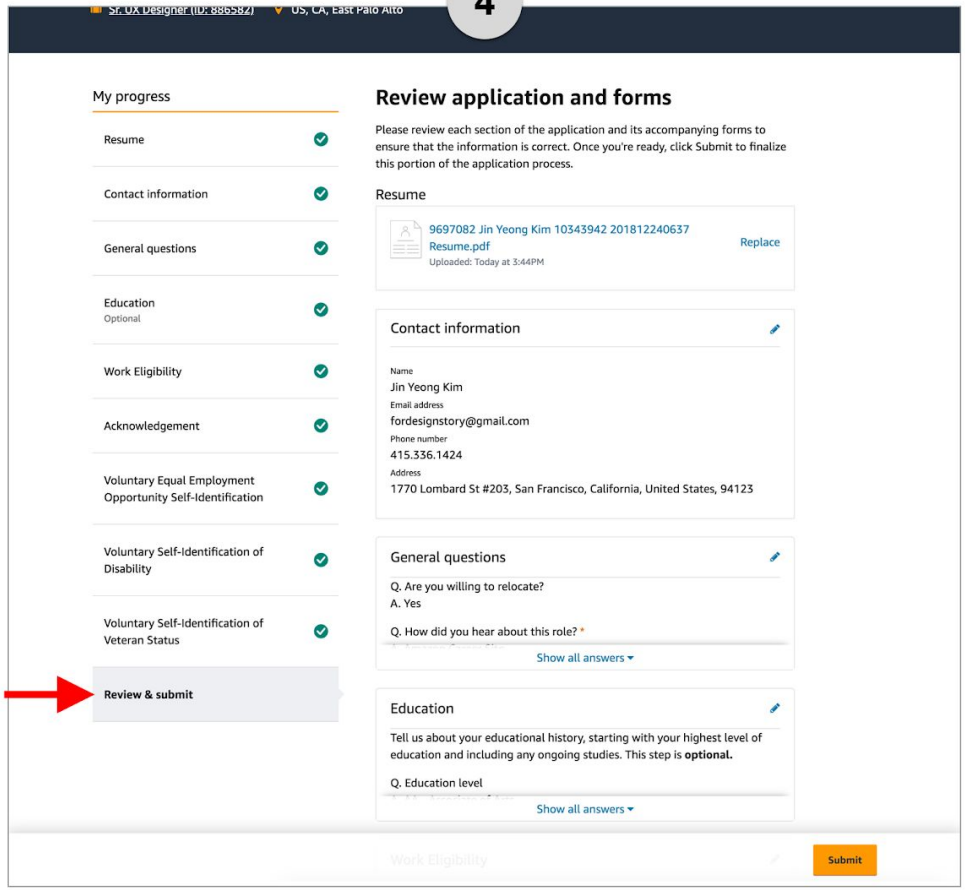
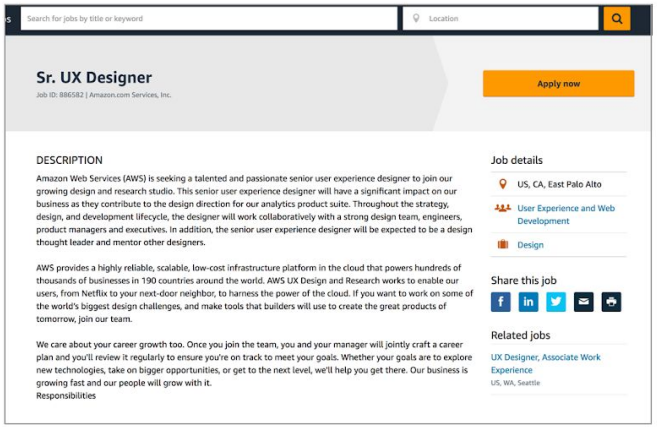
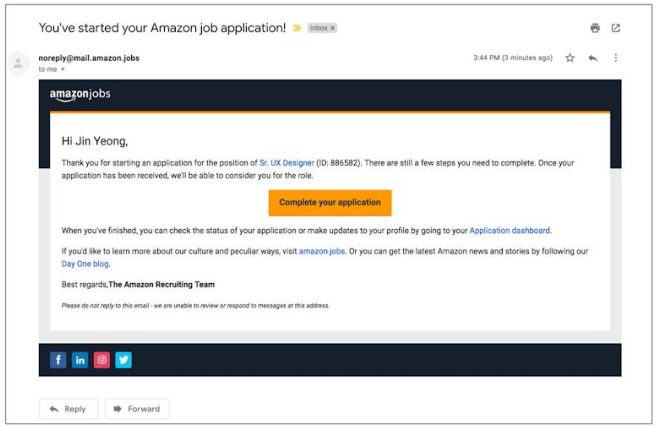


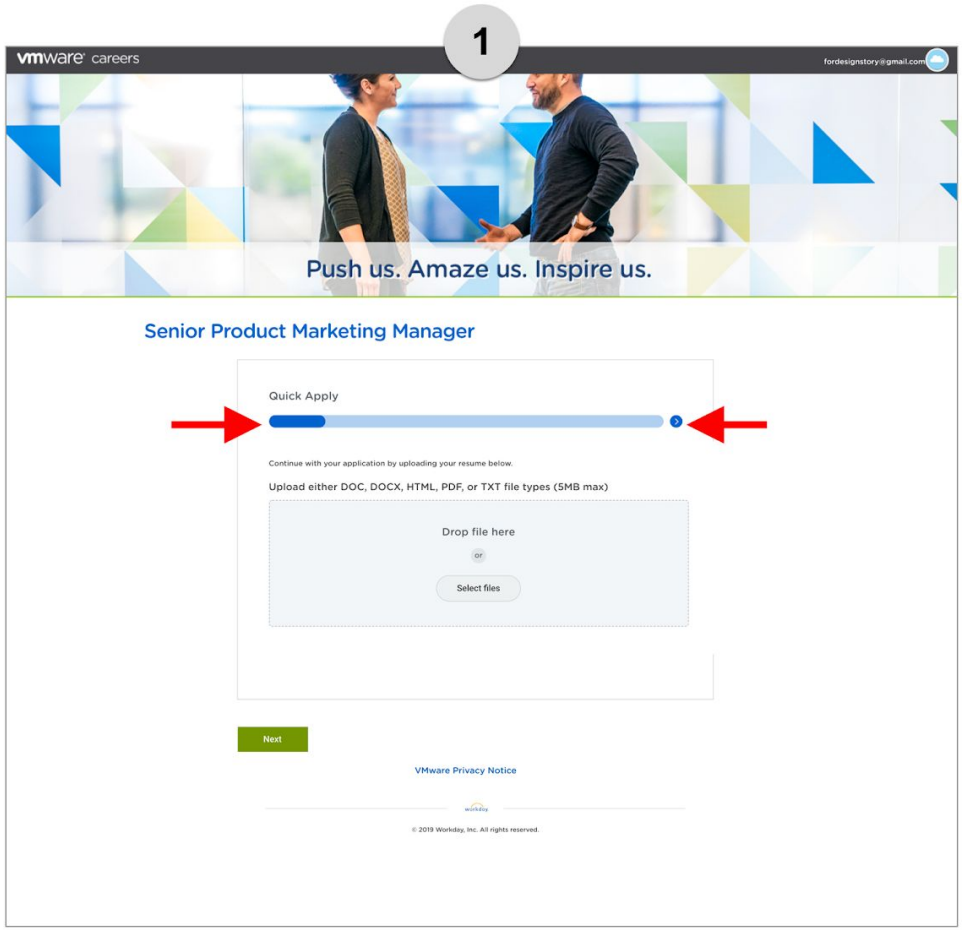


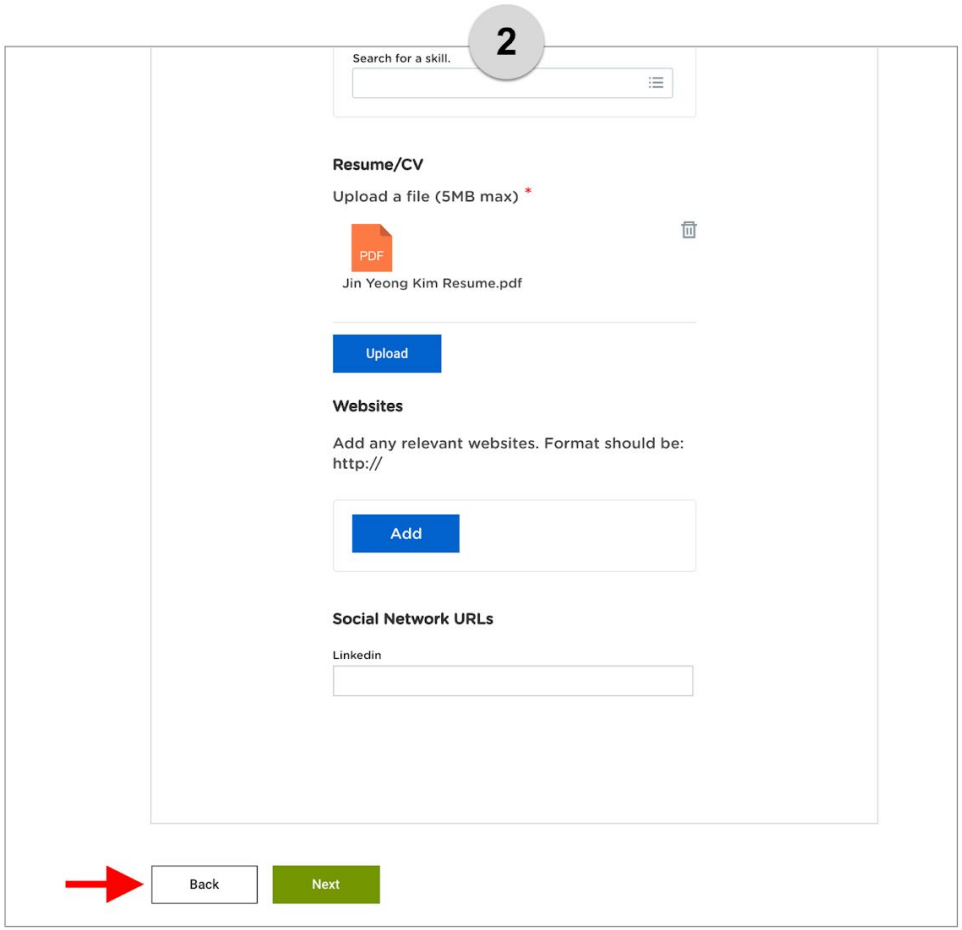
JOB DESCRIPTION SCREEN



THANKS MESSAGE

vmware VMware





Key Findings

1. Template provided by Workday.
2. Show the progress indicator on top, and a potential candidate can go to the next step with the chevron CTA.
3. They can go back to CTA drives on the previous screen.
4. All progress is clean and easy to follow.

VMware

3

Senior Product Marketing Manager

Application Questions

Do you have a legal right to work in the country you are applying? *

select one

Is your right to work restricted in terms of time, location or other immigration restrictions or requirements? *

select one

Are you currently, or within the last FIVE years, have you been employed by a State, Local, or Federal government entity in the United States as an employee or contractor? (Please only check 'yes' if this statement applies to you over the past FIVE years.) *

select one

Are you currently working for VMware as a Contract Worker? *

select one

Back Next

4

School or University
Howon University

Degree
Bachelors

School or University
Sling Media, Inc. Sr. User Interface DesignerAcademy of Art University

From
2010

To (Actual or Expected)
2014

Degree
Master of Arts

Resume/CV

PDF
Jin Yeong Kim Resume.pdf

Back Submit

DoorDash - Job Application Research

DOORDASH DoorDash

1

Senior Product Designer

Apply Now

at DoorDash (View all jobs)

SAN FRANCISCO, CA

DoorDash is missioned to disrupt the future of delivery logistics in the three-sided marketplace: customer, merchants, and drivers. We have achieved exponential growth since the foundation in 2013, and we're proud to have become the top food delivery service in the US. The company is at the pivotal point of transforming the user experience to the next level, as all three-sided marketplace continues to grow fast and the business expands beyond the food delivery.

At DoorDash, our customers are at the forefront of the product strategy. We deeply believe that the best customer experience is synonymous to the success of the company's business in the long run. Design plays a strong voice, providing critical thought partnership in the cross-functional product development. This is where you come in.

We're looking for Senior Product Designers to create world-class user experience on all marketplace fronts. Our Design team is still in an early stage, which means you'll contribute to shaping the design culture and process from the ground up and get to drive big and meaningful design problems.

What you'll do

- Actively practice and evangelize the customer-centric thinking
- Own and drive the design problems from the ideation to the execution
- Build the relationship and collaborate closely with the cross-functional teams such as UX Research, Product Management, Engineering, Business Analytics, Operations and Marketing
- Deeply understand the business goal and challenge its requirements as necessary
- Use quantitative data and qualitative feedback to inform the design decisions iteratively
- Contextualize the holistic impact of your design in the dynamic ecosystem of the three-sided marketplace
- Create user scenarios, user journey, wireframes, UI designs and prototypes throughout the full cycle of the product development
- Deliver the high-fidelity assets and specs ready for the development cross platform
- Work with Design Infrastructure team to conform with the latest design system and

2

- Must be able to work in our of… in Francisco (HQ) or Mountain View, CA
- Prior design experience in local, commerce, and logistics industry is a big plus

About DoorDash

Founded in 2013, DoorDash is a San Francisco-based technology company passionate about transforming local businesses and dedicated to enabling new ways of working, earning, and living. Today, DoorDash connects customers with their favorite local and national restaurants in all 50 states of the United States and Canada. By building intelligent, last-mile delivery technology for local cities, DoorDash aims to connect people with the things they care about — one dash at a time.

Apply for this Job * Required

We'll share your profile. The job poster may use it for jobs with other companies. Learn More

Apply with LinkedIn

First Name * Jin Yeong

Last Name * Kim

Email * fordesignstory@gmail.com

Phone *

Location (City) Locate me

Resume/CV * Attach, Dropbox, Google Drive, Paste

Jin Yeong Kim

Summary

Portfolio: fordesignstory.com
Accomplished Principal UX and UI Designer with over 10 years design experience, advertising agency, design studios and digital industrials. Most recent work experience includes UI and UX including interaction design, wireframe, prototype,

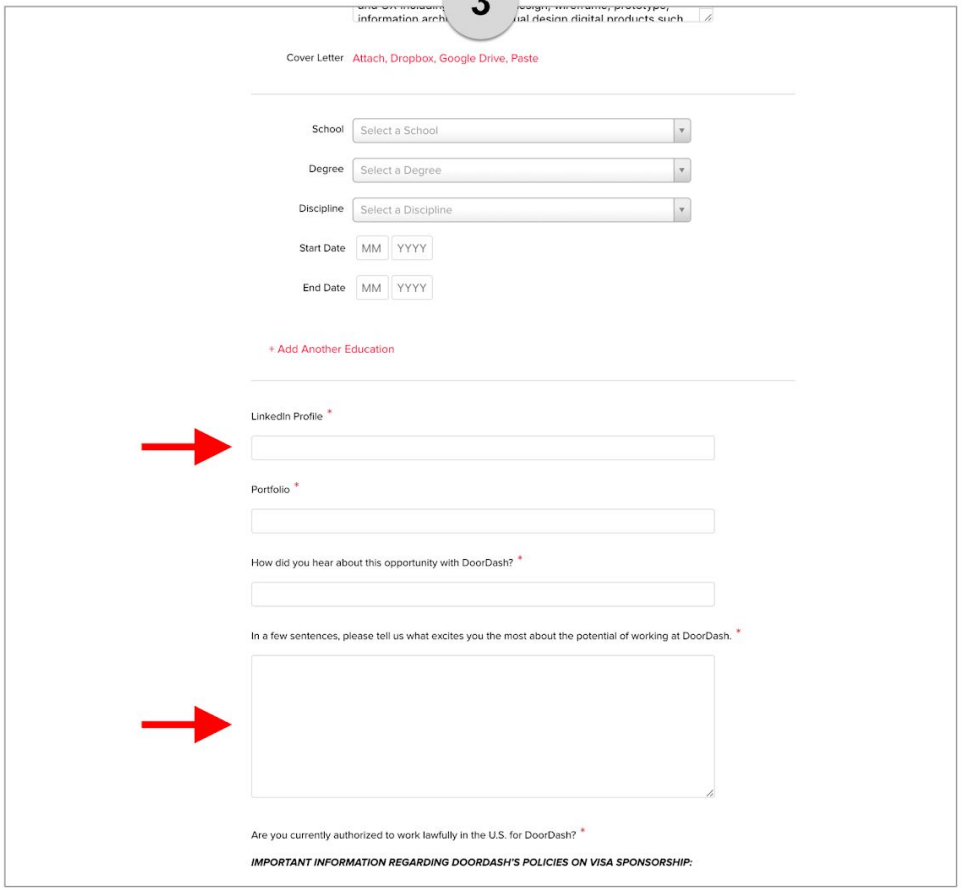
Key Findings

1. It's very similar to our application layout. The job description is on the top, and the application is after that.
2. If a candidate wants to review, there is no review CTA.
3. Input windows need to be larger.

DoorDash - Job Application Research

DOORDASH DoorDash

3



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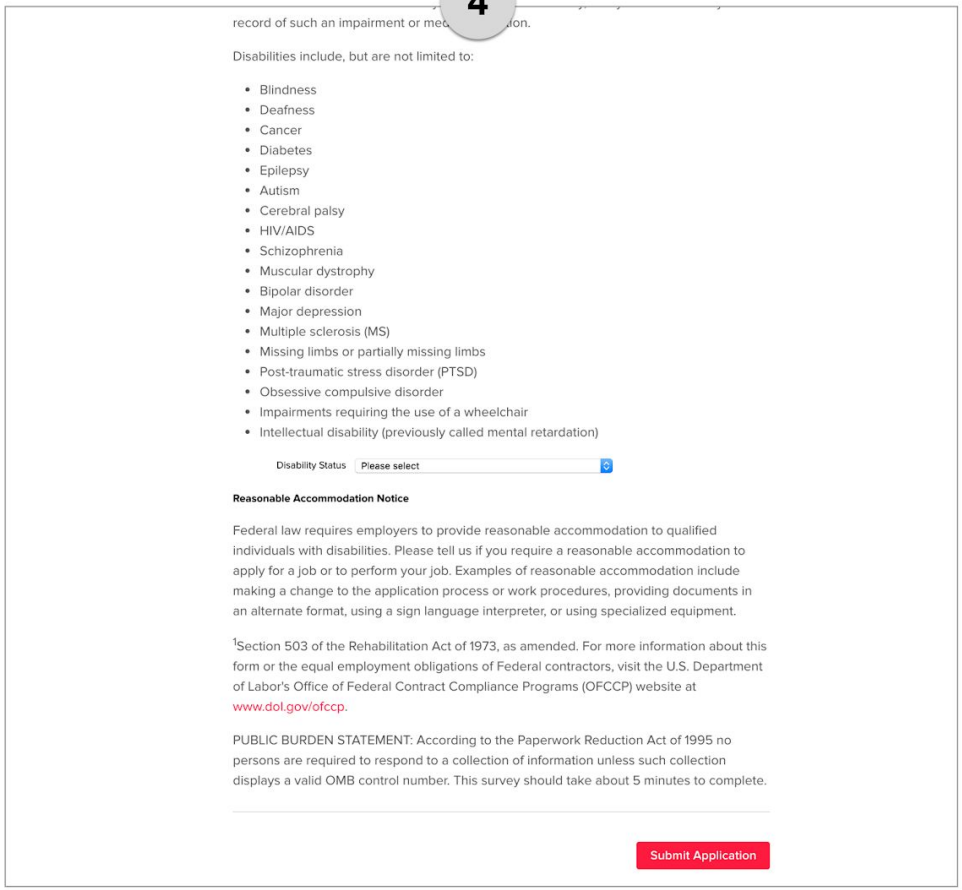
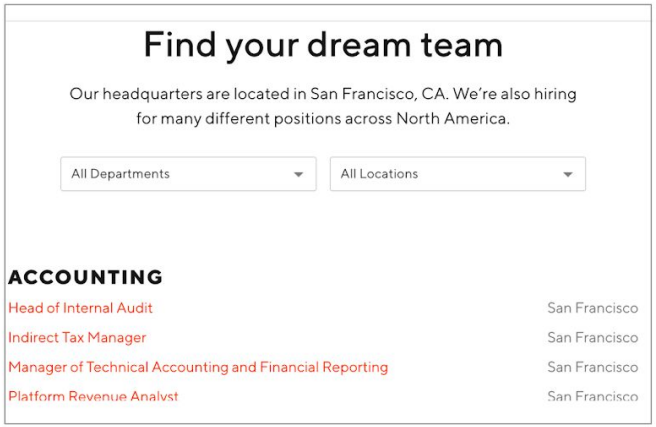


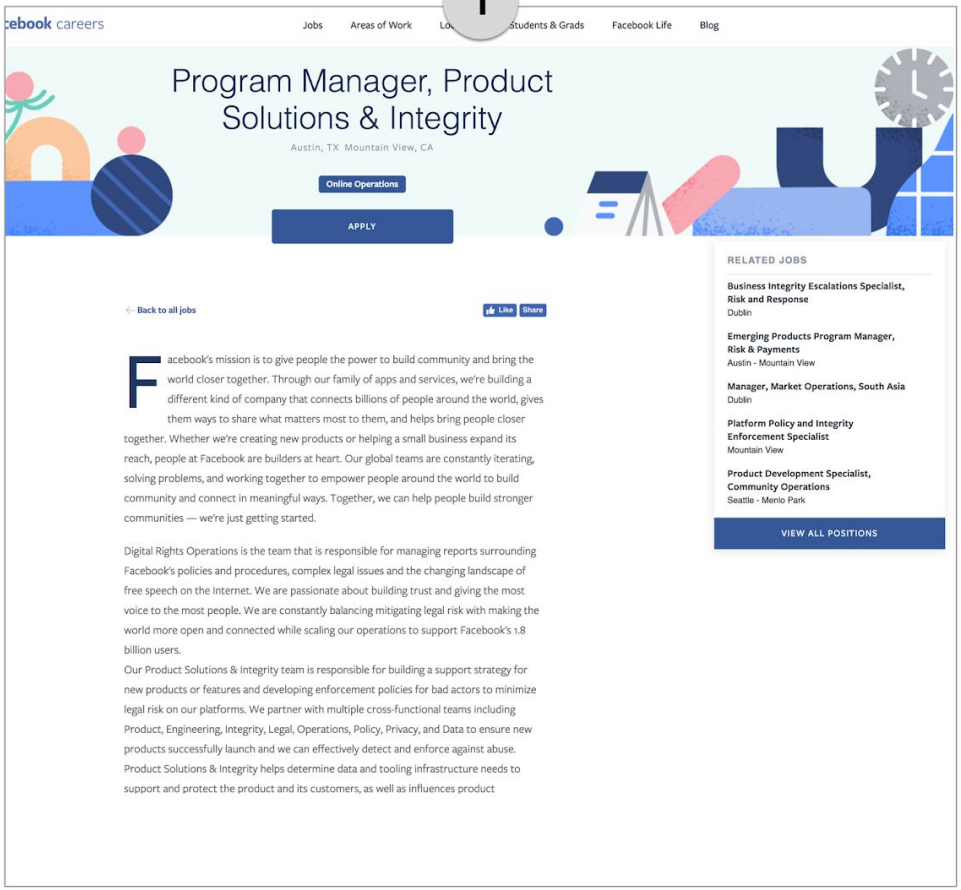


FILTERING SYSTEM

Facebook Careers - Job Application Research

facebook careers **Facebook**

1



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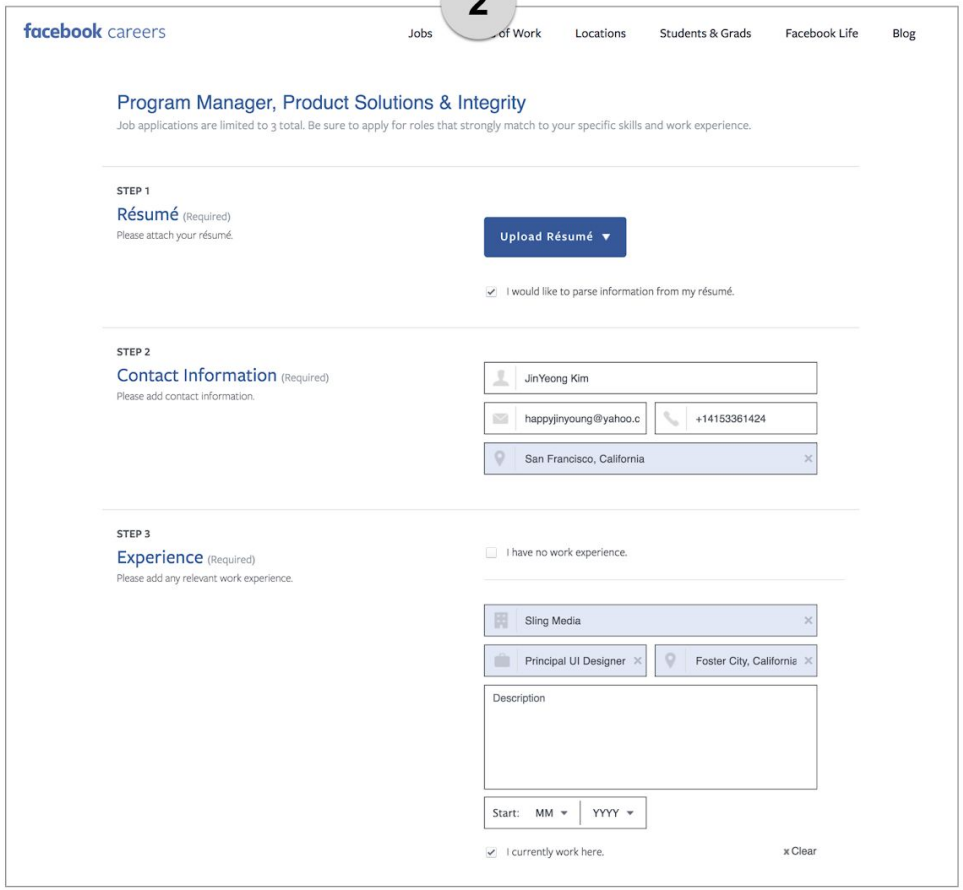

Key Findings

1. The facebook steps are super easy to follow.
2. Simple and clean layout and design.
3. The end of application screen has three options:
   CANCEL, SAVE FOR LATER and **SUBMIT APPLICATION.**

facebook careers Facebook

3

STEP 7

Work Eligibility (Required)

Please answer the questions below.

Are you legally authorized to work in the United States

Yes No

Will you now or in the future require sponsorship for e visa status (e.g. H-1B visa status)?

Yes No

Please indicate whether you are either a citizen or lawf resident of any of the following countries: Cuba, Iran, N Syria or Sudan.

Yes No

NOTE: Facebook is asking this question, and will use you the exclusive and limited purpose of compliance with fede control laws and regulations.

STEP 8

Voluntary Self-Identification of Gender and Race/Ethnicity (Required)

As a federal contractor we are subject to certain affirmative action obligations, as well as governmental record-keeping and reporting requirements. We invite you to self-identify your gender, race and ethnicity, veteran, and disability status in order to help us comply with these requirements. Completing this survey is voluntary, but we hope you choose to participate. The information is being requested for government reporting purposes and to help us measure the effectiveness of our affirmative action outreach and recruitment programs. When reported, the data will not identify any specific individuals. Any information you choose to provide will be kept confidential (separate from your application) and will not negatively affect your application. Thank you for your participation!

Race & Ethnicity Definitions

Indicate your gender:

Male Female I choose not to di

Indicate your race (Choose all that apply):

- Native American or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- I choose not to disclose

4

earlier.

How do I know if I have a disability?

You are considered to have a disability if you have a physical or mental impairment or medical condition that substantially limits a major life activity, or if you have a history or record of such an impairment or medical condition.

Disabilities include, but are not limited to: Blindness, Deafness, Cancer, Diabetes, Epilepsy, Autism, Cerebral palsy, HIV/AIDS, Schizophrenia, Muscular dystrophy, Bipolar disorder, Major depression, Multiple sclerosis (MS), Missing limbs or partially missing limbs, Post-traumatic stress disorder (PTSD), Obsessive compulsive disorder, Impairments requiring the use of a wheelchair, Intellectual disability (previously called mental retardation).

Reasonable Accommodation Notice

Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include making a change to the application process or work procedures, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment.

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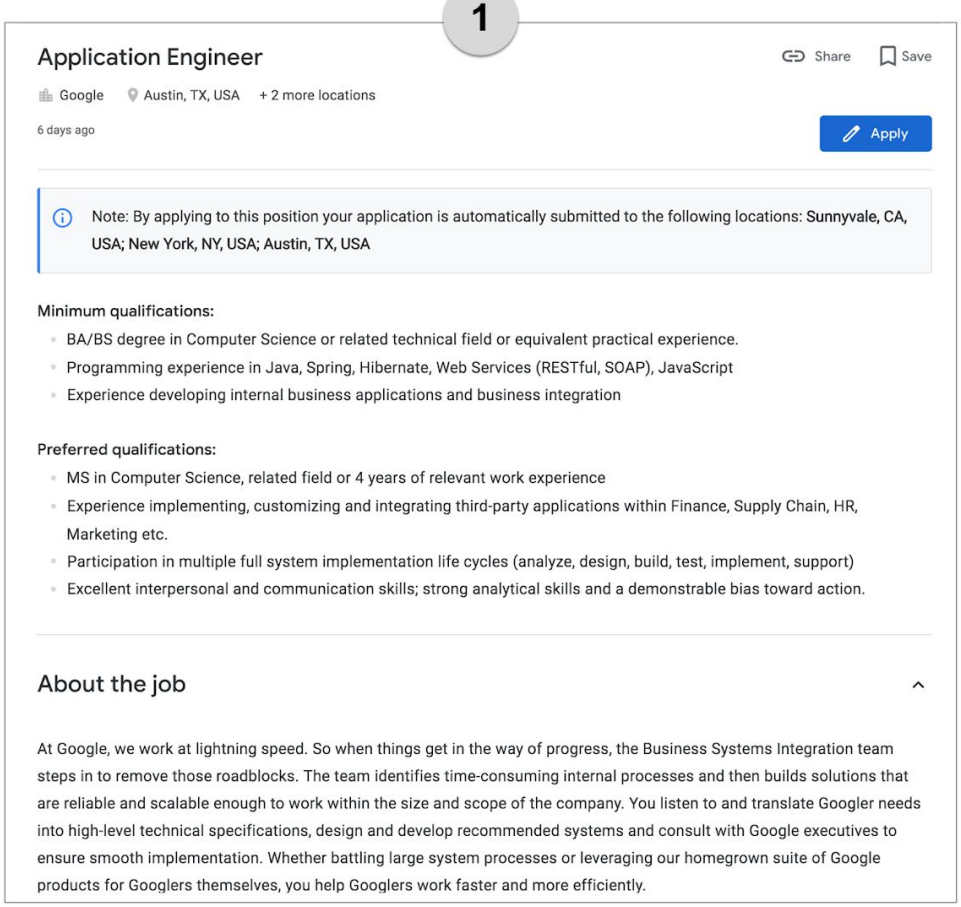
CANCEL SAVE FOR LATER SUBMIT APPLICATION

Google Google

1



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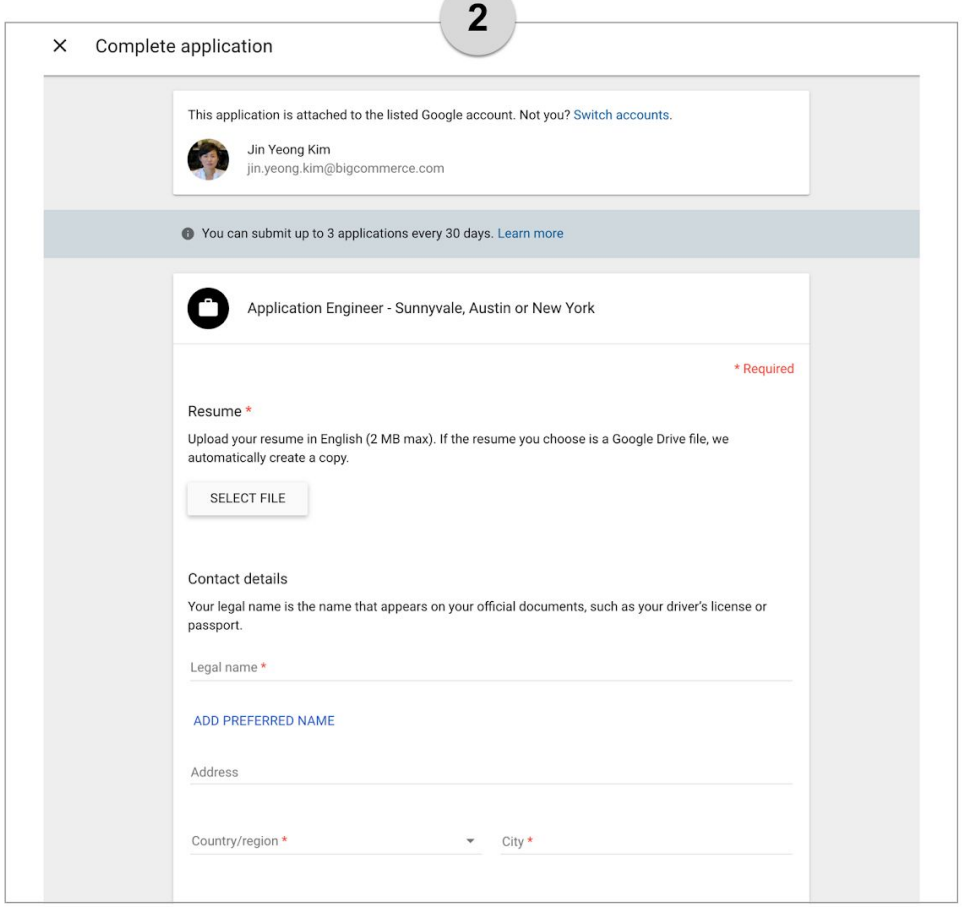

Key Findings

1. Overall it's a simple layout with easy to fill lines.
2. Clear blue indication when completed.
3. It's beneficial to have "**EDIT APPLICATION**" CTA.

Google Google

3

SELECT FILE

This is required

Contact details

Your legal name is the name that appears on your official documents, such as your driver's license or passport.

Legal name *

Jinyeong Kim

ADD PREFERRED NAME

Address

1770 Lombard St 203

City *

San Francisco

Country/region

This is required

State/province

California

Zip/postal code

94123

Email address *

jin.yeong.kim@bigcommerce.com

Not you? Switch accounts.

ADD ANOTHER EMAIL

4

- Cancer
- Epilepsy
- Cerebral palsy
- Schizophrenia
- Bipolar disorder
- Multiple sclerosis (MS)
- Post-traumatic stress disorder (PTSD)
- Impairments requiring the use of a wheelchair
- abetes
- Autism
- HIV/AIDS
- Muscular dystrophy
- Major depression
- Missing limbs or partially missing limbs
- Obsessive compulsive disorder
- Intellectual disability (previously called mental retardation)

Please check one of the boxes below *

- ○ Yes, I have a disability (or previously had a disability)
- ○ No, I don't have a disability
- ○ I don't wish to answer

Reasonable accommodation notice

Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include making a change to the application process or work procedures, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment.

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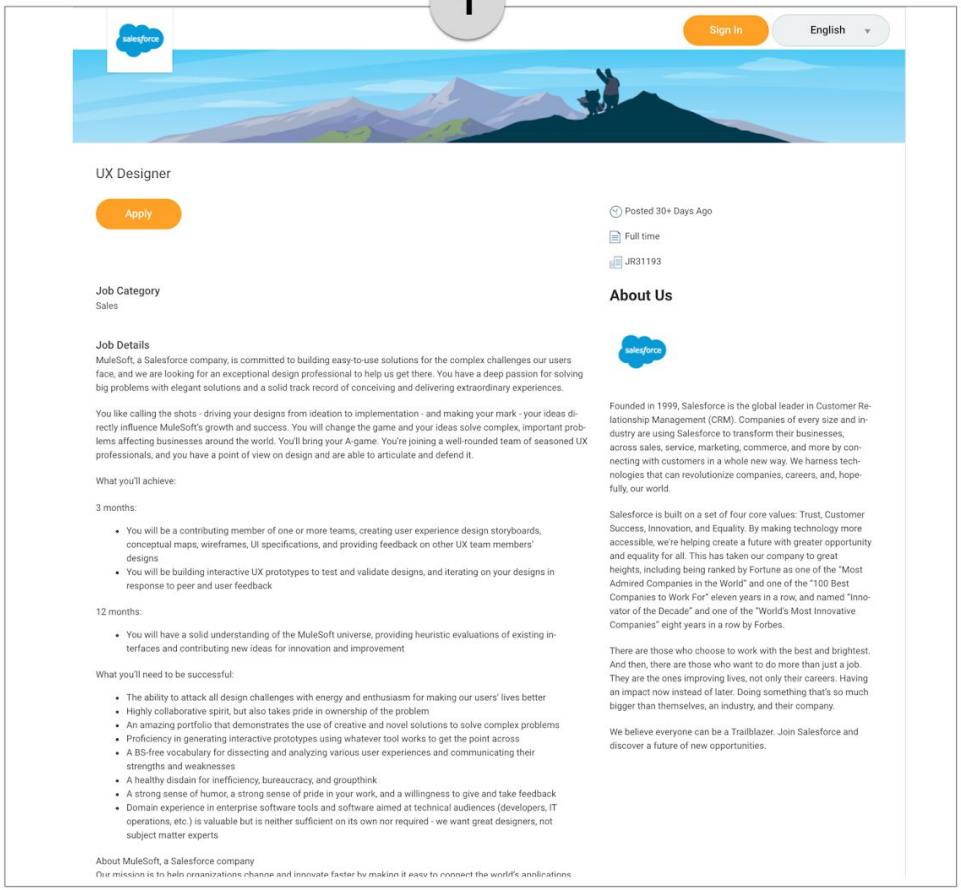
NEXT EDIT APPLICATION

Salesforce

1



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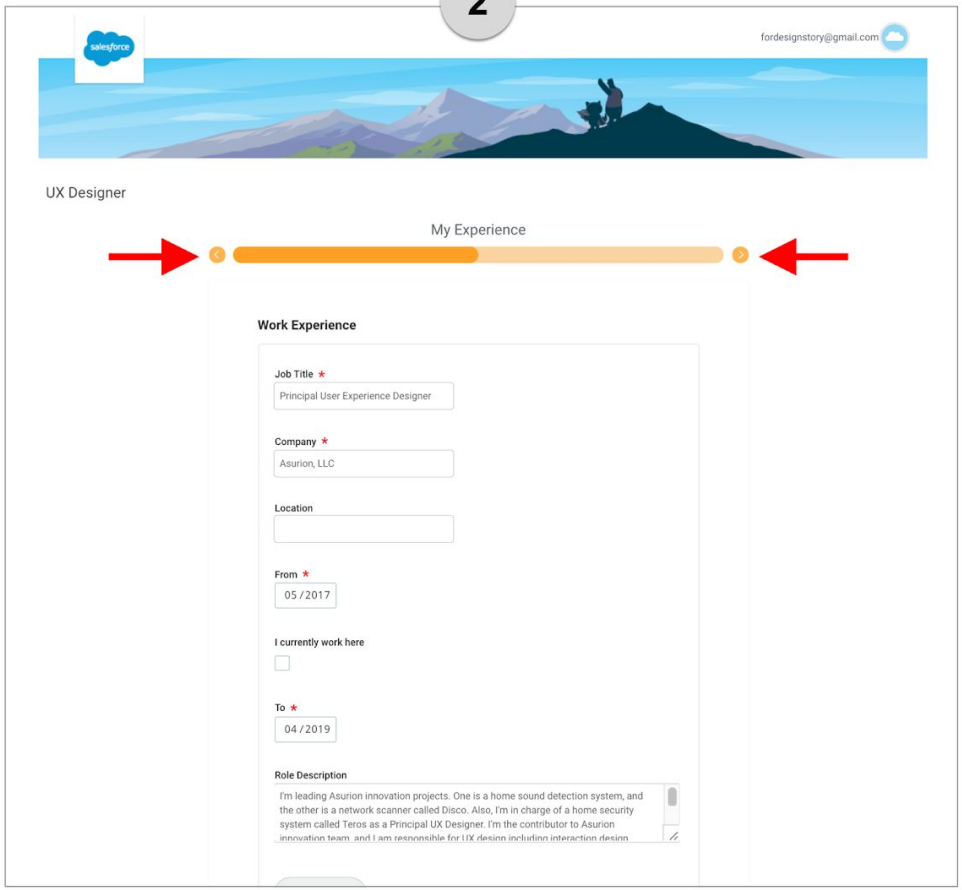

Key Findings

1. Uses the same template provided by Workday (Same as VMware).
2. Re-designs to match with the branding.
3. Show the progress indicator on top, and a potential candidate can go to the next step with the chevron CTA.
4. All progress is clean and easy to follow.

Salesforce - Job Application Research

Salesforce

3

UX Designer

Voluntary Disclosures

Terms and Conditions

Salesforce.com is an Equal Employment Opportunity and Affirmative Action Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status.

Headhunters and recruitment agencies may not submit resumes/CVs through this Web site or directly to managers. Salesforce.com does not accept unsolicited headhunter and agency resumes. Salesforce.com will not pay fees to any third-party agency or company that does not have a signed agreement with Salesforce.com.
EEO - It's the law.

Accessibility – If you require accessibility assistance applying for open positions please contact the Salesforce.com Recruiting Department.

Pay Transparency Policy Statement – The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

For applicants in Japan, please review the Agreement on the Handling of Personal Information.

By submitting my information I confirm that I have read and agree to the Privacy Statement.

Yes, I have read and consent to the terms and conditions *

Follow Us

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Back Next

4

Sangji College

Degree
AA

School or University
Sling Media, Inc. Sr. User Interface DesignerAcademy of Art University

From
2010

To (Actual or Expected)
2014

Degree
MA

Resume/CV

PDF
Jin Yeong Kim Resume.pdf

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Back Submit

Uber - Job Application Research

Uber Uber

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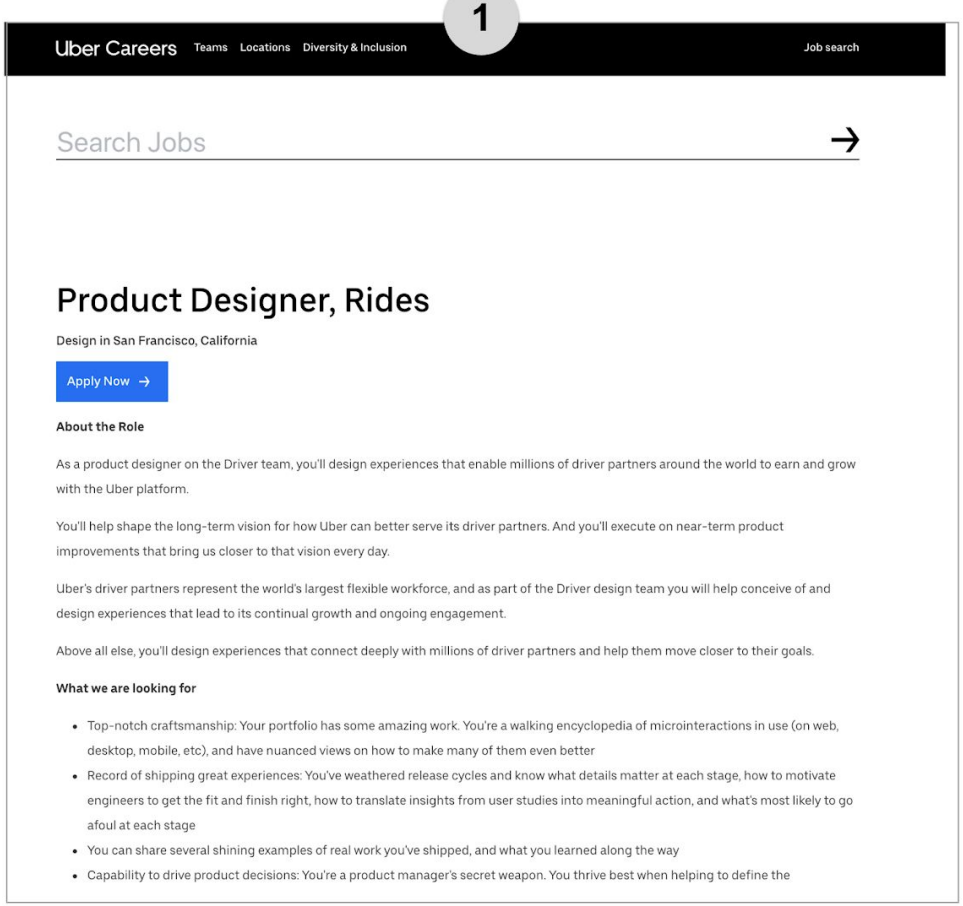

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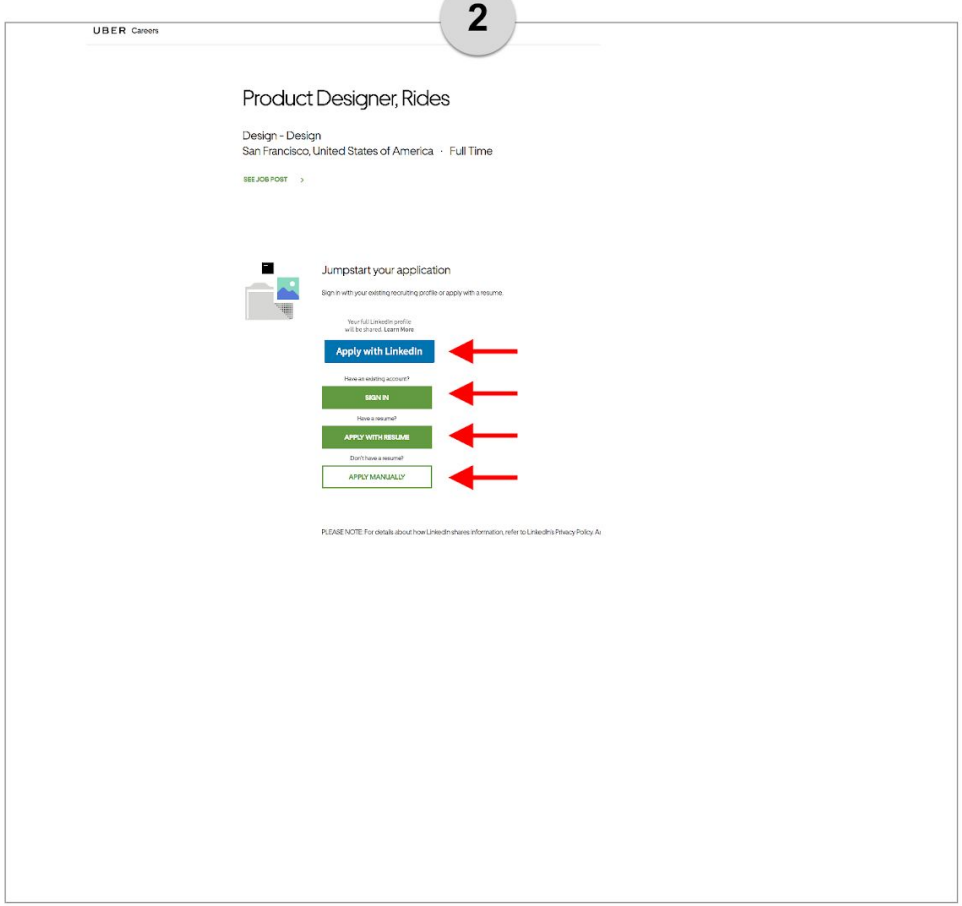


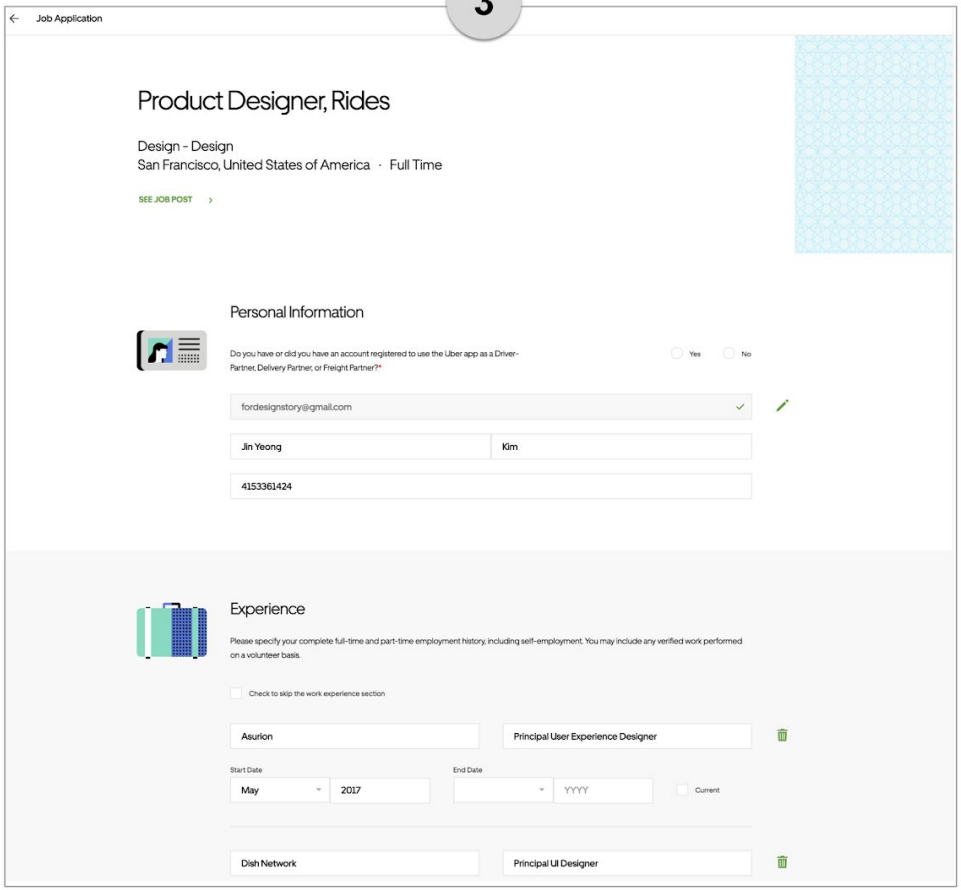
Key Findings

1. Provides four different options to apply: **Linkedin, Sign In, Apply with Resume, and Apply Manually**.
2. Nice custom design and layout. It represents the branding look and feel.
3. Easy to check the status after applying.
4. Detailed filtering system.

Uber - Job Application Research

Uber Uber

3



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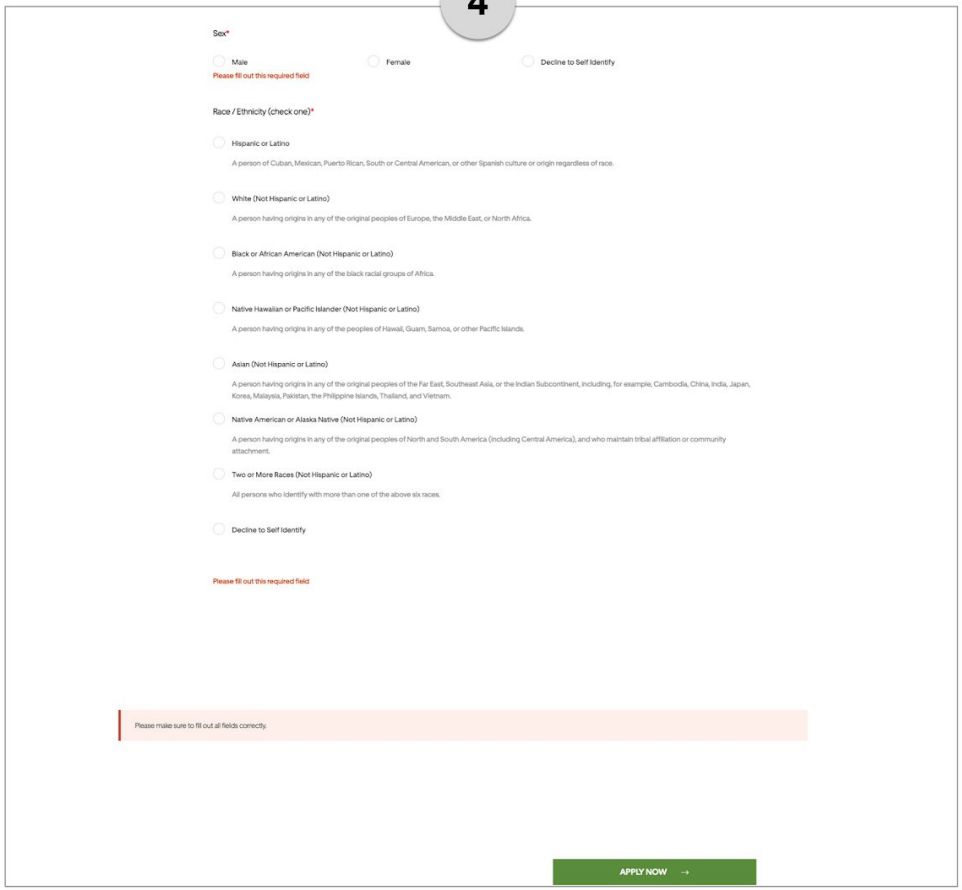
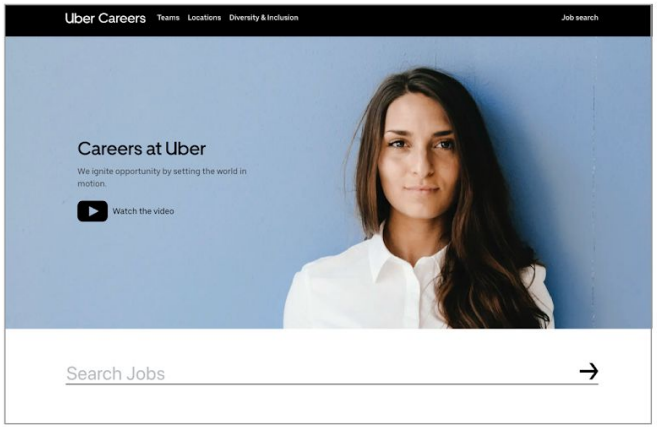
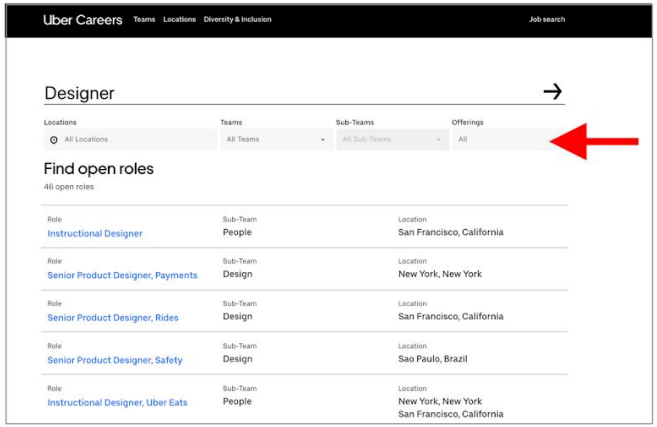
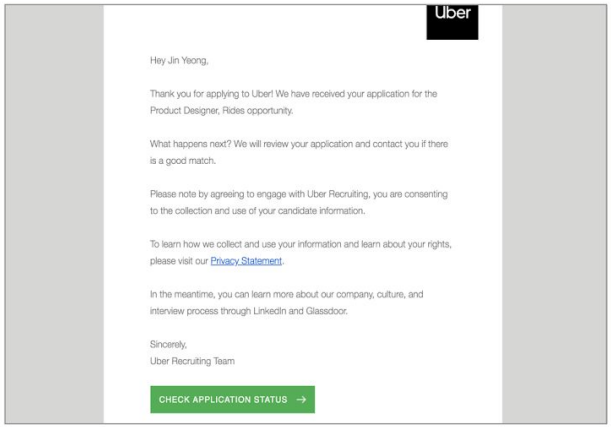




MAIN SCREEN



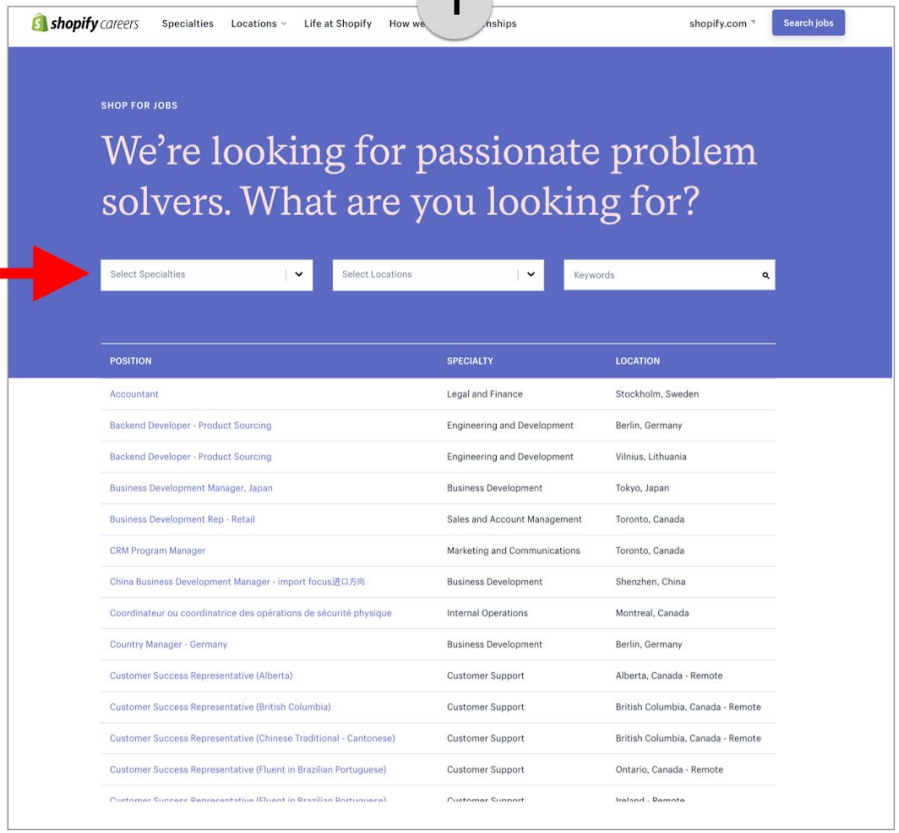
FILTERING SYSTEM



THANKS MESSAGE

shopify careers Shopify Careers

1



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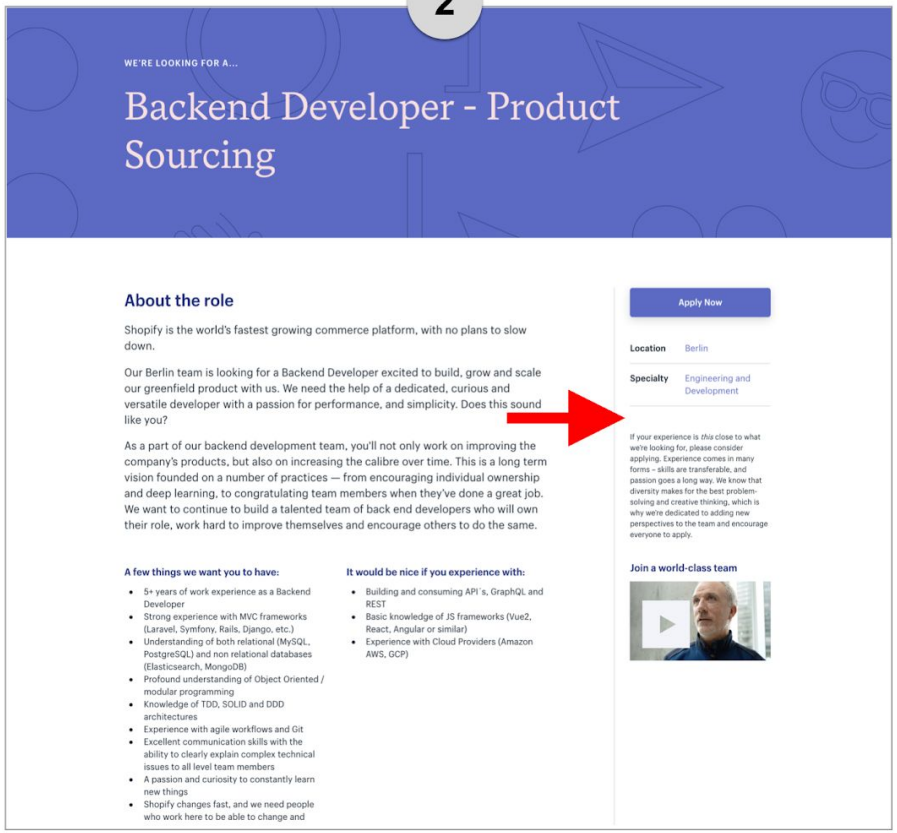

Key Findings

1. Three dropdown filters: Select Specialties, Select Locations, and Keywords.
2. Short description of the job with the video on the side panel.
3. Super simple form.
4. The link for **Privacy Policy**. It drives into another window.

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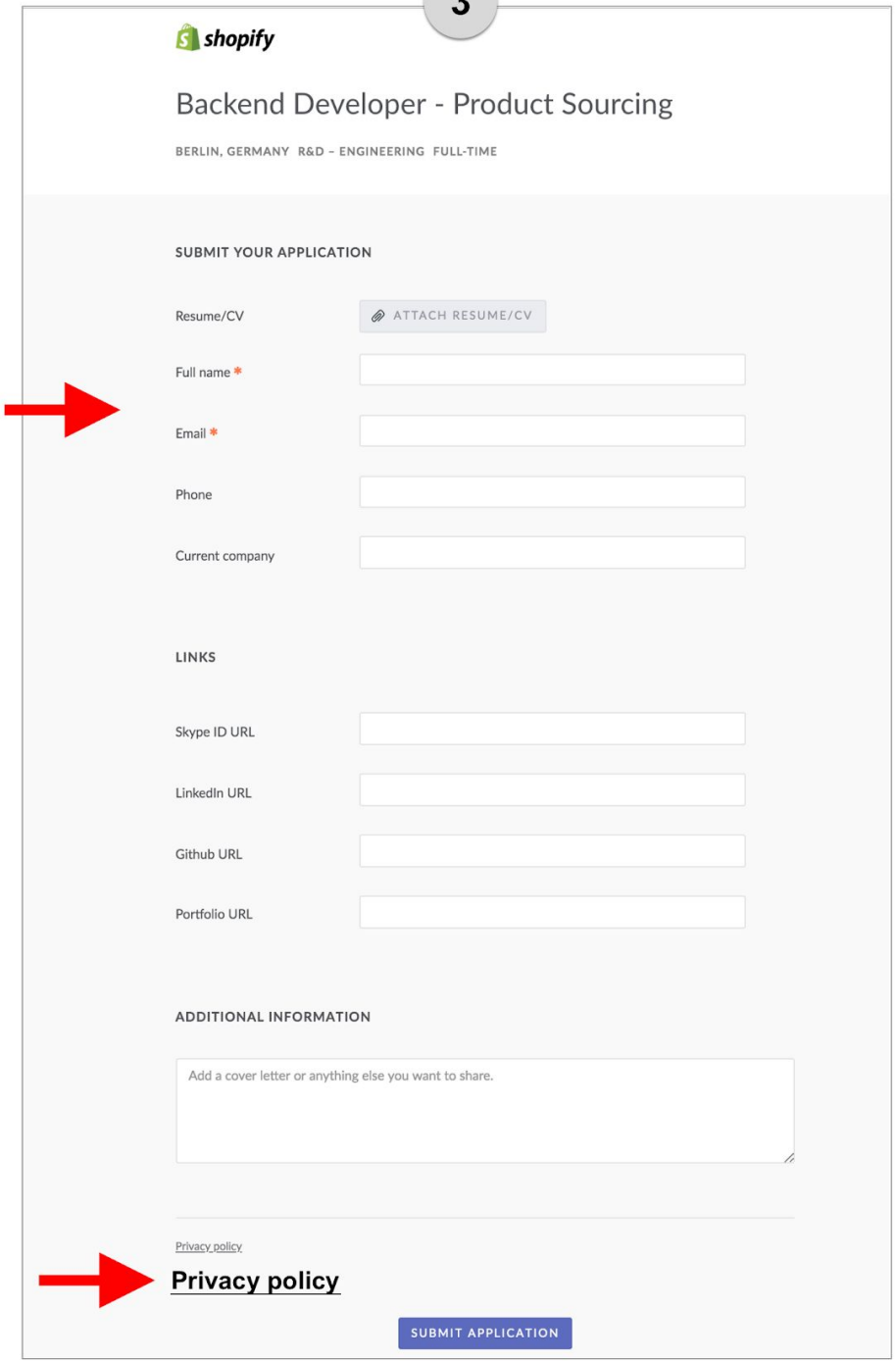
3



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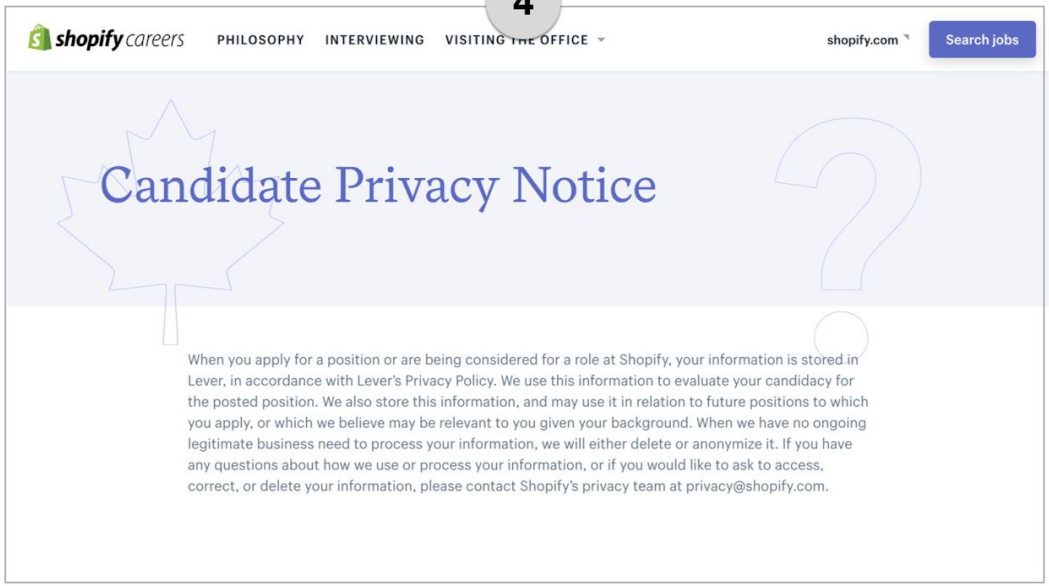

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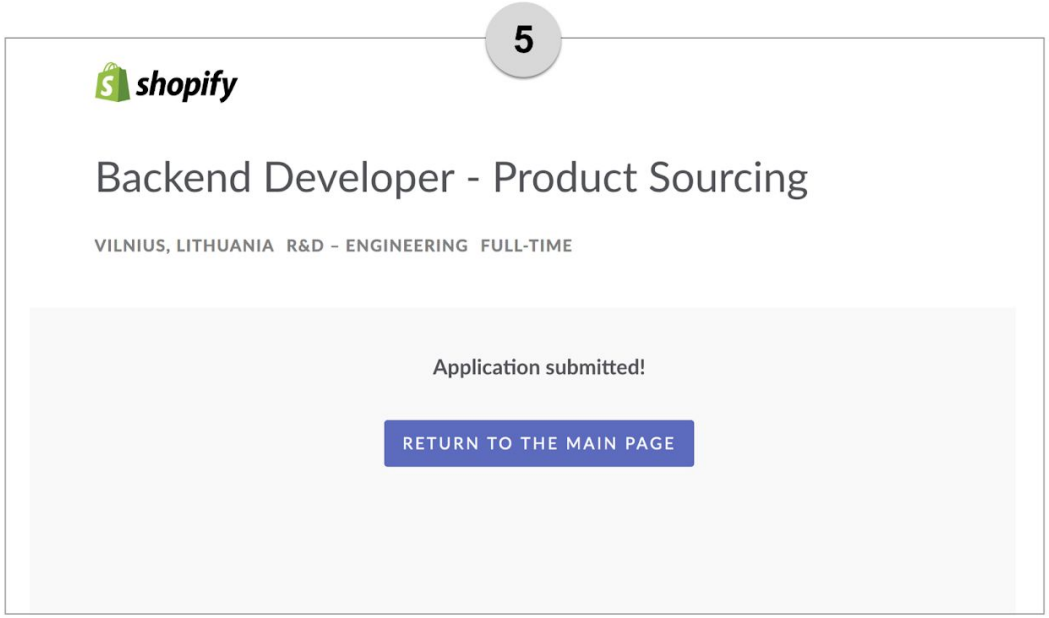
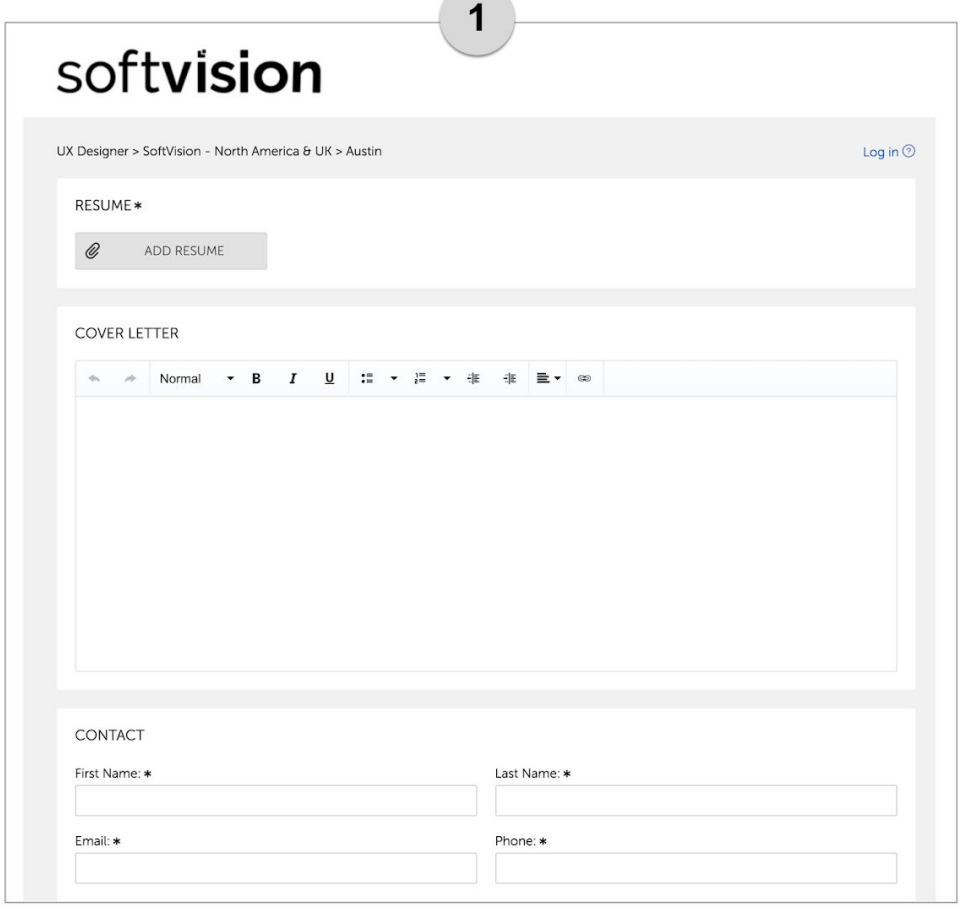


softvision

1



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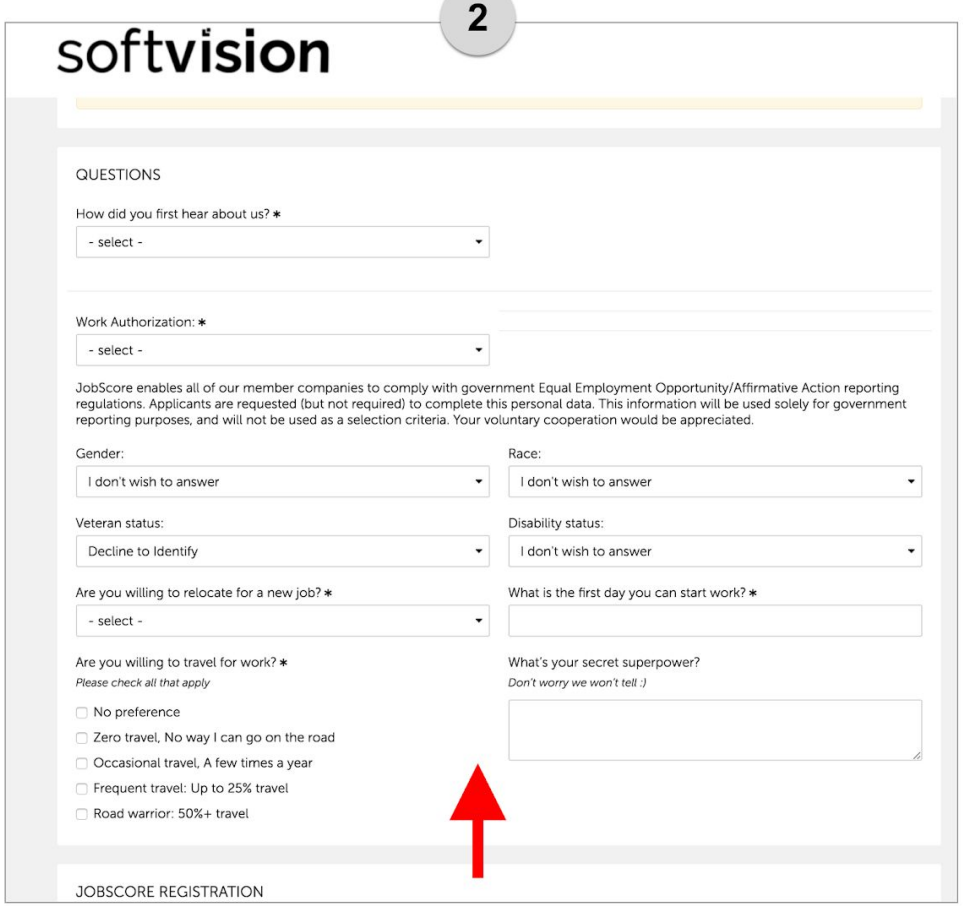
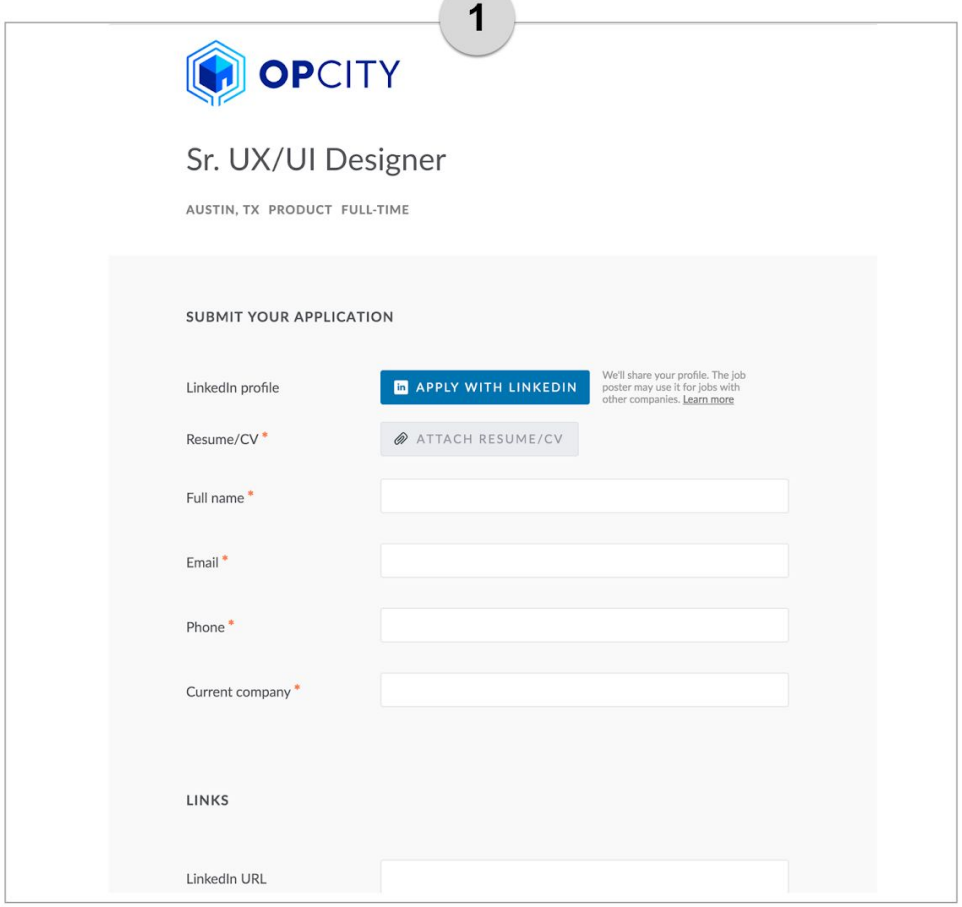


Key Findings

1. The two column layout.

OPCITY

1



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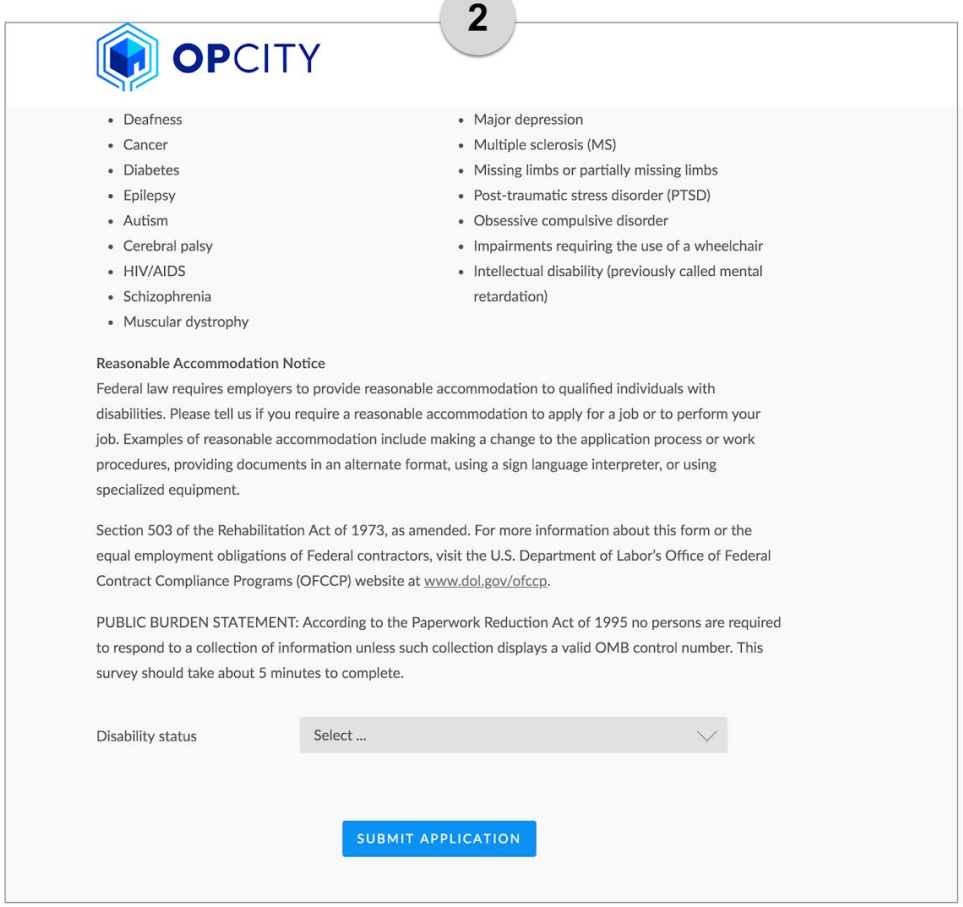

Key Findings

1. It's very similar to our application, but the page layout is better than ours.