

# (English)Employee Journey Story for engineers

[Overview of this document

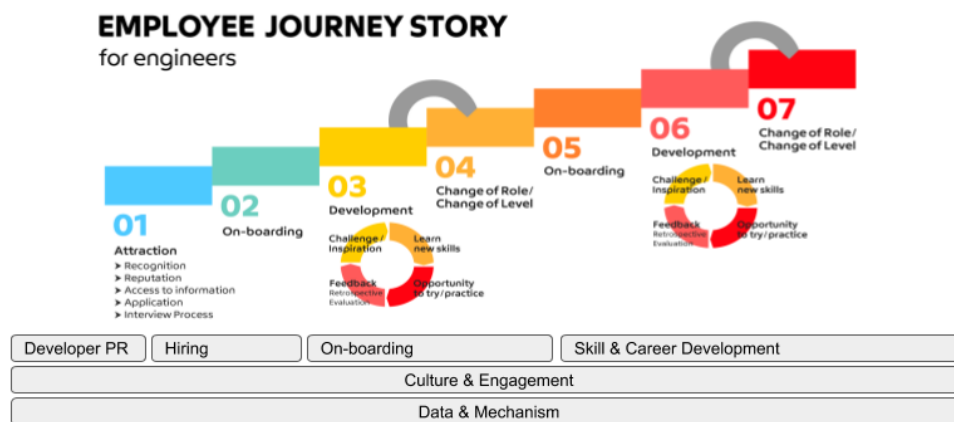
In order to get to clearly understand the values, which we would like to provide with all Mercari engineers, described in [Engineering Office Vision for FY2022](#), we draw an Employee Journey Story starting with awareness, application, selection, hire, and on-boarding, career development, resignation.

## The value we want to provide



We want to provide 2 things below to the all engineers related to mercari.

- The organization that can provide best experience through the all process
- The environment where engineers can experience growth by taking on challenges and contributing



CAP: The value that Engineering Division wants to provide for engineers.

## Awareness and Interest

### 1. Awareness

- I became aware of the name of the service “Mercari” through advertisements on TV.
- I know well about the company which runs Mercari service because I often see the name on websites related to engineering.
- I saw Mercari’s technology website when I was searching for technical information, and I thought that their articles were full of technical information and Mercari is strengthening engineering.

## 2. Interest

- I am interested in working at Mercari and have started searching for open jobs on the internet. I can get to know their efforts in technology and the company's atmosphere through Mercari's career website and employees' interview articles.
- I try to search for more information about Mercari's organization structure and culture, and I can easily find them on the engineering website which Mercari runs.
- On the career website, I can easily get information about the hiring process, things which I have to prepare, and criteria for passing interviews.
- They also have an internship program for students and it seems like people having no working experience have a chance to apply through an internship program.

## Hiring

### 3. Application

- When I access the career website, easily find the application form.
- I understand the mission which Mercari aims to accomplish and values that Mercari requires employees to embody, and become more interested in applying for jobs in Mercari.
- I can easily imagine my work experience at Mercari through job description and practical examples Mercari works on.
- When I submit an application, I receive the information about the hiring process soon.

### 4. Interview

- I have an impression that interviewers ask questions to get to know the candidates' background well through the whole interview process. Also, in the next interview, the contents of the previous interview are taken into account and I get a smooth impression.
- The contents of conversation with people I met in the interview process were useful and attractive, so I could enjoy the whole interview.
- Even though I am hired or not, I would like to keep in touch with Mercari employees who I met through the interview process.
- After I had an interview, I received a candidate experience questionnaire to ask feedback on the interview process. Also there was a form to check whether I would like to keep in touch with Mercari.

### 5. Offer

- During the offer interview, offer letter explains things based on what were said through the interview process
- Offer letter describes that expected role and successful story of the position.
- My position and role are clarified by ladder and job description so that it is easy to imagine the work after joined.

- Even if I don't join the company this time, they keep in touch with me and I would like to have interviews in the future.

## 6. Hired

- Since Mercari gave me enough time to consider if I should accept the offer, I could consider it well.
- During an offer interview, Mercari HR explained my position and role and I was able to have an image of working at Mercari.
- When I ask questions or concerns to HR, they arrange a meeting with people who can answer clearly, and they explain politely until I completely understand.

## 7. Offer accept

- When I contact Mercari to receive an offer, the pre-joining meeting is set with the member who belongs to the team I will join.
- The member tells me about team conditions and what I expected to contribute after joining the team. I can imagine the situation that I join clearer.
- The pre-joining process starts and I can smoothly complete all processes following the procedures..

## On-boarding

### 8. Company on-boarding

- Orientation is held for new members on the first day.
- Its contents cover all on-boarding details for Mercari employees.
- I follow the directions to location and orientation starts on time. In the morning, I receive the laptop which I use for job and there is a session to set up the environment.
- There is a session to explain the organization structure and roles, so that I can understand the company's overview.
- I can easily catch up on necessary information on internal portals.
- I have a session to see my mentor and can ask about tomorrow's schedule.

### 9. Engineer on-boarding

- In the morning on the second day, I have a technical on-boarding program to catch up on how to use the basic tools.
- I can review how to set up the environment which is used in Mercari's Engineering Division through the tutorial, and build the environment.
- I start seeing the actual code followed by the pre-onboarding materials. If I have any questions for technical things, I can easily ask during the Q & A session.
- I can talk with my mentor and team members and make relationships with the members who belong to the same team.
- They lead me to my seat and talk with my mentor about the schedule from tomorrow.

## 10. Organization on-boarding

- In the morning on the third day, I went directly to my seat.
- On-boarding for the organization starts with explaining about this team by mentor and engineering manager.
- For my first week of team onboarding, my mentor always supports and guides me.
- Thanks to my mentor's support, I could build good relationships with other members who I need to communicate with in my work.
- I got a picture of the company with onboarding materials. If I have any questions, I know where I should refer.

## 11. Project on-boarding

- Following organization on-boarding, I join the project team that I'll be in charge of.
- I can catch up the knowledge of the system and business domain that I need to understand in this project by reading the materials. Once I start tutorial contents, I can start product development under Mercari's environment.
- Once I join the team, I will be assigned a simple fix ticket and I can experience my first commit in my first week at the earliest.
- One month after being assigned to the team, I can work independently in the team.
- I understand what my team should accomplish, and find the team's issues and start considering the solution.
- As an official member of Mercari, I can improve my skills through product development.

## Growth and Challenge

### 12. Challenge at the project team

- Everyday, there are a lot of new things that I have to challenge, I can feel my own growth.
- At Mercari, everyone joined the company with the idea of a software engineer to expand the scope of activities as an individual software engineer, and this is why I decided to join Mercari.
- There are tutorial contents to do new challenges, so that I can be bold to challenge product development and commit to it.
- I can proactively get a task through the scam model development.
- My team members know the project is challenging or similar to what I did before, so everybody supports me even if the project is challenging.
- There is a mechanism to challenge higher goals and I can continue to grow in the environment.
- In order to increase domain knowledge, there is a mechanism to challenge different projects. Through experiencing projects of various domains, engineers can improve their skills and develop their experiences. So it is recommended to experience multiple domain projects as one of the growth initiatives.

- In order to solve the problem together, I asked an acquaintance engineer to consider joining Mercari. At Mercari, The activity of the referral hiring is one of contribution to the organization.

### 13. Career Development

- When we set a semi-annual goal, I and EM discuss the expected value well, and set a stretch goal for further growth.
- The progress of each person's goal is shared with members and EM. and we have a culture that everyone supports everyone's goals and congratulate each member's success.
- There are a lot of chances to discuss my career with my manager and I can feel free to ask my manager to have 1on1 sync to talk about my career.
- Even though I moved to a different team, basically there is online onboarding content to catch up new things. Also a new mentor is assigned to me and guides my growth.
- Six months to a year have passed since I joined Mercari, I have come to challenge new positions to bring more impact to the company and want to take action. I am thinking of aiming to be TL or EM.
- There are more detailed requirements followed by ladder and job description to be TL or EM.
- There is a learning system to fill the requirements, so I can fill the gaps to proceed my career path and my manager gives me feedback about it.
- At the end of this period, I have a 1 on 1 meeting with EM for feedback. We discussed the outcome of this term. Evaluation from EM is based on how the results of that period were compared to the expected outcome.
- EM gives me advice about my career. He shows me some possibilities and opportunities for my direction that I want to go.

### 14. Leaving

- I love Mercari but I decided to change my working environment for my growth.
- There are a lot of peer review opportunities to discuss my future career with team members, my manager, HR, and Engineering Office.
- I understand the future vision of Mercari thinking and I hope to work in Mercari again in the future.
- When I think about going back to Mercari, it is clear where I should contact and Mercari considers the applications from people who worked in the past during the interview process.

### 15. After Leaving

- If I check online information which Mercari is spreading, I can easily catch up with current technology Mercari is using and the organization situation.
- I can keep a good relationship with ex.managers and coworkers. We can be inspired through things such as having meals and sharing the latest situation with each other.