

Job Search Toolkit Booklet for a Virtual World: A Blended Approach



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Job Search Toolkit Booklet for a Virtual World: A Blended Approach

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Introduction

The number one goal is to get you a job. You don't have to go about this alone. We hope by providing you with this ***Job Search Toolkit Booklet for a Virtual World: A Blended Approach*** that you'll be able to make knowledgeable and informed decisions about your future. It's a bit old school and virtual new school.

We highly suggest you start by using the ***Job Search Checklist for a Virtual World: A Blended Approach***-located in Section 7 to guide you during your job search. Good Luck!

Also, check for the latest information, documents and websites at: <https://www.northcookjobcenter.com>
Click Job Seeker, Services & Resources, Scroll to Virtual Resource Room and also Downloadable Documents

1. Start Your Job Search with You In Mind

Many people know what they don't want to do, but they don't always know what they want to do. A good start would be to take an inventory of yourself; your skills, your likes and dislikes. **Self-Assessments** can help narrow down or open your eyes to some new possibilities. Many Self-Assessments can be done online for FREE. Make sure to print out the results so you can refer to them as you start your job search. Below is a list of them.

To quote Stephen Covey- "*Begin with the End in Mind.*" Begin with the **End in Mind** means to **think** about how you would like something to turn out before you get started. (Author of *7 Habits of Highly Effective People*)

CAREER ASSESSMENT TOOLS

Harper College

Career Development workshop. You can enter as a guest

<https://launch.comevo.com/harpercollege/2091/-/pub?reload=1&>

Access to Focus 2 Assessment

<https://www.focus2career.com/Portal/Register.cfm?SID=1450>

Access code: hawks

Harper's Career Counseling resources are available for "What Can I do With This Major"

<https://whatcanidowiththismajor.com/major/>

Additional Assessment Tools

Illinois workNet Center-Workforce Portal: Job Seekers, Virtual Job Fairs, Training and Services, and Additional Resources

www.illinoisworknet.com/toolkit

MyNextMove

<https://www.mynextmove.org/>

Also see Section 2-Exploring Careers-Figure out Where You Want to Work Section for additional Assessment Websites

2. Exploring Careers-Figure out Where You Want To Work

The Government keeps data on just about anything. In particular-Labor Market Statistics, High-Demand Occupations, Wages, Local Demographics, Education and Skills needed to perform a job.

Name	What It Covers	Website
Labor Market Statistics	Industry Trends, In-Demand Jobs, Wages, Educational Requirements, Local Area Demographics, Labor Market	www2.illinoisworknet.com www.bls.gov www.dol.gov
Occupational Outlook Handbook (OOH)	Outlooks, Work Demands, Salary, Education, Skills required	www.bls.gov/ooh
Illinois Career Information System (CIS)	Assessments, Exploration, Schools and Financial Aid. Use Jobseeker Success Mindset to overcome barriers to reemployment and find your new career direction	www.ilcis.intocareers.org
O*Net	Detailed descriptions of the world of work for use by job seekers, workforce development, HR professionals & students	www.onetonline.org
CareerOneStop	Explore Careers, Training and Job Trends	www.careeronestop.org/toolkit

3. Get The Basics In Order-First Things First

In today's job search, it's essential that jobseekers prepare the following to showcase their skills and talents to people they come in contact with and the hiring employer. You'll need to collect all the information about yourself to create your personal marketing tools.

You Personal Marketing Tools includes:

- ✓ 30-Second Commercial about Yourself (Practice talking about your skills, accomplishments, employment etc)
- ✓ Resume that demonstrates your accomplishments
- ✓ Tailor your resume according to the ATS-Application Tracking System
- ✓ Use your online presence to Market yourself to employers, influencers, references and anyone who will listen
- ✓ Cover Letter
- ✓ Thank You Notes

Tools: Resumes, Cover letters, Interview Questions, Negotiations, Job Application

www.resume-now.com

www.monster.com

www.job-interview.net

www.collegegrad.com

www.Careercloud.com

www.Glassdoor.com

www.Visualcv.com

www.theprofessional.me

Online Presence

Chances are a recruiter or employer will immediately search for you online to consider you for a job. Investigate your online presence. Search your name to get started. The sites below are all top in allowing you to tell a story about yourself. Use them strategically. You have to prove to an Employer you are comfortable online.

Site	Focus	Website
LinkedIn	Create a well-rounded profile, Seek out endorsements from past colleagues. Employers check this site first to see your background. Check for jobs and networking groups too.	www.linkedin.com
Facebook	Create a professional profile or scrub your current profile of anything inappropriate. Check your privacy settings to see who is and isn't able to view your profile page and update accordingly.	www.facebook.com
Twitter	Create a "Handle" (Twitter speak for a username) and profile and follow companies and industry-related handles. This will demonstrate to potential employers your interest and that you are staying up to date on the latest news and trends in your field	www.twitter.com

4. Practice, Be Proactive and Practice Some More

Many of you have done a job search before; but now more than ever, you need to keep an open mind. It's a blended approach of Old School and New Virtual School.

- Take advantage of virtual technology
- Get out of your comfort zone
- Learn new skills
- Be open to new ways of doing things
- Learn to conduct your job search based on the employer's needs, not just your needs
- Write your resume based on your accomplishments
- Develop your computer skills

5. Utilize Your Resources-Hidden Gems Online and Virtual Preparedness

The Internet is a powerful tool with your job search; you can upload your resume to ten employers in 10 minutes.

However, are you prepared to conduct a virtual job interview with an employer tomorrow? This seems to be the new way employers are interviewing candidates. You need to be prepared and we have Webinars to help you.

Do you know how to participate in a Webinar through-Zoom, GoToMeeting, WebEx, Skype and GoToWebinar? Again, we have Webinars to help you with this new Blended Approach to Job Searching. Also, check www.YouTube.com for further instructions.

WEBINARS

FREE North Suburban Cook County American Job Center WEBINARS:

Register: <https://www.northcookjobcenter.com/events/job-seekers/>

- Target Resume
- Create a Winning Resume
- Interviewing Coaching
- Virtual Interview Skills
- Virtual Networking
- How to Work a Virtual Job Fair
- Secret Reasons Why Volunteering Can Help You Find a Job 50% Faster
- 10 Rules for Working with a Recruiter
- Relax Your Way to a New Job
- Social Emotional Webinar
- Transferable Skills Webinar
- And more

BCS Computer Workshop Webinars:

- Computer Workshops-60 minute and 90 minute Concept Based Webinars (*FREE Excel Basics, Excel Advanced, Word Basics, PowerPoint and G-Suite for WIOA Approved Clients now*)
Register: TBA- Check <https://northjobcenter.com> for updates

BCS YouTube Channel Resources:

- Fix That Formatting- Resume Tips in Word - 15 videos, 5 main topics in 3 videos per topic. 5-12 minutes each
Register: No Registration Needed Link: <https://www.northcookjobcenter.com/building-a-resume/>
- Help! I Need a Resume Series
Register: TBA - Check <https://northjobcenter.com> for updates

Timely Tips in 10 minutes or less. Videos available 24/7 no registration needed

- Coping with Job Loss, Part 1 <https://www.youtube.com/watch?v=d7ZXipeeeas&t=9s>
- Coping with Job Loss, Part 2 <https://www.youtube.com/watch?v=AiYFNfbuA8o&t=12s>
- Transferable Skills <https://www.youtube.com/watch?v=CTUUodUakbc&t=23s>
- Career Ready Skills https://www.youtube.com/watch?v=xbxCFS_Tdac&t=79s

6. Start and Continue Your Job Search

Once, you have learned more about your skills, interests, and strengths you will be able to determine what jobs you are best suited for. Then, you can start to match them to potential jobs you have defined as your target and you can begin to target jobs, industries and employers that play on these strengths. Also, you may need additional credentials or certifications and you may be eligible for the WIOA Training Funds.

Information about Harper Areas of Interest

- [Public Service](#)
- [Manufacturing Construction](#)
- [Health Science](#)
- [Social Science](#)
- [Engineering, Mathematics and Computer Science](#)
- [Physical and Life Science](#)
- [Education](#)

Harper College Training Options

- [Continuing Professional Education](#)
- [Harper Certificate Programs](#)
- [Harper Information Sessions](#)

Short-Term Training Scholarships for Community Members

- [Application](#)

Virtual Info sessions are available, register on Harper's website:

- https://www.harpercollege.edu/start/information_sessions.php

Workforce Innovation and Opportunity Act (WIOA) Information

- Interested to see if you're eligible for the WIOA Programs and Services through the North Suburban Cook County American Job Center? Also, read "What is WIOA" flyer.
 - <https://www.northcookjobcenter.com/>
Click *Get Started*, Click Job Seeker, Fill out Form, Submit, Then you'll be directed to fill out a brief WIOA Survey and view the WIOA Orientation Video
- Illinoisworknet.com
 - <https://www.illinoisworknet.com/WIOA/TrainingPartners/Pages/WIOATrainingPrograms.aspx>
- Harper College WIOA Approved Programs
 - https://www.harpercollege.edu/about/community/worknet/wia_programs.php

North Suburban Cook County American Job Center-Additional Programs

- *MCIP (Manufacturing Careers Internship Program)*- www.northcookjobcenter.com
Fill out **Get Started Form**, Question - Age Specific Group, answer 18-24. Question-"Is there anything else we can help you with?" Indicate you're interested in this MCIP. Someone from the Youth Team will contact you to discuss the program and eligibility.
- *Age Related Programs*-Youth and 50+ (AARP Workshop-7 *Smart Strategies*)- www.northcookjobcenter.com
Fill out **Get Started Form**, Question "Is there anything else we can help you with?" Indicate you're interested in these programs. Someone will contact you.

7. Additional Job Search Resources, Programs, Services, Samples and Worksheets:

State of Illinois Resources

Site	Web Address	Description
Get Hired Illinois	https://www2.illinois.gov/gethired	Job Portal
Illinois workNet Center	www.illinoisworknet.com	State of Illinois Workforce Portal: Includes Employers, Job Seekers, Virtual Job Fairs, and Training & Services Resources
American Job Centers(AJC)	www.careeronestop.org	Find a Local AJC-Resource Center with access to computers, faxes, help people search for jobs, find training, & job readiness workshops
Illinoisjoblink	www.illinoisjoblink.com	Post your Resume, look for jobs
State of IL Virtual Job Fairs	https://www.illinoisworknet.com/virtualjobfairs	Job Fairs Online

Additional Websites for Job Search and Information

Top General Job Websites

www.monster.com

Top Part-Time/Seasonal Websites

www.snagajob.com

Top Executive Position Websites

www.glassdoor.com www.ziprecruiter.com

Top Networking Websites

www.linkedin.com www.Linkup.com

Top Freelance/Side Job Websites

www.upwork.com www.freelancer.com www.guru.com www.toptal.com
www.taskrabbit.com www.flexjobs.com www.fiverr.com
www.linkedin.com/profinder

Disability Resources Jobs

www.northcookjobcenter.com (Ticket to Work-Employment Network Site)
www.anixter.org www.jcfs.org www.disabilityjobsite.com
www.abilitylinks.org www.usajobs.gov www.gettinghired.com

Veteran Websites

My Next Move
 Reemployment Portal Information

www.mynextmove.org/Vets
www.careeronestop.org//VETS

Small Business Development

www.sba.gov www.americassbdc.org www.harpercollege.edu/business/sbdc

Apprenticeship Information

www.ides.state.il.us

Returning Citizens/Ex-Offenders

www.jobsforfelonshub.com www.ides.illinois.gov www.saferfoundation.org

Also, check for the latest information, documents and websites at: <https://www.northcookjobcenter.com>
 Click Job Seeker, Services & Resources, Scroll to Virtual Resource Room and also Downloadable Documents

Additional Websites for Job Search and Information (Continued)

Mature Workers Programs and Services

- Senior Community Services Employment Program (SCSEP)-Allows people 55+ with limited income to gain work experience. Offers paid job training. Information: www.servicelocator.org/scsep
- **AARP –American Association of Retired Persons Resources (For People age 50+):**
 - Resources www.aarp.org/workresources
 - Self-Employment <https://workforyourself.aarpfoundation.org/>
 - Webinar-7 Smart Strategies-register at 855 850-2525

English Language Learners(ELL), High School Equivalency (HSE) Classes, Preparation for GED Exam, English as a Second Language (ESL), Adult Basic Education/Reading & Math and Citizenship Classes to prepare for the Exam

- Harper College <https://ce.harpercollege.edu/>
- Elgin College <https://elgin.edu/academics/adult-basic-education/>
- Oakton College <https://www.oakton.edu/conted/>
- Continuing Education District 211 <https://adc.d211.org/>
- Continuing Education District 214 <https://www.ce.d214.org/>
- Helpful ELL Resources <https://www.usalearns.org/>
- Check Local Libraries for Conversation Sessions

Volunteerism

Email BCS your interest in helping job seekers
HandsOn-has volunteering in all industries

<https://www.northcookjobcenter.com/>
www.handsonnetwork.org

Computer Tutorials

Learn to Type
Microsoft Office
Computer Programs (Libraries have subscriptions)

www.learn2type.com
www.gcflearnfree.org
www.linkedinlearning.com

Local Networking

<https://sainthubert.org/job-networking> www.linkedin.com

Mental Health Community Resources

- Mental Health Resources www.mentalhealth.gov
- National Suicide Prevention Lifeline <https://suicidepreventionlifeline.org/> 800 273-8255
- NAMI (National Alliance on Mental Illness)
 - National www.nami.org 844 878-2274
 - Local-IL www.namiillinois.org 800 950-6264

Community and Area Agencies Services and Programs

Cash, SNAP (Food Stamp) and Medical Assistance

www.dhs.state.il.us

Food Pantry Listings <https://www.cookcountysheriff.org/courts/civil-services/social-services/emergency-food-pantries/>

Job Search Checklist for a Virtual World: (A Blended Approach)

Looking for a job can feel overwhelming, so it helps to set up a *Job Search Checklist* into manageable steps. Keep in mind, you don't have to do everything in order; you may want to start working on your resume, look at additional training or create/improve your LinkedIn Profile. Check off as many of the steps below as you can and you'll be well on your way to a new job opportunity. **GOOD LUCK!**

1. Start Your Job Search with You In Mind:

- Self-Assessment: What are my Interests, Personality, Abilities, Talents, Work Values?
- List out your work experience, accomplishments, education, volunteer
- Determine your Skills: Work Content (Specific Knowledge), Transferable Skills (Take to another field/job),
- Self-Management (What you're good at and enjoy)

2. Exploring Careers-Figure Out Where You Want To Work:

- Identify/evaluate two or three careers/jobs you plan to pursue
- Determine if you need a Credential/Certifications with Short-Term Training to get you back into the workforce
- Research- Outlook of Jobs, Industry, future
- Target 10 employers for the type of work you're interested in
- Know what kind of job you're qualified for: entry-level, management, skilled work, etc.

3. Get the Basics in Order- First Things First:

- Resume- Good or improve; tailor your resume and cover letter to each job you're applying for
- Letters- Cover Letter, Thank-You
- References- Find three people who can be your references
- Dress-Have at least one very nice, professional-looking "interview" outfit
- Make sure your voicemail message, email address and LinkedIn Profile are professional
- Clean-Up all Online profiles & Social networking Sites
- LinkedIn- Update your Profile; ask people to write recommendations for you, join groups

4. Practice, Be Proactive and Practice Some More:

- Plan answers to common interview questions or attend a virtual mock interview session
- Create a short speech designed to sell yourself to employers; it's your 30 second elevator speech
- Develop a 2 minute verbal marketing presentation to tell your story while networking or interviewing
- Search out networking groups: online, industry, alumni, professional groups
- Consider volunteering to hone in on virtual job preparedness; employers like to see you're staying busy

5. Utilize Your Resources-Hidden Gems for Online and Virtual Preparedness:

- Utilize your local American Job Center to find out what FREE Job Search resources can help with your job search
- Attend Online Webinars for the most up-to-date Virtual Preparation (Local AJC, YouTube)
- See if you're eligible to receive Workforce Innovation and Opportunity Act (WIOA) Career Programs and Services
- Community Colleges, Community Resources, Faith-Based Services (For webinars, free classes, job readiness events)

6. Start and Continue Your Job Search:

- Online Job Searches, Seek out virtual career fairs and companies recruiting online
- Research organizations, industries, read Company Annual Reports, Trade Journals for trends, future happenings
- Upload your resume online, make sure you have the most current resume for the Applicant Tracking System(ATS)
- Use your friends or network of contacts to search for employment
- Follow-up on every job you find as soon as possible, send thank you notes
- Freelance work, consulting, volunteering, internships, & Side Gigs (ride-share, deliver groceries, food side-jobs etc.)
- Learn about new industries: read blogs and professional journals, look up professional associations online

2020/2021 Version

Target Jobs Spreadsheet

Job Position	Employer Name, Website and Contact Information	Research Notes	
1			
2			
3			
4			
5			
6			
7			
8			

People Who Can be in My Network Spreadsheet

Name and Title	Where do I know Them from (Colleague, Acquaintance, Referral, Family, Friend, Neighbor, Faith Based, Professional Group, others _____)	Contact Information	Notes
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Employment History Worksheet

Employer, Address, City and Phone#:		
Job Title:	Start Date: _____(MM/YY)	End Date: _____(MM/YY)
Full-Time (30+ hrs/weekly): Y N	Part-Time (less than 30 hrs/weekly): Y N	Seasonal: Y N
Ending Annual Salary:	Reason for Leaving:	
Job Duties:		
Employer, Address, City and Phone#:		
Job Title:	Start Date: _____(MM/YY)	End Date: _____(MM/YY)
Full-Time (30+ hrs/weekly): Y N	Part-Time (less than 30 hrs/weekly): Y N	Seasonal: Y N
Ending Annual Salary:	Reason for Leaving:	
Job Duties:		
Employer, Address, City and Phone#:		
Job Title:	Start Date: _____(MM/YY)	End Date: _____(MM/YY)
Full-Time (30+ hrs/weekly): Y N	Part-Time (less than 30 hrs/weekly): Y N	Seasonal: Y N
Ending Annual Salary:	Reason for Leaving:	
Job Duties:		
Employer, Address, City and Phone#:		
Job Title:	Start Date: _____(MM/YY)	End Date: _____(MM/YY)
Full-Time (30+ hrs/weekly): Y N	Part-Time (less than 30 hrs/weekly): Y N	Seasonal: Y N
Ending Annual Salary:	Reason for Leaving:	
Job Duties:		

CHOOSE THE BEST RESUME FORMAT FOR YOU

CHRONOLOGICAL

This is the most common Resume type. This resume works well to demonstrate your professional growth in a specific profession. It is suitable for anyone with practical work experience who hasn't suffered too many job changes or prolonged periods of unemployment. By presenting your work history information by dates, beginning with your most recent position, employers will easily see the jobs held and the increasing amount of responsibility.

FUNCTIONAL

This resume works well to demonstrate the professional skills you have developed over the years. It is good to use when you are changing careers, returning to the workplace after a long absence, and for people closer to retirement.

COMBINATION CHRONO-FUNCTIONAL

This resume allows you to highlight your skills and accomplishments and recent work history in chronological order that is much easier to follow. This type of resume has all the flexibility and strength that come from combining both the chronological and functional formats.

TARGETED

Tailored for a specific job you are applying for. This resume works well to showcase the qualifications, accomplishments, and particular aspects of your work history that match closely with the requirements listed in the job description.

Basic Resume Template

Your Name
Phone #
Email
LinkedIn

SUMMARY/PROFILE (Paragraph)

OR

QUALIFICATIONS (Bullets)

- _____
- _____
- _____
- _____

CAN USE BOTH SUMMARY/PROFILE and QUALIFICATIONS

JOB HISTORY

Job Title, Company Name, City, State, Dates

- _____
- _____
- _____

Job Title, Company Name, City, State, Dates

- _____

Basic Resume Template(continued)

- _____
- _____

Job Title, Company Name, City, State, Dates

- _____
- _____
- _____
- _____

Job Title, Company Name, City, State, Dates

- _____
- _____
- _____
- _____

EDUCATION AND TRAINING

Degree
School
City, State
Year

Certification/Credential
Year

Action Verbs to Use in a Resume

accelerated	constructed	explained	measured	reproduced
accomplished	contacted	explored	mediated	researched
achieved	continued	facilitated	modeled	resolved
acquired	contracted	figured	modified	responded
activated	convened	financed	molded	restored
adapted	conveyed	focused	monitored	retained
adjusted	coordinated	forecasted	motivated	retrieved
administered	corresponded	formed	named	reviewed
advised	counseled	formulated	negotiated	revised
allocated	created	fostered	observed	rewrote
analyzed	critiqued	founded	obtained	routed
annotated	decided	functioned	operated	scheduled
anticipated	defined	generated	ordered	searched
applied	delegated	governed	organized	selected
appraised	delivered	grouped	originated	served
arranged	demonstrated	guided	outlined	shaped
articulated	derived	helped	oversaw	shared
assembled	designed	identified	perceived	showed
assessed	detected	illustrated	performed	simplified
assigned	determined	immunized	persuaded	solicited
authored	developed	implemented	planned	solved
balanced	devised	improved	planted	specified
briefed	directed	increased	presented	spoke
budgeted	distributed	informed	presided	stimulated
built	drafted	initiated	printed	structured
catalogued	edited	instituted	produced	studied
categorized	educated	instructed	protected	supervised
chaired	effected	interpreted	provided	supported
clarified	elicited	interviewed	publicized	synthesized
cleared	encouraged	introduced	questioned	targeted
coded	established	invented	raised	taught
collaborated	evaluated	investigated	recommended	tested
compared	examined	judged	recorded	trained
compiled	executed	led	recruited	translated
completed	exhibited	listened	reduced	tutored
composed	expanded	maintained	rendered	updated
computed	expedited	managed	repaired	utilized
conducted	experienced	marketed	reported	verified
consolidated	experimented	mastered	represented	wrote

Chronological Resume Sample

Jahmal Jobseeker

Beverly Hills, California 90210
424-071-1224
jahmal.jobseeker24@gmail.com

SUMMARY

Energetic and motivating leader with a proven ability to effectively manage both staff and long and short-term projects. A self-starter and strong independent worker who excels at analyzing products and procedures in order to generate new ideas that improve efficiency and production quality.

WORK EXPERIENCE

COMFORT, INC., *Beverly Hills, CA*

MANAGER (2014-Present)

Manage daily operations of a \$1 million foam insulation company.

- Train and supervise work crews in more efficient product installation techniques resulting in 20% reduction in material waste and reduced labor hours by 45%.
- Instrumental in developing sales team's knowledge in the areas of building science and energy conservation in order to provide customers with the information to successfully plan for, and utilize spray foam insulation.

MILITARY BASE. *Beverly Hills, CA*

DATA NETWORK MANAGER (2012-2014)

Managed command and control data network used to generate video representation of geographic area surrounding the ship. The team consisted of 38 individuals from four departments.

- Production Control Officer - Coordinated the efforts of 135 personnel utilizing 37,000 man hours. Completed 520 jobs totaling over \$4 million during a 13-month refurbishment period.
- Assistant Command Duty Officer - Directed daily routine utilizing a duty section of 600 personnel from 12 different departments.

EDUCATION AND TRAINING

California University, CA. MBA in Finance

University of Puerto Rico, Bachelor of Arts in Business Economics

Functional Resume Sample

Jeanne Jobseeker

Las Vegas, NV 89113
(702) 002-1281
Jeanne.jobseeker81@yahoo.com

GOAL

Experienced and versatile professional with strong urban planning as well as people, management, and research skills seeks a position in urban planning and environmental impact analysis with a major city or Fortune 500 company.

SKILLS & QUALIFICATIONS

- Adept at managing urban planning programs and people
- Background as administrator of office operations
- Quality Control
- Urban Planning
- Environmental Impact Mitigation and Research
- Computer Software Tools
- Skilled in Government Guidelines

Administrative: Lead coordinator for the daily processing of thousands of checks for payment and the mailing of confidential reports, meeting strict deadlines, and avoiding late fees.

Problem Solving: Designed a waste-management program involving Recycle Ann Arbor and a major book company, intended for the efficient handling of tons of paper, cardboard, plastic, metal, and glass, achieving net savings of \$20,000 per building annually and reducing company disposal obligations.

Management: Oversaw operations of an expanding research lab, providing expertise, commitment, and quality control during a time of significant transition.

WORK EXPERIENCE

Senior Process Engineer, September 2018-Present
Zezee Corp., Ann Arbor, NV

EDUCATION

Master of Business Administration (2019); GPA 3.9
University of Nevada, Las Vegas, NV (Online Program)

Combination Chrono-Functional Resume Sample

Harry Hireme

Bel Air, CA 21014

410- 925-1968

Harry.Hireme2020@gmail.com

PROFILE

Results-oriented, high-energy, hands-on professional with 10+ years' experience and a successful record of accomplishments in the blood banking, training, and communication transmission industries.

SKILLS LIST

- Experience in Quality Assurance and Customer Service in Two Industries
- Excellent Communication Skills
- Internal & External Communications
- Experience in Training and Payroll

WORK EXPERIENCE

AMERICAN RED CROSS, *Oakland, CA*

EDUCATION MANAGER / EDUCATION COORDINATOR (February 2013 – Present)

Facilitated successful educational project over the past five years for Northern California blood centers, with FDA regulated manufacturing equipment, as pertaining to CGMP, CFRs, Calif. State and American Association of Blood Bank (AABB) regulations.

Notable Accomplishments:

- Provide daily operational review/quality control of educational accountability to meet regulations.
- Responsible for assuring uncompromised compliance with 23 organizational quality systems.

CORE COMMUNICATION INC., *Sunnyvale, CA*

CABLE TELEVISION SUPERVISOR (May 2008 – February 2013)

Supervised contract support for six AT&T Broadband systems located in the Bay Area.

Notable Accomplishments:

- Provided customer support/resolution, training in telephony and customer care.
- Handled quality control, payroll, special projects/plant extensions, and staff evaluations.

EDUCATION

San Jose State University, San Jose, CA

Bachelor of Science (GPA; 3.8; Major: Administration of Justice; Graduated Cum Laude)

Targeted Resume Sample

John Jobseeker

Arlington Heights, IL 60005

630-634-1234

johnjobseeker1234@gmail.com

SUMMARY OF QUALIFICATIONS

- Experienced manager with expertise in human relations and project management
- Extensive background in staff recruitment and retention
- Staff training and development
- Superb written and oral communication skills
- Organizational and strategic planning
- Management coaching
- Program marketing
- Contract negotiation and compliance

WORK EXPERIENCE

Clinical Director

Riverbend Inc., Chicago, IL 2014 - Present

Senior Management of a Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accredited treatment facility. Responsible for all aspects of program management; clinical, administrative, fiscal.

- Responsible for recruiting, orienting, training and supervising 50 staff, was able to reduce staff turnover from 68% to 14% by improving staff orientation and training, professional development, and mid-level management coaching.
- Leadership in the setting and achieving of strategic and organizational goals.
- Established training programs for staff in regard to all aspects of workplace performance and professional development.
- Program Marketing, increased annual revenue by 38%.

Program Director

R. Dykeman Center, Elgin, IL 2010 - 2014

Administrative, clinical, fiscal and human resources management of a large outpatient mental health center; 60 full time employees and 45 contract employees housed in various locations.

- Responsible for the recruitment and supervision and performance evaluation of clinical, administrative and medical staff.
- Provided training to enhance workplace performance at all levels of staffing.

EDUCATION

University of Chicago, Chicago, IL, Psy.D in Clinical Psychology

Sample Cover Letter

Candace Candidate
222 Any Street Dr
Arlington Heights, IL 60005
candace.candidate81@yahoo.com

January 1, 2020

Mr. John Doe
Manager
ABC Factory
123 Main Street
Arlington Heights, IL 60005

RE: Assistant Factory Manager, Position #1007

Dear Mr. Doe:

Enclosed is my resume for the Assistant Factory Manager position advertised in Monster.com on Dec 31st, 2019. Having over 10 years' experience in the Warehouse field, I feel I would be a great addition to your team.

In my ten years at XYZ Company, I was promoted from a Warehouse Worker, to a Floor Supervisor and recognized for my ability to direct employees, hold them accountable for their work and got bottom-line results for management. Additionally, I was responsible for meeting and exceeding deadlines to ship inventory to customers from 5 days to 3 days.

I have paid my way through community college in addition to working part-time. I know the value of hard work and am ready to bring that work ethic to ABC Factory. I would appreciate an opportunity to interview for the *Assistant Factory Manager* position at your earliest convenience.

Thank you for your consideration.

Sincerely,

Candace Candidate
(123)456-7890

Enclosure-Resume

Sample Thank You Note

Gina Goetter
111 Any Street Dr
Arlington Heights, IL 60005
Ginagotter0012@gmail.com

January 10, 2020

Ms. Helen Hire
Manager
ABC Company
321 Main Street
Arlington Heights, IL 60005

RE: Customer Service Manager, Position #2006

Dear Ms. Hire:

Thank you for taking the time to meet with me on Jan 10, 2020 about the *Customer Service Manager position*.

As we discussed, I have worked in this industry for over 10 years in various positions, from Customer Service Representative to Lead Customer Rep. I will bring strong leadership skills, an outstanding customer service attitude and do whatever it takes to resolve the customers' problems. I have been recognized by management for being able to defuse customers by taking the time to listen to their issues and I know I will be able to continue this skill at your company.

I enjoyed meeting the office staff and touring your facility. This is clearly a quality organization with an emphasis on efficiency and dedication to teamwork. I would consider it a privilege to join your team look forward to hearing from you soon.

Feel free to contact me if you should have any further questions or need my referrals.

Thank you again for your time and consideration.

Sincerely,

Gina Goetter
(098) 765-4321