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flexport.

How Flexport uses a data-driven approach to run a fast and efficient engineer hiring process

April 2021

Global freight is a $10 trillion market that still runs widely on paper, faxes, and email. **Flexport** is a shipping and logistics platform modernizing this industry. Their platform for global trade provides real-time visibility and control over supply chains across 109 countries.

Core to Flexport's success is their team of over 250 engineers, building and scaling technology that manages billions of dollars of shipments every day. The eng team is growing quickly, and that means Flexport technical recruiters **Erica Wilczynski** and **Debora Pavon Rosales** need to run a fast hiring process while maintaining a high bar for technical skills.

"When I post a role, we get 100 to 150 applicants every day. Managing the high volume of candidates becomes overwhelming very quickly," says Erica, who recruits experienced software engineers for Flexport's Chicago team. *"Our engineering team needs to be focused on building our app, not spending their time in hundreds of phone screens."*

Debora leads Flexport's university recruitment. One of her key challenges is sifting through hundreds of resumes to find students with relevant hands-on experience and coursework. *"University curriculums vary widely and student resumes are generally filled with generic course names. So it's hard to know from a university resume if the student has the skills we're looking for,"* Debora says.

Implementing a data-driven screening process

Erica and Debora started using Triplebyte Screen in early 2021, as a way to vet their inbound applicants. In just two months, over 1,100 candidates completed a screening test for Flexport. Having structured skills data enabled them to not only work through such high volume quickly, but also identify skilled engineers that might have been overlooked in traditional resume reviews.

"Before we used Triplebyte Screen, recruiters would typically be a lot more selective with resume review, since it was the only data point we had before setting up a call with our engineers," Erica explains. *"Now when I'm reviewing candidates I'm on the fence about, I can just send them a Screen and look at the skill scores. It makes the decision-making so much easier and faster."*

Even with a higher-throughput process, Flexport's high technical bar is never compromised. Erica and Debora set a high score threshold in Screen for the applicants they want to interview themselves, before the in-depth technical round with a senior engineer. Through this rigorous filtering process, they ensure a ~45-50% pass-through rate in the technical interview.

> **We were really excited to see that Screen is as effective as our phone screens. We reliably get an 85-90% pass-through rate for candidates who meet our scoring benchmarks.**
>
> Debora P., University Recruiter

Delivering a great candidate experience

Flexport's recruiting team cares deeply about candidate engagement, and this is often a concern when asking applicants to take a test before speaking with them. So Erica and Debora were pleasantly surprised when they saw high completion rates and positive feedback from applicants.

Triplebyte's assessments are unique in that they're multiple-choice, adaptive, and just 30 mins long. This approach is specifically designed for top of funnel screening; more than 80% of applicants complete the test and enjoy the format.

"I got feedback from a candidate that the multiple-choice format is actually a better experience than the traditional HackerRank-style coding that they typically get. And they get immediate feedback that our engineer team doesn't have to provide," says Debora.

> **The completion rate is really good for my applicants... pretty much everyone I sent the test to has completed it.**
>
> Erica W., Technical Recruiter

Building a diverse hiring pipeline

Beyond saving interviewer time, Screen also helps Flexport avoid missing out on skilled engineers with untraditional backgrounds or imperfect resumes. Prior to using Screen, Erica and Debora had to rely on resume info like education and past employers as a proxy for skills. But that often meant passing on candidates with unconventional or scant resumes. Using Screen to identify talent has created a more diverse hiring funnel with the same high technical standards. Debora has *"already seen a broadening in terms of backgrounds and universities that we wouldn't typically target earlier."*

Looking ahead

Flexport is on an exponential growth path, and hiring great engineers across multiple levels will continue to be a priority. Screen is an important part of their toolkit, since it *"increases the number of applicants we can fairly evaluate. For students, it gives us a way to assess their fundamental knowledge beyond just resume and GPA. For experienced candidates, it's helped us prioritize in our hiring and interviewing process,"* explain Debora and Erica.

Looking ahead, they're excited about using new customization features coming to Triplebyte Screen to configure the tests for various roles, and using the upcoming Triplebyte coding challenge as an additional skill signal for university hiring. They're also looking forward to using the new demographics dashboard to monitor progress on pipeline diversity. Debora adds, *"It will help us set reasonable new benchmarks based on what's happening in the industry."*

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Resumes are subjective and bias-prone.
Use skills data to identify talent you should interview.

Triplebyte Screen

Triplebyte Screen enables hiring teams to quickly and accurately measure and calibrate job applicants' technical skills, *before* spending time on a long-form technical screen.

Screen provides a **granular skills report** for each applicant, including **calibration** against 200,000+ engineers who have taken the assessment. This gives hiring teams a data-driven way to identify top talent, **reduce wasted interviews** and **find hidden gems** from underrepresented backgrounds.

Screen is completely **free** to use, forever. Test takers have the option to join the Triplebyte network of over 200K engineers, which helps us towards building a better LinkedIn for Engineers. It's a win-win!

Get started screening today

Request your free demo today