

# Automatic Profiling System for Ranking Candidates Answers in Human Resources

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**Abstract.** The exponential growth of Internet allowed the development of a market of online job search sites. This work aims at presenting the E-Gen system (Automatic Job Offer Processing system for Human Resources). E-Gen will implement several complex tasks: an analysis and categorization of jobs offers which are unstructured text documents (e-mails of job offers possibly with an attached document), an analysis and a relevance ranking of the candidate answers. We present a strategy to resolve the last task: After a process of filtering and lemmatisation, we use vectorial representation and different similarity measures. The quality of ranking obtained is evaluated using ROC curves.

## 1 Introduction

The exponential growth of Internet allowed the development of an online job-search sites market [1,2]. The answers of candidates represent a lot of information that can not be managed efficiently by companies [4,5]. It is therefore indispensable to process this information by an automatic or assisted way. Thus, we develop the E-Gen system to resolve this problem. It will be composed of three main modules:

1. A module of information extraction from a corpus of e-mails of job offers.
2. A module to analyse the candidate answers (splitting e-mails into Cover Letter and Curriculum Vitae).
3. A module to analyse and compute a relevance ranking of the candidate answers.

Our previous works present the first module [7], the identification of different parts of a job offer and the second module [8] which analyses the contents of a candidate e-mail with Support Vector Machine [9] and  $n$ -gramms approach. We present in this paper a strategy to resolve the last module. The large number of candidates answers for a job generates a hardly process of reading for the

recruiting consultant. In order to facilitate this task, we propose a system capable of providing an initial evaluation of candidates answers according to various criteria. We will show which document (Curriculum Vitae or Cover Letter) contains the most relevant information and the location of this relevant information in each document. We use different similarity measures between a job offer and candidates answers to rank them. Section 2 shows a general system overview. In section 3 we describe the pre-processing task and the different measures used to rank the candidates answers. In section 4 we present statistics about textual corpus, examples (job offer, Cover Letter and Curriculum Vitae), experimental protocol. Results and discussions are presented in 5.

## 2 System Overview

The main activity of Aktor<sup>1</sup> Interactive is the processing of job offers on the Internet. As the Internet proposes new ways to the employment market, Aktor modifies its procedures to integrate a system which answers as fast and judiciously as possible to this processing. An e-mail-box receives messages containing the offer. After language identification, E-Gen parses the e-mail, splits the offer in segments, and retrieves relevant information (contract, salary, location, etc.) to put on line job offer. During the publication of jobs offer, Aktor generates an e-mail address for applying to the job.

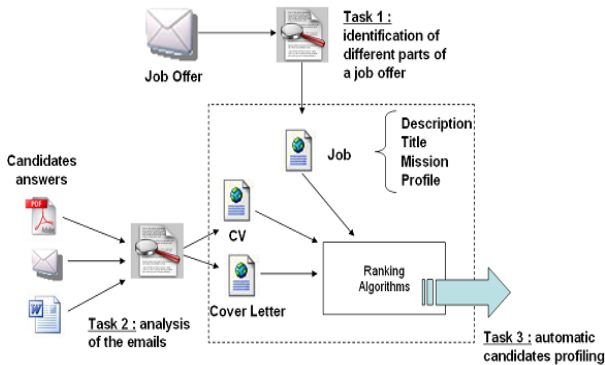


Fig. 1. System overview

Each e-mail is so redirected to a Human Resources software, Gestmax<sup>2</sup> to be read by a recruiting consultant. At this step, E-Gen analyses the candidate's answers to identify each part of the candidacy and extract text from e-mail and enclosed files (resp. wvWare<sup>3</sup> and pdftotext<sup>4</sup> for MS-Word and PDF documents).

<sup>1</sup> <http://www.aktor.fr>

<sup>2</sup> <http://www.gestmax.fr>

<sup>3</sup> <http://wvware.sourceforge.net>

<sup>4</sup> [http://www.bluem.net/downloads/pdftotext\\_en](http://www.bluem.net/downloads/pdftotext_en)

At this last step, E-Gen analyses candidate's answer for ranking candidates for the mission. The system architecture of E-Gen is represented in figure 1.

### 3 Ranking Algorithms

#### 3.1 Corpus Pre-processing

A pre-processing task of the corpus is performed to obtain a suitable representation in Vector Space Model (VSM). In order to avoid introduction of noise in the model, the following items are deleted: Verbs and stop words (to be, to have, to need,...), common expressions with a stoplist<sup>5</sup>(for example, that is, each of,...), numbers (in numeric and/or textual format), and symbols such as \$, #, \*, etc. Lemmatisation processing is also performed to obtain an important reduction of the lexicon. It consists in finding the root of verbs and transform plural and/or feminine words to masculine singular form<sup>6</sup>. This process allows to decrease the curse of dimensionality [11] which raises severe problems of representation of the huge dimensions [12]. Other mechanisms of reduction of the lexicon are also used: compounds words are identified by a dictionary, then transformed into a unique term. All these processes allow us to represent the collection of documents through the bag-of-words paradigm (a matrix of frequencies/absences of segment texts (rows) and a vocabulary of terms (columns)).

#### 3.2 Measures of Similarity

We use a number of similarity measures to determine which is most effective. Firstly we use Enertex similarity. Textual energy measure was successfully used in different NLP (Natural Language Processing) tasks as automatic summarization and topic segmentation [13]. Based on energy of the Ising magnetic model, it considers a document of  $n$  terms as a chain of  $n$  binary units called spins. Up spins represents present words and down spins the absents one. In our model, we are particularly interested in textual energy between the job offer and each candidate as:

$$J^{i,j} = \sum_{\mu=1}^P s_{\mu}^i s_{\mu}^j \quad (1)$$

$$E_{\mu,\nu} = -\frac{1}{2} \sum_{i=1}^N \sum_{j=1}^N s_{\mu}^i J^{i,j} s_{\nu}^j \quad (2)$$

With  $s_{\mu}^i$  = term  $i$  of job offer,  $s_{\nu}^j$  = term  $j$  of candidate,  $J_{ij}$  interaction of terms  $i$ , and  $j$  in the  $P$  candidature's documents.

The next measure is the Needleman-Wunsch algorithm[14], commonly used in bioinformatics to align sequences of nucleotides. We consider vector of job offer  $j$  and vector of candidate answer  $d$  as sequence of terms and we compute the best

<sup>5</sup> <http://sites.univ-provence.fr/~veronis/donnees/index.html>

<sup>6</sup> So we conflate terms *sing*, *sang*, *sung*, *will sing* and possibly *singer* into *sing*.

score  $H(j, d)$  between the two sequences with the algorithm. We also tested different similarity measures as defined in [15]: *cosine* (3), which allows us to calculate cosinus of the angle between job offer and each candidate answer, the Minkowski distances (4) ( $p = 1$  for Manhattan,  $p = 2$  for euclid) and overlap (5).

$$sim_{cosine}(j, d) = \frac{j_i \cdot d_i}{\sqrt{\sum_{i=1}^n |j_i|^2 \cdot \sum_{i=1}^n |d_i|^2}} \quad (3)$$

$$sim_{Minkowski}(j, d) = \frac{1}{1 + (\sum_{i=1}^n |j_i - d_i|^p)^{\frac{1}{p}}} \quad (4)$$

$$sim_{Overlap}(j, d) = \frac{j_i \cdot d_i}{Min(\sum_{i=1}^n |j_i|^2, \sum_{i=1}^n |d_i|^2)} \quad (5)$$

With  $j$  job offer,  $d$  a candidate answer,  $i$  a term. The last measure used is Okabis[16]. Based on okapi formula, a measure often used in Information Retrieval :

$$Okabis(j, d) = \sum_{w \in d \cap j} \frac{TF_{w,d}}{TF_{w,d} + \frac{\sqrt{|d|}}{M_S}} \quad (6)$$

With  $j$  job offer,  $d$  a candidate answer,  $w$  a term,  $TF_{w,d}$  occurrence of  $w$  in  $S$ ,  $N$  total numbers of candidates and  $M_S$  their average size. To combine these measures, we use an Algorithm Decision (AD) [17], which will weigh the values obtained by each measure of similarity. Two averages  $\lambda$  are calculated: The positive tendency, (that is  $\lambda > 0.5$ ), and the negative tendency, for ( $\lambda < 0.5$ ) and then a decision is calculated.

## 4 Experiments

We have selected a data subset from Aktor's database. This corpus, called *Reference corpus*, is a set of job offers with various thematics (jobs in accountancy, business enterprise, computer science, etc.) associated with their candidates. Each candidates is tagged **positive** or **negative**. A **positive** value correspond to a potential candidate for a given job by the recruiting consultant. A **negative** value is for a irrelevant candidate for the job (decision of the company). Initially we concentrated our study on french job offers because the french market represents the main Aktor's activity. Table 1 shows a few statistics about the *Reference corpus*.

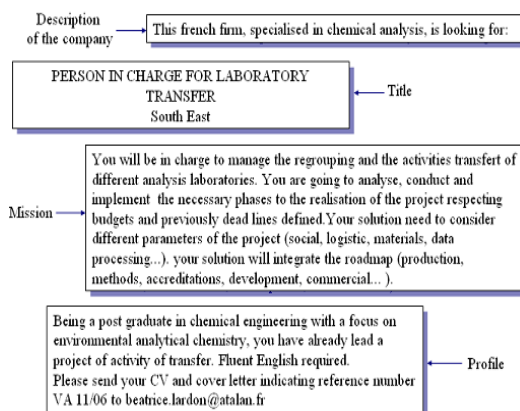
### 4.1 Example of Job Offer

Each job offer is separated in four parts, as defined in [7] :

1. 'Description\_of\_the\_company': Brief abstract of the company that recruits.
2. 'Title': job title.
3. 'Mission': a short job description.

**Table 1.** Corpus statistics

Total number of jobs offers	25
Number of jobs offers with less 10 candidates	2
Number of jobs offers with more 10 candidates	8
Number of jobs offers with more 50 candidates	6
Number of jobs offers with more 100 candidates	9
Total Number of candidates	2916
Number of candidates with tagging <b>positive</b>	220
Number of candidates with tagging <b>negative</b>	2696

**Fig. 2.** Job offer segmented

- 'Profile': required skills and knowledge for the position. Contacts are generally included in this part.

A job offer example with its segmentation is presented in figure 2, translated in English. The content of the job offer is free but we find a rather similar presentation and vocabulary according to every part. This segmentation is used for ranking candidates as we shall see it afterwards in section 5.

## 4.2 Example of Candidature

Figure 3 is a example of French Curriculum Vitae with a translation in English and figure 4, a French Cover Letter with a translation in English (documents were previously automatic anonymized). A first analysis of Curriculum Vitae and Cover Letter shows that the documents are very different. Cover Letter is a complete text, containing references to the job offer while CV summarizes career of candidates. The content of CV are free but we find a rather similar presentation and vocabulary according to each block ("Professional experience", "Educational background", "Personal interests", etc.) and some relevant collocations [10] as "assistant director", "Computer skills", "Driver licence", etc.

<p><b>LAETITIA BRUNET</b>                  7 rue Barrié                  69 230 GRIGNY                  Port : 06 06 06 06 06                  Née le : 2 Juin 1985                  E-Mail : <a href="mailto:laetitia.brunet@gmail.com">laetitia.brunet@gmail.com</a>                  Permis B</p>	<p><b>LAETITIA BRUNET</b>                  7 rue Barrié                  69 230 GRIGNY                  Port : 06 06 06 06 06                  Date of birth : 2 Juin 1985                  E-Mail : <a href="mailto:laetitia.brunet@gmail.com">laetitia.brunet@gmail.com</a>                  Driver licence</p>
<b><u>Formation</u></b>	<b><u>Educational background</u></b>
<ul style="list-style-type: none"> <li>• 2004/2006 : Obtention du BTS NRC au lycée Fournier à Auxerre</li> <li>• 2002/2004 : BAC STT (Sciences Techniques et Tertiaires) option commerce</li> </ul>	<ul style="list-style-type: none"> <li>• 2004/2006 : BTEC Higher National Diploma (HND) NRC in Auxerre</li> <li>• 2002/2004 : baccalauréat : high school diploma in business in Auxerre</li> </ul>
<b><u>Expérience professionnelle</u></b>	<b><u>Professional experience</u></b>
<p>⇒ <b>Stage de formation chez un quotidien régional d'information</b></p> <p>⇒ <b>Stage de formation chez Fiat Automobile</b>                  • 10 semaines</p> <p>⇒ <b>Depuis septembre 2004</b> : hôtesse de caisse en contrat étudiant chez Géant Casino à Auxerre (tous les week-end et les vacances).</p> <p>⇒ <b>Été 2004</b> : emploi saisonnier en tant que réceptionniste à la banque LCL</p> <p>⇒ <b>Stage de formation chez Citroën Automobile</b>                  • 13 semaines</p>	<p>⇒ <b>Training course in a regional newspaper</b></p> <p>⇒ <b>Training course in Fiat Automobile</b>                  • 10 weeks</p> <p>⇒ <b>since september 2004</b> : supermarket cashier in Géant Casino in Auxerre (week ends and holidays).</p> <p>⇒ <b>2004</b> : Seasonal worker in the LCL bank agency at the reception</p> <p>⇒ <b>Training course in Citroën Automobile</b>                  • 13 Weeks</p>
<b><u>Divers</u></b>	<b><u>Others</u></b>
<p>Anglais (bon niveau général)                  Tennis (bon niveau - joue en compétition)</p>	<p>English (strong knowledge)                  Tennis (good level - plays in competition)</p>

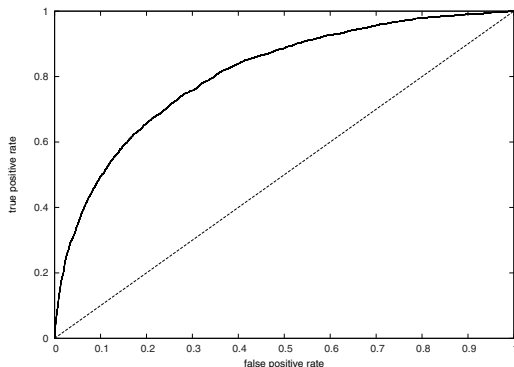
Fig. 3. Example of Curriculum Vitae in french on left and in english on the right

<p>Nom : LADET                  prénom : Marc</p> <p>Monsieur</p> <p>Votre annonce en référence a retenue toute mon attention, vous trouverez donc ci-joint mon curriculum vitae. Vous constaterez à la lecture de mon CV une bonne expérience de structures touristiques dont j'assume les directions depuis 15 ans. Je me suis toujours impliqué dans les installations que je dirigeais, aussi bien au niveau de la gestion des hommes, que financière, et je suis particulièrement attaché à la préservation du patrimoine et au respect des conditions de vente.</p> <p>Disponible pour vous rencontrer à la date qui vous conviendra, veuillez agréer, monsieur, mes salutations distinguées.</p>	<p>Name : LADET                  Firstname : Marc</p> <p>Dear Mr,</p> <p>I would like to express my interest for your job offer. You can find enclosed my Curriculum Vitae. You will see from reading my CV good experience in tourist structures which I manage since 15 years. I am always involved in installations that I was heading, both in terms of managing men, and financial, and I am particularly attached to heritage preservation and compliance with the conditions of sale.</p> <p>Available to meet you at the time that suits you, please accept, sir, my highest consideration.</p>
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Fig. 4. Example of Cover Letter in french on left and in english on the right

### 4.3 Experimental Protocol

We propose to measure the similarity between a job offer and the candidates. We have 25 job offers associated to at least 4 candidates. We represented textual information in Vector Space Model [18], then several similarity measures are applied. These measures ranks the candidate answers by computing a similarity between a job offer and their associated candidates answers. We apply several similarity measures presented in section 3.2: Enertex, cosine, Minkowski, Manhattan, Needleman-Wunsch, and Overlap. Finally, we use Decision Algorithm which combines the previews ones. We use the ROC Curves to evaluate the quality of obtained ranking with tagging defined in 4. Initially the ROC curves in [19], come from the field of signal processing. ROC curves are often used in medicine to evaluate the validity of diagnostic tests. The ROC curves show in



**Fig. 5.** Example of ROC Curve

X-axis the rate of false positive (in our case, rate of irrelevant candidate answers) and in Y-axis the rate of true positive (rate of relevant candidate answers). The surface under the ROC curve ( $AUC$  - *Area Under the Curve*), can be interpreted as the effectiveness of a measurement of interest. The criterion relating to the surface under the curve is equivalent to the statistical test of Wilcoxon-Mann-Whitney [20]. In the case of candidate answers ranking, a perfect ROC curve corresponds to obtain all relevant candidate answers at the beginning of the list and all irrelevant at the end. This situation corresponds to  $AUC = 1$ . The diagonal line corresponds to the performance of a random system, progress of the rate of true positive being accompanied by an equivalent degradation of the rate of false positive. This situation corresponds to  $AUC = 0.5$ . The figure 5 is an example of a ROC Curve with in diagonal a random system distribution. If the candidate answers are ranked by decreasing interest (*i.e.* all relevant candidate answers are after the irrelevant ones) then  $AUC = 0$ . An effective measurement of interest to order candidate answers consists in obtaining an  $AUC$  the highest possible value. This is strictly equivalent to minimizing the sum of the rank of the positive examples. The advantage of ROC curves comes from its resistance to imbalance (for example, an imbalance in number of positive and negative examples). For each job offer, we evaluated the quality of ranking obtained by our method. We computed  $AUC$  averages over 25 job offers.

## 5 Results

First we propose to study the structure of data (job offer and candidate answer). A job offer is composed by a description, a title, a mission, and a profile. We use two combines of a job offer content:

- conserving only Title, Mission, Profile (called TMP)
- conserving all information of a job offer (called DTMP)

A candidate answer is composed by a CV and a CL.

**Table 2.** AUC obtained with our different filtering

	AUC	Enertex	Cosine	Minkowski	Manhattan	NW	Overlap	Okapi	Decision
DTMP	CL	0,524	0,567	0,561	0,591	0,481	0,573	0,521	<b>0,596</b>
	CV	0,524	<b>0,604</b>	0,510	0,503	0,532	0,543	0,541	0,562
	CL+CV	0,523	<b>0,621</b>	0,539	0,532	0,509	0,522	0,523	0,571
TMP	CL	0,524	0,560	0,559	0,580	0,473	0,562	0,513	<b>0,591</b>
	CV	0,523	<b>0,622</b>	0,508	0,501	0,544	0,538	0,542	0,561
	CL+CV	0,523	<b>0,642</b>	0,538	0,528	0,526	0,531	0,532	0,592

**Table 3.** AUC obtained with different parts of CV and CL

AUC	Enertex	Cosine	Minkowski	Manhattan	NW	Overlap	Okapi	Decision
CV_1/3	0,525	<b>0,589</b>	0,497	0,505	0,533	0,539	0,569	0,579
CV_2/3	0,524	<b>0,600</b>	0,524	0,520	0,515	0,577	0,560	0,580
CV_3/3	0,526	<b>0,526</b>	0,497	0,503	0,510	0,479	0,506	0,501
CL_1/3	0,527	0,573	0,561	<b>0,588</b>	0,480	0,571	0,528	0,580
CL_2/3	0,533	0,565	0,570	<b>0,578</b>	0,481	0,578	0,543	0,570
CL_3/3	0,516	0,447	0,528	<b>0,538</b>	0,416	0,446	0,439	0,470

Table 2 presents the AUC results by studying the impact of the CV and CL in candidate answers with DTMP and TMP. We use the different similarity measures presented in 4.3 to compute ranking. The best AUC is obtained with the cosine measure, using the CV and CL of candidate answers and the TMP job offer. The cosine measure gives best results for all approaches, except by considering CL only (with DTMP and TMP), which is better with the Decision similarity measure. We assume that the results obtained by the Decision Algorithm are noisy by the poor performance of certain measures (Overlap or Needleman-Wunsch). The Enertex measure has strangely very similar results for all kind of data, we work to determine the reasons of these results. We observe that using CV is more relevant than CL. These results confirm our intuition, the CV is the main document and contains the most important information of a candidature. Globally, AUC scores are not very relevant. We can explain this fact by the nature of data and the quality of the human expertise. Finally, we propose to split CV and CL in three parts to identify the parts containing relevant knowledge. Table 3 presents AUC of splitted CV and CL. Figure 6 presents graphical results of table 3 by using best similarity measures (Cosine, Minkowski, Manhattan, Overlap, and Decision).

We obtain irrelevant scores with the last part of CV and CL. We conclude that the relevant knowledge to determine a candidate adapted to an offer, is contained in the 1/3 and 2/3 of the CV and CL. Actually, the last part of CV is generally "Hobbies" or "Other" which is rarely a crucial information. In the same way, the last part of CL is generally as "Yours faithfully", "Yours sincerely", "best regards", which are irrelevant informations. We are currently working a finer segmentation for each document.



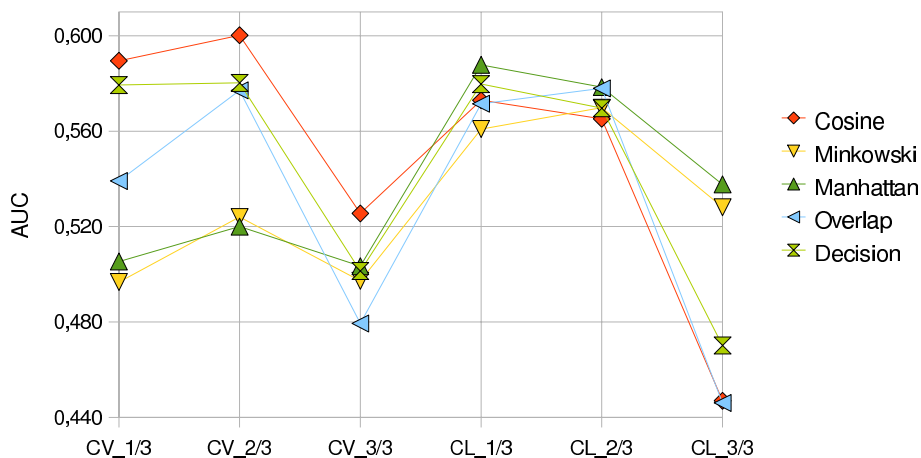


Fig. 6. Best similarity measures comparison with parts of CV and CL

## 6 Conclusion and Future Work

Processing job information is a difficult task because the information flow is still strongly unstructured. In this paper we show the ranking module, the last component of E-Gen, a modular system to analyse the candidate answers. We tested different measures of similarity and different segmentation of the job offer, Curriculum Vitae and Cover Letter. Cosine similarity seems offer the best results in this task (probably the IR representation favours this measure), but we prefer to combine several measures with a more stable AD. The first results obtained are interesting and we are considering best segmentation to improve performance. We are currently testing our system by using a part-of-speech tagger to improve performance of preprocessing. The first and second module of E-Gen are currently in test on Aktor's server and allows a considerable saving of time in the daily treatment of job offers. E-Gen is database multilingual, independent and portable, because it is a modular system with e-mail in input and XML documents as output. We are also setting up a system for evaluating Curriculum Vitae on employment portal *jobmanager*<sup>7</sup> allowing internavts to find the jobs offers that better match with their profile. In our future work, we propose to add domain knowledge as Human Resources ontologies [19] to improve the quality of the results.

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<sup>7</sup> <http://www.jobmanager.fr>

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