SWIFT

INDUSTRY: **FINTECH**

TRANSITION INTO A FULLY REMOTE, UNBIASED, AND QUICKER RECRUITMENT PROCESS

ABOUT THE COMPANY:

SWIFT is the global provider of secure financial messaging services. With over 11,000 institutions and 200 countries connected, the company is shaping the future of payments and securities.

Codility_

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ABOUT THE TEAM

ZAKIR HOSSAIN

Regional Head of Talent Acquisition, Asia Pacific

Zakir leads SWIFT's Talent Acquisition teams recruiting in Malaysia, Singapore, Indonesia, Hong Kong, China, Japan, Korea, India and Australia. He is passionate about helping employers find the best talent for their unique businesses. With 15 years of experience working in a recruitment agency as well as in-house recruitment across banking, shared services, IT products and services, his key focus areas are superior candidate experience, building TA team capability and collaboration, as well as ensuring the business is best supported by TA to meet its objectives.

PAVITRA RATHAKRISHNAN

Senior Talent Acquisition Specialist, Asia Pacific

Pavitra has been helping the candidates to be successful for the past 9 years, finding great talent and supporting great careers. Coming with a strong record of accomplishments and being passionate about diversity & inclusion, she is developing technical recruiting strategies that drive a strong employer brand. Successful advisor and collaborator, Pavitra supports key business stakeholders, as well as local and global teams across multiple business units with aligned agile methodologies.

CELLOU DIALLO

Head of Engineering (Data & Analytic Tribe), Asia Pacific

Cellou is an experienced Engineering Leader and an Agile practitioner who strongly believes that great products are built by great teams with the right level of motivation, support and empowerment.

PRIOR CHALLENGE:

Paper based technical assessment was **time consuming**

Save engineering time involved in the recruitment processes

Ensure **the best quality of hires** in Engineering and Data Science

Build an objective, fair, and unbiased **screening process**

Provide a **five-star candidate experience**
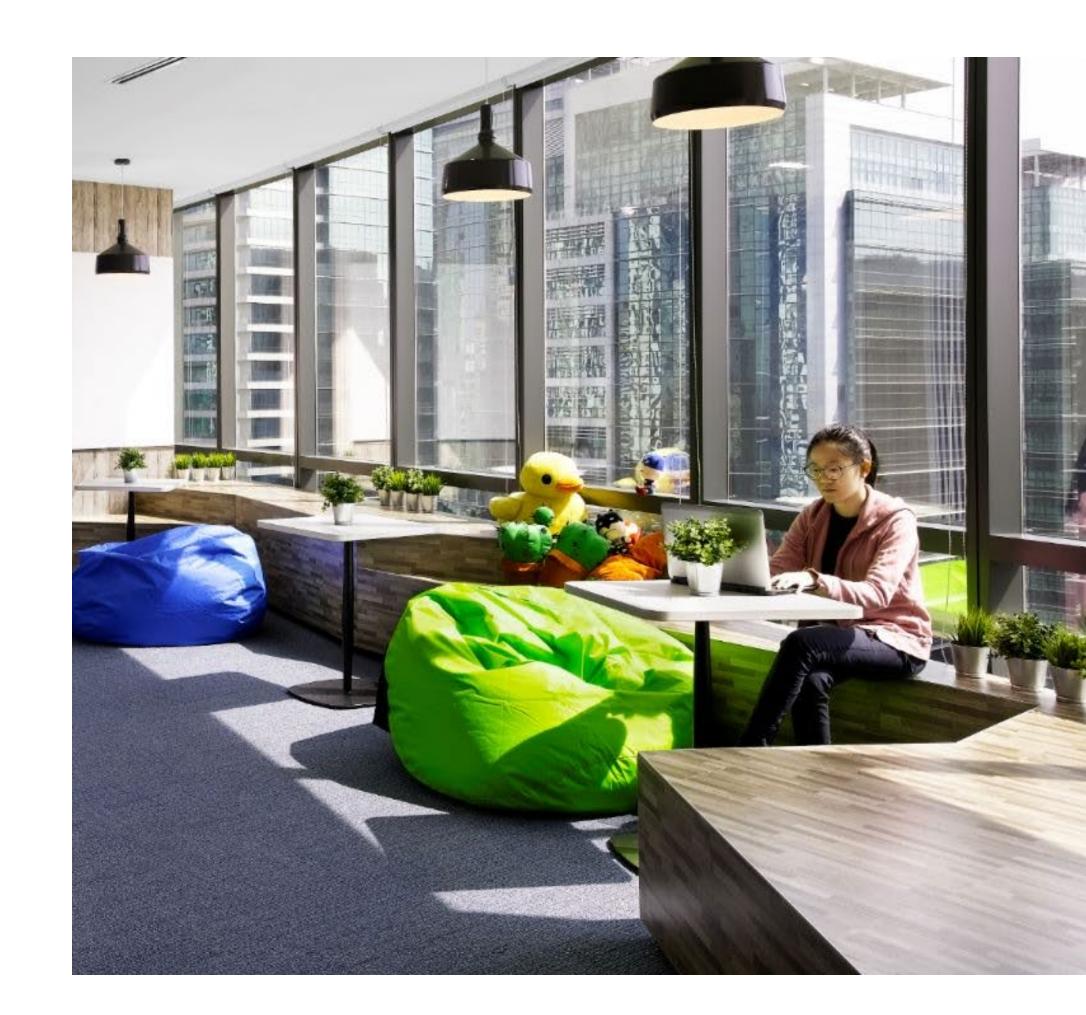
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THE CHALLENGE

The second largest IT & engineering team at SWIFT is based in APAC. In 2019 SWIFT APAC hired around 100 people in the IT & engineering teams. To hire 100 engineers, they received and reviewed around 6000 applications. In order to hire the best Java Developers, Fullstack Developers, QA, DevOps, Data Engineers and PLSQL Engineers, SWIFT APAC was looking for ways to effectively pre-qualify their candidates' technical skills.

"Hiring Managers often spend a lot of time manually reviewing code samples in the pre-screening and interview phase. In the past, we relied on a pen and paper to assess the technical skills of our candidates and at the end of the day, someone had to spend time to score them. If it takes you 15 minutes to score a single test, how much time will it take you to score a hundred?"

Cellou Diallo
Head of Engineering Data & Analytics

In order to improve efficiency in the engineering teams' hiring practices, Talent Acquisition team at SWIFT partnered with Codility to revamp the end-to-end technical hiring process, improve their interviewing techniques, and mitigate unconscious bias.

THE IMPLEMENTATION

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Implementing Codility helped streamline the screening process at SWIFT. The team replaced manual tests with online assessments and virtual interviews. "Pre-pandemic we would not be able to test our candidates at home," says Cellou. "With Codility we are prepared for a fully remote recruitment process, from screening, through interviewing, up to on-boarding," he adds. Manual tests were replaced with online CodeCheck assessments, improving the selection process and allowing quick decisions.

"Interviewing 5 people per selection doesn't justify the time involvement in a volume hiring. Technical assessments help us pre-qualify the candidates by scoring their skills. These scores help us further understand the strengths and potential of our candidates; help hiring managers strategically assess candidates during face-to-face interview. That improves the overall quality of hires and the time recruiters and hiring managers spend on recruitment processes."

Zakir Hossain
Regional Head of Talent Acquisition

At the same time, SWIFT APAC replaced on-site interviews with CodeLive coding sessions with hiring managers. "Coding with candidates in real-time allows us to further validate the candidate," says Cellou. "We give them a specific scenario at CodeLive to tap into their experience and see how they react to certain situations. It's all remote thanks to technology, we value that a lot," he adds.

Today, when the company needs to hire a DevOps or Data Science Engineer, the process is streamlined, faster, and fully remote.

CURRENT HIRING PROCESS AT SWIFT:

Phone Screening

Codecheck

Hiring Manager Interviews via CodeLive

Sending the Offer

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THE RESULTS

In 2020, the team at SWIFT APAC received over 3,000 applications to the open engineering roles. Over 70 of them were filled with Codility technical assessments, improving the quality of hiring as well ensuring that the process is fair and unbiased.

"Codility allows us to find the right candidate from a DE&I perspective. Technical assessments are all about qualifying candidates, eliminating unconscious bias, and focusing on skills.

With Codility we use a scientific selection process driven by the result, not by the first impression."

Pavitra Rathakrishnan
Senior Talent Acquisition Specialist

This approach led to a standardized recruitment process and currently, 80% of technical hiring at SWIFT APAC is streamlined with Codility. Two in five candidates who applied for a job at SWIFT were invited to take the Codility test and this change immediately improved the overall candidate experience.

"Today we are aligned as a team on how we conduct interviews using Codility. Our hiring managers and recruiters are trained properly and we work closely together to provide the best candidate experience. Our regular satisfaction surveys prove that based on their experience, 100% of our candidates would recommend SWIFT as a place to work. That's an amazing reward."

Zakir Hossain
Regional Head of Talent Acquisition

Finally, over the last 12 months, 70% of the screening process has smoothened with Codility, improving the overall collaboration between hiring managers and recruiters.

"We're one team, not individuals," says Cellou. "We were able to shorten the feedback loop between the stakeholders. We solved the pain points together, by digitizing one piece of the puzzle and that was the technical assessment. Today, we bring the best talent into the organization by being agile and flexible" he adds.

Over 80% of technical hiring at SWIFT APAC is streamlined with Codility

More than 100 technical roles were filled with CodeCheck assessments in 2020

6000+ candidates apply to SWIFT APAC every year

100% of candidates would recommend SWIFT to their friends