



Case study

Delivering great experiences with Delivery Hero

PCN

Delivery Hero

PCN

Delivery Hero

Client relationship | **3+ years**

We help find talent to keep up amazing delivery experiences.

Founded in 2011, Delivery Hero is a German multinational online food-delivery service based in Berlin, Germany and is present in over 70 countries across four continents. Operating a wide range of local brands that always deliver an amazing experience - fast, easy, and to your door. Delivery Hero does not only connect customers with restaurants and shops they love but also operates 1,137 Dmarts (small warehouses located in strategically relevant locations for delivery) across the globe.

Delivery Hero

Our brief

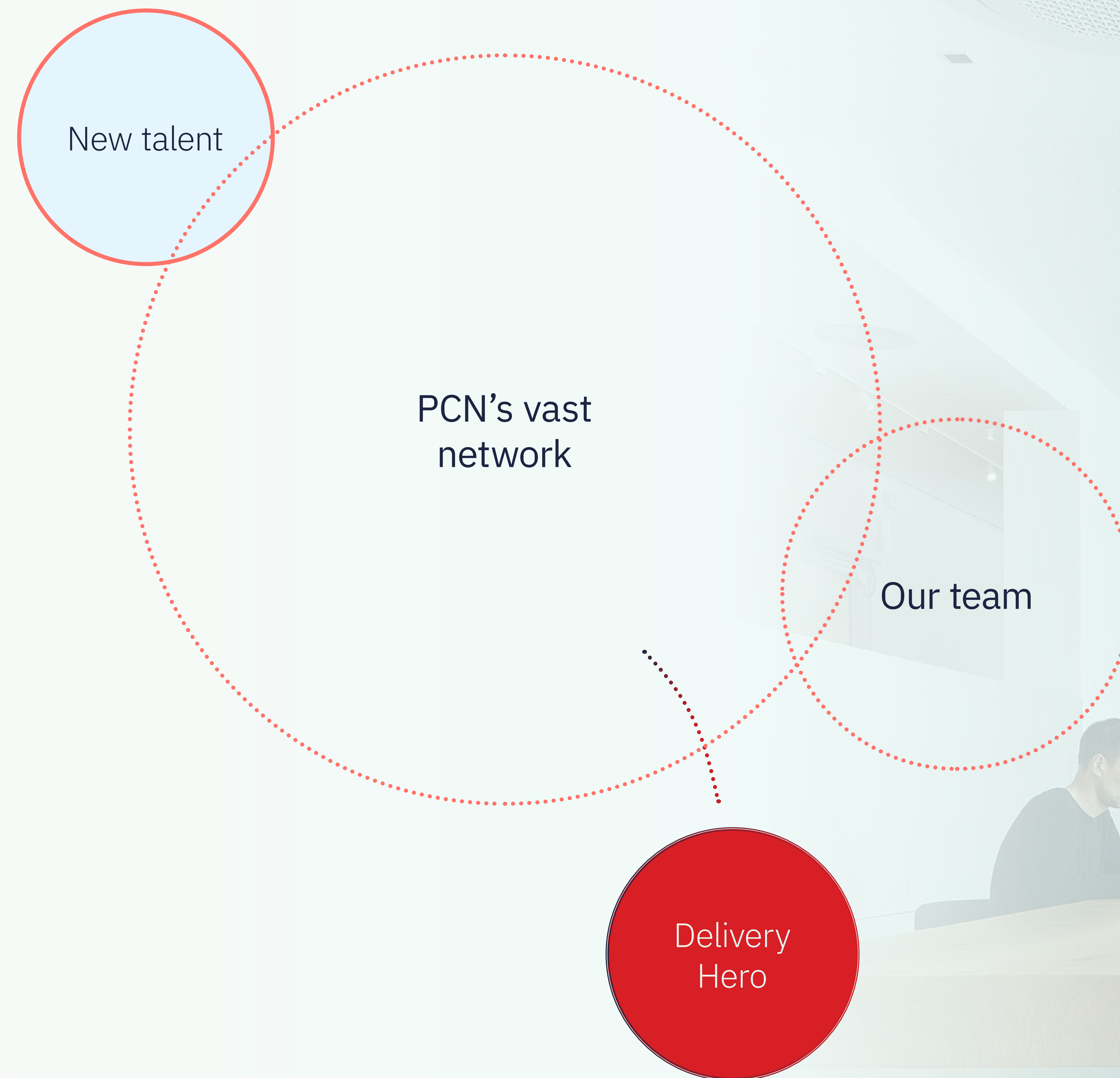
We worked directly with Alexandru Dorobantu, Senior Director of Global Payments at Delivery Hero. As a result of our long-lasting relationship with the Delivery Hero team since 2020, they asked PCN's help to build their new payments team for their HQ in Berlin. This extensive task consisted of 63 open positions with different needs and backgrounds for both temporary and permanent contracts.

Most positions sought candidates with backgrounds and experience in product, payment operations, engineering, analytics, data science, legal management and compliance. Besides the wide range of positions, Delivery Hero also sought talents across different levels, from individual contributors to directors.

Our approach

Since we have been operating in Berlin for many years with our second office in the area, our team was familiar with the job market and possible challenges. In a competitive and dynamic market like Germany, we were ahead of the game with our extensive database of talents built up over time. Therefore, rather than the market itself, the biggest challenge about our client's request was the scale of the number of jobs and had different requirements for each role.

Thanks to the variety of specializations within our team, Team PCN managed to assign specialists and experts to all of the respective niche areas. With the help of our unique specializations, from temporary recruitment to the compliance sector, we quickly agreed on hiring plans, timelines, and interview processes.





The outcome

For this ongoing project, Team PCN has been able to fill in 29 positions so far. The placements comprised directors, heads of's, managers and senior leaders from different professions like compliance, engineering, product management, payments and issuing. As well as finding the best match for the roles' requirements and the company's culture, we were also able to complete these placements within only 42.5 days.

“Working with experts like you for niche areas was very beneficial for us since PCN had a huge database of talents across the globe, which provides us with the ability to interview candidates for extremely tailored roles.”

— Alexandru Dorobantu

Perm Placements / Roles

- 1x Director Global Analytics
- 2x Director of Product
- 2x Full Stack Developer
- 2x Head of Legal
- 2x Java / Kotlin Backend Developers - Senior / Mid Level
- 1x Manager - New initiatives
- 2x Manager Global Payment Operations
- 2x Manager, Global Payments Acceptance
- 2x Riders Payout Manager
- 2x Senior Legal Counsel
- 2x Senior Manager Business Development
- 2x Senior Product Manager
- 1x Senior BI Analyst
- 2x Senior Specialist - Card Issuing
- 1x Senior Specialist - New initiatives

Contracted Placements

- 1x Senior Java / Kotlin Backend Engineer
- 2x Senior Android Engineer

We're listening and learning from the feedback of our clients

This feedback gives us the credentials to get new projects and deliver the high level of expertise we have become known for.

“What I liked the most was that the process was very fast. We had the **first interviews set out quickly** so we were able to close the deal shortly after. It was helpful to be able to negotiate the contract through your team, it can be time consuming to discuss the dreaded **salary negotiations.**”



“PCN didn’t just find **keywords on a CV** and presented those candidates which is what most agencies do. PCN did **thoughtful matches for each role...** This saved me a lot of time in processing applications that wouldn’t be suitable.”

Alexandru Dorobantu – Director Fintech, Delivery Hero

Let's connect

To deliver top service, you have to be on the pulse of the industry. Continue monitoring the ups and downs to keep you and your clients ahead of the rest.

If you are interested in how PCN can help your business grow, contact us/book a free consultation with us; we're always eager to help you grow.

Are you interested to know more?

Click here for more info!

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Some of our clients

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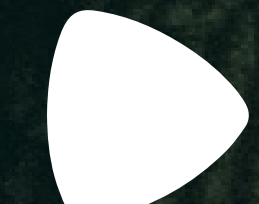
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Sell Global, Feel Local

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RAW

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 ManoMano

Plus many more undisclosed clients...

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