Division of Employment and Workforce Solutions

Your Winning Edge

Resume and Interview Preparation

NYS Department of Labor

PROTECT | ASSIST | CONNECT

Your Winning Edge

Your Complete Job Search Guide
From Self-Assessment to
Resumes to Interviews

Consult your local telephone directory for the number of the New York State Department of Labor office nearest you.

Special thanks to the Massachusetts Department of Employment and Training which gave permission for the adaptation of their Veterans' Job Search Journal. A word of appreciation also to Yana Parker, author of "Damn Good Resume Guide" for allowing the Department of Labor to reprint sample resumes out of her book. Finally, thank you to the many Department of Labor employees from across New York State who contributed their suggestions to this publication!

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Introduction and Overview

This Job Search Guide is the New York State Department of Labor's newest and most comprehensive tool to help you get a job. Filled with materials, tips, and exercises, this guide is designed to be used:

- on your own
- with other job seekers
- in one of our many job search workshops
- along with our many other publications

At the Department of Labor we will work with you to help you find the position that is right for you. Here are some of the many services available to you at our Department of Labor Employment Service Offices (DOES).

- Individualized job development and referrals
- Computerized job listings of thousands of available openings statewide and nationwide
- Priority service to those who have served in the military
- Special job search workshops
- One-on-one employment counseling with interest and aptitude testing
- Information about training programs
- On-site employer recruitment
- Community information on daycare and other important relevant topics
- Unemployment benefits for those who have been laid off from their jobs

The Department of Labor can assist and guide you, but the success of your job search will ultimately depend on you. Looking for a job is a job. It is a 40-hour per week commitment.

Organize a daily and weekly job search plan. Stick to a schedule so that you do not waste time wondering what to do next.

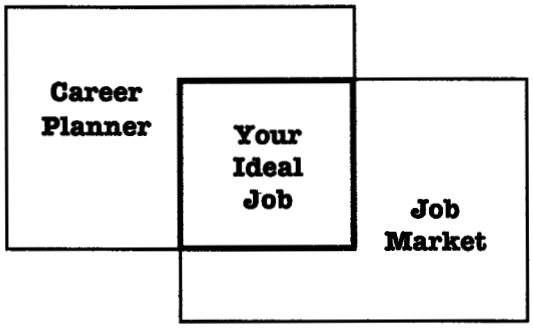
Finally, try to keep your spirits up. It can be very difficult to not take rejections personally. Layoffs and hiring decisions rest on many factors, often more to do with economic reasons than with you. Resist the temptation to blame yourself. Using this guide, you can realize what factors are under your control. Focus on those factors.

With much hard work and persistence, you will find a position that is more than "just a job." It is what you will be doing for 40 to 50 hours a week for the next few years, maybe even for the rest of your life! Make the most of this book and other resources available to you in your job search. It won't be easy, but you can do it. Good luck in your job search!

Now, let's get to work...

Career Planning Steps

1. Make a personal profile
   - Interests
   - Skills
   - Personal preferences and needs
   - Accomplishments
   - Values
2. Investigate careers and occupations that match your personal profile
3. Understand the job market
   - Occupations
   - Employment Outlook
   - Industries
   - Local Economy
4. Identify your goal and then make a plan for achieving it!



What do you need?

Are the following issues of concern to you in your career planning? If they are, then check the item and write the specific problem you have and how you can solve it. Remember the Department of Labor's Employment Services Office can help you identify solutions!

Type of Need	Problems	Solutions
Childcare		
Other Family Responsibilities		
Transportation		
Financial Issues		
Education		
Training		
Location of job		
Health Issues		
Other:		
Other:		

Your Ideal Job

This is the time to think about what you really would like to do. The following exercises will help you focus on an ideal, but realistic career.

- I prefer to work in the following work setting (type of industry, number of employees, etc.) _____
  _____
- I prefer doing these activities (writing, selling, talking with others, building, repairing, manual labor, etc.) _____
  _____
- I prefer to work these hours _____
- I prefer a job ____ not requiring travel ____ requiring travel
- I prefer a job with this salary _____
- I prefer a job where I can live in this city _____
- I prefer a job with these benefits (childcare on-site, profit-sharing, flex hours, health benefits, etc) _____
  _____

Your Work Values

Check work values you remember from past jobs and those you want in your next job.

Value	Definition	Past Job	Next Job
Achievement	Personal/professional feelings of accomplishment		
Advancement	Opportunity to move up the ladder		
Challenge	Demands the best of you		
Cooperation	Work in a compatible setting		
Creativity	Innovate and deal with new and varied situations		
Entrepreneurship	Motivation to be self-employed, start a new program		

Chart cont. on next page

Your Work Values *chart cont.*

Leadership	Job requiring decision-making and managing		
Prestige	Status and respect		
Responsibility	To be trusted with important tasks		
Social Interest	Job that helps people		
Salary	Being well-paid for your work		
Security	Job not likely to be eliminated		
Variety	Work involving many tasks		

Skills Identification

This exercise will help you identify many of your skills. First, list your past work positions and the responsibilities for each. Identify the skills used to accomplish your responsibilities. Then list past or present non-paid activities, such as volunteer work, internships, hobbies, and homemaking experience. Identify the responsibilities you had or the steps you took to accomplish these tasks.

A. Past Work Positions		
Position	**Responsibilities**	**Skills**
Examples:		
Receptionist	Answer phones,Clerical work	Organizational, Typing, Editing
Real Estate Broker	Supervise real estate salespeople Oversee business transaction in sale of property	Self-starter
My Past Work Positions		
Position	**Responsibilities**	**Skills**

Chart cont. on next page

Skills Identification *chart cont.*

B. Other Activities (volunteer work, internships, hobbies, etc.)		
Activity	**Responsibilities**	**Skills**
Club Treasurer	Fundraising, Balance books	Organizational, Math Skills
Your Other Activities		
Activity	**Responsibilities**	**Skills**

If you're considering changing your occupation, you will want to research your options. Here are several ways to learn more about the occupations in which you might be interested:

- Identify people working in those careers and talk with them.
- Look up information about those careers. Career books can be found at the Department of Labor, local libraries, college career centers and vocational/technical school libraries.
- Write to professional associations for more information.
- Visit work sites.
- Find related part-time or volunteer experience.

Gather the following information for each occupation you research.

Occupation title _____

1. Brief description _____
2. Education/Training required _____
3. Skills required _____
4. Salary potential _____
5. Typical working hours _____
6. Tools/Materials/Machines used _____
7. Work environment _____
8. Career ladder _____
9. Related occupations _____
10. Where to get more information _____

(Make copies of this sheet and fill out one sheet for each occupation that interests you.)

My Career Goals

Now that you have done your research and assessed your interests and skills, it is time to set your career goals. It is always a good idea to have several in mind so as to not limit yourself!

First Choice

Career title _____

Steps to accomplish this goal (training, moving, etc.): _____

_____

Second Choice

Career title _____

Steps to accomplish this goal (training, moving, etc.): _____

_____

Third Choice

Career title _____

Steps to accomplish this goal (training, moving, etc.): _____

_____

Now that you have a career in mind, let's develop a dynamite resume to get that job!

Chapter Two
Selling Yourself on Paper

What is a resume?

- A personal, individual summary of your background, experience, training and skills.
- An opportunity to present your best qualities to an employer the way you want to be seen.
- A calling card to remind the interviewer or employer who you are.
- A prospect for you to generate interviews cutside your geographic area.
- A way for employers to compare your specific qualifications to those of other candidates.

Why is a resume so important?

- Resumes are expected for almost all types of jobs from clerk to chief executive officer.
- Resumes serve as a focus for, and will help you improve, your interview. Once they are organized on paper, you will find it easier to discuss your assets.
- Resumes allow you to have all the facts at your fingertips. This will eliminate fumbling for dates and significant facts.

Three types of resumes

- **Chronological** - Lists your experience in reverse order. The focus is on your work experience. Although most familiar to employers, it causes gaps in work history to stand out. It does not allow you to highlight skills. Good for those searching for work in a same/similar field and those with strong work history.
- **Functional** - Highlights your best skills and downplays work experience (good for students, ex-offenders, displaced homemakers, those with little experience).
- **Combination** - Combines the best of chronological and functional. Although it takes longer to write, it allows for greater versatility. Choosing words carefully and laying out the resume effectively are the greatest priorities in this style.

The Employer's Bottom Line About Resumes

How to Make a Great First Impression...

Your resume has to sell the reader in the top half.	● Your "Summary of Qualifications" should be stated simply with a particular career/job in mind. ● Your strongest skills should be listed in the beginning. ● If education is a strong asset, list it first; otherwise wait. ● The position titles and companies should be easy to pick out.
The resume should be written with the employer in mind.	● Tailor your resume to the kind of job(s) you are looking for. ● If possible, match your qualifications to those listed in the ad or job description.
Your accomplishments should stand out.	● The employer should be able to determine your accomplishments easily when reading work history. ● Avoid using long paragraphs.
Your resume should have eye appeal.	● It should look clean and professional. ● Check for spelling errors. ● Stick to one page (two at most!).
What employers look for when reading a resume.	● Are there sufficient years or levels of experience? ● Is work experience appropriate? ● Are there gaps in work history? ● Is resume neat and orderly? ● Does applicant have transferable skills? ● How does applicant compare with others under consideration?

A Few Resume Do's and Don'ts

DO	DON'T
● Be explicit; use action verbs. ● Make it one page and never more than two pages. ● Select proper format for you. ● Use direct, simple English. ● Do it yourself! Get input from others, but you know yourself best.	● Don't list hobbies, unless related to work. ● Don't list references. ● Don't list salary requirements or past salaries. ● Don't give reasons for leaving. ● Don't list personal information such as age, sex, weight, height, marital status, or number of children. ● Don't attach a photo.

Action Words for Resumes

- Achieved
- Administered
- Advised
- Analyzed
- Assembled
- Assisted
- Attained
- Balanced
- Built
- Calculated
- Captured
- Chaired
- Choreographed
- Changed
- Clarified
- Collaborated
- Compiled
- Communicated
- Completed
- Conducted
- Constructed
- Controlled
- Coordinated
- Copied
- Corrected
- Created
- Defined
- Delegated
- Demonstrated
- Designed
- Developed
- Directed
- Distributed
- Drafted
- Edited
- Educated
- Enabled
- Established
- Evaluated
- Examined
- Executed
- Expanded
- Explained
- Facilitated
- Focused
- Founded
- Generated
- Guarded
- Handled
- Helped
- Hired
- Identified
- Implemented
- Improved
- Increased
- Influenced
- Informed
- Initiated
- Inspired
- Interviewed
- Invented
- Investigated
- Launched
- Led
- Lobbied
- Maintained
- Managed
- Marketed
- Maximized
- Modified
- Monitored
- Motivated
- Negotiated
- Obtained
- Organized
- Originated
- Persuaded
- Prepared
- Presented
- Preserved
- Procured
- Proposed
- Publicized
- Recommended
- Recorded
- Recruited
- Reduced
- Restored
- Restructured
- Revised
- Saved
- Served
- Scheduled
- Sold
- Solved
- Strengthened
- Stimulated
- Supervised
- Taught
- Trained
- Translated
- Updated
- Utilized
- Verified
- Wrote

Sample Resumes- Changing Careers

Nancy's focus on families in substance abuse crisis during her ministry led her to seek a full time position in this field. She focuses her resume towards any relevant experience gained while at her church. Notice that although the Quick Ford job is paying her bills, she downplays this position.

Nancy Kirschenbaum

PO Box 123
Albany, NY 12203

(518) 555-1236 (Home)
(518) 555-8222 (Work)

JOB TARGET: **SUBSTANCE ABUSE COUNSELOR**

SUMMARY: More than 15 years of pastoral experience during which a number of healing methods were employed to enable people to positively respond to their problems and to develop good coping skills and support structures.

CAPABILITIES:

- Develop supportive therapeutic relationships with varied client populations.
- Provide empathetic, supportive counsel to individual in crisis.
- Plan, organize and deliver effective group presentations in the field of substance abuse.
- Establish and maintain harmonious working relationships with others.
- Prepare general reports and maintain accurate records.

ACHIEVEMENTS:

- Counseled and supported families and individuals in crisis while serving a church of over 100 members.
- Developed and presented basic substance abuse and relapse prevention in classes at a 40 bed detoxification facility.
- Provided crisis intervention and counseling in a substance abuse setting.
- Created a resource file for referral of substance abuse clients to inpatient treatment programs
- Initiated and established a church wide system of small support groups based on AA principles.
- Served as a volunteer leader and area coordinator for Homecoming Groups (Adult Children of Dysfunctional Homes) in Southeastern Massachusetts.
- Utilized conflict resolution skills to compile an outstanding record of customer satisfaction in sales.

EXPERIENCE:

Catholic Charities Detoxification Center, Albany, NY, 1991-present, *Substance Abuse Counselor*

Quick Ford Inc., Albany, NY, 1989-present, *Sales Manager*

Plymouth Baptist Church, Albany, NY, 1983-1989, *Pastor*

Shawmut Avenue Baptist Church, Stockton, MA, 1980-1983— *Pastor*

EDUCATION:

Masters of Divinity in Pastoral Ministry, 1980
Gordon-Conwell Seminary

B.A. Philosophy, 1978, Gordon College, Wenham, MA

Additional course work towards certification (CAC)

"Drugs and Addictions" and "Group Substance Abuse Counseling"
Siena College, Albany, NY (Presently Attending)
"Abnormal Psychology", Massasoit Community College, Stockton, NY, 1992

Sample Resumes- Older Worker

As an older worker, Donald does not put down the date when he received his B.S. (1959). In this way he does not call attention to his age. He could also take the lost three positions and summarize them in a short paragraph under "Other Relevant Work Experience."

Donald W. Edwards
896 Fairleigh Lane
Woodland, NY 12497
Telephone: 914-555-2346

Director of Engineering Services

EDUCATION

Polytechnic Institute, M.S.
Major - Industrial Engineering
(Anticipated - 1994)

College of the City of New York, B.S.
Major - Mechanical Engineering

GENERAL BACKGROUND

Nineteen years varied experience in mechanical engineering with the following firms:

CHIEF ENGINEER	Elton Manufacturing Co., New York City 1974 - present (Confidential)
PROJECT ENGINEER	Southern Machine Works, Inc., Patterson, NJ 1972 - 1974
DESIGN ENGINEER	MADA Inc., Yonkers, NY 1967 - 1972
SYSTEMS ENGINEER	U.S. Army Material Area 1960 - 1967

SPECIFIC EXPERIENCE

DESIGN & DEVELOPMENT - Medium and light machinery in steel mills and manufacturers of farm implements, vending machines, food processing and packaging machines. Designed and developed both automatic and special machines, instrumental systems, hydraulic, pneumatics, tooling, machine conversion flight simulators.

PLANT LAYOUT & PRODUCTION ENGINEERING - Planning for production efficiency and utilization of space and staff. Purchasing and installation of machinery and equipment; modernization; maintenance. Quality control; use of industrial engineering techniques and machine shop practices.

ADMINISTRATION & SUPERVISION - Over-all supervision of engineering and production staffs of 100 to 500 workers. Direct administration of design and development departments. Budgeting, contracts, customer contact. Schedules, programs, department coordination, estimating procurement. Hired professional staff. Progress reports; management review.

RESEARCH - Experimentation; devise tests and reliability studies; new product evaluation.

PROFESSIONAL AFFILIATIONS

Member - American Society of Mechanical Engineers

LICENSE

Professional Engineer (New York)

Sample Resumes- Displaced Homemaker

Christine stayed home to raise her children from 1979-1991. She then went for an AA degree and now is ready to seek employment. Note how she downplays employment history in favor of school courses.

Christine C. Harrison

160 Bluff View
Rochester, NY 14649

Home Phone
(716) 862-7421

CAREER OBJECTIVE

A challenging and rewarding position within a growing organization in the field of ***Business Management*** which will utilize my skills, experience and education, as well as offer growth opportunity.

EDUCATION

Associate Degree: Business Management — March, 1993
Honors: Dean's List — All Quarters — G.P.A. 3.9/4.0
GENESEO JUNIOR COLLEGE

RELEVANT SKILL AND COURSES

- ***Management***
  Demonstrated competencies in management; Management Decision Making, Credit Management, Sales Techniques and Operations Management.
- ***Communication***
  Excellent public relations with effective verbal and written communication ability.
- ***Technical Skills***
  Knowledge of computer functions including Spreadsheet, Lotus 1-2-3 and word processing

- *Human Resource Management*
- *Management Decision Making*
- *Operations Management*
- *Verbal Communications*
- *Accounting*
- *Business Law*
- *Principles of Marketing*
- *Micro/Macro Economics*
- *Principles of Advertising*
- *Organizational Behavior*
- *Consumer Behavior*
- *Money and Banking*

EMPLOYMENT HISTORY

ABC
DEPARTMENT STORE
Rochester, NY — 1978-1979

Sales/Food Service
Responsible for complete maintenance of snack bar which included inventory control, cash management and customer service.

Milton's
DEPARTMENT STORE
Rochester, NY — 1977-1978

Sales Representative
Responsible for negotiating sales requiring excellent communication and interpersonal skills and customer relations.

ACCOMPLISHMENTS

- Created a small business
- Designed a new product
- Executed an advertising campaign
- Developed and wrote reports

VOLUNTEER WORK

Girl Scout's of America
Troop Leader
St. Ann's Nursing Home
Assisted Patient Care

PERSONAL ATTRIBUTES

- Ready to apply knowledge
- Enthusiastic and dependable
- Well organized and excellent planner
- Self-confident with professional attitude
- Dedicated and success oriented
- Willing to accept challenge

Sample Resumes- Recent High School Graduate

Shortly after high school graduation, Stephen has only minimal work experience, so he strengthens his resume with relevant skills gained in a variety of other ways--through classwork, odd jobs, and even helping around home.

STEPHEN SEUFERT
1855 Woodside Road, Apt. 206
Binghamton, NY 13901
607-555-6773

Current job objective: Entry level position with a computer manufacturer.
Longer-term goal: Position in advertising, sales, and marketing of computer products

SUMMARY

- Energetic, hard working, willing to learn and accept constructive criticism.
- Strong motivation for advancing in a career.
- Enjoy contributing to a team effort and creating a good working environment
- Basic understanding of the Macintosh computer.

RELEVANT SKILLS & EXPERIENCE

Maintenance Skills

- As carpenter's helper:
  painted interior walls
  measured and cut lumber
  helped with framing
  operated power tools (saws, drills, sanders).
- Did basic home maintenance:
  rewired lamps
  repaired plumbing and appliances
  built shelves
- Completed classes in:
  electronics (built a TV scrambler from a circuit board)
  architectural drafting
  basic carpentry

Office Support Skills

- Assisted in inventory control and priced merchandise, as stock clerk at Robert's Market
- Cashiered at Robert's, computing and handling large sums of money.
- Answered phones as needed.
- Completed class in Marketing:
  invented unique products
  developed simulated marketing strategies

Computer Familiarity

- Basic understanding of Macintosh programs, MacWrite and MacPaint.

WORK HISTORY

- June, 1992-present **Stock Clerk/Cashier** ROBERT'S MARKET, Binghamton, NY
- Summer 1991* **Valet Parking Asst.** MELO COUNTRY CLUB, Woodside, NY

(*While in school — Plus short-term jobs as Carpenter's Helper, Waiter, Busboy, Stockwork)

EDUCATION

- **Woodside High School**, Woodside, NY 1992
- **Binghamton Junior College,** Binghamton, NY presently enrolled in night classes in computer and business administration.

From **The Damn Good Resume Guide** pg 29.

Sample Resumes- Dislocated Worker

Josie lost her job when the COOP Supermarkets folded. She felt more confident in her job search after working on this resume which shows off her value to an employer.

JOSEPHINE TRICKLER
1408 Wisteria Boulevard
Woodstock, NY 12400
(914) 655-8771

Objective: Position as Supermarket Assistant Manager Trainee

SUMMARY OF QUALIFICATIONS

✔ 9 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 checkstand coverage at all time.
- **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	**Retail Clerk**	COOP SUPERMARKET, Woodstock, NY and MAYFAIR MARKET, Hartford, NY (bought by COOP in 1989)
1970	**Buyer's Assistant**	CAPWELL'S, Hartford, NY
1965 - 1970	**Manager's Assistant**	RUSANN'S Clothing Store, Spokane WA

EDUCATION

Business Classes, 1969 — SPOKANE COMMUNITY COLLEGE

From **The Damn Good Resume Guide** pg 49.

Sample Resumes- Dislocated Worker

Mario was recently laid off in a major facility reorganization. He makes his resume an "expanded chronological". In this way he is able to highlight accomplishments from each job.

Mario C. Rodriguez-Natale
29 Brighton Avenue
Farmingville, New York 11738
(516) 438-2178

PROFESSIONAL SUMMARY

- Over fifteen years progressive experience in the fields of Administration and Financial Management. Designed and implemented a number of computer systems on an HP 3000 computer.
- Demonstrated proficiency in the areas of budget/forecasting, financial and operations audits, Government contracting and procurement.
- Selected to a committee to assist the U.S. Nuclear Regulatory Commission in developing standards for contractor financial reporting. Assisted in the development of a standard proposal format. Recommendations are currently in use.

EXPERIENCE HIGHLIGHTS

1975
BROOKHAVEN NATIONAL LABORATORY ***Department Administrator, Department of Nuclear Energy***

- Directly responsible for managing all Administrative and Financial functions of a major scientific research and development department, with an annual budget of $35M. Major areas of responsibility include:
- The preparation and submission of proposals to various government and private agencies and institutions.
- Managing the preparation, monitoring, control and forecasting of the department's operating and capital budget.
- Final approval of department's subcontracting and procurement functions including development of selection criteria and proposal evaluation.
- Supervising the department's personnel functions including approval of all vacancies, interviewing and selection of scientific and administrative staff.

1974 - 1975
DELOITTE HASKINS AND SELLS ***Senior Staff Accountant***

- In charge accountant responsible for the planning, coordination and conduct of financial and operational audits for small and medium size corporation.
- Responsible for the supervision and training of Junior Accountants in both field and classroom situations.

1973 - 1974
BURNS AND ROE, ARCHITECT ENGINEERS ***Administrative Assistant***

- Reported to the Director, Quality Assurance and established administrative procedures and guidelines for the Quality Assurance Department, overseeing the construction of a $750M Nuclear Power Plant.
- Directed the preparation of a quality assurance manual in conformance with Federal Regulation 10 CFR 50. Assisted in the review and evaluation of quality assurance documents to insure compliance.

1963 - 1969
U.S. ARMY

- ***Rank:*** Captain ■ ***Training:*** Infantry Officer Candidate School, Fort Benning, GA ■ ***Discharge:*** Honorable
- ***Experience:*** Battalion Intelligence Officer, Battalion Supply Officer, Assistant Battalion Operations and Training Officer, Ceremonial Coordinator for the Presidential Honor Guard in Washington, D.C., Platoon Leader and Company Commander in the U.S. and Vietnam.

EDUCATION

- Bachelor of Science, New York Institute of Technology, Westbury, New York, 1973
- MBA, New York Institute of Technology, 1974

Sample Resumes- Factory/Warehouse

Daniel Klein had several different types of jobs. He pulls all the information together neatly in the "general background" section.

Daniel Klein
13 Mountain Lane
Watertown, NY
(315) 555-1312

Career Objective:

A position as a shipping and receiving clerk that will allow me to use my experience in the field of warehousing.

General Background:

Experienced tow motor and electric pallet jack operator
Perfect safety record throughout career
Twelve years experience in warehousing
Experienced in transporting, storing and loading stock items
Packed, sorted and routed orders with appropriate carriers
Monitored inventory control on Hewlett-Packard computer

Employment Experience:

Bindery Worker/Pressroom Worker, Bear Press, Watertown, New York.
Stacked and bundled printed materials, loaded pallets, and maintained accurate counts.
1987 to present

Tow Motor Operator, Overland Concrete, Massena, New York.
Loaded and unloaded trucks and trailers using Caterpillar Tow Motor with 9500 pounds lifting capacity. Stocked variety of cement products.
1982-1987

Inventory Controller, Icy Cold Freezer Company, Saranac Lake, New York.
Filled customer orders from warehouse and checked stock availability on computer terminal. Transported merchandise from warehouse to shipping area. Loaded and unloaded trucks using fork lift. Packed and routed customer orders. Performed general maintenance and clean up to keep work area safe.
1977-1982

Military Service:

Private First Class, Supply Administrative Clerk, United States Marine Corps.
1974-1977
Honorable Discharge. Attained Graduate Equivalency Diploma.

Sample Resumes- Recent College Graduate

Aidsaud uses his internships as actual experience. Note that instead of saying "Career History" he says "Career-related Experience."

Aidsaud Wright-Riggins III
27 University Avenue
Brooklyn, NY 11288
718-555-1122

OBJECTIVE: To obtain a position in the television or film industry. Developing my profession by combining my educational background with additional practical experience.

EDUCATION: Bachelor of Arts, 1993
New York University, NY, NY
Area of concentration: Television and Video Production
Communications G.P.A. 3.3/4.0

RELEVANT COURSES: Communications classes including: The Programming Process in Television, Advanced Television Production and Direction, Educational Television Workshop, Public Speaking, Modes of Film Communication. History and Development of Motion Pictures and Electronic Journalism.

CAREER-RELATED EXPERIENCE:

1992-1993 Cramer Productions: Astoria, Long Island City, NY
Duplication Assistant
Operational duties included running 1/2,1/3 and 1 inch dubs. Packaging the product, dealing with clients by phone and in person, ordering tape stock and processing monthly billing.
Production Assistant
Assisted in the production of "Eagles Preview 91," a prime time sports show, produced by Cramer Productions and viewed on WCVB-TV, NYC (an ABC affiliate). Also assisted in commercial and corporate video productions.
Audio/Visual Rentals
Assisted with the set up and breakdown of audio/visual equipment for conventions and meetings.

1990 Unicorn Video Productions: NYC, NY
Internship
Responsible for working on all phases of video production, with emphasis on lighting and equipment set up for shoots. Assisted with the editing process, duplication, and packaging of the final product.

OTHER EXPERIENCE:

1990 Education Loan Services, Inc.: NYC, NY
Customer Service Representative
Contacted student loan borrowers via an automated dialing system, helped advise customers, and assisted in the servicing of guaranteed student loans. Awarded Employee of the Month.

1990-1991 Brooklyn Lodge, Brooklyn, NY
Assistant Manager
Varied managerial duties including ordering liquor, keeping inventories, scheduling employees, compiling daily reports, and renting the hall for functions.

ACTIVITIES:
- Member of the New York University Communications Club.
- Crew member of the TVN News show - seen locally on the Cable Community Channel.

Sample Resumes- Clerical/Managerial

In looking for phrases to utilize in her resume, Laura looked up the job description for "office Manager" in the Directory of Occupational Titles. Try it - it works! (See Laura's cover letter on page 22 and her follow up letter on page 33.)

Laura C. Hernandez
200 West Old Country Road
Hicksville, N.Y. 11801
(516) 555-1212

Objective: Office Manager

Professional Summary

* 13 years proven track record in office management
* Special talent in analyzing situations and resolving problems
* Creativity in budgeting and cost cutting procedures
* Speaking/reading ability in English, Spanish, French and Portuguese
* Experience in managing multi-cultural office
* Achieved numerous citations for outstanding performance

Relevant Experience

Office Manager 1986 - present
Gaetano International-Widget Division Long Island, N.Y.

As office manager of a 60 person office, coordinate all aspects of daily operations for clerical and paraprofessional personnel. Analyze and organize procedures and flow of work for typing, bookkeeping, preparation of payrolls, flow of correspondence, requisition of supplies. Establish uniform correspondence procedures. Oversee supply budget of $300,000.

Assistant Office Manager 1979 - 1986
ABC Manufacturing Hempstead, L.I.

Responsible for clerical employees in a multi-lingual, international manufacturing company. Formulated procedures for systematic retention and retrieval of records, with separate files in English, Spanish and French. Initiated cost reduction programs to reduce waste for a savings of over $50,000. Prepared employee ratings and assisted in employee benefit and insurance programs.

Education

B.S. - Business Administration
Major - Organizational Management
C.W. Post, 1979
Over 20 graduate hours in Business Administration with courses in Finance; Employee Benefits; Motivation; Accounting; Management

Language Skills

Conversational competence in Spanish, French and Portuguese.

Your Cover Letter

The cover letter is a key step in the successful job search. It is the first thing the employer will see and read. Your resume is not addressed to anyone in particular; however the cover letter always gives you the opportunity to address one specific person. Make the letter versatile so you can change it for each employer. Never write a form letter to be duplicated and sent out!

Your cover letter must be brief and interesting, and ensure that your resume will be read. The first 20 words are most important; they should attract the reader's attention.

There are two types of letters you may write. One is an answer to a specific advertisement, and the other is a letter of inquiry to an employer who has not advertised. Remember to keep copies of all correspondence you send and receive during your job search.

Ten Tips for Great Cover Letters

A cover letter is a sales tool. It should always accompany your resume or application. Here are a few tips for great letters:

1. Always include important information. Your name, address, and phone number (with area code) should be clearly visible on every cover letter you send.

2. Make it personal--address a specific person within the company. If necessary, call for a contact name. "Dear Sir/Madam" letters are less likely to get attention than those addressed to an individual.

3. Make the opening sentence catchy. Employers scan cover letters for content: Who is it for? What's the opener? Attention-grabbing first sentences (those that address the interests of the employer) will encourage the recipient to read on.

4. Write each letter for a specific job. There is no such thing as a generic cover letter. Each job you apply for is different. Show how you meet the needs of a given job. Refer to the specific job in the first paragraph.

5. Describe your skills as they relate to the job! Here is a chance to highlight several additional skills. Tie your experience to your job skills and relate your skills to the job description.

6. Type and proof-read your cover letter. First impressions are important. Appear professional by not making mistakes.

7. Be brief--use descriptive action words. Employers receive hundreds of cover letters and resumes daily, so get right to the point with as few words as possible.

8. Be confident, creative and upbeat! Next to your resume, your cover letter is your best selling tool. Let your personality come through.

9. Avoid negatives. If there has been a health or some other problem (ex-offender, etc.), the cover letter is not the place to mention it. Discuss employment gaps in interviews.

10. Always end with an action you will take. One of the biggest mistakes people make is to end the letter asking the employer to respond. You have to be assertive. Call the employer to make sure your cover letter and resume arrived and to set up an interview.

Sample Cover Letter

Note how Laura takes the highlights of her qualifications and compares them to the job requirements (See her actual resume on page 20.)

Mr. Howard Peterson
Jackson Industries
62-15 W. 58th Avenue
Astoria, N.Y. 11160

Dear Mr. Peterson,

I am responding to your advertisement in today's New York Times for an Office Manager. As I read the requirements, I am struck with how similar they are to my background and skills.

YOUR REQUIREMENT	MY QUALIFICATIONS
Bachelors in Business	Bachelors in Business from C.W. Post, 1979
10 years experience managing diverse office; manufacturing setting	7 years as Office Manager, Gaetano International - Widget Division Brooklyn, N.Y. 6 years Assistant Office Manager, ABC Manufacturing Hempstead, L.I.
Bi-lingual	I speak Spanish, French and Portuguese

I am a motivated self-starter with excellent inter-personal skills. I enjoy working in a manufacturing setting and feel I have the knowledge and background to be a true asset to you.

I have enclosed a copy of my resume for your review. I look forward to sharing with you how I feel I might fit into your organization. I will be in touch with you early next week to discuss the possibility of arranging for an interview.

If you have any questions, please feel free to contact me at 516-555-1212. Thank you for your consideration. I look forward to meeting with you!

Sincerely,

Laura Hernandez

Tips for Filling Out Application Forms

BE CAREFUL If you are careful about following instructions on your application, an employer will probably think that you may be as careful as an employee.

BE NEAT Print or write clearly so that your application can be read easily. Use a reliable black or blue ink pen.

BE CERTAIN Before you begin to fill in the blanks, read everything on the application carefully. After you complete the form, read it again to ensure no information is missing.

BE PREPARED Fill out a sample application form to bring with you. You can obtain one from your Department of Labor Employment Service Office. By having all the information about yourself ready ahead of time, you will be complete and accurate.

BE ALERT If you are not sure about the meaning of abbreviations, etc., ask the person who gave you the form to explain.

BE COMPLETE Answer every question. If a question does not apply to you write "Does not apply." If you wish to discuss in interview write "Will discuss in interview." Remember, however, you do not have to answer illegal questions on applications or interviews (see chapter on interviewing for illegal questions).

BE CORRECT Watch your spelling, grammar, and punctuation.

BE THOROUGH Describe all your skills and abilities. Also, list the kinds of computers, machinery, equipment, and tools you are able to use. Indicate any licenses you may have.

BE ACCURATE Make certain all information is correct. Check employment dates, telephone numbers, and addresses for accuracy.

BE PRUDENT When listing references, be sure to contact them ahead of time. Have enough references so that you can alternate them every other application. Otherwise, they will be receiving constant phone calls about you.

Why Network?

Networking is simply talking to or contacting people you know to find job leads. It is the most effective way to find a job! Think about it. Most of us find jobs through people we already know such as family, friends, our doctor, dentist...people we meet during our normal everyday lives.

Consider the categories listed below. Then, on a sheet of paper write the names of people from each category who may be able to help you in your job search. Again, these are not necessarily the names of people you know well, just people you've met who may be able to give you some helpful information.

People

- professional colleagues
- classmates
- ex-employers
- former co-workers
- doctors
- dentists
- clergy
- friends
- PTA
- insurance agents
- neighbors
- children's teachers
- secretaries
- fraternity/sorority
- store owners
- elected officials
- volunteer activities
- salespersons
- customers
- druggist
- barber/hairdresser
- banker

Other Sources of Job Information

At the same time you consult personal sources, you will want to explore the usual channels of job information. From the many sources, you will have to select those most appropriate for you. Which ones they are will depend on the type of job you want, where you live and want to work, and the demand in your field.

Some of the best sources are listed below. Brief comments on their characteristics may help you choose the ones best suited to your needs.

State Department of Labor Division of Employment Services Offices:

- Have more listings in more occupational categories than any other source.
- Know about job openings, even among employers who have not listed them with the Department of Labor.
- Have many local offices conveniently located in all parts of New York State and around the country.
- Charge no fees.
- Have daily contact with thousands of employers.

Chart cont. on next page

***Job Information** chart cont.*

School or college placement services:

- A productive source for professional openings.
- Usually available only to students and alumni of the school.

Want ads in newspapers, professional journals, and trade magazines:

- Provide a broad range of definite openings.
- Analysis of the ads provides information about the extent of employment activity in your field throughout the country.

Industrial and craft unions:

- Have exclusive hiring authority for some firms.
- Each deals with a limited number of occupations.
- Productive source for members, especially those with seniority.

Civil Service - City, County, State and Federal:

- Fills jobs in a wide variety of professional, technical, craft, and other occupations.
- Positions are located throughout the country.
- Jobs are filled on a merit basis as determined by results of examinations and ratings of experience.

Private employment agencies:

- Usually specialize in selected occupations.
- Some charge applicants a fee; others charge the employer.

Yellow pages, industrial directories, and Chambers of Commerce:

- Sources of names of firms that employ workers in your field.

Professional Associations:

- Useful for specialized occupations.

Record of Job Leads

Who to call		Phone results
Name of company:		Date of calls:
Address:		Notes:
Phone Number:		Date/time interview or application:
Person to see:		
Follow-up action:		Date:

Name of company		Date of calls:
Address:		Notes:
Phone Number:		Date/time interview or application:
Person to see:		
Follow-up action:		Date:

Name of company:		Date of calls:
Address:		Notes:
Phone Number:		Date/time interview or application:
Person to see:		
Follow-up action:		Date:

Name of company:		Date of calls:
Address:		Notes:
Phone Number:		Date/time interview or application:
Person to see:		
Follow-up action:		Date:

Know Your Legal Rights When Job Searching

Categories:	Employers May Ask:	Employers May NOT Ask:
Age	Are you under the age of 18?	When were you born? How old are you?
Ancestry or National Origin	No questions	What is your language, ancestry, or national origin?
Birthplace	No questions	Where were you born? Where were your parents born?
Citizenship	Are you a citizen? Do you intend to become a citizen?	Are your parents/wife/husband citizens? When did you become citizens?
Criminal record	Have you been convicted of a crime?	Have you ever been arrested?
Dependents	No questions	Do you have children? Do you have childcare?
Disability	No questions	Do you have a handicap? Have you collected disability/ workers' compensation?
Marital status	No questions	What is your marital status?
Military	Are you a US veteran? What is your military history?	Are you collecting a service-connected disability pension?
Race	No questions	What is your race? Color? Photos cannot be required to accompany applications.
Relatives	No questions	Where does your mother, father or any other relative work or conduct business?
Religion	No questions	What religious holidays do you observe?
Sex	No questions	What is your sex?
Sexual Preference	No questions	Are you a homosexual?

If you feel you have been discriminated against - - contact your local office of Human Rights.

Some employers may ask you questions they should not -- questions that may be discriminatory. While you should not answer them, be prepared to deal with the underlying issues (for example a question about age may be the interviewer wondering if you can handle the job or a question about childcare may be the employer wondering about whether you will miss a lot of work...you can reassure the employer about these things without directly answering the questions).

Interview Tips

- Dress appropriately
- Arrive early for your interview
- Complete application carefully
- Bring licenses for that specific occupation
- Be positive and confident but not arrogant
- Maintain eye contact
- Don't display nervous mannerisms
- Learn about the company before the interview
- Ask to call back for results of your interview
- Go alone
- Smile and be polite
- Don't smoke or chew gum
- Bring several resumes
- Answer questions without rambling
- Don't discuss your health
- Never make negative comments about former employers
- Don't bring up salary or benefits in first interview
- Send a follow-up letter

25 Commonly Asked Interview Questions

To be successful at interviews you will need to fine tune your interviewing skills. Be prepared to answer each of the following questions. Before you go to an interview, practice with someone you know well. Ask them for honest feedback.

Early Background

1. What do you consider to be your most important accomplishments while growing up and why?
2. What important values did you acquire during your early years?

Education

3. How did your education prepare you for your current career?
4. What kind of student were you?
5. What were your favorite courses? Why?
6. How did you make use of your spare time?

Work Experience

7. How did you select your career? Who influenced you most in your decision?
8. Of past positions you have held, which did you like most (or least)? Why?

List cont. on next page

Interview Questions *Cont.*

9. What were the events that led to your departure from your last position?

10. If we were to contact your most recent boss as a reference, what would he/she say about you?

11. Do you work well under pressure?

12. How did you get along with your co-workers?

Personal Effectiveness

13. How would you describe yourself?

14. What adjectives would others use to describe you?

15. What are your three greatest strengths?

16. What is your greatest weakness?

17. In your career to date, what would you consider to be your one greatest achievement?

18. Have you ever been fired or asked to resign?

19. Can I see examples of your work?

General Question

20. Why are you interested in working for this company?

21. Why are you looking to change careers?

22. How do you account for the gaps in your employment history?

23. What do you think about traveling?

24. What salary/benefits are you looking for?

25. Where do you see yourself in five years? Ten years?

After Interview Checklist

Interview Date: _____ Company Name: _____

Interviewer's Name: _____

To be filled out immediately after interview	**YES**	**NO**
1. Did I arrive on time?		
2. Did I introduce myself to the interviewer?		
3. Did I go through the resume with the interviewer?		
4. Did I maintain eye contact?		
5. Did I state my interest in the company?		
6. If I was told I would not get the job, did I ask if there were other positions available? What were they? _____		
7. Was part-time or temporary employment an option?		
8. If nothing was available, did I ask the interviewer for other leads? What were they? _____		
9. Was there any area which seemed to surface as a problem for the employer? If yes, what?		
10. On a scale of 1-10, how interested did the interviewer seem to be in hiring me?		
11. When did I say I would call back?		
12. Did I send a follow-up letter? Date sent: _____		
13. Other issues or concerns _____ _____ _____		

(Make copies of this form and use for all your interviews)

Sample Follow-Up Letter

Follow-up after an employment interview can be pivotal to getting a job. Very few people follow up their interviews with written correspondence. A thank you letter or note of appreciation can be very effective in reinforcing your strengths and skills for the particular position. Always refer to the position discussed. Below is a sample of a follow-up letter.

Laura re-emphasizes how she sees herself fitting in. She also makes reference to a demonstrated need which Mr. Peterson shared with her during the interview. (See Laura's resume on page 20.)

Ms. Laura Hernandez
200 W. Old Country Rd.
Hicksville, N.Y. 11801

Mr. Howard Peterson
Jackson Industries
62-15 W. 58th Avenue
Astoria, N.Y. 11106

Dear Mr. Peterson,

I would like to thank you for making the time to meet with me today. I was delighted to be able to share with you my vision for how I would fit into the team at Jackson Industries.

In touring the plant, I was particularly struck with how I might be an asset with your culturally diverse employees. As you shared with me, it must be quite difficult not having anyone on your management team who fluently speaks French, Spanish and Portuguese.

We did discuss that you had several other candidates to interview. In addition, we agreed that I could call you next week to see where you are in the hiring process.

I feel confident I could make a significant contribution to Jackson Industries. I look forward to speaking with you again next week! Please feel free to call me if any additional questions come to mind regarding my qualifications.

Sincerely,

Laura Hernandez

PROTECT *all Workers*

ASSIST *the Unemployed*

CONNECT *Employers and Workers*

The New York State Department of Labor is an Equal Opportunity Employer/Program.
Auxiliary aids and services are available upon request to individuals with disabilities.

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1-888-4-NYSDOL
www.labor.ny.gov