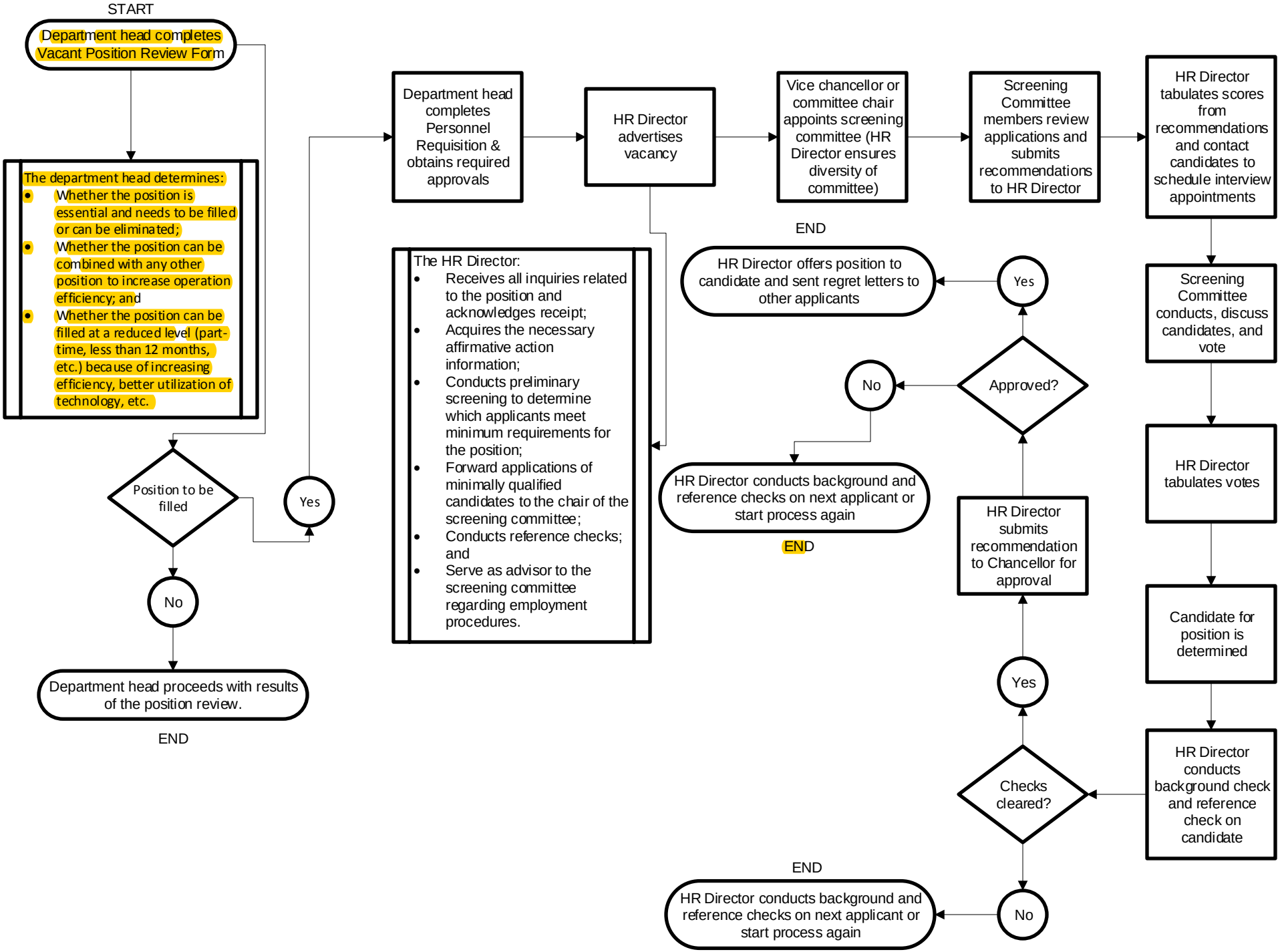Hiring & Recruiting Process