



Welcome to Online Job Search

Presented by

Sharper Training Solutions, Inc.

Today's Agenda



CONSTRUCTING
A RESUME FRAME



WRITING A
RESUME



COVER LETTERS



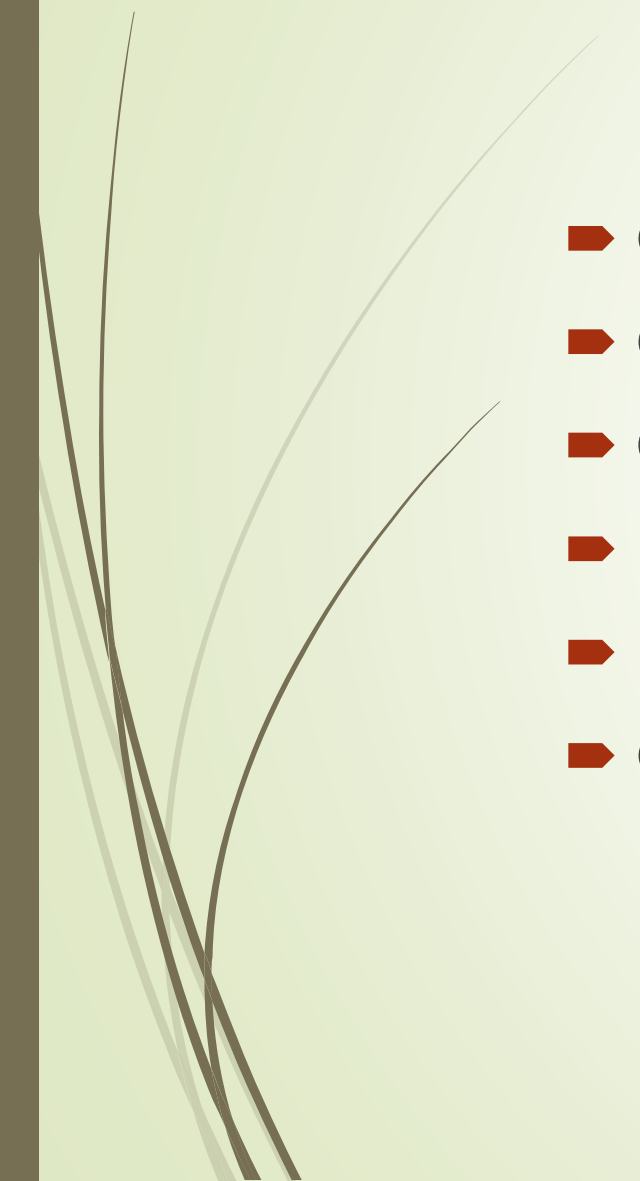
THANK YOU
LETTERS



JOB SEARCH
TECHNIQUES



How do we Construct a frame

- Outline
 - Organize your thoughts
 - Collect Information
 - Power words and phrases
 - Resume format
 - General information
- 



Collect Information

- Prior Job Descriptions - use current job ad descriptions to help you write your own
- Evaluations
- Letters of Recommendations
- Awards
- School Degrees and Information
- Names and Addresses
- Dates



General information

- Address
- City
- State
- Phone - Land line and/or Cell phone – have a professional message on your voice mail
- E-mail PROFESSIONAL (**Not** crazykat@aol.com)
- Past and present employers

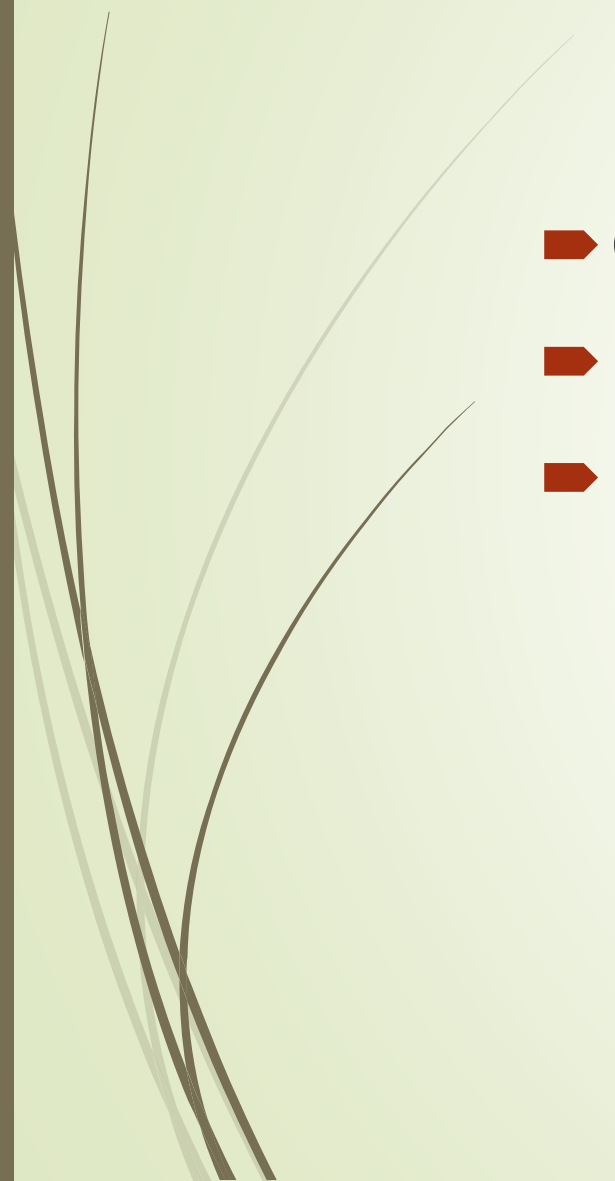


Education and activities

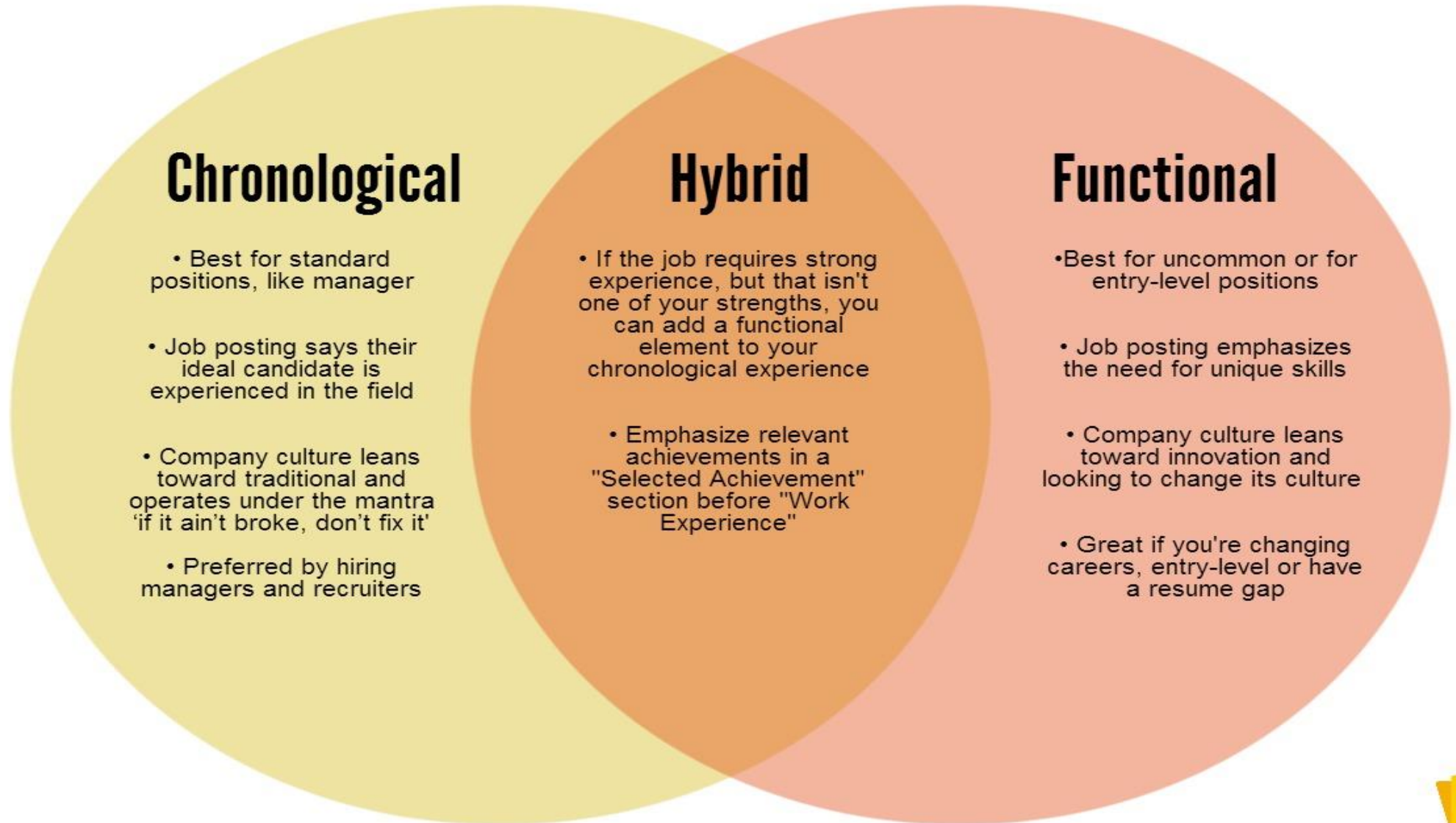
- Education- If your GPA > 3.5, associations, clubs and activities
- Professional Associations
- Volunteer work
- Computer Skills
- Interests that are unique



Resume Formats

- Chronological
 - Hybrid
 - Functional
- 

Choose Wisely



Chronological

Somebody's Name

1000 LaPorte Drive • Anytown, Texas 76710 • Tel: 555/772-7402

E-Mail: somebody@yahoo.com

SUMMARY OF QUALIFICATIONS

- 8 years of responsible work experience in Flooring Business
 - 5 years of work experience in the Electronics field
 - Outstanding Customer Service Skills
- Dynamic Supervisor/Manager, Training and Leadership Skills
 - Extensive work experience in Soldering and Wiring
 - Ability to establish great rapport with customers
 - Work well independently as well as part of a team

08/05 — 10/07

McDOWELL RESEARCH

Waco, Texas

Production Assembly/Electronic Technician

Duties: Responsible for working on a team to manufacture electronic devices.

- Read and comprehended schematics and blue prints
- Soldered, wired, and assembled electronic components.
- Conducted pressure and air test of assemblies.

07/98 — 07/05

CASH AND CARRY CARPET

Waco, Texas

Manager

Duties: Responsibilities involved scheduling installers, reading blueprints, estimating yardage, answering telephone calls and performing data entry into computer system.

- Cut carpet accurately, as necessary, per customer orders
- Assisted customers with any inquiries and maintained clean and presentable store
- Loaded and unloaded supplies.

04/96 — 06/98

HARGIS ELECTRONICS

Waco, Texas

Sales Associate

Duties: Responsible for providing customer service to customers and answering telephone calls, purchasing, to include taking PO's from vendors and faxing confirmations to vendors.

- Conducted inventory research, performed cable tech duties and handled inventory
- Built CAT5 cables and performed inventory checks as well as soldered and wired while reading blue prints.

01/80 — 05/83

Counter Salesperson

Waco, Texas

Duties: Responsibilities involved greeting and serving customers demonstrating excellent customer service skills.

- Demonstrated knowledge of test equipment and products with regard to electronics.

HYBRID

Barbara Little, LMSW

555-555-5555 • blittle@gmail.com • 123 Main Street, City, State 12345

Social Worker

Summary

Highly compassionate, perceptive, and client-centered professional with demonstrated skills in case management, trauma-informed assessment, and treatment planning. Recent MSW graduate eager to utilize and expand upon competencies in clinical social work for clients of all ages and wide-ranging needs and diagnoses. Outstanding writer and interpersonal communicator, creative problem solver, and valued member of interdisciplinary teams with positive and collaborative attitude. *Strengths include:*

Client/Family Relations • Individual & Group Counseling • Psychosocial Assessment • Crisis Intervention
Progress Reporting • Conflict Resolution • Service Coordination • Community Outreach • Documentation

Computer Skills: Harmony, MS Office Suite (Word, Excel, PowerPoint)

Education & License

MSW, ABC University, City, State

Graduated 7/2014; Clinical Concentration; 3.8 GPA

Course Highlights: Family Systems Theory, Clinical Social Work with Children, Substance Abuse Treatment, Trauma Treatment in Social Work

BA in Psychology, ABC University, City, State

Licensed Master Social Worker (LMSW), Maryland Board of Social Work

Professional Highlights

- Completed two 9-month internships as MSW student, gaining experience working with children with diagnoses on the autism spectrum, developmental delays, and/or emotional challenges as well as at-risk families; received positive supervisor evaluations at conclusion of both assignments.
- Key player in organization of annual Operation Compassion dental care program serving underinsured and uninsured residents in Frederick, MD; helped ~2K clients fill out applications, followed up with all individuals to confirm attendance, created spreadsheets and mailings, and provided onsite event assistance.
- Took 25-hour Frederick County Domestic Violence Workshop covering fundamentals of domestic violence and its impact on children, points of system entry for survivors, offender services, cultural competence, resources/referrals, safety planning, advocacy, and crisis intervention.

Relevant Experience

ABC Organization, Frederick, MD

2014

Organization offering psychological, neuropsychological, and developmental evaluations/therapy for toddlers, preschoolers, and school-age children and their family members.

Clinical Social Work Intern

Delivered in-home play therapy for children utilizing Floortime model. Worked with 3 families each week and held weekly progress meetings with supervisor. Created/presented follow-up reports every 4 months. Conducted research into related areas such as strategies for assisting children with sleeping through the night and the effects of autism on parental stress. Partnered with parents and fellow staff to devise and implement needs-specific interventions. In addition to assigned caseload, assisted with in-office play therapy whenever possible.

Functional

MCDONALD'S RESUME (FUNCTIONAL)

534 Daybreak Avenue, Los Angeles, CA 24442 • (433) 623-6624 • jules.johnson@gmail.com

QUALIFICATIONS SUMMARY

- Experienced with cash registers, Point of Sale (POS) Terminals, and other common retail customer service technology
- Consistently top rated customer service worker (95% satisfaction rating) in previous employment
- Able to train new employees in attaining customer service standards and goals, and using restaurant equipment
- Committed, loyal, and hard worker with excellent communication and team work skills
- Conversational in Spanish – able to take orders from Spanish speaking customers

RELEVANT SKILLS

Customer Service

- Awarded “Employee of the Month” for consistently rating higher than 95% in customer satisfaction surveys
- Successfully implemented new customer service strategies as directed by management
- Trained 3 employees in using customer service software, script presentation, and on the spot problem solving



Technical

- Experience with grills, deep fryers, POS Terminals, and cash registers
- Excellent basic math skills, able to calculate and split bills in the event of POS Terminal/cash register downtime
- Knowledge of food safety principles and hygiene maintenance

Interpersonal & Teamwork

- Frequently commended by management for having a positive attitude towards work and customers
- Ensure that all duties are handled to 100% completion, and lend assistance to other co-workers when duties are completed, and responsive to co-worker needs and questions
- Possess excellent conflict resolution skills in the event of customer/employee disputes

WORK HISTORY

McDonald's, Los Angeles, CA – Store Assistant

Call Center Pros, Greenville, SC – Customer Service Representative

Burger King, Greenville, SC – Cleaner

EDUCATION

College of Charleston, Charleston, SC

Marketing Candidate, May 2016

- GPA 3.5/4.0



Profiles

- Profile and Qualifications

A brief paragraph summarizing abilities, accomplishments and goals

- Profile

Profile- what YOU can do for THEM

JOHN DOE

22888 SW 55 Way

Boca Raton, FL 33431

(561) 482-2522 Home (561) 703-2328 Cell

JDOE@sample.net

OBJECTIVE

To obtain an HR Assistant and/or Benefits Coordinator position where I can fully utilize my experience, training skills and energy to contribute to profitability, teamwork, and company success. To continue to develop and apply knowledge in order to support Human Resource requirements and functionality.

PROFILE

Detail-oriented professional with sixteen years experience as an Administrative Assistant, HR Support and Benefits Coordinator. Congenial, self-starter, highly organized individual with a strong work ethic and a proven track record of reliability and determination. Member of SHRM.

COMPUTER SKILLS:

Effective knowledge in a variety of business computer systems and programs including: Microsoft Outlook, Microsoft Excel, Microsoft Word, Word Perfect, ADP and CBIZ-Century Payroll Systems, On-line Benefits Web-sites



Power Words

- Use **Collaborate** instead of: worked with
- Use **Analyzed** instead of: looked at
- Use **Developed** instead of: wrote

- Google “Power Words”
- Use the Thesaurus in Word to help change basic words into Power Words



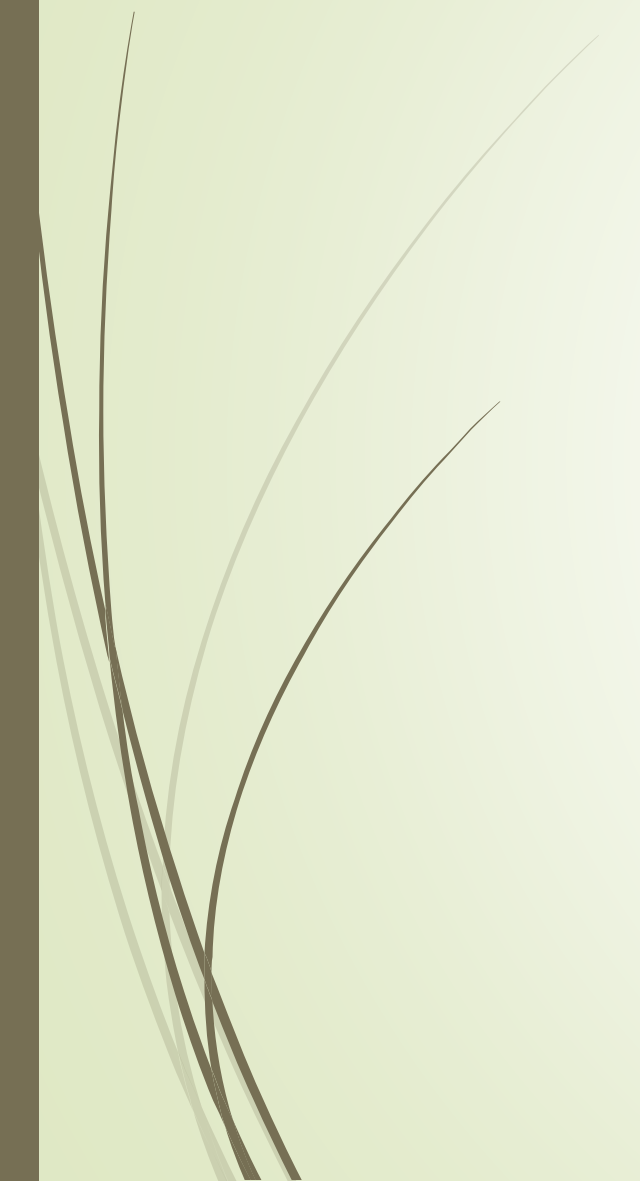
Power Words

- 
- Accelerated
 - Achieved
 - Acquired
 - Balanced
 - Benchmarked
 - Capitalized
 - Circumvented
 - Decreased
 - Designed
 - Eliminated
 - Forecasted
 - Generated
 - Implemented
 - Launched
 - Prioritized
 - Processed
 - Quadrupled
 - Realigned
 - Re-Engineered



STEP AWAY

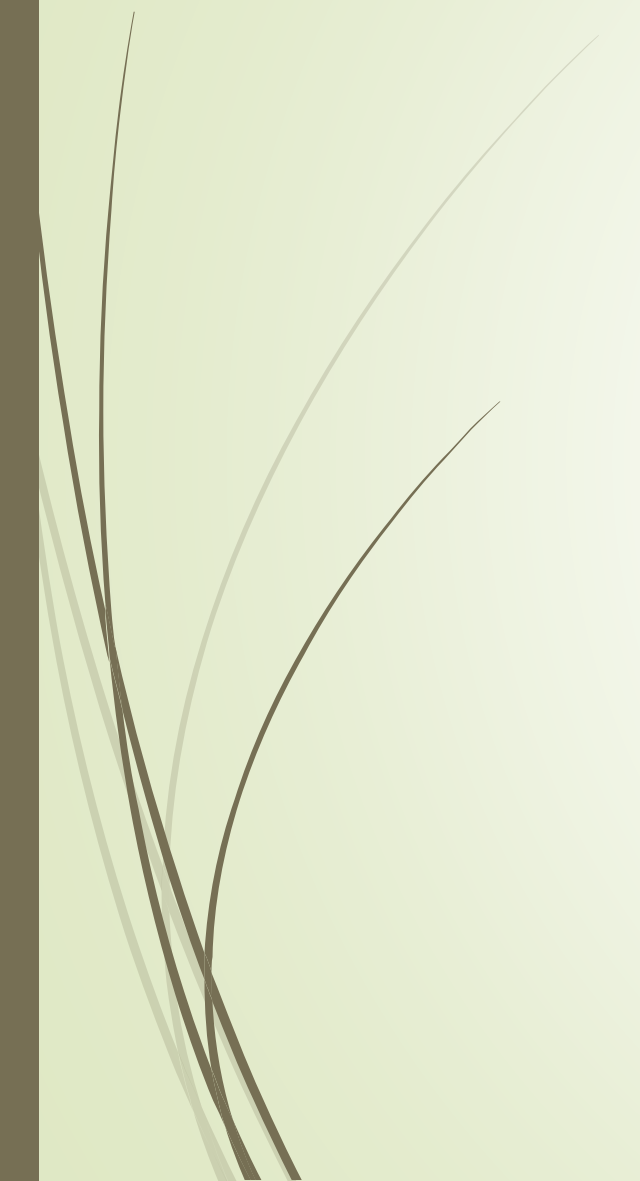

After completing your resume, put it away for a day or two. This will give you a fresh approach to it when you look at it again.





Cover Letters

- ▶ Yes, you need one
- ▶ Short and sweet
- ▶ Introduction, title of position, reference the Ad
- ▶ List three significant job accomplishments
- ▶ In conclusion, mention interview availability and thank them for their time



Casey Amore
2354 West Main St.
Carlton, Florida 32990-9345

March 31, 2013

Ms. Amanda Lesser
Florida Studios
1290 Studio Plaza
Orlando, Florida 32819-7610

Dear Ms. Lesser,

My previous work experience and leadership roles make me an ideal candidate for a summer internship with Florida Studios. Your company has an excellent reputation for customer satisfaction, and I know that the combination of my experience, education, and motivation to excel will make me an asset to your marketing department.


My experience in sales and customer service, combined with my courses in psychology, has convinced me that hospitality marketing is a career option that would suit me well. In my position with Drake Productions last year, I was recognized as the top sales associate in their summer program. I am sure that I can put this same skill to use for you, and yet continue to improve upon it as I learn from some of the top marketing executives in the business.

I look forward to contacting you within a week to talk about the possibility of an interview. Should you have any questions before that time, you may reach me via phone (386-555-2922) or via email (cra8z@virginia.edu).

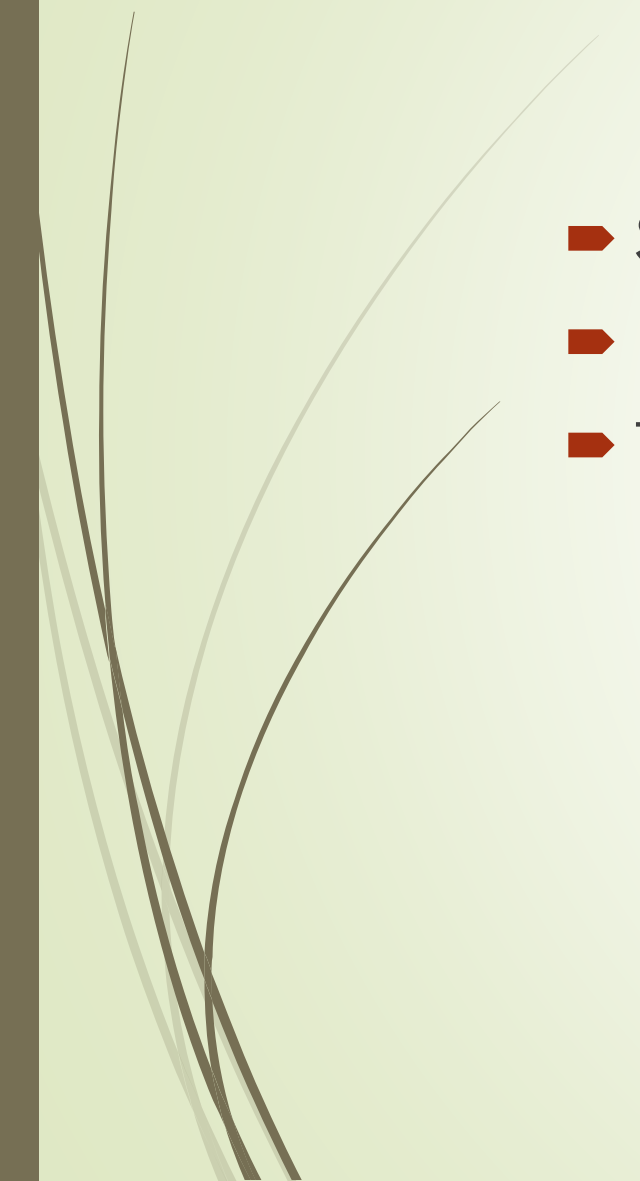
Thank you for your time and consideration.

Sincerely,

Casey Amore



Thank You Letter – after the interview

- Send within 24 hours of the interview
 - Reiterate interest in the position
 - Thank the interviewer for his or her time
- 

SAMPLE AFTER INTERVIEW THANK YOU NOTE

[Today's date]

Joe Brown, Manager
The Smith-Jones Company
6727 East West Street
Jobville, NY 15555

Dear Mr. Brown,

Thank you so much for giving me the opportunity to interview with you for the _____ position at The Smith-Jones Company. I feel that there is an excellent fit and am more excited than ever about the possibility of working with all of you.

[Mention something you learned about the company during the interview that stood out for you; or something relevant you since discovered about them or the industry; or something new about you relevant to the job (an award, a paper you wrote, an accomplishment, a course you took, a seminar you attended) that you'd like to share with them; or any additional piece of information about yourself and / or "the fit" that you'd like them to know to help further your chances.]

I very much look forward to continuing the process. Please feel free to email me at vouremail@email.com or call me at 555-555-5555 if you have any more questions or if there is anything else I can do to help you with your decision.

Best regards,

Your Name



Important Reminder

Protect your Privacy! Never Give the Following to Prospective Employers:

- Social Security Number
- Credit Card Numbers
- Bank Account Numbers