

Setting up an Effective Resume Screening System

1. Internet Recruiting Challenges

The Internet has made it convenient for recruiters to reach more candidates and access more resumes. In just a few clicks, recruiters can post requirements on Internet job boards, send email blasts, post in news groups or advertise anywhere.

For better or worse, the Internet has also made it convenient for job seekers to apply for job positions. Since it does not cost even postage to email resumes, they apply to almost every job they are remotely qualified for. Job seekers also post on all available free online job sites to increase their chances of being found.

Unlike the past, recruiters now have access to many resumes... in fact too many.

Their problem is screening and managing them.

The onus now is on the recruiter to short-list candidates from hundreds of application emails, resumes archived on their hard disk from previous searches as well as resumes they find from online resume banks. The recruiter feels the urge to scan through all resumes they can get their hands on before they short-list candidates - in fear that the resume they ignore could be the perfect candidate! But doing this manually is a daunting task.



Many recruiters wish they could recruit a genie to assist them with the manual and tedious tasks associated with processing resumes. If they had to write a job description for such a

genie assistant, they would say – “Qualified genie must be able to take resumes and job requirements and quickly short-list matching candidates for each job, score / rank them, enter relevant candidate details accurately into our existing in-house tracking system and schedule a time to follow through with each of the short listed candidates.” Recruiters would gladly take over from here.



Thousands of recruiters use ResumeGrabber for recruiting. With a one-time software cost of \$250, recruiters can recover entire investment even before the first search is completed.

The rest of this paper provides tips on how to better organize and manage resume processing. Even if you are not interested in ResumeGrabber, we suggest you invest 15 minutes to read this article. Just the knowledge you gain will help improve your productivity and save hours.

2. Manage Your Online Recruiting

Recruiting procedures may differ between companies, but everyone shares the same headache – screening and managing the large amount of resumes. Online recruitment has improved the process by providing convenient channels between job seekers and companies. However, screening and managing resumes are still too much for some recruiting departments and many have adopted a fire-fighting mentality to deal with the problem.

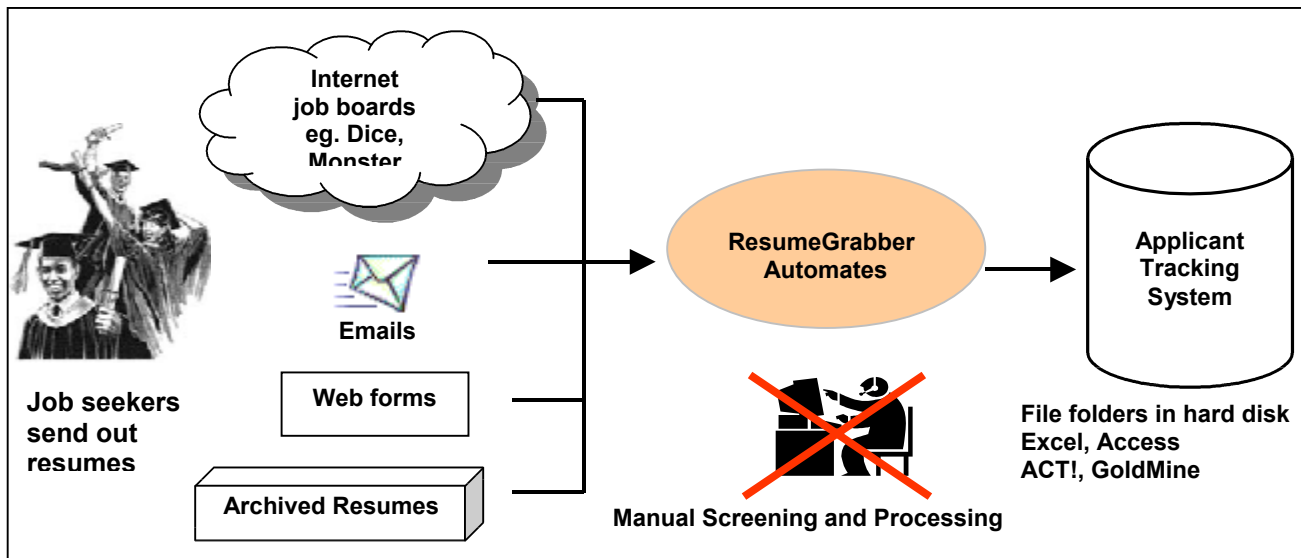


Fig 1: Resume Screening Process

This article discusses the following main aspects of resume screening and management and provides some solutions:

Setting Up a Minimal Recruiting System	
1	Selecting an Applicant Tracking System
2	Screen Resumes
3	Capture Candidate Information
4	Schedule Follow-up Activities
Tips to Recruit Better – Proactive Recruiting	
5	Create a Centralized Resume Repository
6	Compatibility with current recruiting tools
7	Pro-active Recruiting

Setting Up a Minimal Recruiting System

1 - Selecting an Applicant Tracking System

Recruiters know all about getting resumes; it's the screening and management that pose the problem. Usually, they are already using some tools to help keep track of resumes. The table below shows applicant tracking systems commonly used by recruiters.

Applicant Tracking System	What you get
ATS	Applicant Tracking Systems are dedicated recruiting systems. You need to follow vendor's recruiting methodology. You need to own and maintain the software. Starts \$10K+
Online Recruiting Portal	ASPs are online recruitment systems. You need to follow the vendor's methodology. You need to set-up but maintenance is done by vendor. Monthly subscription of \$50-\$300.
Contact Managers	Contact managers are software used to keep contact information. You need to customize them for recruiting - Around \$200
MS Office tools	MS Office tools are mainly used as spreadsheets and simple databases. You need to customize for recruiting

Table 1: Applicant tracking systems used by recruiters



Recruiters wish someone could provide recruiting templates that work with MS Office or other tools they use. They need something easy to use and fast to deploy.



ResumeGrabber (RG) comes with recruiting-specific templates that can use immediately for managing resumes in File Folders on Hard Disks, Excel, Outlook, ACT! or GoldMine.

RG supports all popular applications mentioned above and can be configured to drive any recruiting system. In essence, RG ships out of the box with a recruiting methodology for recruiters without the time to define one.

2 - Screen Resumes

Resumes come in a multitude of forms – applicant emails, web forms from the company website, online job boards and third party recruiters. It has become impossible to find the best candidate without spending hours looking through resumes, some of which are from candidates who are not qualified for the job.

There is no effective way to screen unsuitable candidates who blast resumes into recruiters' in-boxes. Online job boards that offer keyword searches have helped with the problem, but they usually come back with so many hits that

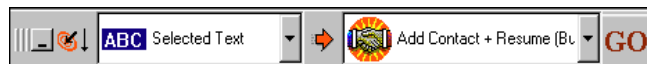


Fig 2: ResumeGrabber Floating Toolbar

it is still an uphill task to process the resumes.



What recruiters wish for is a genie that screens resumes and ranks them according to how they fare against job requirements, so all recruiters do is start from the top of the list.



RG can intelligently extracts contact and skill-set information from resumes, matches them against recruiting requirements and transfers details into applicant tracking systems.

The recruiter simply points to a resume in email, web or hard disk. RG screens the entire resume for skills and states the number of times the keywords occur.

RG also allows users to define different job descriptions and set required skill-sets for them. After RG screens a resume, recruiters can see how many times keywords appear and which jobs the candidate is suitable for. All the information is shown at a glance in the RG Screening Window – the recruiter just clicks "Accept" or "Reject"!

3 - Capture Candidate Information

Even after a preliminary round of screening, there is usually still too many resumes and the recruiter is hard-pressed to get the best candidates out fast. While it is useful to keep the contacts of all candidates who made it through round one, it is very time-consuming to do so.

Some recruiters give up trying to manage resumes and ignore everything else when they find a match. It simply became unproductive to enter data manually. It also doesn't help that every other resume is named "Resume.doc", making the whole process troublesome. The problem is, recruiters repeat the frustrating process when similar positions are needed in the future.



What recruiters wish is for to be able to go through resumes, extract key candidate details and enter it into their applicant tracking system – ready for use.

For most recruiter, this means integrating the information into GoldMine, ACT!, Access or Outlook – the top four contact managers. For recruiters without contact managers, they prefer information to be in Excel.

Ideally, a new contact record should be created with information entered into their respective fields. The resume should be linked to the contact record and renamed according to the candidate's name.



ResumeGrabber is compatible with job boards, emails, MS Word and web forms. In addition to contact managers like ACT!, Outlook and GoldMine, RG also works with Excel and Access to establish an affordable applicant tracking system.

Recruiters just highlight and click. A new contact record is created, contact information is captured into their respective fields, the resume is renamed according to candidate name and linked to the contact record.

4 - Schedule Follow-up Activities

The best time to take action with regards to candidates is when you first screen their resumes. At that time, you should decide whether to reject the candidate, accept for immediate follow-up or place in an intermediate stage. Each stage requires a different set of activities but scheduling them can be a time-consuming task.



During the screening process, recruiters wish they could click and fire off a series of activities with regards to that candidate.



One of RG's strong points is its single click firing of a series of recruiting follow-up activities. The user simply creates the activities and reminders and saves them. A single click schedules all activities for the candidate. RG integrates directly with the scheduling process of Outlook, ACT!, GoldMine and even Excel and other databases.

Tips to Recruit Better

5 - Create a Centralized Resume Repository

A centralized resume repository has many benefits for recruiters but many companies do not implement it due to the amount of time and trouble needed to do so.

The process involves navigating to the centralized network, saving the resume under the candidate's name and returning to the contact manager to create a link to the resume.

Below are some problems due to the lack of an effective and easy way to share resumes and contact information.

- **Resume Sharing**

A lot of recruitment departments cannot leverage on the efforts of the entire team. As a result, candidate searches are based on current job openings and if similar positions are needed in the future, the department repeats the search process.

- **Security**

When a recruiter leaves the company, it can mean a lot of lost leads if resume contacts are not passed back to the department. Also, computer crashes can delete all of a recruiter's saved resumes in the hard disk.

- **Duplicate Check**

Some recruitment departments engage third party recruiters to avoid the hassled of screening hundred of resumes. However, there are many times when the third party recruiter recommends someone who's already applied or someone whom recruiters have come across before!



Recruiters wish they can have a centralized database so everyone can share resumes they short-listed or search through the repository for duplicate resumes.



With ResumeGrabber, recruiters can finally build a central database of resumes. RG captures contact information and resumes to any database, including the intranet server.

It is easy and fast. All recruiters do is click on the floating RG tool bar. This way, information can be easily shared and will not be lost when a team member leaves.

RG also checks for duplicates in the destination database before transferring, allowing recruiters to know if a candidate is already in the database. This way, they avoid paying unnecessary fees to third party recruiters.

In addition, RG facilitates recruiting on-the-fly. All the recruiter does is define a selection criteria, point RG to the file folder with all the resumes and RG will generate a list of suitable candidates in minutes. RG will also highlight all the skills needed in color, so recruiters can scan the resume at a glance.

RG can be used not only to screen incoming resumes but also run through existing resumes in hard drives. This

allows recruiters to create their own internal “job portal” that they can use RG to screen and index.

6 - Compatibility with current systems

Most recruiters already know the challenges faced by the industry. However, implementing new systems or overhauling old ones costs too much in terms of budget and productivity. In other words, the ROI is not attractive enough for recruiters to push ahead.

All recruiters already have use some form of candidates tracking system, ranging from contact managers like ACT! to spreadsheets like Excel, but there are no solutions that can integrate with these systems without excessive customization.



Recruiters wish for affordable software that not only solves all the above-mentioned problems, but also plug-and-plays with existing in-house systems.



ResumeGrabber's strength lie in its ability to bridge existing technology and form the transport channel for data between different software used by recruiters. RG is compatible with job boards, emails, MS Word and web forms. It supports various types of databases recruiters use: ACT!, GoldMine, Outlook, Excel, Access or any other database.

RG is simple to use. Only two actions required – highlight candidate's contact information and click “GO”. Everything – contact information and resumes – will be captured and transferred in seconds.

In addition, eGrabber has developed a flexible tool – ResumeGrabber Software Development Kit (SDK). The RG SDK contains adequate technical details to enable ATS vendors and job boards to write their own RG driver in a few hours. This allows RG to be compatible with any new technology including online ASP solutions.

Companies can partner eGrabber and deploy solutions with a custom RG driver in a day. Essentially, RG SDK allows recruiting solutions to complete the “last mile” of moving resumes from job seekers right into recruiters' databases.

7 - Pro-active Recruiting

The current practice of reacting to job openings may have worked for the last 10 years, but the future lies in proactive recruiting. Recruiters have to be in the loop on the company's strategic directions and anticipate long-term human resource needs. This means being free from tedious data transfer and taking on a strategic development role.

Proactive recruiting is about maintaining a database of potential candidates for company – top people whom the

company may not come across again. Some of these candidates possess skills not needed at the moment but are valuable in the future. They represent growth opportunities for the company and recruiters need to engage them.

Such people are normally non-active job candidates. They are top performers who remain loyal to their employers unless something catastrophic happens in the job. However, the recent economic downturn has changed the competitive landscape. For the first time in decades, resumes of top people can be found. These are resumes that one might never see again for a long time.

For savvy recruiters, this is an excellent opportunity to target skill-sets that might be hot in the next 12 months. They grab contacts of such candidates and archive them in anticipation of future use. This is proactive recruiting.

Recruiters wish they can stop reacting to job openings and take a proactive stance in the company's growth. They might even suggest areas the company can explore because they know candidates who're experts in the field.



ResumeGrabber allows the recruiting industry to progress towards Proactive Recruiting. With features mentioned above, RG lets recruiters escape dreadful data transfer and focus on building human resource. This way, recruiters can redefine the way they work and become the most important asset of the company.

3. Conclusion

The internet changed the recruiting landscape and recruiters now have access to much more resumes – in fact, too much. This gives rise to the problem of screening large amounts of data.

Recruiters departments found the situation working against them as resumes are piled up in inboxes. Getting information into their applicant tracking system is too much administrative burden and many recruitment departments run repeated searches simply because they did not keep previous records of suitable candidates.

eGrabber solves this by automating the data entry/transfer process. ResumeGrabber intelligently screens and extracts contact information and resumes, capturing them into contact managers including Excel, ACT!, GoldMine, Outlook and Access. In addition, RG allows recruiters to create centralized resume repositories and the ability to screen through in-house resumes.

With RG, the recruiting industry can re-invent themselves because they are free from administrative burden and can move on to proactive recruitment. This way, they become more prominent players in their companies and can even help drive the company's progress.

ResumeGrabber allows resume screening at a glance

Contact info sorted into respective fields

User-defined values

Match between resume and defined job openings

Resumes renamed with candidate's name and linked to contact record

Follow-up can be scheduled immediately

Number of times keywords appear in resume

Transfer candidate info to database

Reject resume

Fig 3: ResumeGrabber Screening Window

Time saving features – These features allows recruiter to be twice as productive, twice as fast in screening resumes and filling job positions.

✓	Auto Resume Screening feature - Enables recruiters to quickly screen resumes against job requirements
✓	Auto data entry feature - Eliminates data entry hassle – Automatically extracts contact info and skills from resumes and enters them into Excel, Access, ACT!, GoldMine, Outlook and other applications
✓	Auto Scheduling feature – Automatically schedules to do list, appointments, ... in ACT!, GoldMine, Outlook and other applications
✓	Auto Highlight Skills feature – Automatically highlights and displays all matching skills found in resume.
✓	Auto Save feature – Automatically names the resume with candidate's name, saves it in a centralized resume server and links the resume to the candidate in the database. This provides instant centralized access to every recruiter.



✓	Auto Duplicate Check Feature -
✓	Auto Job Match feature – Tells what minimum job requirements the candidate fullfills
✓	