

"Career For Me"

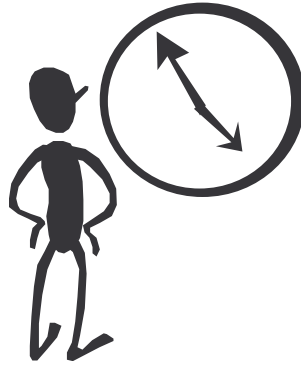
"Career For Me"

A Resume-Building and Job Refresher Course
Presented by:
Children's Restoration Network
2003

Topics of Discussion

- I. Don't Give Up!!!
- II. Economic Condition of the Employment Market
- III. Places and Tools to look for a job
 - a. Internet Tools
 - b. Want Ads
 - c. Networking
 - d. Placement Agencies
 - e. Georgia Department of Labor
- IV. How to complete an application
 - a. Having your information beforehand
- V. How to build and write your resumes and samples of resumes (content, format and style)
 - a. Worksheets to work from
 - b. Chronological Resumes (what trainers will focus on)
 - c. Functional Resumes
- VI. How to Interview
 - a. Generic Interviews & Questions
 - b. Behavioral Interviews & Questions
 - c. How to Prepare
 - d. Image for the Interview
 - i. Verbal
 - ii. Physical
- VII. The offer
 - a. Questions to Ask/Things to Consider
 - b. Responses to other companies you have interviewed with
- VIII. Helpful Tips for your First Day

Schedule



8:30 am – 9:00 am

Facilitator Set Up and Check-In

9:00 am – 9:30 am

Opening Comments

9:30 am – 11:30 am

Morning Session

11:30 am – 12:30 pm

Lunch

12:30 pm – 2:30 pm

Afternoon Session

2:30 pm – 3:00 pm

Closing Comments

Don't Give Up!

Kim was scared. After six months at a treatment center, she was ready to start looking for a job. Kim lived at the Atlanta Union Mission, a homeless shelter that also provides a free drug and alcohol rehabilitation program.

Kim came to the Mission to recover from her addiction to pills. She had lost everything – her home, car, belongings and beloved dog, Sasha, who she gave to a friend.

Not even her husband's death from a drug overdose earlier that year could convince Kim to stop using pills. In fact, after her husband died, Kim had a chance to start a new life for herself with money from a life insurance policy. In addition, a friend from church had given Kim a new car because she had wrecked her own car driving under the influence of pills.

But Kim spent all the money on pills and eventually wrecked her second car while intoxicated. Soon enough, she ran out of money and had to move out of her home. She had nowhere to go but the Mission. It was a long, hard program, in which Kim had to work in the kitchen every other day earning her keep, making three meals a day for the Mission's residents and employees.

After four months, she graduated from the kitchen. Through a special program just like this one, Kim took computer classes, learned how to write a professional resume, present herself in interviews and explain a felony she got forging a doctor's signature for pills. In the program, Kim also was encouraged to explore her talents and think about going back to school to earn a degree that would allow her to have more than a dead-end job. Before she started interviewing, she went through the Dress for Success program, in which she selected two beautiful suits and matching shoes to wear to interviews.

Now the day had come to start looking for work. Kim was afraid of rejection because she had holes in her resume from years of not working. Because of her drug addiction, she had not held jobs for long and could only include a few of her past jobs on her resume without raising suspicion. On top of that, Kim did not have a car and had to get around Atlanta using public transportation, which she could barely afford.

When she started visiting employment agencies to apply for jobs, she felt self-conscious about the heavy bag she carried. Because she did not have a car, she had no place to store her personal items and had to carry them around all day. A few recruiters at employment agencies made comments about her bag, which made Kim feel uncomfortable and discouraged. Some days, Kim felt hopeless. She feared that nobody would ever give her a chance.

Then one day, Kim learned about an office management position with a non-profit organization called Habitat for Humanity. She had a hard time convincing a doubtful recruiter at a fancy employment agency to give her a chance. Kim was afraid to be honest with the recruiter about where she lived. Though Kim could provide the recruiter with a phone number, it was a voicemail service that Kim checked regularly. Kim always had to call the recruiter back using a pay phone. When the recruiter asked why, Kim would make up stories so the recruiter would not suspect the truth.

The day of the interview, Kim decided that she was burned out trying to hide the truth about herself. During the interview at Habitat for Humanity, she revealed where she lived and why. She asked the woman who interviewed her to give her a chance. Two days later, the woman called Kim to offer her the job temporarily. Kim worked hard and proved herself. A month later, her new boss offered her the job full-time. That same week, the Atlanta Union Mission asked Kim to give her personal testimony at the grand opening of the newly renovated Mission. Kim got to tell her story to Gov. Sonny Perdue and the press, with cameras flashing in the background. It was a great day for her. She made it!

Kim never gave up, she says, because of all the help she got from people who had been through similar situations. They shared their experience, strength and hope with her. They kept telling her not to give up. "I knew that if they could do, I could do it, too," she says. "There are so many people out there who want to help. At first, it was hard to reach out and ask for help because I did not want to be a burden on anyone. I also had a lot of pride. But then I realized that the people helping me had all been helped by someone else, who had suffered a similar problem, and they wanted to give something back. Now, I can give something back by helping someone."

Also what helped Kim keep going through the tough times was a strong faith in a Higher Power of her own understanding. "I knew my Higher Power was there for me all the way," Kim says. "I knew that if things were not going good for me, there was a lesson I had to learn. But I never lost faith that my Higher Power would pull through for me, no matter how discouraging it got. There were many dark days where it felt like nothing good ever happened. Sometimes, it was tempting to think that my Higher Power didn't care.

"So I prayed harder and wrote in my journal to get my feelings out. I turned to my Higher Power with all my strength. Today, my life is good, not just because I am sober and have a good job, but because I have such a strong spiritual life that helps to sustain me through the rough times."

Kim learned a valuable lesson that she will take with her for the rest of her life. That lesson is to never give up no matter how hard it gets.

Expect Challenges Along the Way

Book author Scott Peck, M.D. starts his famous book "The Road Less Traveled" with the sentence "Life is difficult." He goes on to say that when we accept that life is not supposed to be easy, that life is supposed to be filled with difficulties and challenges, then life doesn't seem so difficult anymore.

In his book, Peck quotes Benjamin Franklin as saying, "Those things that hurt, instruct." In other words, it's during the rough times that we learn valuable lessons that help us become stronger, better people. The key is to not run away when the going gets rough but keep going and eventually things will get better.

Phyllis Churn, executive director of Turning Point Homes, a shelter for homeless boys, has helped mothers get their children back from foster homes and young boys from her shelter get scholarships to college and other great opportunities. She has seen many miracles happen for people who did not give up.

"When you get out there and start looking for a job, it's going to be tough," she says. "But if you don't get the job, do not get defeated. Look at it that, OK, you didn't get this one, but learn from

your mistakes. Use the situation as a chance to improve your interviewing skills or make your resume better. You have to expect that it will take a little time to get your life together again. Not everyone is going to embrace you, but that doesn't mean that you can't do it!"

Phyllis suggests that you do a few of the following things to help yourself through the process:

- Keep a journal. Every night, sit down and write about your feelings, what happened that day and how you feel. When you have those bleak moments, go back to the journal and write about it.
- Develop a spiritual life. Turn to a God of your own understanding. If you are a Christian, read the Bible. If you are from another faith, read materials from that faith.
- Never be afraid to reach out and ask for help and encouragement.
- Do not let callous, hard-hearted people get you down or discourage you from trying.
- Learn from your mistakes; look at your mistakes as lessons to prepare you for something better.
- Find someone you can trust and ask them to mentor you on a regular basis.

Pray, pray, pray!

The most important thing of all is to not give up. No matter how dark it gets sometimes, there is always hope. There is always someone who wants to help you. There's an old saying that goes like this: "It's always darkest before the dawn."

Don't give up before the miracle happens!

I. The Job Market

AJC // August 20, 2003 // MICHAEL E. KANELL

Georgia jumps to tops in new jobs

In the ragtag race toward economic recovery, Georgia last month jumped to the front of the pack to lead the nation in job creation.

In July, the state's employment grew by 18,700 jobs, bettering runner-up New York, with 14,900 new jobs, according to Victoria Dinkins, an Atlanta-based economist for the Bureau of Labor Statistics.

Also, over the past 12 months, Georgia placed second only to Florida in job creation. Florida's over-the-year figure was 85,400 and Georgia's was 38,700.

But economists cautioned Tuesday that it may be too early for Georgia to take a victory lap.

Georgia looks good partly because employment has shrunk in 29 other states in the past year.

So, with more than 9 million people officially jobless across the nation, even modest improvement can push a state to the head of the line.

"It's not that we've got a boom," said Mark Vitner, senior economist for Wachovia Securities, "I just think the recovery is a little further along in Atlanta than many people think."

In fact, recent data show that Georgia is still hurting: The state's unemployment rate climbed to 5.4 percent last month.

New jobless numbers for the state are due out Thursday, as are federal government data on the number of Americans who filed for jobless benefits last week.

The upcoming reports should provide more clues as to whether the latest news on job creation is good news or just another false start.

Economists say the best way to judge how an economy is doing is to compare its performance to an average of how it usually does during the same period -- what they call seasonal adjustment.

In Georgia, for instance, the job market usually shrinks during the summer as automobile plants shut down, schools let out and some companies ease down a notch.

So even though the actual number of jobs created here wasn't as large as the seasonally adjusted figure of 18,700, the latest report is still a good sign, said Roger Tutterow, director of the Kennesaw State Econometric Center.

"It shows that the local economy during this time was not falling off the way it usually does," he said. "You want to be careful not to read too much into one month's change, but that is good news."

Loss before adjustment

Georgia also lost 16,600 jobs in July, before the seasonal adjustment was calculated.

Since President Bush declared on May 1 that major combat was over in Iraq, the economy has taken a series of stuttering steps toward recovery.

Most noteworthy are reports of increased orders for goods and services, higher corporate profits and relatively solid consumer spending.

What has been lacking are jobs -- just as they have been absent since the recession officially ended in late 2001. The relative trickle of new jobs is the downpayment on a more robust recovery next year, optimists say.

Skeptics say we've been here before. The economy has seemingly kicked into a higher gear several times in the last 18 months, only to drift back toward neutral.

The economy has shed 2.6 million jobs since 2000. Even after the economy started expanding again, growth was too slow to create jobs faster than people were entering the labor force.

The national work force grows roughly 1 percent a year. But because productivity gains let companies get by with fewer workers, growth must approach a 5 percent rate to trim unemployment, said Arnold Dill, a consulting economist for Reliance Trust Co. in Atlanta.

But the fuel is there, since the Federal Reserve and U.S. government have been pumping billions of dollars into the economy in the form of low interest rates, tax cuts and deficit spending, said Dill, a former Fed economist.

"I think we'll see payroll job numbers stabilize over the next six months," he said. "I don't think the unemployment rate is going to come down until early next year."

Unlike every previous post-recession period, this recovery has seemed jobless. However, some economists -- like Vitner -- argue that the data are shrouding much of the job growth.

Certainly any nascent rebound now seems uneven at best.

II. Places and Tools to Use When Looking for a Job

A. Internet Search Tools:

Visit your local library to utilize their free computer time to search these websites for great jobs!

Monster (www.monster.com)
CareerBuilder (www.careerbuilder.com)
Hot Jobs (www.hotjobs.com)
AJC Jobs (www.ajcjobs.com)

B. Want Ads

C. Referrals/Networking

You really have only two choices when it comes to managing your career: networking or not working. According to the *Wall Street Journal*, 94 percent of new job finders cited networking as their primary mode of job searching. Here are four great places to look for people who can help you build your contacts and knowledge base:

1. Your college's alumni association or career office.
2. Your church or community organization.
3. Your local chamber of commerce.
4. A local or national professional group to which you belong.

Start building your list in all four categories -- today.

D. Temporary or Contract Agencies:

Manpower
AppleOne
Ajilon
Axiom Staffing
Randstad

E. Georgia Department of Labor

The Georgia Department of Labor operates 53 electronically connected local Career Centers offering a wide range of services to both job seekers and employers. The Centers provide individuals seeking employment all the latest tools to find and keep that special job. A directory of local offices is provided in the back of this manual.

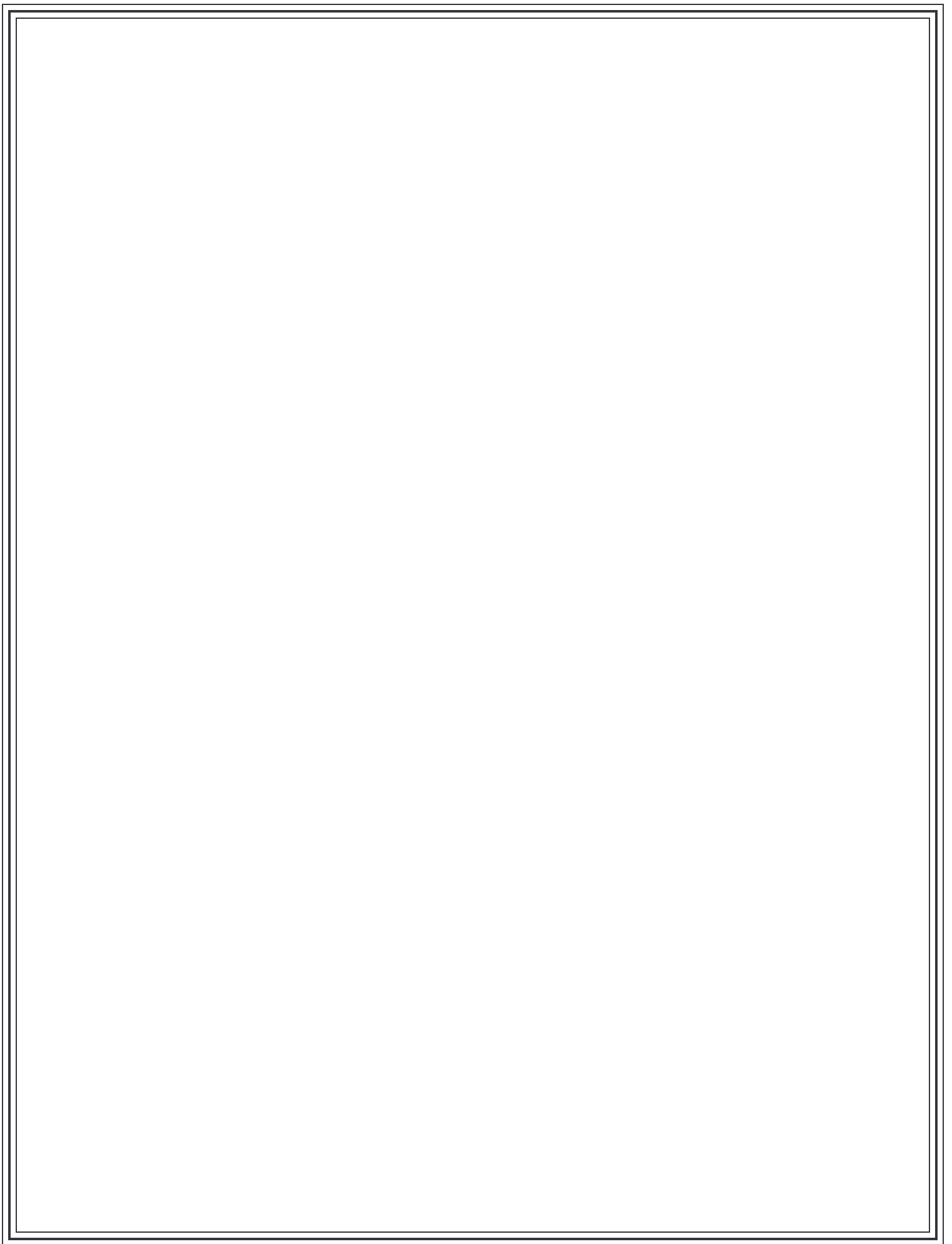
III. How to Complete an Application

No matter what type of job you are looking for, you should expect that at some point during the hiring process the prospective employer will ask you to complete an employment application. Sometimes this takes place before the interview. In other situations you may complete it after the interview has been conducted. The purpose of the application process is defeated if the employer has you complete the application after you are hired, but those circumstances do happen from time-to-time.

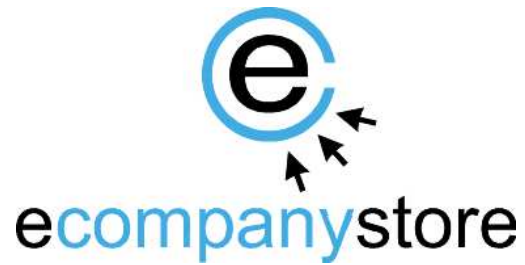
Why do employers ask for an application, especially if you have a resume? Applications are designed to gather information that is important for the employer to make a decision of whether you are a good match for the open position.

There is also another hurdle, of filter, that you must get over in your job search. Depending on how complete, neat, and informative your completed application is, the employer will draw an impression that either screens you in or screens you out.

Information requested on an electronic or paper version of a job application will be the same. The only difference will be whether you click a button to submit it, or deliver the paper to the organization.



Example



An Equal Opportunity Employer

Application for Employment

Should you need any special accommodations to participate in the application process (i.e. assistance in completing the application, accommodations for the interview, accommodations for any job-related employment tests, or any other needed accommodations), please let us know at the time of application, or at the time an appointment is scheduled.

Personal Information

Last Name	First Name	Middle Initial
-----------	------------	----------------

E-mail address:	Social Security Number	Date Available
-----------------	------------------------	----------------

Home phone	Message/Work phone
------------	--------------------

Address (number, street, apartment number)

City	State	Zip
------	-------	-----

Were you previously employed by eCompanyStore? Yes No From _____ To _____

Position:

CAN YOU, AFTER EMPLOYMENT OFFER, SUBMIT VERIFICATION OF YOUR LEGAL RIGHT TO WORK IN THE UNITED STATES?
 Yes No (In accordance with the immigration Reform and Control Act of 1986, any offer of employment is conditioned upon satisfactory proof of applicant's identity and legal ability to work in the United States.)

Are you at least eighteen years of age? Yes No

Have you ever been convicted of a felony? Yes No If YES, please explain: (such a conviction will not necessarily disqualify you from employment. Please attach an additional sheet if necessary).

Job Interest

Position for which you are applying:

Preferred schedule
 Full-time
 Part-time

Hours of Availability:

Sun	Mon	Tues	Wed	Thu	Fri	Sat

Location:

Education Information

Type of School	Name and Location	Years Completed	Major Course of Study	Graduated (Yes or No)	Degree
High School					
College/ University					
Graduate School					
Technical/ Business					

Please list any job related professional, trade, business or civic activities, organizations, and associations in which you participated, or of which you are a member. (You may omit those that indicate race, color, religion, political affiliations, national origin, ancestry, disability, marital status, sex, or age.)

Job-Related Skills or Experience

List any job related skills or experience that would qualify you for the position for which you are applying:

Employment History

Name of current/most recent employer

Position Held

Employer's address

City

State

ZIP

Dates Employed:

Position (starting):\$ _____ Final salary:\$ _____

From _____ To _____

May we contact this employer? Yes No

Reason for leaving:

Telephone Number: _____

Supervisor (name and title):

Name of previous employer

Position Held

Employer's address

City

State

ZIP

Dates Employed:

Position (starting):\$ _____ Final salary:\$ _____

From _____ To _____

May we contact this employer? Yes No

Reason for leaving:

Telephone Number: _____

Supervisor (name and title):

Name of previous employer

Position Held

Employer's address

City

State

ZIP

Dates Employed:

Position (starting):\$ _____ Final salary:\$ _____

From _____ To _____

May we contact this employer? Yes No

Reason for leaving:

Telephone Number: _____

Supervisor (name and title):

References

Please provide at least two (2) professional references who are not related to you.

1. Name

Title

Relationship

Telephone

2. Name

Title

Relationship

Telephone

3. Name

Title

Relationship

Telephone

IMPORTANT NOTICE

***Please read the following paragraphs before you sign this applications, because your signature constitutes your agreement thereto in return for the consideration of your application.**

I hereby authorize eCompanyStore to investigate my background and qualifications for employment. I agree that this information is provided at my request and for my benefit and I hold such person harmless and do hereby release them from any and all liability for damage of whatsoever nature for furnishing the above mentioned information.

I understand that willful misrepresentation or omission of facts called for in this application is cause for rejection of this application for employment or termination of employment with eCompanyStore.

Employment at eCompanyStore is "at will" and hence may be terminated at the sole discretion of the Company for any reason or no reason regardless of whether there exists 'cause', 'good cause' or any other grounds or reasons for said termination.

I agree to comply with all of the Company's rules, policies and procedures. With respect to policies pertaining to discipline, dismissal, and the provision of benefits and all other matters, I understand that these do not confer entitlement to employment for a definite term or for any term.

This certifies that this application was completed by me, and that all entries on it and information in it are true and complete to the best of my knowledge. I have read and understand this information.

Date: _____ (Required)

Signature of Applicant: _____ (Required)

IV. Resumes: What are they, what should they contain, and different types of resumes

- A Resume Is...

A Sales Brochure – You are the product it is trying to sell.

A Calling Card – The resume is an overview. It cannot and should not tell everything about you. It is a brief summary of what you have done in the past and implies what you can do in the future.

A Reminder – After the interview, an impression of you remains. The resume provides support for that personal impression. It should be a clear picture of you.

- All resumes should contain certain vital information, including:

Heading

List your name, address, telephone number(s) and e-mail address. If you use an answering machine or a service, be sure the message is professional, and check your messages regularly.

Professional Objective

Having a professional objective - a concise statement of what you want to do - helps you keep your resume consistent and focused. It is your option as to whether or not you include an objective on your resume. If you do, it can serve as an advertising headline, telling what services you have to offer. If it is not included, most readers will assume that you are seeking work similar to your most recent position.

Summary Statement

Write a concise statement summarizing experience, areas of expertise, technical or professional skills, traits and any distinctions. The summary emphasizes key information detailed in the body of the resume. Since it includes the strongest arguments for hiring you, use key words that match what your target market desires.

Employment History

Company names, years employed and job titles should be included.

Responsibilities Statements

Summarize information selected from your job description, special assignments and general duties that a potential employer might find of interest. One paragraph for each recent job listed and one sentence for earlier *jobs* is adequate.

Accomplishment Statements

These statements should show your achievements and contributions to an organization - three to six for your most recent job, one to three for prior jobs. Think about different performance measurements important to your profession. Omit them for very old jobs.

Education

Summarize your educational background in reverse chronological order including university and your highest degree. You may include the date and more details if you have graduated within the past five years. Omit if your education is not one of your assets.

Professional Development and Training

List additional training or courses that support and are relevant to your job objective. This section can be separate or included as part of your education with the heading: Education/Training and Development.

Memberships

Include memberships and offices held in professional associations, boards and community activities that support your objective.

Other Categories

If relevant to your objective, list languages, licenses, certifications, military experience, technical skills and the titles of publications you have written.

- Two of the most popular types of resumes are chronological resumes and functional resumes. While we will focus on chronological resumes today, it is important for you to determine what type is best for you. A brief definition of both is below:

Chronological Resumes – These types of resumes are organized by job titles with the most recent position listed first. Each job has its own paragraph or section and lists the primary functions performed. This is an easy resume for recruiters to read. This is the ideal resume for those with a logical job history.

Functional Resumes – Functional resumes highlight areas of skills and accomplishments as the main body of the resume and chronology of jobs is listed secondary. While this resume can easily highlight career accomplishments, functional resumes can be hard to read if you don't link your accomplishments or skills back to actual jobs. This is the ideal resume for a recent graduate, those who are switching careers or those who have job titles that don't correctly reflect their skills.

Gail Weaver
1234 American Drive
Anywhere, MO 34567
gweaver@yahoo.com

Part-time summer position utilizing my interest in math and science along with my desire to learn more about meteorology and earth science.

QUALIFICATIONS

- Verbal/written communication skills
- Administrative office skills
- Customer service experience
- Quick learner
- Listens well and follows directions
- Demonstrated work ethic built on honesty and integrity
- Advanced high school math courses
- Hard worker
- Flexible work style – independent and works well on a team
- Motivated, trustworthy, and dependable
- Computer skills: Word, Powerpoint, and Excel
- Mature and punctual
- SAT score - 1060

ABILITIES AND ACCOMPLISHMENTS

ADMINISTRATIVE:

- Provided general office support as requested including word processing and filing.
- Performed basic math and accounting functions to assist with day-to-day accounting workload.
- Categorized pictures of animals and organized photos for future training events.
- Assisted with accurate and timely labeling and mailing of quarterly marketing brochures to members and volunteers.
- Conducted Internet research to assist with special projects.

PET CARE:

- Provided responsible pet care with respect to walking, feeding, and caring for approximately 40 dogs boarded on a daily basis at the animal hospital.
- Cleaned kennel areas to ensure area was free of dirt and welcoming to pets.
- Provided play time with pets, helping them feel comfortable with their temporary surroundings.

GAIL WEAVER
PAGE TWO

PET CARE (continued):

- Assisted with laundry services to ensure that clean supplies were available to properly maintain the volume of pets being sheltered.
- Reviewed boarding arrangements with customers to ensure pets were taken care of per the owners requests.
- Completed special projects for the Kennel Manager as requested.

CHILD CARE:

- Provided excellent child care services to neighborhood families over the past three years.
- Followed directions and time schedules in a reliable and consistent manner.
- Supervised children with attention to safety.

EXPERIENCE

<u>All Time Animal Hospital and Pet Hotel, Atlanta, GA</u>	Summers 6/00 – 8/02
Chattahoochee Nature Center, Atlanta, GA	6/02-8/02
Family child care services, Arlington, VA and Atlanta, GA	1999-2003

EDUCATION

Arlington High School
Arlington, VA
3-year GPA through 3rd quarter 3.7
Graduation expected 6/04

EXTRA ACTIVITIES

- Basketball Team Manager – assist coach, keep statistics and help players
- Basketball Team Member – community league

AWARDS AND RECOGNITION

A/B High School Honor Roll 11 times through the 3rd quarter of this year
Cougar Commendation – Good Student Award 2002

Lenae Smith
1234 Nations Drive
Greenville SC 45678
(123) 456-7890
nusweetpea@hotmail.com

OBJECTIVE:

Position utilizing my creativity, problem solving and organizational skills together with my attention to detail.

QUALIFICATIONS

- Over 20 years business experience
- Accounts receivable/collections
- Conflict resolution/negotiation skills
- Computer skills: networks including AS400, Excel and WORD
- Excellent communication skills, written and verbal
- General office administrative skills
- 10 key/data entry
- Excellent customer service
- Strong research and problem solving skills
- Honest, high standard of integrity
- Dependable and hard working

EXPERIENCE

GM PARTS COMPANY/Fontana, CA **2000-2002**
Accounts Receivable/Collections Specialist

Responsible for accounts receivable and collection activities for 17 company-owned NAPA stores.

- Followed up with customers regarding past due balances.
- Researched and resolved account discrepancies resulting in improved customer satisfaction while protecting company assets.
- Compiled accounting data and documentation with attention to accuracy and detail.
- Served on Safety Committee ensuring a healthy work environment.

AXIOM TEMPORARY AGENCY, Brea, CA **1999**
Accounts Receivable/Collection Specialist

Responsible for providing temporary support on a project assignment with 20th Century Plastics. Duties included: account collections and reconciliations.

Lenae Smith
PAGE TWO

PLEASANTVILLE SUN NEWSPAPER, San Bernardino, CA 1997-1999
Accounts Receivable/Collections Specialist

Responsible for providing accurate and timely accounting and general office support.

- Prepared advertising billings for 200+ major and national Fortune 500 accounts.
- Provided quality general office/administrative support.
- Created and maintained Excel worksheets for client billing and account management.
- Reconciled 5 years of account discrepancies resulting in a \$97,000 correction.

TODAY'S TEMPORARY SERVICE, Pomona, CA 1996-1997
Collections Specialist – (Auto Dial)

Responsible for contacting customers regarding payment arrangements and updating records.

NATIONS GENERAL FINANCE, Fontana, CA 1987-1996
Collections Administrator (1991-1996)

Responsible for skiptracing and litigating seriously delinquent loan accounts.

- Negotiated the repayment of loans in acceptable terms.
- Trained new collectors in approved collection activities and procedures.

Customer Service Representative and Insurance Specialist (1987-1991)

Progressively responsible for providing customer service, auditing and administrative support.

- Verified insurance on loans in accordance with policies for secured collateral.
- Managed claims, working collaboratively with insurance adjusters.
- Arranged title alterations in order to properly cover secured collateral.

FIRST INTERSTATE BANK, Glendora, CA 1980-1986

Progressively responsible for expanded duties, from initial Teller position to Drive-Up Teller, Teller Trainer and ultimately Note Department Clerk.

EDUCATION

North High School, Pleasantville, CA.
Graduated with a degree in accounting and business

ADDITIONAL TRAINING

Chaffey College, Rancho Cucamonga, CA - Accounting courses completed with "A"
grade

El Camino College, Torrance, CA - Real Estate
Courses related to Real Estate Principles, Taxation and Exchange
Real Estate License held for eight years

HARRY SMITH
3756 American Way
Atlanta, GA 30350
(770) 345-6789 messages
hsmith22@prodigy.net
(678) 456-7914

OBJECTIVE

A challenging position utilizing 20 years of excellent customer service, accounting, administrative and real estate skills.

QUALIFICATIONS

- Excellent customer service skills, in-person and over the telephone.
- Expertise in billing, data entry, general accounting practices.
- 10 years of proven sales success in the real estate field.
- Computer expertise: Word, Excel, Windows, Oracle, and Internet.
- Extensive background in researching and resolving complex problems.
- Works well independently and in a team environment.
- Self-motivated and a quick learner
- Focused work style, with attention to detail.
- Hardworking with ability to work under pressure to meet deadlines.

EXPERIENCE

VERIZON COMPANY, Atlanta, GA
Customer Service Representative

1998 - 2003

Responsible for providing quality customer service support to over 400 office supply dealers and 100 manufacturers of office supply products.

- Consolidated vendor bills to ensure accurate and timely payments.
- Verified correctness of invoices to purchase order documents to ensure accuracy of payments released to vendors.
- Researched vendor product files to provide accurate pricing quotes to customers.
- Checked order status and responded to customers in a way that encouraged good relations and repeat business.
- Researched and resolved complex billing questions in a timely manner.
- Entered and tracked customer order data with a high degree of accuracy.
- Provided quality administrative services such as filing, faxing, copying.
- Communicated with manufacturers and dealers regarding products and billings.
- Processed timely credits and debits for damaged and returned merchandise resulting in accurate account balances.

HARRY SMITH
PAGE TWO

REMAX REALTY, Marietta, GA
Real Estate Professional

1993 – Present

Responsible for successfully connecting residential and commercial property buyers and sellers.

- Listed residential and commercial properties in a manner that encouraged buyer interest.
- Showed properties to prospective buyers and coordinated questions and responses between buyers and sellers.
- Demonstrated ability to close the sale and accurately write sales contracts.
- Provided full-range real estate services to buyers, including pre-qualifying support for loan options.
- Introduced customers to appropriate lenders to ensure timely processing of loans.
- Researched on-line systems for properties to match buyer specifications, resulting in good customer relations and a high percentage of customer referrals.
- Consulted with buyers and sellers on real estate issues and concerns helping them make sound and comfortable decisions.

EDUCATION

Bachelor of Science in Business Administration
University of Benin
Benin-City, Nigeria

ADDITIONAL TRAINING

Georgia Real Estate Licensee
Oracle
Data Base Administration

2354 142nd Street Apt 102
Bellevue, WA 98033

Home: (425)-124-4567
Cell: (806)-345-6789
E-mail: goman@aol.com

Brent Higgins

- Objective** To excel in a career where my international background is utilized, while my work experience and degree assist in achieving to do so.
- Experience**
- 3/2002–Present Lowe's Missoula, MT / Issaquah, WA
Senior Department Supervisor
- Increased quarterly loss prevention audit to highest in the district, from 45% to 86%. (Missoula)
 - Took responsibility of being a key carrying department supervisor where duties included open / close of the store, hiring, forecasting, and scheduling.
 - Worked with district trainer and auditor to train various stores.
- 9/2000 - 8/2002 University of Idaho Missoula, ID
La Peak Server, Griz Card Center Representative
- Opened a new coffee shop operation on campus, and assisted in marketing, menu building, training, and auditing.
 - Created a new filing system for student applications.
- 2/1999 - 8/1999, 5/2000 - 8/2000 Oaklawn Marketing Inc. Nagoya, Japan
Inbound Team Supervisor
- Trained and audited associates to ensure high level of customer service and sales.
 - Created a team spirit and brought all senior sales associates and new sales associate together.
 - Assisted CEO in adjusting operations for higher profitability.
- Education**
- 9/1999 - 5/2003 University of Idaho Missoula, ID
- B.S. Business Administration (Information Systems emphasis)
 - Graduated with honors, GPA of 3.6
- Awards**
- Diversity Advisory Council Student Achievement Award (2002)
Operations Employee of the Month, Home Depot (2002)
Foreign Student and Scholar Services Certificate of Appreciation (2001)
Employee of the Month, La Peak (2001)
- Skills**
- Japanese, fluent. Computers, working knowledge of Windows and Microsoft Office products from work experience and university courses.

JOSEPHINE TELLER

325 Hillegass Blvd.

Berkeley CA 94705

(510) 123-4567

OBJECTIVE: Position as a Supermarket Checker or Head Clerk.

SUMMARY OF QUALIFICATIONS

- 15 years experience in the grocery industry as head clerk, checker, and cashier.
- Excellent reputation with customers as a competent, knowledgeable and helpful professional.
- Enjoy my work and consistently greet customers with a smile.
- Honest, reliable, and productive.

RELEVANT SKILLS & EXPERIENCE

CUSTOMER SERVICE

- Developed a reputation for **excellent customer service** by:
 - ...acknowledging the customer's presence and making eye contact;
 - ...greeting customers in a friendly manner, and giving them full attention;
 - ...taking time to answer a question or find someone else who could.
- Served as **product expert** on sophisticated items, directing customers to:
 - ...exotic spices and ingredients ...ethnic foods ...unusual gourmet items.
- **Increased sales** in the higher-profit Natural Foods Department (and increased customer satisfaction) by **advising customers** on bulk alternatives to name-brand items.

SUPERVISION

- As Head Clerk, **managed "front end"** of the store:
 - ...**Prepared daily schedules** for staff of up to 18 clerks, to assure maximum check stand coverage at all times;
 - ...**Assigned staff** to cover peak hours and continuous stocking.
- **Trained** new clerks.

ADMINISTRATIVE

- **Balanced checker's cash drawer** with consistently high level of accuracy.
- As **Office Cashier** for one year:
 - ...accurately balanced books and balanced deposits
 - ...answered phones ...prepared daily sales report ...made deposits
 - ...processed returned checks ...prepared monthly sales report for HQ.

EMPLOYMENT HISTORY

1984 - present	Retail Clerk, journeyman	CO-OP SUPERMARKET, Berkeley, CA
1983	Buyer's Assistant	LILLY Department store, Oakland, CA
1979-83	Manager's Assistant	WALLACE Clothing Store, Spokane, WA

EDUCATION

Business Classes, 1979 - SPOKANE COMMUNITY COLLEGE

John P. Hardy
333 Van Voorhis Rd.
Morgantown, WV 26505
(304) 555-6363

Career Objective: To secure a position as an Administrative Assistant.

Career-Related
Experiences:

- o Prepared reports and memorandums
- o Drafted replies to correspondence
- o Analyzed international issues
- o Recommended alternative courses of action for major ongoing and prospective policy issues
- o Determined interrelationship between issues
- o Assessed consequences of actions

Work
Experiences:

United States Department Of State
Bureau of Personnel
Policy Planning Council
Work-Study Internship (January 1990 - Present)

Department of Political Science
West Virginia University
Student Employee (August 1989 - December 1989)
Morgantown, WV

Johnson Hardware Store
Sales Clerk (Summers 1986, 1987, 1988, 1989)
Anywhere, WV

Education:

Bachelor of Arts in Political Science, May 1990
West Virginia University, Morgantown, WV
GPA 2.9/4.0 FGPA 3.3/4.0

Jenny Hartley

425 American Road Atlanta, GA 30350
Home: 770-555-1717

OBJECTIVE: *A position offering the opportunity to use my natural administrative and executive level talents and abilities to enhance the department team and organization as a whole.*

HIGHLIGHTS OF QUALIFICATIONS

- ⇒ Ten + years of professional administrative experience
- ⇒ Exceptionally organized, self-starter, highly self-motivated
- ⇒ Professional and proud representative of company

COMPUTER / ADMINISTRATIVE SKILLS

Word for Windows '97 and '98
PowerPoint 4.0
Excel 5.0
Access '97

Word Perfect 6.1 through '98
Microsoft Mail / Outlook
Typing – 78 WPM
ACT! 3.0 and Siebel Systems

ADMINISTRATIVE SKILLS

- ⇒ **Travel** – responsible for domestic and international airline, hotel, and car rental reservations. Corporate housing arrangements made. Provided hospitality for domestic and international visitors.
- ⇒ **Training** – responsible for training of reception/administrative position, as well as coordinator of company training classes. Coordinated annual company meeting.
- ⇒ **Responsible for calendars** – set appointments, interviews and meetings for Managing Directors, Vice Presidents and sales representatives.
- ⇒ **Placing orders/reservations** – catered lunches regularly. Booked off site conference room facilities.
- ⇒ **Accounting** – assisted with General Ledger, Check Register. Responsible for AR/AP, calculating and generating paychecks. Calculated and completed financial papers for banks and customers.
- ⇒ **Engineering experience** – created, edited and finalized proposals, letters, memos, addendums, and specifications. Worked with Engineering, AutoCAD, Planning, Environmental, and Geotechnical departments.
- ⇒ **Administrative assistance for executives (including personal assistance) as well as sales, marketing, technology, finance, and corporate departments.**

EMPLOYMENT HISTORY

Oct. '99 – Present	<i>Administrative Assistant, American Express, Atlanta, Georgia</i>
June '98 – Oct. '98	<i>Office Secretary, Hunt's Companies, Anchorage, Alaska (office closed)</i>
May '97 – May '98	<i>Administrative Assistant/Assistant to VP, EEG Engineers, Anchorage, Alaska</i>
Aug. '93 – Mar. '96	<i>Administrative Assistant, Biolab Inc., Atlanta, Georgia (downsized)</i>
May '92 – Mar. '93	<i>Office Manager, John Wieland Homes, Norcross, Georgia</i>

SPECIAL SKILLS AND INTERESTS

Physical Education major, French Club, Biology Club, Kappa Delta sorority. Enjoy outdoor activities – hiking, speed walking/jogging, fly fishing.

EDUCATION

April '96 – Dec. '96	Kennesaw State University (junior status)
Sept. '88 – Aug. '91	Georgia State University / West Georgia College

V. Interviewing Basics and Questions

How to Prepare

1) Research, Research, Research!

- Identify the key skills, qualities, and experiences the position requires
- Visit the company's web site, other Internet resources, industry publications, or other materials to find out about the company's:

Products

Culture

Market

Competitors

Revenue

Future Projections

Office Locations

ANYTHING!

2) What to Wear:

When in doubt, your best choice is to dress traditionally and conservatively.

Conservative colors in various shades of blue and gray are the best. Wearing black to the interview could be viewed as too serious. If you do wear black, make sure that there is another color near your face to soften the look. Brown is still considered questionable as a business color, and probably should be avoided. Change your outfit's look for a second interview by wearing a different color blouse, shirt, scarf or tie. Wear stockings, even in humid, summer weather. Stockings can be in neutral colors or a fashion color to match your shoes.

Whatever you wear should accent the fact that you're a professional who's ready to get to work at a new job. Let common sense be your guide, and it should be easy to avoid fashion blunders that could damage your chances of getting to the next level in the process. In this market, it is essential that you look good and your appearance is right for the job.

Stages of an Interview

Introductory Phase

- Overview of position & type of individual they are looking for
- Be active and engaging from the start

Communicating your qualifications (Interviewer asking you questions)

- Expect questions about your experience, education, interests, etc.
- Give specifics and don't be afraid to tout your successes
- Always lead and end with the positive

Gathering More Information about the Company and Position (You asking the interviewer questions)

- Use your pre-interview research to ask questions about the environment, the company, team members, etc.

Termination Phase

- Thank interviewer for opportunity to meet and for time he/she has shared with you
- Summarize your qualifications and express interest in position
- Gain a timeline for "what's next" and when a decision will be made

Standard Interviewing Questions

Tell me about yourself.

What are your strengths?

What are your weaknesses?

What do you like about yourself?

What would you change or improve about yourself?

Why should I hire you over other candidates?

Why do you want to go into this field?

What qualifications do you have that make you feel you will be successful in this field?

Where do you see yourself in five years?

Why did you choose your major?

What do you do when you are not working?

Why do you want this job?

Why are you interested in this field?

How do you feel about traveling/relocating?

What did you like/dislike about your most recent position?

Why are you looking?

What is important to you in your job?

How would others describe you?

Are you willing to work overtime?

What would you do differently with your previous positions?

Behavioral Interviewing Questions



Be a STAR!

Some employers are now performing “behavioral interviews”. This type of interviewing focuses on behaviors and knowledge in various types of situations or life experiences. You can use work experience, personal activities or hobbies, volunteer work, etc. as examples of how you handled situations. You should prepare yourself for this type of interviewing as it is gaining in popularity.

S – Describe the Situation

T – What Task was required?

A – What Action did you take or perform?

R – What was the Result?

Examples of Behavioral Interview Questions:

Decision Making and Problem Solving

- Give me an example of a time when you had to keep from speaking or making a decision because you did not have enough information.
- Give me an example of a time when you had to be quick in coming to a decision.

Leadership

- What is the toughest group that you have had to get cooperation from?
- Have you ever had difficulty getting others to accept your ideas? What was your approach? Did it work?

Motivation

- Give me an example of a time when you went above and beyond the call of duty.
- Describe a situation when you were able to have a positive influence on the actions of others.

Communication

- Tell me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you.
- Have you ever had to “sell” an idea to your co-workers or group? How did you do it? Did they “buy” it?

Interpersonal Skills

- What have you done in the past to contribute toward a teamwork environment?
- Describe a recent unpopular decision you made and what the result was.

Planning and Organization

- How do you decide what gets top priority when scheduling your time?
- What do you do when your schedule is suddenly interrupted? Give an example.

Other Behavioral Questions

- Give a specific example of a policy you conformed to with which you did not agree.
- Give me an example of an important goal which you had set in the past and tell me about your success in reaching it.
- Describe an instance when you had to think on your feet and make an immediate decision.



IV. Questions to Ask/Things to Consider

Company/Organization

- Type of Industry
- Size, Growth Rate, Market Potential
- Facilities and Working Conditions
- Dress Code
- Desire to Work There for a Period of Time
- Location/Commuting Time

Management and Co-Workers

- Stable Management
- Interest in Employee Well-Being (training, advancement, etc)

Organizational Culture

- How Decisions are Made
- Organization's Core Values
- Views on Balance of Work and Personal Life

Potential for Promotions

- Time Required in Current Position
- Realistic Opportunity for Promotion

Compensation/Performance Reviews

- Structure and Frequency of Reviews
- Other Benefits (Employee Stock Purchase, Tuition Reimbursement, etc)

Job Specifics

- Duties and Responsibilities
- Potential Utilization of Abilities
- Training Programs
- Broadening of Experience
- Compatibility with Long-Term and Short-Term Goals

How To Turn Down Other Positions/Offers With Class

Your desire not to burn any bridges is a smart one. Indeed, it sounds as if you've made good contacts that could be useful to know if you plan a career switch down the road.

When turning down offers, then, do it professionally and thoughtfully. You want to continue the personal connection; the telephone is the most effective way to do this. Think about relationships you've been in: Would you settle for a letter telling you it's over?

When you talk to your contact, explain what factored into your decision; flatter the company and process whenever possible; and let him or her know how carefully you considered the company. That'll make your contact feel good—and allow you to keep the door open to future opportunities.

VIII. Tips To Help You Survive Your First Few Days

Your first day is here. That time off sure flew by, didn't it? Put on the one suit that you know makes you shine. If you feel confident, you'll look confident to others. Whether you're driving to work or using mass transit, be sure to leave plenty of time to get there early.

Treat it like a job interview, and remember first impressions do count. Eat breakfast before you leave your house -- fresh breath and clean teeth (no poppy seed bagels, please) are a must.

So you finally made it to your new workplace. Now take a deep breath and walk in with a smile on your face. Keep your head up and remember to make eye contact. Be polite and friendly to everyone you encounter, whether it's the receptionist or the mailroom clerk, your colleagues or your new boss. Introduce yourself to those you meet and remember that it's okay to ask questions. People generally like to help others and it usually makes them feel good about themselves. I remember a new co-worker who refused all offers of help. I guess she thought it would make her look incompetent to our boss. The result was that everyone thought she was a snob or a know-it-all and some people even vowed to refuse to help her in the future.

While it's okay to hold onto some of things you learned in your previous jobs and use that knowledge in your new job, remember that every workplace has it's own way of doing things. Be open to new ideas and be open to sharing your ideas with others! You can make a difference in where you work – just believe in yourself!

Appendix

A. Skills Inventory

B. Job Data Reference Sheet

C. Resume Worksheet

D. Training Evaluation Form

A. SKILLS INVENTORY

The purpose of this skills inventory is to help you to be able to come up with different skills that you may be having a hard time thinking of yourself. How to use the Skills Inventory: the following is a sample list of skills found in a cross section of careers. Check every skill that applies to you. Jot down examples of situations in your working life that demonstrate this skill. Then try to incorporate these skills into your resume and/or cover letter. Good Luck!

<u>Skill</u>	<u>Examples</u>
Administering programs	_____
Planning agendas/meetings	_____
Updating files	_____
Advising people	_____
Planning organizational needs	_____
Setting up demonstrations	_____
Analyzing data	_____
Predicting futures	_____
Sketching charts or diagrams	_____
Assembling apparatus	_____
Rehabilitating people	_____
Writing reports	_____
Auditing financial reports	_____
Organizing tasks	_____
Writing for publication	_____
Budgeting expenses	_____
Prioritizing work	_____
Expressing feelings	_____
Calculating numerical data	_____
Creating new ideas	_____

- Checking for accuracy _____
- Finding information _____
- Meeting people _____
- Classifying records _____
- Handling complaints _____
- Evaluating programs _____
- Coaching individuals _____
- Handling detail work _____
- Editing work _____
- Collecting money _____
- Imagining new solutions _____
- Tolerating interruptions _____
- Compiling statistics _____
- Interpreting languages _____
- Confronting other people _____
- Inventing new ideas _____
- Dispensing information _____
- Constructing buildings _____
- Proposing ideas _____
- Adapting to new procedures _____
- Coping with deadlines _____
- Investigating problems _____
- Negotiating/arbitrating conflicts _____
- Promoting events _____
- Locating missing information _____
- Speaking to the public _____
- Raising funds _____
- Dramatizing ideas _____
- Writing letters/papers/proposals _____

- Questioning others _____
- Estimating physical space _____
- Reading volumes of material _____
- Being thorough _____
- Organizing files _____
- Remembering information _____
- Coordinating schedules/times _____
- Managing people _____
- Interviewing prospective employees _____
- Running meetings _____
- Selling products _____
- Listening to others _____
- Supervising employees _____
- Teaching/instructing/training individuals _____
- Relating to the public _____
- Enduring long hours _____
- Inspecting physical objects _____
- Entertaining people _____
- Displaying artistic ideas _____
- Distributing products _____
- Deciding uses of money _____
- Managing an organization _____
- Delegating responsibility _____
- Measuring boundaries _____
- Serving individuals _____
- Mediating between people _____
- Counseling/consulting people _____
- Motivating others _____
- Persuading others _____

- Operating equipment _____
- Reporting information _____
- Summarizing information _____
- Supporting others _____
- Encouraging others _____
- Delegating responsibilities _____
- Determining a problem _____
- Defining a problem _____
- Comparing results _____
- Screening telephone calls _____
- Maintaining accurate records _____
- Drafting reports _____
- Collaborating ideas _____
- Administering medication _____
- Recommending ideas _____
- Overseeing operations _____
- Motivating others _____
- Generating accounts _____
- Thinking in a logical manner _____
- Making decisions _____
- Becoming actively involved _____
- Defining performance standards _____
- Resolving conflicts _____
- Analyzing problems _____
- Recommending courses of action _____
- Selling ideas _____
- Preparing written communications _____
- Expressing ideas orally to individuals or groups _____
- Conducting interviews _____

- Performing numeric analysis _____
- Conducting meetings _____
- Setting priorities _____
- Setting work/committee goals _____
- Developing plans for projects _____
- Gathering information _____
- Taking personal responsibility _____
- Thinking of creative ideas _____
- Providing discipline when necessary _____
- Maintaining a high level of activity _____
- Enforcing rules and regulations _____
- Meeting new people _____
- Interacting with people at different levels _____
- Picking out important information _____
- Creating meaningful and challenging work _____
- Taking independent action _____
- Skillfully applying professional knowledge _____
- Maintaining emotional control under stress _____
- Knowledge of concepts and principles _____
- Providing customers with services _____
- Knowledge of community/government affairs _____

B. My Job Search Data Reference

Personal Information:

Name	
Social Security number	
Address	
Previous address	
Telephone number home Cell Other	
E-mail address	
Date of birth	
U.S. citizen (Y/N) If no, current status	
Certifications or licenses	
Other information	

Job-Related Information:

Position desired	
Minimum pay requirement	
Date available for work	
Preferred work hours	
Willing to work: <ul style="list-style-type: none">• Weekends• Holidays• Overtime	
Willing to relocate	

Emergency Information:

Contact name	
Phone number Home Work Cell	
Relationship	
Address	

Education:

(List school name and location, year,
and coursework)

School courses relevant to position	
Tools, machinery, or equipment used in training	
Company sponsored training	
Additional training courses	
High school	
College	
Additional school work	

Work Experience:

Employer 1 (Begin with last employer)

Employer	
Phone	
Address	
Supervisor/Contact	
Starting date	
Ending date	
Starting salary	
Ending salary	
Last job title	
Reason for leaving	
Duties and responsibilities	
Special skills or knowledge	
Major accomplishments	
Tools or equipment	

Work Experience:

Employer 2

Employer	
Phone	
Address	
Supervisor/Contact	
Starting date	
Ending date	
Starting salary	
Ending salary	
Last job title	
Reason for leaving	
Duties and responsibilities	
Special skills or knowledge	
Major accomplishments	
Tools or equipment	

Work Experience:

Employer 3

Employer	
Phone	
Address	
Supervisor/Contact	
Starting date	
Ending date	
Starting salary	
Ending salary	
Last job title	
Reason for leaving	
Duties and responsibilities	
Special skills or knowledge	
Major accomplishments	
Tools or equipment	

Work Experience:

Employer 4

Employer	
Phone	
Address	
Supervisor/Contact	
Starting date	
Ending date	
Starting salary	
Ending salary	
Last job title	
Reason for leaving	
Duties and responsibilities	
Special skills or knowledge	
Major accomplishments	
Tools or equipment	

Life Experience:

Memberships and professional associations	
Volunteer activities and positions	
Other:	

Military Experience:

Unit and/or location	
Rank	
Assignment or type of discharge	
Key dates	

Professional References:

Name	
Address	
Phone	
Relationship	

Name	
Address	
Phone	
Relationship	

Name	
Address	
Phone	
Relationship	

Name	
Address	
Phone	
Relationship	

Other Notes:

--	--

Georgia Department of Labor
Metro Atlanta Locations

North Metro

2943 North Druid Hills Road
Atlanta GA 30329-3909
(404) 679-5200
(404) 679-1713 FAX

South Metro

2636-14 Martin Luther King, Jr. Drive
Atlanta, GA 30311-1635
(404) 699-6900
(404) 505-4898 FAX

Clayton County

2450 Mount Zion Pkwy – Bldg.100, Ste 100
Jonesboro, GA 30236-2500
(678) 479-5886
(678) 479-5256 FAX

Cobb-Cherokee

465 Big Shanty Road
Marietta, GA 30066-3303
(770) 528-6100
(770) 528-6139 FAX

DeKalb County

3879 Covington Highway
Decatur, GA 30032-2640
(404) 298-3970
(404) 298-3995 FAX

Gwinnett County

2211 Beaver Ruin Road, Ste 160
Norcross GA 30071-3328
(770) 840-2200
(770) 613-4843 FAX

**Training Evaluation Form
Career For Me Day
Children's Restoration Network**

Your assistance in completing this evaluation will provide information for future training programs, enabling us to continue our commitment to quality and productive in-service training.

Trainer(s): _____

Date: _____

Please evaluate the following using a **5-point scale:**

1 = strongly disagree

5 = strongly agree

The organization of the training was effective	1	2	3	4	5
The information presented was useful	1	2	3	4	5
I gained skills which I can apply to my job					
Search and interviews	1	2	3	4	5
The trainer(s) encouraged participation and questions	1	2	3	4	5
The trainer(s) was knowledgeable regarding course content	1	2	3	4	5

Other comments about trainers or staff:

What did you like best about the training?

What changes would you suggest?

Name (optional): _____