

JOB EXPLORATION GUIDE



Learn how to effectively market yourself to get the job you want and deserve!



THE CAREER CENTER

READING AREA COMMUNITY COLLEGE

Berks Hall, Room 220

610.607.6246 | email careercenter@racc.edu

racc.edu/services/career-services

TABLE OF CONTENTS

Career Services Information	1
Cover Letters	3
Cover Letter Do's and Don'ts	5
Sample Cover Letters	6 - 8
Résumés	9
Résumé Do's and Don'ts	9 - 10
Sample Career Objectives	11
Sample Résumés	16 - 23
Action Words	24 - 25
Interview Tips	26
How to Find Employers	28
What Employers Want	29
How to Work a Job Fair	30 - 32

It is the policy of Reading Area Community College to prohibit discrimination on the basis of race, color, sex, sexual orientation, religion, national or ethnic origin, age, disability, or status as a disabled or Vietnam Era veteran in regard to the administration of all campus programs, services and activities and the admission of students, employment actions, or other sponsored activities. Furthermore it is RACC's policy not to tolerate harassment of any type, including sexual harassment, of or by any employee, student, contractor, vendor, and/or visitor to Reading Area Community College.

In addition it is the policy of Reading Area Community College not to discriminate on the basis of sex in its educational programs and activities as required by Title IX of the Education Amendments of 1972. Title IX provides that "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance." Sex discrimination includes sexual harassment and sexual assault.

Affirmative Action inquiries should be directed to the Affirmative Action Officer, RACC, P.O. Box 1706, Reading, PA 19603 (610/372-4721). All colleges and universities, in compliance with the Pennsylvania College and University Security and Information Act of 1988 and the Student Right-to-Know and Campus Security Act, are required to provide information regarding safety and security procedures and statistics on campus. A copy of this report is available by contacting Marketing and Communications, Room 323, Berks Hall.

Warranty Disclaimer. The College and its affiliates hereby disclaim all warranties, whether express, implied or statutory, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose employability, future employment, licensure, certification or availability of courses, program, instructors or curriculum

CAREER SERVICES



Résumé Critique and Interviewing Skills Services

Students and alumni are encouraged to make individual appointments to have their résumé critiqued and sharpen their interviewing skills. Students can contact us with questions they have about their résumés or the interview process. We do have Mock Interview events where employers come to campus and help students and alumni practice their interview skills while providing good feedback for improvement.

Resume Target

<https://www.resumetarget.com/racc>

Career Counseling

Individual career counseling appointments are available for: interest/personality assessment, major/career selection, occupational research, résumé writing/critique, cover letter writing/critique, interview skills training, job fair preparation, business etiquette review, strategic job search planning, etc.

Focus2

<https://www.focus2career.com/Portal/Login.cfm?SID=1278>

Online Job Board

#RecruitARaven is the primary online resource for preparing and connecting students and alumni with employers.

#RecruitARaven

<https://racc-csm.symplicity.com/>

Job Postings

In addition to Recruit A Raven, current part-time jobs, full-time jobs, internships and seasonal opportunities are posted weekly on the Career Center bulletin boards outside B220 and throughout campus.



CAREER SERVICES

Career Assessment

FOCUS 2™ is our new career development tool, which assists students who are undecided about their majors and or would like to find a new career option. This resource combines self-assessment, career and major exploration, decision making and action planning in one. The FOCUS 2 is accessible with instructions on how to create an account and take the assessments through our web page: racc.edu/services/career-services.

On-Campus Recruiting

Visiting employers set up information tables in the Berks Hall Café. Check the Career Center bulletin board or the RACC website Calendar of Events for a list of upcoming recruiter visits.

Job Fairs

The Career Center offers information about current job fairs, including employer listings and job fair preparation. Contact the Career Center for information about the next fair at careercenter@racc.edu or Career Center, Berks Hall, Room 220.

Cooperative Education

This program is a partnership between the college and an employer that provides RACC students with the opportunity to apply the knowledge they have gained in the classroom to the workplace.

Career Services Page

Additional information regarding career services can be found at racc.edu/services/career-services.



CAREER CENTER REVIEW SERVICE



Before sending your cover letter and résumé to an employer, make sure it is error free and markets you in the best way possible.

Should you need someone to help you create or review your current resume, stop by the Career Center during our walk-in hours or you can make an appointment.

We would be happy to assist you in creating a resume or review your resume if you already have one.

COVER LETTERS

Start with a letterhead at the top of the letter.

Your letterhead should include your full name, address, telephone number, and email address. Some guidelines to follow when creating your letterhead:

- Your name should be in bold 14- or 16-point font.
- Your address and other contact information should be in normal 12-point font.
- The font of your letterhead does not need to be Arial or Times New Roman, like the rest of your letter, but it should be professional looking and easy to read. The most important thing to remember is to include up-to-date information so that you make it easy for the employer to contact you.
- You may want to include an extra line under the letterhead to create visual appeal and to separate the letterhead from the rest of the letter.
- Be sure that your email address is professional!

Write the recipient's name, address, and the date below the letterhead.

- It doesn't matter whether you put the date first or last, or how many blank lines you include between them, as long as it looks professional.
- From here on out, use 12-point Arial or Times New Roman throughout the entire letter, set your margins to one inch, and use single spacing. Be sure your font is black, and if you're printing your letter out, use standard-sized paper (8 1/2" by 11").

Address the recipient.

- Be sure to refer to the recipient by his or her proper title (Mrs., Mr., Dr., etc.). If you're not sure who the recipient is, write, "To Whom It May Concern:" or "Dear Sir or Madam"; however, it is always best to address a cover letter to a real person to make it look like you're not sending form letters.

State your purpose in the first paragraph.

- Tell the employer why you are writing to them in two or three sentences. State the position for which you are applying (or the one you would like to have should it become available).
- You don't necessarily need to include how you became aware of the position unless it was through a mutual contact or recruiting program—in which case you should make the most of the connection.
- If you are writing a letter of interest (also known as a prospecting or inquiry letter) in which you are asking about positions that might be available, specify why you are interested in working for the employer.

Outline your qualifications in the middle paragraph(s).

- Make sure to match them to the requirements of the position. If you are writing to inquire about open positions, tell the employer how you can contribute to their bottom line, not what you want to get out of the deal. To do this, use what you have researched about the employer's background and history.
- Make your qualifications jump out at the reader by researching the company to which you are applying for a job and tailoring your letter accordingly. This will also be useful if you get an interview. Some questions to keep in mind as you write are:

- What is the employer's mission? What do they promote as the one thing that sets them apart from their competitors?
- What kind of customer base does the employer have? Who is their target audience?
- What is the company's history? Who founded it? How has the business evolved?

COVER LETTERS



- What are the main highlights of the company's performance over the past few years?

Include a positive statement or question in the final paragraph that will motivate the employer to contact you.

- Make this closing paragraph between two to four sentences. Direct the employer to your enclosed résumé and make sure you specify that you're available for an interview. Finish off by thanking the recruiter for their time and consideration, and welcome them to get in touch with you to continue the conversation.

Write an appropriate closing.

- It's a good idea to thank the reader for his or her time. After that, write "Sincerely," "Respectfully," or "Regards," leave several lines of space, and sign your name.

Make a notation of the enclosures.

- If you enclose something, such as a résumé, with a letter, you should indicate that the letter contains enclosures by making the notation "Enclosure" or "Enclosures" at the bottom of the letter.
- Enclosure: Résumé

Always:

- Spell-check and proofread.
- Read your letter aloud to hear how it reads.

Two Types of Cover Letters

- **Letter of Application:** This is the type of letter written in response to a specific advertised position. Make the letter a direct reply to the qualification listed in the specific position. Illustrate how your qualification and interest match those of the advertised position.
- **Letter of Inquiry:** This type of letter states your interest in the organization and seeks any open position that would be suited to your strengths and experiences.

**The difference between the two letters is in the content of the first paragraph.*

Overview: Allows you to personalize your résumé to prospective employers. The purpose is to list your strengths and illustrate how you would be an asset to that prospective organization.

Tips:

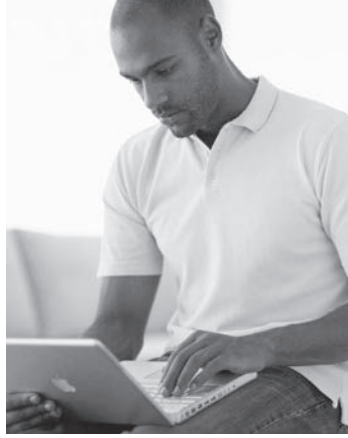
- Keep the reader's interest by varying sentence structure and length.
- Organize your paragraphs logically and group similar items together.
- Be positive and personal, but maintain professionalism. Remember this is a formal business letter.
- Use action words to describe how your education and experience will be an asset to the organization. Give specific examples of your accomplishments and connect them to the needs of the organization.

COVER LETTERS

Cover Letter Basics: Do's and Don'ts

Do

- Have a plan. Place important items first, supported by facts.
- Send a personalized cover letter with every résumé.
- Address the employer formally by name (Dear Mrs. Jones).
- Explain how you can be an asset to the organization; list some strengths that show you are qualified.
- Keep it clear and precise; try to keep it to three or four paragraphs.
- Use proper grammar, spell correctly, and have someone else proofread it.
- Highlight aspects of your résumé that are relevant to the position and give more specific detail about what you did.



Don't

- Be unorganized or include unrelated items.
- Send a generic cover letter.
- Address the employer casually (Hello).
- Tell the employer why you want to work there.
- Ramble about unrelated topics and go over one page.
- Solely rely on spell check or think it's okay because you checked it.
- Just re-list your résumé.

Cover Letter Template

Salutation

Dear [insert name of hiring manager],

Body

First paragraph: Mention the job you're applying for and where you found the job listing.

Middle paragraphs: Discuss your qualifications. These paragraphs should be specifically tailored to requirements posted in the job listing. You might also consider including why this specific company interested you in the first place. Limit this section to two to three paragraphs.

Final paragraph: Discuss the next steps. If you are going to follow up in one to two weeks, mention a specific date. If you would prefer to leave the ball in their court, say that you look forward to discussing your qualifications further. Also provide your email address and phone number. Don't forget to thank them for their time.

Close

Best Regards,
[insert your name]

COVER LETTERS

John Doe

123 Alphabet Drive, Reading, PA 19602
215.555.1212 email@comcast.net

Rob Burton

2234 Watson Blvd., Smalltown, PA10101
610.555.5555 Rburton@ravens.racc.edu

Today's Date

May 8, 2017

Name of Interviewer

Mr. Eugene Black

Title

Director

Name of Company

Ace Marketing

Company Address

2018 Cornell Street

City, State, Zip Code

Reading, PA 19603

Dear Mr. /Mrs. Last Name:

Dear Mr. Black,

The first paragraph should reference the position you are applying to, where you identified this opportunity and a quick synopsis of why you are a great fit for this position. This paragraph is an introduction that will entice the employer representative to continue to review your qualifications and résumé.

Please find enclosed my résumé in application for the post advertised in the Guardian on May 1.

The mid-section of your cover letter should be one to two paragraphs that tell the employer exactly how you match or exceed their need. You do this by listing your skills and qualifications that relate to the job description. Do not repeat your résumé. You can use the information but phrase it differently. Combine several points into one to summarize your qualifications and illustrate how you can be an asset to the organization. Point out specific examples of your accomplishments and qualifications that relate to the desired position. Do not tell the employer what they can do for you, but rather what you can do for them. Let them know why you want to be part of the organization.

The nature of my degree course has prepared me for this position. It involved a great deal of independent research, requiring initiative, self-motivation and a wide range of skills. For one course, [insert course], an understanding of the [insert sector] industry was essential. I found this subject very stimulating.

In the closing paragraph, request an interview. Tell the employer how you will follow up or what action you will take to set up an appointment. Although it does not hurt to be this direct (as long as you follow through with it), many people do not feel comfortable being this bold. In this case, state again that you are an excellent match for their needs and say you look forward to meeting them in an interview to further discuss the position. **Thank the employer for their time and consideration.**

I am a fast and accurate writer, with a keen eye for detail and I should be very grateful for the opportunity to progress to market reporting. I am able to take on the responsibility of this position immediately, and have the enthusiasm and determination to ensure that I make a success of it.

Sincerely,
John Doe

Thank you for taking the time to consider this application and I look forward to hearing from you in the near future.

Yours Sincerely,
Rob Burton

John Doe

Enclosure: Résumé

(Some of the information retrieved from careerbuilder.com)

COVER LETTERS

Jean Hartman

3564 Odell Drive, Smallburg, PA 02020
610.555.2222 Jhartman@gmail.com

May 5, 2017

Ms. Marjorie Brown
Human Resources
Park Place Enterprises
1 Terra Marr Court
Reading, PA 19603

Dear Ms. Brown,

I am writing to enquire if you have any vacancies in your company. I enclose my résumé for your information.

As you can see, I have had extensive work experience in office environments, the retail sector and service industries, giving me varied skills and the ability to work with many different types of people. I believe I could fit easily into your team.

I am a conscientious person who works hard and pays attention to detail. I'm flexible, quick to pick up new skills and eager to learn from others. I also have lots of ideas and enthusiasm. I'm keen to work for a company with a great reputation and high profile like Park Place Enterprises.

I would be delighted to discuss any possible vacancy with you at your convenience. In case you do not have any suitable openings at the moment, I would be grateful if you would keep my résumé on file for any future possibilities.

Best Regards,
Jean Hartman

Enclosure: Résumé

Tina Johnson

2200 Washington Street Reading, PA 19602
610.555.5555 Email@yahoo.com

November 17, 2009

Mr. John Smith
Hiring Manager
The Reading Hospital and Medical Center
P.O. Box 16052
Reading, PA 19612-6052

Dear Mr. Smith:

I am actively seeking a position in a demanding, fast-paced multi-tasking office. My four years of experience as an administrative assistant at The Reading Eagle have equipped me with a multitude of skills, and I would like to continue my growth at The Reading Hospital and Medical Center.

Throughout my career, I have demonstrated for my employers an exceptional facility for meeting organizational objective and demands. In addition to my secretarial skills, I am an adept event planner, having served as the director of the Reading Eagle Christmas Ball for the last two years. My employers have often utilized my skills as a hostess and I was the only administrative assistant entrusted with client greeting, tour leading, and other hospitality services. I am certain I would prove to be an asset for your organization as well.

If my abilities meet the needs of The Reading Hospital and Medical Center, I would greatly appreciate the opportunity of speaking with you personally at your earliest convenience. Thank you for your time.

Sincerely,
Tina Johnson

Tina Johnson

COVER LETTERS

Anita Job

1234 Main Street, Reading, PA 19603
610.888.1212 Anitajob@ravens.racc.edu

December 14, 2009

Ms. Susan Jillian
Director
ABC Human Services
120 Spring Street
Reading, PA 19602

Dear Ms. Jillian:

Please find my enclosed résumé to be considered for the Community Services Assistant as posted on Reading Area Community College's job board on December 1, 2009. After learning of this opportunity and reviewing your company's website, I knew I would be a great candidate for the position.

My interest in Human Services has developed over several years, specifically after volunteering for two semesters at the Children's Home of Reading. While volunteering, I learned of the struggles youth experience in their home and on the streets. My education combined with my volunteer experience has given me the confidence and ability to help people face and overcome their challenges. My employment background in retail allowed me to develop strong interpersonal and organizational skills which are extremely beneficial to this position.

Please feel free to contact me at (610) 555-1212 or via e-mail at Anitajob@ravens.racc.edu so we can further discuss how I can be an excellent candidate for the Community Services Assistant position with your company. Thank you in advance for your consideration of my application. I look forward to hearing from you shortly.

Sincerely,
Anita Job

Anita Job

8

Marlene Fares, M.Ed.

10 South 2nd St. Reading, PA 19603
Phone: (610) 607-6246 E-mail: mfares@racc.edu

October 20, 2017

Neighborhood Housing Services of Greater Berks, Inc.
213 North Fifth Street, Suite 1030
Reading, PA 19601

Dear Hiring Manager,

I would like to express my strong interest in being considered for the Office Manager position, as referred to me by the Career Center at Reading Area Community College. After discussing the employment opportunity with Pat Edgar, Career Center Specialist, I am confident that my diverse customer service experience and my abilities as an Administrative Assistant make me an ideal candidate for the position.

My 5 years of professional experience in customer service has allowed me to provide optimum services to management, clients, staff, customers, and the general public. I go above and beyond the expectations of being a team player by providing administrative support to the Legal team by scheduling appointments for the Attorneys and Paralegals. I also conduct intakes for potential clients and refer the client to the appropriate Attorney. Further, I assist with itemized billing statements or invoices and record amounts due for services rendered. I currently serve as the office bilingual interpreter for Spanish speaking clients.

My clerical experience has given me the opportunity to utilize and become proficient in Microsoft Word, Outlook, and PowerPoint. I am responsible for assisting with incoming client calls, which allowed me to develop my nurturing and compassionate side as well as advocate for our constituents rights.

I offer exceptional attention to detail, highly developed interpersonal relationships and communication skills, and a talent for managing complex projects with demonstrated ability to prioritize and multitask. I earned an Associate's of Applied Science Degree in Administrative Office Specialist from Reading Area Community College. Enclosed is a copy of my résumé for your evaluation. I welcome an opportunity to discuss my qualifications with you at your earliest convenience. I can be reached at (610) 607-6246. Thank you for your time and consideration.

Sincerely,

Marlene Fares
Enclosures (3)

RÉSUMÉS

Three Types of Résumés

Chronological: Emphasizes work history by listing experiences in reverse order, with the most recent coming first. This format can highlight relevant experience, but it can also reveal spotty work history.

Functional: Highlights selected areas that relate to career interest. Effective for those changing careers, or recent graduates, who want to emphasize specific skills/talents/etc.

Combination: Uses elements of both chronological and functional. Can be confusing.

Résumés Overview:

- Gives employers a brief overview of you and illustrates how your skills would benefit the organization.

Tips:

- If you can keep your résumé to one page, do so, but if you have enough experience and credentials to really highlight on two pages, don't short-change yourself.
- Don't use complete sentences or paragraphs.
- Begin phrases with past tense action verbs "developed", "initiated", etc.
- Tailor your résumé to match the skills described in the job ad.
- List only 3-5 responsibilities under each job in your experience section.



Résumé Basics: Do's and Don'ts

Do

- Understand that résumés are personal expressions - you will receive different opinions/suggestions.
- Be honest and accurate.
- List your accomplishments and transferrable skills.
- Write it yourself and be able to explain each detail in depth.
- Use proper grammar, spell correctly, and have someone else proofread it.
- Keep it clear and concise - try to limit it to one page.
- Customize experience to the specific field or position - use relevant examples.
- Margin - 1 inch
 - Fonts - Times New Roman or Arial
 - Text - 12 pt. - Headings - 14 pt.
 - Paper - white/cream/ivory
- Use sentence fragments.
- Be positive - capitalize on your strengths.
- Spell out acronyms RACC (Reading Area Community College).
- Use action verbs: assembled, organized, prepared.
- Include company name, city, state, title, start-end dates.

RÉSUMÉS

Résumé Basics: Do's and Don'ts

Don'ts

- Assume there is only one correct format.
 - Lie or fabricate experiences or credentials.
 - Lessen experiences or your skills.
 - Copy an example or have someone else write it. Most employers will realize you didn't write it yourself.
 - Solely rely on spell check or think it's okay because you checked it.
 - Go to a second page unless you have a long work history— never go over two pages.
 - Generalize and use the same résumé for any position.
 - Use large margins, large fonts, clip art, or colors to compensate for the amount of experience.
 - Use full sentences or paragraphs.
 - Be negative for any lack of experience.
 - Use slang, jargon or abbreviations.
 - Use weak expressions like "duties included" or "responsibilities included"
 - List supervisors' names or contact info.
- Always write down the exact name of the position.
 - Look for phrases that describe the skills relevant to the job. Jot down the phrases that you genuinely count among your strengths.
- Research the organization and your industry as a whole.
 - Avoid starting your objective with "I want," "I hope to" or "I'm seeking."
 - Start with a direct statement about the job, even if you compose a sentence fragment for your objective.
 - Compose 1 to 3 concise statements utilizing your keywords.
 - Write with action verbs, and avoid using the passive voice. Use punctuation at the end of your objective statements.
 - Avoid cramming all of your qualifications in the résumé objective.
 - Choose the most relevant elements that you can offer to the company according to its requirements for the position.
 - Check your objectives for both spelling and grammatical errors.

Career Objective

What is an objective? It is a short statement that defines the position you are seeking, setting the tone for the rest of the résumé.

- Look through the ad posted by the company for the job.
- Choose keywords from the job ad or job description to use when writing your objectives.

Sample Career Objectives

- To obtain a full-time position as a _____ working with individuals and groups.
- To secure an entry-level accounting position with a special interest in taxation.
- Seeking an administrative position in a non-profit organization where I can use my fund-raising, public relations and management skills.

RÉSUMÉS

- To obtain a summer internship in marketing research with an emphasis in consumer products.
- To obtain an entry-level position utilizing education and training in social work.
- To obtain an elementary teaching position where I can positively impact students and prepare them for academic success.
- To obtain a software position with a company seeking strong analytical, coding and debugging.
- To obtain an internship in mechanical engineering focusing on process design.
- Seeking a position as a writer with a publishing company.
- Seeking an entry level position in production management within the automotive business.
- To obtain a position using my skills to contribute to the success and growth of your organization.
- Seeking a position at XYZ Company where I can maximize my 10+ years of management, quality assurance, program development, and training experience.
- Seeking a position as a clinical practice



assistant for health maintenance organization, utilizing my award-winning writing, research, and leadership skills.

- Elementary education teacher looking for a position at a small independent school, where I can apply my five years of teaching experience with my curriculum development skills.
- Customer service manager seeking an opportunity to use my customer service and management skills to improve customer satisfaction.
- Looking for a position where I can integrate strategies to develop and expand existing customer sales, brand and product evolution, and media endorsement.
- People-oriented individual seeking a position with ABC Company to contribute sales expertise and problem solving skills.
- Talented individual seeking a sales associate job with ABC Company to utilize 10 years of sales experience and customer relationship management skills.



RÉSUMÉS

Career Objectives continued

- Search engine optimization position where I can use my SEO skills and experience to increase site traffic and search engine placement, and apply my 15 years of IT experience.
- To obtain a position that will enable me to use my strong organizational skills, award-winning educational background, and ability to work well with people.
- Ambitious and responsible worker eager to begin an entry-level position where I can utilize my organizational and time-management skills to help better the company.
- Looking to build a stable career in the medical field and move up to a management position where I can exhibit my leadership skills to help better the hospital work environment.



- Eager to build a long-term relationship with a school and become a lead teacher in a classroom where I can help plan daily activities, build relationships with parents and children, and ensure that the classroom remains safe and fun.
- Seeking entry-level job in software design, where I can build upon my current skill set and experience, obtain new clients, and help with daily activities in the office.
- Experienced manager in search of a full-time position where I can improve my skill set, exhibit my leadership abilities, and help better the office environment and the company.
- Responsible and efficient server seeking full-time position where I can help the restaurant run smoothly, ensure the satisfaction of customers, and utilize my leadership and organizational skills to assist other employees.
- Experienced traveling salesman looking for the stability and challenge of an office environment where I can build my client base, improve the company's sales, and assist new sales associates.
- Seeking the fast-paced environment of a law office where I can establish myself as a leader, demonstrate my time-management and organizational skills, and improve daily activities to ensure that the office remains efficient and professional.

RÉSUMÉS

RÉSUMÉ PROFILE

A Résumé Profile is an optional section that can be used in place of an objective. If used, it includes a summary of your skills, experiences and goals written for a specific job opening. It's important to customize your Résumé Profile each time you apply for a job, so the employer can see, at a glance, why you are a good candidate for the position.

The Résumé Profile should be listed above the employment history section of your résumé, so it's the first information after your contact information that will be viewed by the hiring manager.

Résumé profiles are the first opportunity to highlight a person's relevant career experiences, skills, and what goals they are looking to achieve while in his or her next position. Well-written résumé profiles are concise yet informative. When written effectively, this section of your résumé will catch the eye of a recruiter or employer, setting you apart from other applicants and securing a phone or formal interview.

Résumé Profile Examples for a variety of job openings

(When you are using a Résumé Profile on your résumé be sure to tailor it to fit the specific job opening for which you are applying and for the skills you have that qualify you for it.)

Accountant

Accounting manager with five years of accounting experience in real estate and marketing industries. Fully knowledgeable in general accounting, payroll, budgeting, and journal entry preparation. Adept at implementing innovative accounting practices and procedures to improve efficiency.

Career Change

A self-starter and quick learner. Versatile skill set with experience in customer service, sales, and written and oral communication. Received multiple awards for

excellence in customer service. Recognized skills in mentoring, mediating between employees, and in leading team projects.

College Student (Museum Internship)

Detail-oriented History student at XYZ University with experience in preservation and museum work. Praised for the ability to give well-organized and informative museum tours. Award-winning customer service and communication skills.

Customer Service

Customer services specialist with extensive management experience. Strong interpersonal skills with certification in employee mediation and teambuilding. Innovative problem solver; developed and implemented new service strategies to increase customer satisfaction by 30%.

Editor and Writer

Award-winning editor and technical writer with five years of experience. Successfully implement current web design technology to develop and maintain sites for start-up IT companies.

Entry Level (Sales Assistant)

- Detail-oriented worker with administrative experience.
- Successfully implemented innovative scheduling system to more efficiently organize meetings and travel schedules.
- Strong customer service and communication skills.
- Fluent in Spanish.

Health Care

Bilingual nursing graduate with experience in rural health care. Successfully established multiple clinics with nonprofit health care groups, providing service for thousands of rural women, children, and infants.

RÉSUMÉS



Résumé Profile continued

Retail

- Enthusiastic, driven sales clerk with five years of retail experience
- Award-winning customer service and interpersonal skills
- Excellent money-handling skills, with zero overages/shortages

Sales

Accomplished sales management professional with over 15 years of experience. Success in delivering sustainable revenue and profit gains in competitive markets. Well-versed in leading staff training and mentoring with experience instilling motivation and promoting teamwork.

Sales

Sales executive with experience managing insurance and healthcare sales companies. Create and implement sales strategies to achieve 35% revenue growth per year. Highly effective management skills; able to motivate sales force and design incentive programs to achieve short and long-term sales goals.

Skills Section (sometimes called *Additional Skills/Skills Summary*)

The Skills section of your résumé includes your abilities that are related to the job for which you are applying. Include skills that are relevant to the position that you are interested in, such as computer skills, software skills and language skills.

Customize the skills section of your résumé to match, as closely as you can, to the requirements listed in the job posting. The closer a match your skills are to the job requirements, the better your chances of being selected for an interview.

If you are applying for an administrative position, include in your skills section Microsoft Office skills, QuickBooks skills (if you have them), and other software programs you can use. If you are a computer programmer, list the programming languages, software, platforms, and other Information Technology skills you have.

Having a skills section makes it easy for a hiring manager to pinpoint if you have a specific skill required for a position. It is also an easy way to get résumé keywords onto your résumé!

When listing your skills, include both hard skills and soft skills. Hard skills are teachable abilities or skills that can be quantified.

Examples of hard skills include:

- Proficiency in a foreign language (Bilingual)
- A degree or certificate
- Typing speed
- Machine operation
- Computer programming

Soft skills are subjective interpersonal skills that are much harder to quantify, but they are needed in many different areas.

RÉSUMÉS

Examples of soft skills include:

- Communication
- Flexibility
- Leadership
- Motivation
- Patience
- Persuasion
- Problem Solving Abilities
- Teamwork
- Time Management
- Work Ethic

Soft skills that are required for several positions:

Soft Skills for Project Manager position

- An experienced team leader with the ability to initiate/manage cross-functional teams and multi-disciplinary projects
- Critical thinking, decision making and problem solving skills
- Planning and organizing
- Excellent Personal Communication skills

Soft Skills for Teachers position

- Self-motivated
- Possesses initiative and highly energetic
- Strong verbal and personal communication skills
- Decision making, critical thinking, organizing and planning
- Tolerant and flexible in different situations

Soft Skills for Accounting position

- Analytical thinking, planning
- Accuracy and Attention to details
- Organization and prioritization skills
- Problem analysis, use of judgment and ability to solve problems efficiently

Soft Skills for a Customer Service position

- Strong communication skills
- Problem analysis and problem solving
- Organizational skills and customer service orientation
- Adaptability and ability to work under pressure
- Initiator

Examples of Skills section for a résumé

Skills (for a Construction/Laborer Position)

- Expert with most hand and power tools.
- Familiarity with inspection codes and standards.
- Knowledge of OSHA construction site safety regulations
- Able to lift 100+ pounds.
- Highly motivated and able to lead within a team environment.
- Bilingual (Spanish/English)

Skills (for Customer Service position)

- Experience with Microsoft Office – Word & Excel
- Excellent communication skills with a focus on customers service
- Familiarity with Point of Sale terminals.
- 70 WPM Typist

Skills (for Retail position)

- MS Office
- Bilingual in English and Spanish
- Retail Software
- Social Media

Skills (for Accounting position)

- Knowledge of Oracle, SAGE, and all Microsoft Office Applications.
- Excellent communication skills, and ability to present complex information in an easy to understand format.

RÉSUMÉS

Michael Garcia

422 E. Main Street, West Reading, PA 19607

Email@ravens.racc.edu, 484.797.8956

OBJECTIVE:

To utilize my experience and education to gain employment as a Medical Lab Technician

EDUCATION:

Reading Area Community College, May 2008

Associate degree in Applied Science

Major: Medical Lab Technician

GPA 3.70/4.00

WORK HISTORY:

Reading Hospital and Medical Group

Reading, PA

Medical Lab Technician

July 2008 to Present

- Conducted chemical analysis of body fluids, such as blood and urine, using microscope or automatic analyzer to detect abnormalities or diseases
- Examined cells stained with dye to locate abnormalities
- Set up, maintain, calibrate, clean, and test sterility of medical laboratory equipment
- Analyzed the results of tests and experiments to ensure conformity to specifications, using mechanical and electrical devices

Giant Food Stores, Inc.

Reading, PA

Stock Clerk

August 2005 to May 2008

- Compared merchandise invoices to items actually received to ensure shipments' accuracy
- Stocked shelves, racks, cases, bins and tables with new or transferred merchandise
- Received and processed merchandise while inspecting for defects or out-of-date items

ACTIVITIES:

- YMCA Summer Youth Counselor
- West Reading Pool Swim Coach
- Member of Phi Theta Kappa Honor Society

REFERENCES:

- Available upon request

RÉSUMÉS

Georgia Mason

520 Summit Avenue, Shillington, PA 19607
gmason@racc.edu, 610.670.1193

SKILLS SUMMARY

- Experience using the Internet to conduct market research
- Adept at mastering new software applications and assisting colleagues
- Dedicated, hard-working individual skilled at managing multiple tasks

EDUCATION

Reading Area Community College, Reading, PA, May 2010
Associate in Applied Science Degree, Executive Secretary, GPA 3.5

CUSTOMER SERVICE EXPERIENCE

DMG Securities, Inc., Wyomissing, PA

June 2009-September 2009

Customer Service Representative

- Conferred with customers by telephone or in person and provided information about products and services, received and entered orders, canceled accounts, and obtained details of complaints.
- Kept records of customer interactions and transactions, recorded details of inquiries, complaints, and comments, as well as actions taken.
- Checked to ensure that appropriate changes were made to resolve customers' problems.

Wells Fargo Financial, Shillington, PA

January 2008-June 2008

Bank Teller

- Cashed checks and paid out money after verifying that signatures were correct, that written and numerical amounts agreed, and that accounts had sufficient funds.
- Received checks and cash for deposit, verified amounts, and checked accuracy of deposit slips.
- Entered customers' transactions into computers to record transactions and issued computer-generated receipts.

TRAINING & COORDINATION EXPERIENCE

Reading Area Community College, Reading, PA

September 2005-Present

Office Assistant

- Prepared invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheets, databases, or presentation software.
- Answered phone calls and directed calls to appropriate parties and took messages.
- Conducted research, compiled data, and prepared papers for consideration and presentation by executives, committees and boards of directors.

TECHNOLOGY SKILLS

Proficient in Microsoft Word, Access and Excel, working knowledge of PowerPoint

RÉSUMÉS

Mary Bann

15th Lane Avenue • Alpharetta, GA • 10576 • 210.459.9685 • marybann@co.in.edu

ACCOUNTING | FINANCE

Ambitious and eager **Bachelor of Commerce Co-operative** graduate who has completed multiple accounting courses seeks to leverage educational background in conjunction with diverse customer service experience at multiple paid and volunteer positions at the *Bloomsburg University*. Expertise in accounting includes cash and asset management, accounts payable/receivable, financial documentation, auditing and resolving all manner of client issues and improving procedures. Fluent in English, Spanish. Currently enrolled in a **CGA Program**.

CORE COMPETENCIES:

Accounting & Finances • Budgeting • Data Entry & Analysis • Administrative Duties • Auditing
Bank Reconciliations • AP/AR • Respect for Deadlines • Independent & Team Work
Pragmatic Communication • SAGE 50 • Microsoft Office Suite • Caseware

EDUCATION

CGA Candidate – Certified General Accountants April 2013
Bachelor of Commerce - Accounting (Co-operative) – Bloomsburg University 2013

RELEVANT PROFESSIONAL EXPERIENCE

Computer Lab Assistant January 2011 – August 2011 & May 2012 – Present
Faculty of Business Administration – Cabo, CA

- Key holder responsible for opening and closing lab during office hours
- Provided administrative assistance for several semesters, providing computer installation, maintenance and troubleshooting services

Staff Auditor – Co-operative Work Term II and III September 2011 – May 2012
Cass and Fraser Chartered Accountants – Reading, PA

- After initial hiring in City location of firm, was trusted by manager to assist in the opening of City offices
- Responsibilities included; preparing financial statements with Caseware, inspecting the general ledger,

Front Desk Clerk – (Co-operative Work Term I) January 2011 – August 2011
Faculty of Business Administration – Dallas, TX

- Provided administration and data entry for University faculty and staff
- Responsibilities included; maintaining detailed student and faculty databases with Excel, tracking service with MS Access, trouble-shooting MS Office Issues, filing photocopying and handling mail services

VOLUNTEER EXPERIENCE

CGA NL Campus Coordinator January 2013 - Present

- Go-to administrator responsible for acting as a liaison between office and students to provide vital information about CGA programming and to promote the designation on campus

Deputy Returning Officer January 2010 – April 2010

- Organized the student union election, recruiting, training and hiring poll captains
- Informed voters about the nomination process, resulting in an increase of 5% of voters from previous year

Polling Captain November 2008 – December 2008

- Set-up and oversaw polling station for student election offering assistance when required

RÉSUMÉS

Patrick Henry

567 Smith Street
Los Angeles, CA • 78890
Phone: (610) 785-7890
Email: P.Henry@aol.com

EARLY CHILDHOOD EDUCATOR

Highly skilled and certified Early Childhood Educator with over 9 years of teaching and supervision experience in a daycare setting. Strong interest in child development through theme based program creation and implementation. Dedicated to providing young children with the best possible education and care. Continuously ensure that children and parents are comfortable with the learning environment and experience.

Excellent communicator, highly motivated, team and detail oriented. Committed to developing innovative, creative, and fun learning environments. Flair for establishing rapport with people from diverse backgrounds and cultures. Additional experience in planning and managing budget, billing, payroll, scheduling, enrollment, fundraisers, staff training, parent communication, infrastructure and facilities.

AREAS OF EXPERTISE

- Child Development
- Innovative Program Design & Development
- Classroom Dynamics & Management
- Interactive Learning Methodologies
- Individualized & Group Instruction
- Parent Involvement & Reporting
- Staff Training, Supervision & Evaluation
- School & Student Safety
- Teamwork & Goal Setting
- First Aid & CPR Certification
- Criminal Reference Check
- Invoicing, Billing & Simply Accounting
- Multicultural & Ethnic Awareness
- Community Interaction
- Student Motivation & Encouragement
- Communication & Interpersonal Skills
- Time Management & Scheduling
- Initiative & Leadership

CAREER HISTORY

Little Kids Daycare Centre, Oakville ON
Centre Supervisor & Director

2005-Present

Plan, develop, administer and supervise a child development day care centre for 100+ children ages 15 months to 9 years; coordinate and schedule 12+ staff for program operations; hire, train, supervise and evaluate staff; ensure the delivery of age appropriate educational and recreational programs; manage budget, billing, payroll, scheduling, fundraisers and registration duties; maintain accurate records and reports; ensure the well-being and safety of all children and the effective operation of the centre

- Ensure the centre is in accordance with program expectations, internal policies and procedures, Ministry requirements and the Child Care Act; ensure facility and infrastructure meet Ministry requirements; conduct monthly reviews
- Design and implement best practices for working with children in early childhood as well as evaluating and refining existing programs in response to parent, child and community needs; regularly communicate with parents
- Provide a high quality early learning and child care program, based on a pedagogy of learning through play responsive to the individual needs of children and families; provide scheduling and programming for infants, toddlers, and school-age children; promote pro-social behavior; provide classroom support to staff as needed
- Conduct staff performance reviews, behavior management reviews and goal setting

EDUCATION • TRAINING

Sheridan College, Mississauga ON
Early Childhood Education (ECE), Diploma

2004-2008

RÉSUMÉS

Susan Shift

426 Broadway Avenue
Pittsburgh, PA 17885

Tel: 717-555-1212

E-mail: susanshift@yahoo.com

PROFILE

Enthusiastic university student excelling at lab-based courses in both Biology and Chemistry. Demonstrated commitment to the pursuit of medicine / scientific study as indicated through strong history of volunteer work at area hospitals and as a certified First Aid attendant. Fluent in English and Spanish. Adept at identifying customer, patient and management needs and discovering and implementing solutions to meet them. Approaches duties with focus, initiative and diligence.

Key Skills:

- Leadership & Initiative
- Program Development & Implementation
- Creative Thinking & Problem-Solving
- Volunteer Training & Management
- Mentoring & Guidance
- Excellent Verbal & Written Communication

EDUCATION

Bachelor of Science, University of British Columbia, Vancouver, BC In Progress

Awarded Entrance Scholarship

Selected Courses:

- BIOL112 – Unicellular Life
- BIOL121 – Genetics, Evolution & Ecology
- BIOL140 – Laboratory Investigations in Life Science
- CHEM121 – Structural Chemistry, with Application to Chemistry of the Elements
- CHEM123 – Physical and Organic Chemistry
- CHEM205 – Physical Chemistry
- CHEM233 – Organic Chemistry for the Biological Sciences

British Columbia Certificate of Graduation, Burnaby Central Secondary School, Burnaby, BC 2009

Distinctions Awarded:

- Honour Roll / Gold Cord – awarded for achieving Honour Roll in all years.
 - Work Ethic Award – teacher-nominated and awarded.
- Passport to Education – student achievement financial incentive award.

WORK EXPERIENCE

ACOM CONSTRUCTION, Burnaby, BC 2009 to Present

Receptionist

Responsible for handling incoming calls and mail, preparing and processing correspondence, performing filing, copying and data entry duties, ordering and receiving supplies and other duties as needed.

- Ensure adequate cash flow by performing management of all incoming payments and working with employees and customers to properly fill out orders.
- Gained trust of older, established staff members by demonstrating maturity and ability to consistently perform accurate, high quality work.

RÉSUMÉS

Georgia Mason

520 Summit Avenue • Shillington, PA • 19607 • C: (610) 670-1193 • gmason@racc.edu

IT SUPPORT

A motivated individual and soon-to-be graduate of University Name's Computer Network Administrator program, keen on applying academic foundation and practical training in a role offering technical support in a help desk environment. Accustomed to providing integral technical support and troubleshooting issues related to hardware and software installation and setup. Extremely adept at providing exceptional customer service support in both technical and hospitality settings. Previous roles as a Front Desk clerk for the Company Name and the Company Name have honed client relations skills.

AREAS OF EXPERTISE & SKILLS

- IT & Computer Systems Support
- Routing & Switching
- Network Security
- Local Area Networks
- Troubleshooting & Repairs
- Routing & Wireless Networks
- System & Software Installation
- Incident Documentation
- Customer Service Skills

COMPUTER SKILLS

Routing Protocols

- RIP, OSPF
- IGRP, EIGRP
- BGP, STP
- TCP/IP & Subnetting
- VTP, VLAN
- NAT, PAT, & ACLs

Operating Systems

- Windows Server 2003-2008
- WAN & VPN (HDLC, PPP, Frame-Relay)
- Linux

Hardware Skills

- Computer Assembly & Disassembly
- Hardware & Software Troubleshooting
- Operating System & Application Software Installation
- Hardware Installation

Software Proficiency

- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- **Server Knowledge**
- AD, WDS, DHCP, DNS, FTP
- VMware & Hyper V

EDUCATION & TRAINING

Computer Network Administrator

Kutztown University, Kutztown, PA

Anticipated Completion: April 2013

Coursework Includes: Linux | Client Support | Local Area Networks | Windows Server Application | Routing & Wireless Networks | Technical Writing

CAPSTONE PROJECT

Capstone Project: Collaborated with peers to create and deploy a mock network for a company using Active Directory, Microsoft SharePoint and virtualization software. Accountable for documentation and final presentation.

ADDITIONAL WORK EXPERIENCE

Front Desk

2008 – 2010

Penske, Reading, PA

- Tasked with providing exceptional customer service to guests and assigning rooms; trained 4 new employees
- Used computerized or manual systems to verify and compile daily record sheets, guests accounts and receipts

Front Desk/ Night Audit

2005 – 2007

Double Tree Hotel, Reading, PA

- Delivered outstanding support to guests and handled all administrative duties
- Audited daily guest ledger to verify and balance entries and corrected discrepancies

RÉSUMÉS

ANITA JOB

108 Spruce Lane Stroudsburg, PA 18306

PHONE: (210) 955-5498 / CELL: (484) 982-2438 / EMAIL: ANITAJOB@YAHOO.COM

REGISTERED NURSE

A background in compassionate care with a desire to advocate for disadvantaged populations. A reputation for recognizing and fostering the dignity and value of each patient, providing emotional support and guidance while collaborating with inter-professional teams and families to provide holistic, culturally and developmentally appropriate care. Pursuing an opportunity to apply my education and 1,700 hours of clinical experience as a Registered Nurse in a psychiatric-mental health nursing environment.

RELATED SKILLS HIGHLIGHTS

- | | | |
|--------------------------------|--|------------------------------|
| ❖ Mental Health Treatment | ❖ Medication Distribution/Administration | ❖ Physical Activity Programs |
| ❖ Wound Care | ❖ Catheterization | ❖ Enteral Tube Insertion |
| ❖ Crisis Intervention | ❖ Documentation Standards | ❖ Pharmacology |
| ❖ Patient Assessments | ❖ Homeostatic Mechanisms | ❖ Case Management |
| ❖ CAN Code of Ethics | ❖ Fluency in Hebrew and Russian | ❖ Family Management |
| ❖ CNO Ethics Practice Standard | ❖ Diversity/Psychosocial Considerations | ❖ Symptom Management |

EDUCATION AND CERTIFICATIONS

October 2010, Bachelor of Science in Nursing (B.Sc.N.)

Albright College Collaborative Nursing Program

Member of Dean's Honour Roll/3.4 GPA

CPR- Health Care Provider

Mask Test Fit Certification

CRI Certificate

CLINICAL PLACEMENTS

POSTPARTUM UNIT, SOUTHLAKE HOSPITAL, YORK REGION ♦ May 2010 - July 2010

Provided emotional and educational support and observational assessments to new mothers and their babies. Completed admissions, transfer and discharge paperwork and procedures. Completed three clinical days in breastfeeding clinic and observation shift in Labour and Delivery and NICU.

PREVIOUS WORK EXPERIENCE

PHARMACY TECHNICIAN, CONCOURSE PHARMACY, TORONTO ♦ 2005 – 2008

Prepared, processed and filled prescriptions for scheduled and non-scheduled federal legal drugs and medical devices, over-the-counter products and supply items.

RÉSUMÉS

John Smith

22 South 5th Street,
Reading, PA 19602
Phone: (610) 678-2332
Email: jsmith@gmail.com

SOCIAL WORKER • CHILD & YOUTH WORKER

Skilled professional with a Bachelor of Social Work and over 5 years of experience in counseling, assessment, crisis intervention, behaviour management, youth education, program and project management, agency partnerships and community outreach for individuals with mental illness and at-risk youth and families from diverse ethno-cultural and racial backgrounds.

Proactively develop, streamline and energize projects, programs and other disciplines to enhance the social, educational and psychological characteristics of students, parents, educators, social workers and the general public. Proven record of success communicating and interacting with clients, physicians, nurses, social workers, family services workers and residential and community agencies.

AREAS OF EXPERTISE

- Youth Outreach
- Public Relations & Community Partnerships
- Prevention & Management of Aggressive Behaviour
- Team Building & Leadership
- Child & Family Services Act (CFSA)
- Youth Criminal Justice Act (YCJA)
- Crisis Intervention
- Interview, Assessment & Negotiation
- Group & Individual Therapy
- Organization & Time Management
- Program & Project Management
- Regulatory Compliance
- Reporting/Documentation
- Administrative & Caseload Management
- Confident Presentation, Communication & Interpersonal Skills
- Microsoft Office Proficiency
- Emergency First Aid & CPR Level B (Adult, Child & Infant)

EDUCATION & TRAINING

- **Bachelor of Social Work (BSW)**
York University, Toronto, Ontario ... Sep. 2005-Oct. 2009
Core Courses include: Social Work Values and Ethics, Social Work and the Law, Social Work and Mental Health, Identity, Diversity and Anti-Discriminatory Practice, Community Social Work
- **Non Violent Crisis Intervention Certification**
Canadian Mental Health Association (CPI Institute) ... Dec. 2009
- **Motivational Interviewing Workshop**
Centre for Addiction and Mental Health ... Jun. 2009

PROFESSIONAL EXPERIENCE

Ontario Conference Pathfinder Club, Etobicoke, Ontario Counselor... Jan. 2005-Present

Educate and guide up to 25 youth, ages 10+, about leadership, peer pressure, independence, becoming involved in their communities, and developing strong character traits through various activities, discussions and counseling

- Coordinate, plan and direct activities with a team of 5 other counselors, reporting to the Supervisor
- Utilize appropriate literature to educate youth on the development of leadership skills
- Assign homework and activities to students; correct work and monitor progress
- Develop strong relationships; mentor and support students with any concerns
- Organize annual camping trip with youth to various locations

ACTION WORDS

Action words need to be incorporated into your résumé as well as your interview. These words show that you have the specific skills in a more powerful way. Can't find a word? Use the thesaurus.

Please note that this list is not all inclusive.

Adapted from www.quintcareers.com.

Communication People Skills	Communication People Skills	Creative Skills	Data/Financial Skills	Clerical/Data Skills	Helping Skills
Addressed	Joined	Acted	Adjusted	Approved	Adapted
Advertised	Judged	Adapted	Administered	Arranged	Advocated
Arbitrated	Lectured	Began	Allocated	Catalogued	Aided
Arranged	Listened	Combined	Analyzed	Classified	Answered
Articulated	Marketed	Composed	Appraised	Collected	Arranged
Authored	Mediated	Conceptualized	Assessed/Audite	Compiled	Assessed
Clarified	Moderated	Created	d Balanced	Dispatched	Assisted
Collaborated	Motivated	Customized	Budgeted	Generated	Clarified
Communicated	Negotiated	Designed	Calculated	Implemented	Coached
Composed	Observed	Developed	Computed	Inspected	Collaborated
Condensed	Outlined	Directed	Conserved	Monitored	Contributed
Conferred	Participated	Displayed	Corrected	Operated	Cooperated
Consulted	Persuaded	Drew	Determined	Organized	Counseled
Contacted	Presented	Entertained	Developed	Prepared	Demonstrated
Conveyed	Promoted	Established	Estimated	Processed	Diagnosed
Convinced	Proposed	Fashioned	Forecasted	Purchased	Educated
Corresponded	Publicized	Formulated	Managed	Recorded	Encouraged
Debated	Reconciled	Founded	Marketed	Screened	Ensured
Defined	Recruited	Illustrated	Measured/Netted	Specified	Expedited
Developed	Referred	Initiated	Planned		Facilitated
Directed	Reinforced	Instituted	Prepared		Familiarized
Discussed	Reported	Integrated	Programmed		Furthered
Drafted	Resolved	Introduced	Projected		Guided
Edited	Responded	Invented	Qualified		Helped
Elicited	Solicited	Modeled	Reconciled		Insured
Enlisted	Specified	Modified	Reduced		Intervened
Explained	Suggested	Originated	Researched		Motivated
Expressed	Summarized	Performed	Retrieved		Prevented
Formulated	Synthesized	Photographed			Provided
Furnished	Translated	Planned			Referred
Incorporated	Wrote	Revised			Rehabilitated
Influenced		Revitalized			Represented
Interacted		Shaped			Resolved
Interpreted		Solved			Simplified
Interviewed					Supported
Involved					Volunteered

ACTION WORDS

Management Skills	Management Skills	Organizational Skills	Research Skills	Teaching Skills	Technical Skills
Administered	Managed	Approved	Verified	Adapted	Adapted
Analyzed	Merged	Arranged	Analyzed	Advised	Applied
Appointed	Motivated	Catalogued	Clarified	Clarified	Assembled
Articulated	Navigated	Charted	Collected	Coached	Built
Authored	Organized	Classified	Compared	Communicated	Calculated
Approved	Originated	Coded	Conducted	Conducted	Computed
Assigned	Overhauled	Collected	Critiqued	Coordinated	Conserved
Attained	Oversaw	Compiled	Detected	Critiqued	Constructed
Chaired	Planned	Corrected	Determined	Developed	Converted
Consolidated	Presided	Corresponded	Diagnosed	Enabled	Debugged
Contracted	Prioritized	Distributed	Evaluated	Encouraged	Designed
Controlled	Produced	Executed	Examined	Evaluated	Determined
Converted	Recommended	Filed	Experimented	Explained	Developed
Coordinated	Reorganized	Generated	Explored	Facilitated	Devised
Decided	Replaced	Incorporated	Extracted	Focused	Engineered
Delegated	Restored	Inspected	Formulated	Guided	Fabricated
Developed	Reviewed	Logged	Gathered	Individualized	Installed
Directed	Scheduled	Maintained	Identified	Informed	Maintained
Eliminated	Secured	Monitored	Inspected	Instilled	Operated
Emphasized	Selected	Obtained	Interviewed	Instructed	Overhauled
Enforced	Streamlined	Operated	Invented	Motivated	Printed
Enhanced	Streamlined	Ordered	Investigated	Persuaded	Programmed
Established	Strengthened	Organized	Located	Simulated	Recited
Evaluated	Supervised	Prepared	Measured	Stimulated	Regulated
Executed	Terminated	Processed	Organized	Taught	Remodeled
Generated		Provided	Researched	Tested	Repaired
Handled		Purchased	Reviewed	Trained	Replaced
Headed		Recorded	Searched/Solved	Transmitted	Restored
Hired		Registered	Summarized	Tutored	Solved
Hosted		Reserved	Surveyed		Specialized
Improved		Reviewed	Systemized		Standardized
Incorporated		Routed	Tested		Studied
Increased		Scheduled			Upgraded
Initiated		Screened			Utilized
Inspected		Standardized			
Instituted		Submitted			
Led		Supplied			
		Systematized			
		Updated			
		Validated			

INTERVIEW TIPS

Before the Interview:

- Research the company, organization or agency with whom you will be interviewing.
- Learn about the history, mission, organizational structure, philosophy and position description.
- Conduct a practice (mock) interview.
- Dress professionally and conservatively.
- Keep accessories to a minimum. For men: stick with a watch and class or wedding ring. For women: simple classic jewelry (no dangling earrings or bracelets).

During the Interview:

- Arrive 15 minutes early.
- Bring extra copies of your résumé, a pen and some paper.
- Give a firm handshake.
- Greet the employer by name (make sure you know how to properly pronounce the interviewer's name).
- Make a good first impression. Make eye contact immediately when introducing yourself.
- Be relaxed and enthusiastic.
- Do not chew gum.
- Don't exaggerate or omit.
- Try to identify specific experiences where you have demonstrated your strengths.
- Backing up all your skills with specific examples will make you a stronger candidate.



- Know why you want to work for their organization. If you don't know, they won't either.

Commonly Asked Interview Questions:

- What goals have you set for yourself? How are you planning to achieve them?
- Why are you interested in our organization?
- Tell me about yourself.
- What two or three things are most important to you in a position?
- How do you solve conflicts?
- What are your strengths? Your weaknesses?
- What can you contribute to this company?
- How long do you plan on working here?
- What motivates you to do a good job?
- What have you learned from your previous work experiences?
- What job-related skills have you developed?
- Tell me about your current or last positions.
- What did you like most in your last position?
- Have you ever quit a job? Why?
- What makes you the best person for the job?
- What other positions are you considering?
- Have you even been in a situation that can cost you a position? How did you handle it?
- Where do you expect to be five years from now?
- Have you ever had a disagreement with your supervisor?
- Why should I hire you? What can you do for my company?

INTERVIEW TIPS

After the Interview:

- Make notes from your conversation with the interviewer.
- Send a thank you letter within 24 hours. Do not email. Either a handwritten or typed thank you is acceptable.
- Have someone review your letter before you send it. You don't want your letter riddled with misspellings, grammatical errors or not legible.
- If you interview with more than one individual, send one to each of them. Vary at least a sentence or two to individualize the letters.
- Feel free to contact the company if you have not received a response in the agreed-upon time frame.

References:

(only provide references when they are requested)

- Select three individuals who can speak highly about your work habits,

personality traits and past performances. All of your references should be professionals (supervisors, administrators, faculty, advisors, coaches etc.) rather than personal character references.

- Contact your references in a professional way to ask if they will be willing to serve in this capacity. Do not list references without asking permission first. If they agree send them a thank you with your résumé attached. Let them know when you get a job and thank them again.
- Once chosen list your references on a separate page. The heading for your reference page should look identical to your résumé heading. For each reference, include their full name, title, company affiliation, company mailing address, phone number and email address.



HOW TO FIND EMPLOYERS

Referrals

Talk to the people you know. Ask your family, friends, relatives, neighbors, classmates, teachers and counselors if they know of any employer who is hiring people with your occupation. Use Twitter, email, Facebook or LinkedIn.

Community Agencies

If you are a veteran, a woman, a minority, a teenager, a senior citizen, handicapped or disabled, you have dozens of community agencies that would like to help you. Find out who they are— contact your city government, job service, Career Link, church, synagogue or public library for information.

Newspaper Want Ads

The help-wanted section of your newspaper can be used to spot the job you're looking for. It can also be used to spot companies which are hiring. Don't be afraid to approach a company that's hiring— it doesn't matter that they are not advertising for your particular occupation. What matters most is they are hiring people.

Local Businesses

If you want a job in your hometown, check the membership lists of your Chamber of Commerce. You might also check with your city or county government for a list of local businesses. You then can visit the employers in person or contact them by phone. Don't be afraid to visit local businesses.

The Internet

Check the job listings at sites like indeed.com, monster.com and careerbuilder.com. Some sites have hundreds of thousands of job listings and millions of résumés posted. Post your résumé—but don't hold your breath waiting for a call. Posting a résumé may be one of the least effective ways to get a job. Instead, use the web as a research tool. Visit the website of companies, learn about their products and philosophy, read their press releases and news announcements, and check their employment page.

Yellow Pages

The Yellow Pages of your phone book gives you a cross-sectional view of all the businesses in your area.

Temporary Agencies

With a temporary agency, you work for the agency and they farm you out to their customers. A customer may need you for a few weeks or few years.

Career Services

Don't forget Career Services. Career Services receives numerous job listings on a daily basis. They also have an annual Job Fair and on-campus recruitment for employers that are hiring and want to meet you in person.

Excerpted from The Job Hunting Handbook, by Dahlstrom & Company, Inc.



“Thank you for the opportunity to do the Mock Interviews with your students; I enjoyed them and the students gave me great comfort knowing that they enjoyed and benefitted from the experience. Thank you once again for the opportunities. We appreciate the partnership with RACC and especially with you.”

*Grace Vazquez - Director of Career Outreach
at Country Meadows Retirement Communities*

WHAT ALL EMPLOYERS WANT

The Top Ten Skills

What do employers want to see when they begin evaluating college candidates for employment?

1. Communication Skills - solid verbal, written and listening abilities.
2. Computer/Technical Aptitudes - computer ability is now perceived as a given core skill and expected ability levels continue to rise.
3. Leadership - the ability to take charge or relinquish control (followership) according to the needs of the organization/project/team.
4. Teamwork - working cooperatively and collaboratively with different people while maintaining autonomous control over some assignments.
5. Interpersonal Abilities - relating to others, inspiring others to participate, mitigating conflict between co-workers, ability to relate and work with people from diverse backgrounds.
6. Intelligence and Common Sense - enough said!
7. Personal Traits - demonstrating a combination of these is also integral:
 - a. initiative and motivation
 - b. hard-working (work ethic) and reliability
 - c. ability to plan and organize multiple tasks
 - d. flexibility in handling change and ambiguity
 - e. honesty and integrity
 - f. ability to provide customer service
8. Critical Thinking/Problem Solving - the ability to identify problems and their solutions by integrating information from a variety of sources and effectively weighing alternatives.
9. Willingness to Learn - quickly and continuously.
10. Work-Related Experiences - that provided an understanding of the workplace and served to apply classroom learning. (Do internships! Shadow employers! Volunteer!)



Adapted from the Recruiting Trends Report,

Collegiate Employment Research Institute. Michigan State University

HOW TO WORK A JOB FAIR



The Job Fair is designed with the idea that it can be helpful to students or recent college graduates looking for full-time jobs, summer/part-time jobs, and internships.

Before the Job Fair:

- Try to research the organizations that might be of interest to you.
- Read literature about the organization before the job fair or on their website if possible.
- Be prepared to ask questions of the representatives. Practice out loud; it helps.

Know Yourself:

- Try to identify specific experiences where you have demonstrated your strengths.
- Backing up all your skills with specific examples will make you a stronger candidate.
- Know why you want to work for their organization. If you don't know, they won't either.

During the Job Fair:

Make a good first impression.

- Make eye contact immediately when introducing yourself.
- Give a firm handshake to get you off to a good start.
- Remember the representative's name; if not, casually refer to their nametag.
- Smile and be polite - enthusiasm is an important quality.
- Dress nicely! As if you were going to an actual interview.
- Do not chew gum.

Communication is critical!

- Listen carefully to what the representative has to say.
- Avoid using filler words such as "um," "like," "you know."
- Show confidence in your voice. It may be noisy and if they can't hear you, they won't remember you.
- Offer a professional looking résumé.
- Ask for a business card or write down the representative's name. It is also okay to ask what the hiring procedure is. You want to make sure you're doing it right.

Explore all your options!

- Speak with organizations that you have not considered before.
- Take the initiative and engage in meaningful conversations with representatives.
- Representatives are here to provide information about their organizations and career fields.
- Representatives are excellent resources in your career search and decision-making process.

HOW TO WORK A JOB FAIR

Questions for Representatives at the Job Fair:

First and foremost, questions should be natural. Be yourself. Before beginning your questions be sure to introduce yourself and establish rapport with the representatives. Listen carefully to their answers. Be courteous. Before leaving, be sure to close the conversation and thank them.

1. How many employees does your company have?
2. What goals does your company have for the next few years?
3. What kind of entry-level positions exist within your organization?
4. How many employees are in my area of interest (which is...)?
5. Does your company hire on a continual basis or just at certain times of the year?
6. How long does the hiring process take?
7. What does your organization consider the five most important qualities in an employee?
8. What courses do you suggest in order to be a successful candidate?
9. What personality traits are important for success in your company?
10. As an entry-level employee, what can I expect to be doing two, five, ten years from now?
11. What made you choose this company?
12. How long have you been with the company?
13. How many years does the entry-level employee typically stay with the company?
14. What percentage of applicants are eventually hired?
15. What is the retention rate in the company?

Don't read directly from this list of questions at the Job Fair. If you are well prepared, you can truly be yourself.

After the Job Fair:

- Mailing a department thank you letter is not only appropriate; it can also bring attention to your name. Your Career Center can assist you if you need contact information.



- You can send an initial or additional résumé in your thank-you letter; again, point out your strengths.
- You can also call to make sure that your application is complete.
- When calling, be prepared and know/practice what you are going to say beforehand.

~Comments from some of our Employers ~

"Thank you for the opportunity!"

~HCR ManorCare

"We're looking forward to the RACC Spring Job Fair."

~Santander Bank

"Whenever I come in to RACC to do recruiting over lunch, I leave very happy! Your students are awesome. Your college is the best for recruiting folks who want to work!"

RACC's students (and staff, by the way) are extremely down to earth. They are all very personable, regular people, and just the kind of people I am looking for!"

~MACK Employment Services, Inc.

"Loved the environment during lunch time."

~Dedicate Nursing Associates

"I would like to thank you as well as RACC for allowing Senior Helpers Pottstown to recruit at your campus!"

I am interested in coming back if this opportunity presents itself again in the future.

Well wishes and thank you so much again!"

~D'Neisha Daye – Senior Helpers Pottstown

HOW TO WORK A JOB FAIR

Your Job Fair Portfolio:

The following are some of the things you will need to bring with you to the job fair:

- **Résumé** - Yes! An outstanding résumé is key because at the end of the day it is often difficult for recruiters to sort out the bad from the good. Bring at least two copies of your résumé for each company you plan to speak with. This is a good time to use quality white, cream or ivory résumé paper. If you have multiple job objectives, bring multiple résumés.
- **Letters of Recommendation** - Make copies of your top three letters of recommendation multiplied by the number of companies you plan to meet with. Make sure all of the companies you are interested in get copies of your letters of recommendation. It will force them to file you differently from the rest of their stack of résumés.
- **Portfolio** - Your 9"x12" leather-bound or vinyl-bound portfolio will be used to store your résumé and letters of recommendation, and for taking notes after talking with each company.
- **Attaché case** - The amount of information you pick up at a job fair can sometimes be rather daunting. An attaché case gives you a mini-office from which to operate, including storage for extra copies of your résumé and letters of recommendation. It also provides a much more professional look than the plastic bag most job fair attendees walk around with, loaded with their information cache of the day.
- **Dress** - Image is crucial at a job fair— even more important than at a normal interview since decisions are made much more quickly. This is not the time to model the latest in campus fashions. Make sure you wear a classic business suit. Keep it conservative.





The Career Center

Berks Hall, Room 220

610.607.6246 | email: careercenter@racc.edu | racc.edu/services/career-services