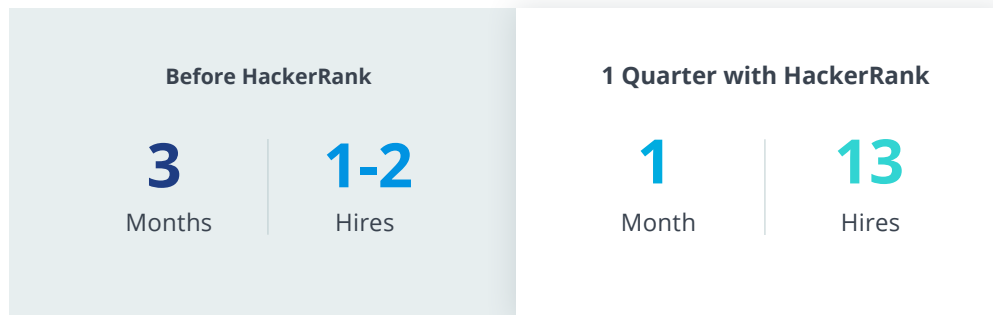# How TrueAccord is reinventing the debt collection industry with HackerRank

It was a missed credit card payment that introduced Ohad Samet, CEO of True Accord, to the frustrating world of debt collection. After fielding endless calls, receiving a handful of "convenience fees," and having one-sided conversations with unreasonable collection agents, he knew there had to be a less stressful way to pay off debt.

Today, with the help of HackerRank, TrueAccord is hiring developers who can help create a new debt collection path where people can start their journey to financial health.

TrueAccord meets **quarterly** hiring goals with HackerRank

Before HackerRank		1 Quarter with HackerRank	
3 Months	**1-2** Hires	**1** Month	**13** Hires

Challenge: Meeting aggressive hiring goals with limited engineering time

To transform the debt collection industry, TrueAccord needs top tech talent. As TrueAccord's lead Talent Acquisition Manager, Cherlynne Serafino-King is responsible for sourcing, interviewing, and hiring the right developers who meet TrueAccord's skill standards.

Before implementing coding assessments and live coding interviews, Cherlynne and TrueAccord hiring managers would spend hours interviewing dozens of candidates per quarter. But they would only end up hiring 1-3 developers. "30-40 candidates went through the coding interview with an engineer to finally get 2-3 into the onsite," says Cherlynne.

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To meet her hiring goals, Cherlynne needed to find a new interview process—a process where she could screen more candidates in less time, and quickly identify the right hires. After hearing several candidates mention HackerRank, Cherlynne decided to implement HackerRank's CodeScreen and CodePair.

Solution: Streamlining the hiring process via coding assessments and online interviews

After using CodeScreen and CodePair, TrueAccord met their quarterly hiring goals in 1 month. "We crushed the goal to hire 11 engineers within a month. We hired 2 analysts within the same month as well," Cherlynne said.

CodeScreen and CodePair made a huge impact not only on their hiring velocity, but also on the quality of candidates passing through to the hiring managers. "Detecting the quality of a candidate's technical skills out of 100 applications is easier. We're able to find the top 20% out of those 100 so much easier. The hiring managers were impressed with the candidates' technical abilities and the increase in hiring velocity."

What roles TrueAccord hires with HackerRank

| SQL Analysts | Data Scientists | Data Analysts | Back-end Engineers |

How TrueAccord's streamlined interview process reduced their onsites by 50%

Using CodeScreen to give candidates role-specific assessments before the initial phone screening filtered out uninterested and poor fit candidates. It enabled Cherlynne's team to reduce the number of onsites by 50% without reducing the number of qualified candidates in the final stage.

After a candidate passed the initial CodeScreen assessment and phone interview, TrueAccord hiring managers would conduct offsite and on-site CodePair interviews to assess a candidate's skills in a real-time, interactive coding environment. This streamlined hiring process made it easy for Cherlynne and the developer team to spot quality candidates, fast. "The idea is that by the time candidates are interviewing with the teams, they are of high quality. That's what we have now with HackerRank."

Using both CodeScreen and CodePair at every stage of the interview process also reduced TrueAccord's cost of hire. "We've saved so many wasted hours interviewing for candidates that were never going to pass," says Cherlynne. "I like to think of it as saved engineering productivity hours, but of course that amounts to cost at a business level."

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Managers spend more time building solutions, less time in interviews

The less time an engineering manager spends interviewing candidates, the more time they have to lead their team and ship products. It's one way the TrueAccord team has been applying their reclaimed time.

"We had a huge initiative to hire more engineers to give our seasoned engineers an opportunity to work on more interesting things that impact the core products / business," said Cherlynne. "HackerRank made this more quickly possible, as well as allowed the business to ask the team to focus on key fixes to the infrastructure."

Want to learn more?

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