

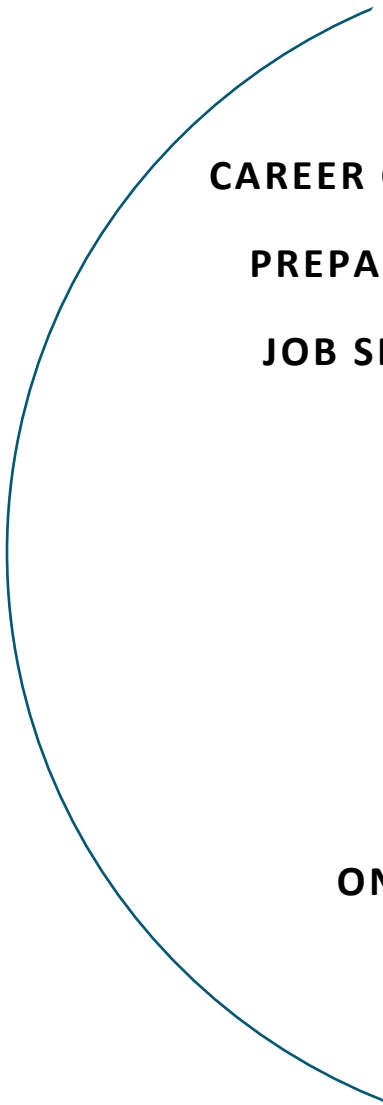


**MORAINE PARK
TECHNICAL COLLEGE**

CAREER CENTER JOB SEARCH HANDBOOK

MORAINEPARK.EDU/CAREERS

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CAREER CENTER OVERVIEW

The Moraine Park Career Centers provide adults and youth with tools for career planning and the job search. We believe that your chances for career success will be greater if you make a well-informed career decision.

OUR SERVICES

Register for one of our free courses:

<p>Career Exploration:</p> <ul style="list-style-type: none"> • Complete self-assessments to understand how your skills, interests, values and personality relate to careers. • Research occupational information to make an informed decision. • Formalize a career plan that includes a timeline and educational goals. 	<p>Employability Skills:</p> <ul style="list-style-type: none"> • Discuss effective job search techniques. • Discover and increase your network. • Complete an online application. • Develop a professional, targeted résumé and cover letter. • Learn valuable interview tips and improve interview skills.
<p>Academic Planning:</p> <ul style="list-style-type: none"> • Examine your current career choice...are you in the right program? • Identify your support system, both within and outside of Moraine Park Technical College. • Evaluate your personal strengths and potential barriers to success. • Develop practical skills for success. • Explore financial resources within SALT.org. • Create a formal academic plan. 	<p>Special Topic Courses:</p> <ul style="list-style-type: none"> • Making Your Résumé POP • Job Search Strategies • Dress for Success • Interviewing Tips and Tricks • LinkedIn Basics • Walk-in Résumé Review • Mock Interview Practice • Using Emotional Intelligence to Ace the Interview • Networking Using your Personality

Or drop in during Walk-In Career Center to work on any of the above.

Course schedules can be found at www.morainepark.edu/careers or on myMPTC (click on the Services tab and then select the Career Center link under the Student Support Services channel).

MORAINE PARK TECHNICAL COLLEGE - CAREER CENTER LOCATIONS



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Career Center Instructor Professional Affiliations and Credentials:

Global Career Development Facilitator

DISC Trained

Fond du Lac Human Resources Association

Myers-Briggs Type Indicator (MBTI)

National Association of Colleges and Employers (NACE)

NACE Career Coach

National Résumé Writers' Association (NRWA)

Nationally Certified Résumé Writer (NCRW)

Wisconsin Career Development Association (WCDA)

PREPARING FOR SUCCESS

TOP ESSENTIAL SKILLS EMPLOYERS WANT

The 2016 National Association of Colleges and Employers (NACE) Job Outlook survey asked employers to rate skills they seek in new employees. Here are the top 10 essential skills employers want:

1. **COMMUNICATION:** Can I verbally communicate with clarity and confidence to internal and external persons in an organization?
2. **TEAMWORK:** Do I have the skills to work cooperatively with others toward a common goal?
3. **PROBLEM SOLVING:** Can I logically solve problems and communicate rationale and strategies to achieve a workable solution?
4. **PLAN, ORGANIZE AND PRIORITIZE:** Can I assess needs, identify and negotiate priorities and create / manage a process to achieve goals?
5. **OBTAIN AND PROCESS INFORMATION:** How do I gather and configure data to clearly support a proposal?
6. **ANALYZE QUANTITATIVE DATA:** Can I identify outcomes, trends or patterns using analytical thinking or computational applications?
7. **JOB SPECIFIC TECHNICAL KNOWLEDGE:** What technical skills do I need to competently fulfill employment expectation?
8. **PROFICIENCY WITH COMPUTER SOFTWARE PROGRAMS:** Are my software skills up to date with what is required in industry?
9. **WRITE AND EDIT REPORTS:** Can I create documents that are articulate and comprehensive?
10. **SELLING IDEAS OR CONCEPTS:** Do I have the ability to be persuasive or to influence outcomes? Am I a leader?

The majority of the skills listed above are “soft skills”. Soft skills are personal attributes that describe an individual's ability to interact with others. Soft skills complement “hard skills” to enhance an individual's relationships, job performance and career prospects. It's often said that hard skills, which comprise a person's technical skill set and ability to perform certain functional tasks, will get you an interview but you need soft skills to get -- and keep -- the job.

Unlike hard skills, soft skills are interpersonal and broadly applicable across job titles and industries. Many soft skills are tied to an individual's personality rather than any formal training, and are thus considered more difficult to develop than hard skills. The trick is to demonstrate that you have those skills through your cover letter, résumé and interview.

JOB SEARCH STRATEGIES

PREPARING FOR YOUR JOB SEARCH

Times have changed when it comes to the job search. No longer is it effective to send in a generic résumé for a job that looks interesting or search for jobs at one or a few online job websites or scan the classified ads in the local newspapers. While it is true some job seekers will find jobs using traditional methods (only about 5–7%), the majority of jobs are found by using proactive strategies.

A proactive job search involves knowing what kind of job you want (e.g. bank teller, entry-level professional, senior executive), knowing the industry in which you want to work (e.g. banking, retail, healthcare) and then searching for local employers that you like best. Once you determine target employers, most of your job search efforts should focus on those specific organizations.

1. Learn as much as you can about the target employer.

- Check out the employer website for information on the products, services, officers and senior staff, internal organization, benefits and any other information you can discover.
- Leverage networks for current (and former) employees with whom to connect.
- Google the employer's name to see what can be found (pending layoffs, new product introductions, mergers, new rounds of funding).
- Check various web resources for information about the employer's financial health

2. Study the process used by the target employer to fill job openings.

- Regularly check the employer's website for job postings.
- Speak with the people in the HR department to initiate (if possible and appropriate) the official job application process.

3. Network – Network – Network! Establish a contact on the "inside" to help in your application process.

- Track down LinkedIn, Facebook and Twitter contacts, friends, family, neighbors and former colleagues who worked at one of the target employers or who know someone who works at one of the target employers. Then, work with these connections to identify appropriate job opportunities and get your résumé submitted.

4. Stay in touch with your internal contact, if you have one, the HR department and/or the hiring manager.

- Nicely, politely, relentlessly follow up...by phone, in person, by e-mail or even by Twitter. Whatever works best for you and is most effective in reaching a person at the employer's office.

HOW TO BEGIN NETWORKING

Your career network should include anyone who can assist you with a job search or career move. It can include past and present co-workers, bosses, friends with similar interests, colleagues from business associations, alumni from your university or acquaintances you have met via online networking services. Your network can also include family, neighbors and anyone who might have a connection that will help. Follow these steps to start networking:

- A. Identify who makes up your network. Develop a list of groups / organizations / clubs you are associated with (e.g. church, gym, sports teams, current or former workplace, volunteer organizations, student clubs, professional organizations, relatives, friends). Write each group at the top of a sheet of paper. Then below each group, list people you know.
- B. Reach out to individuals in your network and share your qualifications and interests.
- C. Ask about companies they know who employ people with your skills.

- D. Ask if they know anyone who works at these companies. If not, ask if they know anyone who knows someone who . . .
- E. Immediately record the name/number of each lead.
- F. Ask your friends or relatives if you can use their name when you contact these leads.
- G. Send each referral a thank-you note.
- H. Follow up on every lead and repeat B through G.

Expanding Your Network

There are numerous ways you can expand your network:

Informational Interviewing

Informational Interviewing provides an opportunity to meet with individuals working in your field of interest. See your Careers Instructor for more information, tips and a list of questions to ask.

Internships

Participating in an internship while you are a student is a great way to gain experience and develop networking relationships. Visit www.intern2work.com. An internship may lead to a full-time job!

Student Clubs and Professional Organizations

Get involved with campus organizations, including Student Government and program clubs, or considering becoming a member of a local professional organization. These are great places for networking and the experience looks great on your résumé. Better yet, take on a leadership role and really boost your résumé! Check out Moraine Park's many clubs on the Student Life tab on myMPTC or visit: www.morainepark.edu/services/student-life/student-clubs/

Service/Volunteer Organizations

Volunteering is not only great for your résumé but will allow you to make new connections in the community. Examples of service organizations may include Habitat for Humanity, Humane Society, Boys and Girls Club, Big Brothers/Big Sisters or local faith-based nonprofit organizations. Moraine Park offers numerous opportunities for service learning within its classes. Search for community volunteer opportunities online.

Job Fairs

Attending job fairs is a great place to talk with potential employers and let people know what types of jobs you are interested in obtaining. Visit www.wisconsinjobcenter.org/jobfairs/

Networking works! More people use this approach than any other method. Why does it work? Pretend you are an employer and you have an opening to fill. Who of the following would you be more eager to interview?

- a) an unknown applicant who answers your advertisement
- b) an unknown applicant who mails or emails you a résumé
- c) an applicant recommended by one of your workers or personal friends?



THE HIDDEN JOB MARKET

It is estimated that about 20% of available jobs are advertised in the Open Market (advertised publicly) and the remaining 80% are found in the Hidden Market. In the Hidden Market, jobs are filled by direct contact with friends, neighbors, relatives and people you know in the workplace.

So, why the Hidden Market? Given the choice, most employers prefer to fill positions without advertising. It saves money and time. More important, managers who do the hiring often believe the most suitable candidates are referrals from employees and people who already work for their firms (or once did). In addition, current social media trends and technology advances allow companies to find applicants without listing a position. They can screen applicants on LinkedIn and Google+ and other platforms without excessive costs.

Still, 8 out of 10 job seekers search primarily on the Open Market. Clearly, one's chances are better by searching in the Hidden Market where one competes with only two applicants for eight jobs rather than competing with eight people for two jobs in the Open Market.

So, how do you navigate the Hidden Market?
Navigating the Hidden market requires creativity, action and risk because you don't just submit applications or résumés and wait for a call. Consider these strategies:



SOCIAL MEDIA

Social Networking as a job search strategy is here!
Statistics show that hiring is happening through social networks.

Employers are using Social Media to advertise openings:



Candidates are using Social Media to research openings:



Employers are using Social Media to make decisions about applicants' suitability:



Pros and Cons of Social Media

Today social media allows us to be more connected than ever before and employers are using social media to assist in their hiring decisions.

Employers have hired candidates because their social media profiles:



- Gave a positive impression of their personality and organizational fit
- Supported their professional qualifications
- Showed the candidate was creative
- Showed solid communication skills
- Showed the candidate was well-rounded
- Showed the candidate had good references posted by others
- Showed the candidate received awards or accolades



On the other hand, discoveries found on social media have prevented employers from even considering an applicant.

According to a Career Builder survey, 69% of employers have rejected candidates because they:

- Posted inappropriate photos
- Posted inappropriate comments
- Posted content about drinking
- Posted content about using drugs
- Posted negative comments about a previous employer
- Demonstrated poor communication skills
- Made discriminatory comments
- Lied about their qualifications
- Shared confidential information from a previous employers

Anyone can search and find out information about you.
Do you know what people are seeing?

What can you do to check what information is out there about you?

- Google your name to see what comes up.
- Review and update your social media profiles.
- Clean it up! Remove anything inappropriate.

What can you do to get noticed online?

LinkedIn is a professional, social network that you can use to:

- Build a visual / interactive résumé
- Connect with other professionals with similar goals and interests
- Link to groups, institutions and clubs
- Search for jobs and career advancements
- Create a custom learning environment with industry professionals

For assistance in developing your LinkedIn profile and navigating the site contact a Careers Instructor, attend a LinkedIn special session in the Career Center or visit: help.linkedin.com

Facebook and Twitter – Review your profiles to ensure they represent your best self.



*Meet with your
campus Careers
Instructor for
assistance using
Social Media as a
part of your job
search.*

EMPLOYMENT SEARCH ENGINES

There are numerous employment-related search engines that allow you to both search for job postings and post your résumé. *Remember, however, strictly searching and applying for jobs online is the least effective way to find a job.*

Below is a list of some of the most widely used employment search engines:

beaverdamchamber.com	jobcenterofwisconsin.com
careerbuilder.com	jobsinmadison.com
fdlac.com	simplyhired.com
fdljobcenter.com	wbchamber.org
fdlworks.com	wisconsin.jobing.com
indeed.com	wisconsintechconnect.com
intern2work.com	

When applying online, it is important to know that companies often store résumés and applications in searchable databases which are used to “pull-out” candidates that meet specific **key words** established by the company. This saves the company time and manpower by eliminating the need to manually review each application or résumé.

As such, it is critically important to customize your résumé for each job to which you apply, utilizing key words from the job posting.

For example, let’s suppose that ABC Inc. needs an advertising copywriter. They post the job on indeed.com. Seventy people apply for the job.

ABC Inc. then loads those seventy job applications into their searchable computer database. That means that ABC Inc. can search for just the right person: “three years’ experience, medical products, associate’s degree, print advertising, direct mail advertising, web advertising.”

In seconds—bingo—the computer pulls up three candidates. Each candidate has exactly what the employer wants.

What happens to all the other applicants? They weren’t selected and after several weeks ABC Inc. will probably delete them from their database.

APPLICATIONS

For many part-time, entry-level and blue collar jobs, employers use applications to screen potential employees; they use the information from the applications to determine who they are going to call for a job interview. For other types of jobs, applications are simply the paperwork the Human Resources department requires of all job applicants; employers often ask you to complete an application after they have invited you for an interview.

Why do employers use job applications? Many employers use applications as a way of standardizing the information they obtain from all job-seekers, including some things that you would not normally put on your résumé. Your goal is to complete the application as completely and honestly as you can -- all the time remembering that the application is a key marketing tool for you in the job-hunting process. Remember that some employers will use your application as a basis for deciding whether to call you for an interview.

TIPS FOR COMPLETING APPLICATIONS

- **Be prepared with the information you need.** Below is a list information that is typically required on an application.
 - Social security number
 - Drivers' license number
 - Company name, address, phone number
 - Beginning and ending dates of employment
 - Supervisor's name and phone number
 - Starting and ending wages
 - Description of job duties
 - Reasons for leaving
 - Permission to contact employer
 - School(s) attended, degrees, graduation dates
 - Certifications
 - Skills and qualifications
- **Read and follow instructions carefully.** Always take a few minutes to review the entire application. Some applications ask for information differently -- and all have specific spaces in which you are expected to answer questions. Think of the application as your first test in following instructions.
- **Sell yourself.** Discuss **specific, related** skills focusing your education and experience to the job at hand. Give details of skills and accomplishments and avoid framing your experiences in terms of mere duties and responsibilities. Include hard as well as soft skills such as dependability, problem solving, willingness to work when unscheduled, etc.
- **Completely fill out all sections; do not write "see résumé" to save time.** If some sections do not apply, write in NA for "not applicable" or draw a short line through those sections that do not apply to you.
- **Complete the application as neatly as possible.** If you are completing the application in person, write neatly using black ink which looks more professional.
- **Proofread carefully.**
- **Sign the application.** Be aware that once you have signed the application, you are stating, "Everything I have recorded is true." Honesty is so important that most applications contain a disclaimer that allows the company to terminate your employment whenever dishonesty is discovered.

Note: Moraine Park Professional Career Booklet, an all-in-one place to record work history, is available in the Career Centers. Ask your Careers Instructor for a copy.

HOW TO ANSWER CERTAIN QUESTIONS

- **Salary:** It is often best to write “open” or “negotiable” to the salary requirements question. Employers may use this question as a screening device -- and you don't want to be eliminated from consideration based on your answer. However, if there is a minimum dollar amount you need to earn, you should list the amount. If you are required to list a specific dollar amount but unsure of appropriate wages, the Career Center can help you research wage information.
- **Position Desired:** Be specific. Often companies will have multiple openings. List the exact job title (Account Clerk, EDM Wire Machine Operator, Health Information Technician, etc.) and include a Job ID number, if available. Avoid responding “anything available.”
- **Reason for Leaving:** If you have been terminated from a job, do not omit that job from your application. It will leave an employment gap in your work history. However, you should try to be as positive as possible and leave longer explanations for the interview. Some experts recommend writing "job ended" as the reason you left your last job.

If you have been “laid off”, remember that does not mean “fired.” Recent trends have created thousands of dislocated workers in our area who experience permanent layoff with little chance of rehire. This is not a reflection upon you as an employee.
- **Criminal Record:** It is important that you truthfully respond to questions asked about your criminal background. If you are unsure of how to respond to these questions, talk with a Careers Instructor.
- **Previous Injuries:** Describe only physical problems related to the job. That is, if you cannot lift over 20 pounds, mention this only if the job requires the ability to lift regularly.
- **Education:** Some people take a course or two and then claim to have degrees, certification or training that they really don't have. Employers will check your educational claims, so don't exaggerate. If you get caught, you could lose your job.

- **No Work History:** If you have no formal work history, don't panic. There are hundreds of thousands of people out there looking for their very first job too. In the Work History section of the application, list any volunteer, charitable, casual labor or self-employment jobs you might have had—anything to show that you know what is expected in a workplace.

ADVICE ON SELECTING REFERENCES

- Choose three to five references that can vouch for your work quality and speak of your skills and accomplishments: present or past coworkers or supervisors, instructors, co-members of volunteer activities, etc.
- Discuss what your references will say about you directly with them. You can “prep” your references to relay specific qualities about you that you wish to emphasize to the potential employer. Send your references a copy of your résumé and the job posting.
- Do not use friends or relatives for work references. Occasionally, an application will simply ask for names of persons who have known you for extended periods. In this case, using friends would be appropriate.
- Get the correct spelling of references' names as well as current home and work addresses, phone numbers and email addresses.
- When it comes time for the interview, make sure to bring a separate reference page with you.

REFERENCES

Name:

Job Title:

Company:

Street Address:

City, State, Zip:

Phone Number:

Email:

Relationship to you:

(manager, co-worker, supervisor, teacher, etc)

Name:

Job Title:

Company:

Street Address:

City, State, Zip:

Phone Number:

Email:

Relationship to you:

(manager, co-worker, supervisor, teacher, etc)

Name:

Job Title:

Company:

Street Address:

City, State, Zip:

Phone Number:

Email:

Relationship to you:

(manager, co-worker, supervisor, teacher, etc)

Name:

Job Title:

Company:

Street Address:

City, State, Zip:

Phone Number:

Email:

Relationship to you:

(manager, co-worker, supervisor, teacher, etc)

NANCY WALDON

256 Brookhaven Court • Jackson, WI 53050 • (262) 215-5432 • nwaldon2@student.morainepark.edu

REFERENCES

Sandy Johnson, Certified Nursing Assistant

Horizons Rehabilitation Center

502 South High Street

West Bend, WI 53956

920.394.3423

sjohnson47@charter.net

Co-worker

Charlie Koehn, Team Leader

Church Health Services

199 County Road QQ

Beaver Dam, WI 53916

920.382.4323

charlie.koehn@chs.org

Supervisor

Molly Phelan, RN Supervisor

Horizons Rehabilitation Center

502 South High Street

West Bend, WI 53956

920.765.8765

mphelan@horizons.com

Supervisor

Amy Steinbarth, Medical Assistant Instructor

Moraine Park Technical College

700 Gould Street

Beaver Dam, WI 53916

920.943.2343

asteinbarth@morainepark.edu

Instructor

RÉSUMÉS

WRITING YOUR RÉSUMÉ

Your résumé is a strategic marketing document with the purpose of moving an employer to invite you to interview. A well written résumé will give the employer information allowing them to make that decision. The résumé is only one of the first few steps towards that new job. You can't be there to answer questions, so your résumé has to stand on its own.

Good résumé writing focuses attention on your skills and shows you as a strong potential employee. The résumé is your opportunity to highlight key points about yourself to the employer.

RÉSUMÉ WRITING RULES

Customization

- In order for your résumé to stand out, it should be customized to fit a specific position.
- Highlight relevant information specific to the target job. For assistance in identifying this information, complete the Skills Match Activity found on page 16.

Content

- Your name should be placed at the top of your résumé —highlighted by slightly larger type size, bolding and/or underlining. Your address, phone number and e-mail address, complete with zip code and area code, should be listed under your name.
- Below your contact information, include a Skills or Qualifications Summary highlighting skills and/or accomplishments relevant to the job posting. See pages 17-18 for suggestions on how to write a Skills Summary.
- When describing your work experience, begin your job descriptions with active verbs. For a current job use present tense; for past jobs use past tense. See pages 19-20 for a listing of action verbs.
- Be sure to highlight your accomplishments which will help you stand out from other applicants. See pages 21-22 for assistance in identifying your accomplishments.

- Avoid first-person pronouns (I, me, my, mine).
- Keep repetition of words or phrases and the use of abbreviations to a minimum.
- Proofread to ensure there are NO typos or spelling errors!

Format/Design

- A consistent font style and size should be used throughout the résumé, however headers may be larger. Use a universal font such as Goudy, Book Antiqua, Arial, Tahoma, Verdana, Century Schoolbook, Calibri or Cambria.
- Clearly label each section.
- Be consistent with your headings and dates.
- List your best assets first. Most technical college student graduate résumés will highlight skills and education before experience. Be sure to include internship and clinical experiences as well as leadership and student activities.
- Print on one side of the sheet only. Use at least 24 lb. bond, white or other light color paper.

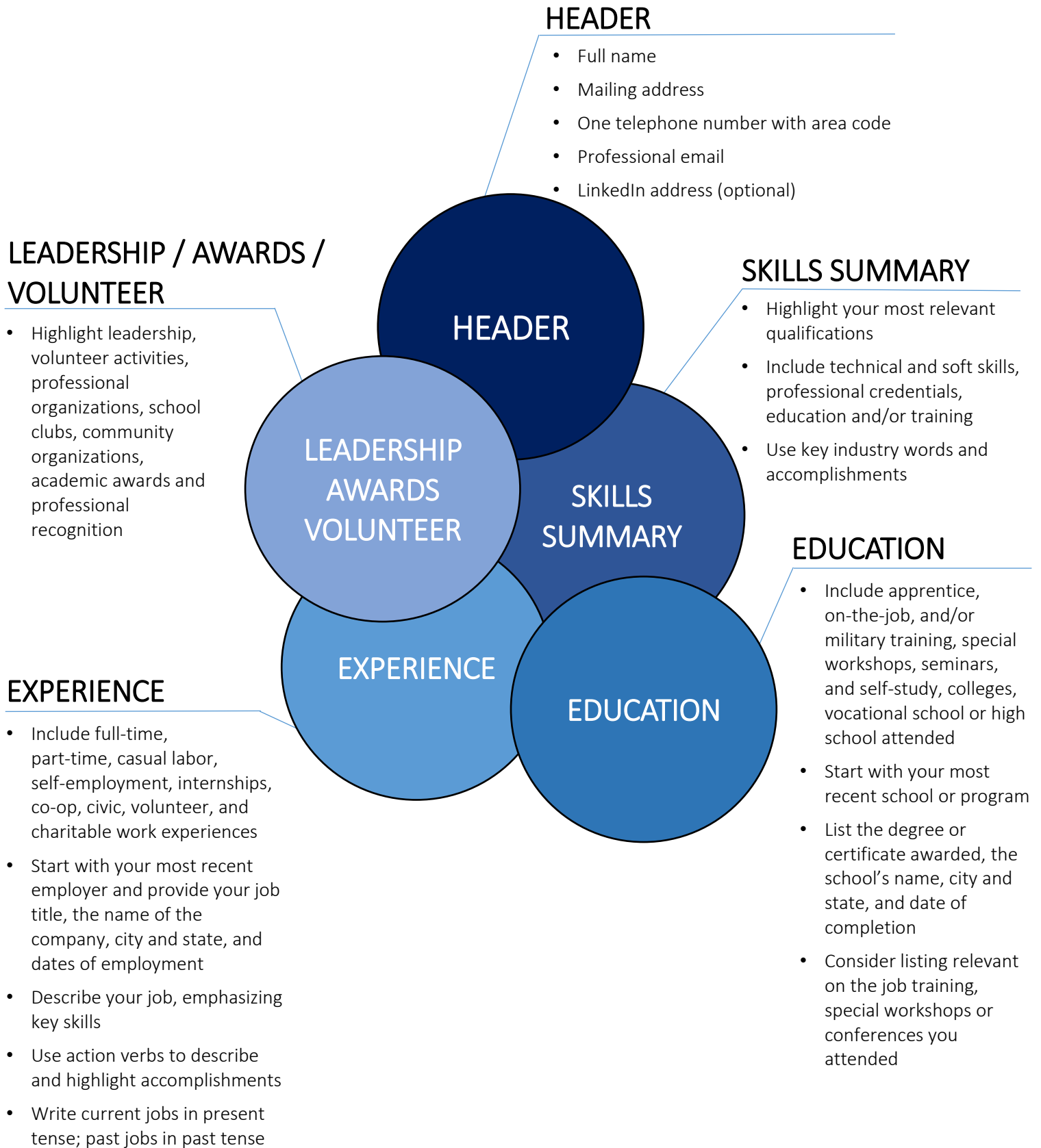
TYPES OF RÉSUMÉS

Reverse Chronological - The reverse chronological résumé is organized by job titles with the most recent position listed first. It emphasizes continuity and career growth and is fact-based and easily skimmed. Works best for: Job seekers with solid experience and logical job history.

Functional - The functional résumé highlights major areas of skills and experience and de-emphasizes positions, job duties and employment dates. The functional format gives you latitude to “make sense” of your work history and matches up skills and accomplishments that might not be obvious to employers in a chronological format. Works best for: Job seekers who have “holes” in their work history or career changers as well as job seekers with no formal work experience.

BASIC RÉSUMÉ COMPONENTS

There is no official format for a résumé. However, most résumés include the following topic/headings:



SKILLS MATCH ACTIVITY

This activity will help you successfully communicate your qualifications to an employer. Targeting your skills to the employer's needs will show how serious you are about the position or company.

1. Print and review the job posting.
2. In the areas indicated below list specific skills, experiences and abilities needed by the employer.
3. Next, list your skills and qualifications that meet each requirement.
4. Identify weaknesses by highlighting any areas where you did not have a matching qualification. At the bottom of the page, write down how you can and will learn the skills you lack. Or, list other skills you have that make up for this weakness.
5. Use the skills and qualifications you listed in the right hand column to highlight, in a Skills Summary at the top of your résumé, how you meet the employer's requirements.

**Employer's Needs
Skills, Experience, Abilities**

Your Skills and Qualifications

How can / will you learn the skills you lack? What other skills do you have that make up for this weakness?

WRITING YOUR SKILLS SUMMARY

Your Skills Summary is a summary of your most pertinent experience and qualifications that is customized for the position in which you are applying and is the first section listed below your Heading on your résumé. This is also a place where soft skills such as punctuality and honesty can be conveyed that would otherwise not be appropriate under work experience.

1. Complete the Skills Match Activity listed on page 16. This will help you identify the skills and attributes that you possess that pertain to the job you are trying to obtain.
2. Write down other relevant skills and accomplishments such as "Proficient in Microsoft Office applications," "Punctual," "Created employee handbooks," "Ranked No. 1 salesperson in past two positions," etc. It can be helpful to brainstorm with someone who knows you in the working world because they might be able to suggest traits of which you were not aware.
3. Review your list. You might be able to combine multiple items to create one thorough statement. For example, items such as "Punctual," "Proficient in AutoCAD," "Completes projects under budget" and "goal-oriented" could be combined to read "Punctual AutoCAD professional with a track record for finishing projects on time and under budget."
4. Compare your list to your work experience. Does your list help summarize your work? Does your list summarize the skills for the job you want to obtain? If not, work on creating a more accurate list. If your list includes "Ability to read people" and you have held jobs that do not require customer service, adjust your skill to read "Ability to work well with a team by understanding the needs of peers."
5. Narrow your list to those points that most accurately and effectively summarize your work experience. These items are the first on your résumé and can be the only area a recruiter may read; make sure that this section reflects how you want to be summarized as a potential candidate. You will want to update this section for each job to which you apply and when new work experiences or skill development affects the content of your summary of qualifications.

EXAMPLES

PROFESSIONAL SUMMARY

Moraine Park Technical College Administrative Assistant and Business Management, Marketing graduate. Organized and detail-oriented; complete tasks in most efficient and effective manner. Develop lasting relationships with customers through responsively addressing customer needs in a positive and friendly manner. Professionally manage multiple, competing priorities in a fast-paced environment. Thorough knowledge of written English: grammar, spelling, vocabulary and punctuation. Skilled in marketing development and advertising. Enjoy working as part of team to support and reach goals. Experience with:

- Multi-line Phone Systems
- Office Equipment Operation
- Document Management
- Event Coordination
- Business Writing
- Filing and Data Archiving
- Social Media
- Microsoft Office: Word, Excel, PowerPoint, Publisher, Access, Outlook
- Adobe Premiere Elements and InDesign

SKILLS SUMMARY (continued)

SUMMARY OF QUALIFICATIONS

Army veteran and Moraine Park Information Technology student with extensive experience in communication systems including networking, electronics, equipment repair, software administration and office equipment maintenance. Passionate about helping and teaching.

- Extensive experience installing and troubleshooting software and hardware
- Strong familiarity and comfort with online programs and research
- Able to articulate information in an easy to understand manner
- Patient and kind demeanor
- Respectful of confidential information; Held Secret Security Clearance with Sensitive Information

SKILLS SUMMARY

- Over seven years' customer service experience in the retail industry
- Clear communication skills aimed at understanding customers' needs and providing corresponding services
- Able to resolve customer concerns in a professional and calm manner
- Strong upselling skills
- Highly skilled in assisting customers both over the phone and in person
- Mature and dependable; Always early and prepared for work; Willing to do whatever is necessary to complete the task
- Excellent self-presentation and positive attitude

SUMMARY OF QUALIFICATIONS

- Over 16 years' experience providing compassionate, professional and competent homecare
- CBRF Certified; Safety Medication Administration Certification
- Incorporate principles of infection control into all daily cares
- Transport experience helping mobility-limited person
- Proficient in detailed cleaning – both light and heavy duty
- Work effectively both independently and with a team
- Highly focused on client confidentiality

PROFESSIONAL SUMMARY

Moraine Park Technical College Welding program graduate. Proficient in GMAW, GTAW, SMAW and FCAW welding in all positions. Experience welding mild and stainless steel and aluminum and oxy-fuel and plasma cutting. Skilled in reading and interpreting blueprints, sketches and specifications. Forklift and overhead crane certified. Safety-focused; continually monitor and employ safe work practices including use of PPE.

POWER RÉSUMÉ WORDS (ACTION VERBS)

Utilize this list of action verbs to help you describe job duties and accomplishments.

ADMINISTRATIVE

Accelerate
Accomplish
Achieve
Act
Administer
Allocate
Amend
Appoint
Approve
Assign
Assess
Attain
Benchmark
Chair
Commend
Compromise
Consolidate
Control
Delegate
Direct
Encourage
Enforce
Entrust
Evaluate
Expedite
Head
Hire
Improvise
Initiate
Institute
Issue
Judge
Lead
Maintain
Manage
Moderate
Monitor
Officiate
Order
Oversee
Prescreen
Preside
Prioritize
Produce
Refer
Regulate
Run
Setup

Start

Streamline
Strengthen
Supervise

COMMUNICATION

Address
Broaden
Clarify
Collaborate
Communicate
Compose
Correspond
Demonstrate
Document
Edit
Entertain
Exhibit
Explain
Express
Illustrate
Interpret
Interview
Investigate
Lecture
Perform
Plan
Present
Promote
Proofread
Read
Relate
Report
Review
Revise
Speak
Summarize
Survey
Translate
Transcribe
Write

CREATION

Activate
Complete
Compose
Conserve
Construct
Contract
Create

Discover

Draft
Draw
Engineer
Execute
Expand
Generate
Inaugurate
Landscape
Launch
Modify
Mold
Produce
Reconstruct
Redesign
Remodel
Shape
Synthesize
Transform
Unite
Utilize

DEVELOPMENT

Adjust
Assemble
Assess
Build
Compose
Conceptualize
Customize
Develop
Design
Devise
Draft
Enlarge
Format
Implement
Improve
Innovate
Install Invent
Fix
Function
Make
Manufacture
Navigate
Operate
Propose
Refinish
Renovate
Repair

Restore

Update
Upgrade

FINANCE & NUMBER

Abstract
Account
Add
Allocate
Appraise
Audit
Budget
Calculate
Collect
Compute
Decrease
Determine
Divide
Enter (data)
Estimate
File
Finance
Formulate
*Increase
Insure
Inventory
Invest
Market
Maximize
Minimize
Multiply
Process
Project
Purchase
Record
Reduce
Solve
Quantify

INTERPERSONAL SKILLS

Acclimate
Accommodate
Adapt
Answer
Anticipate
Appoint
Assist
Assure
Bargain
Care

POWER RÉSUMÉ WORDS (continued)

Coach
Collaborate
Confer
Confront
Consult
Converse
Critique
Develop
Encourage
Exchange
Familiarize
Form
Foster
Fulfill
Gain
Handle
Implement
Inform
Interact
Intervene
Join
Listen
Litigate
Mediate
Model
Motivate
Negotiate
Participate
Provide
Recommend
Reconcile
Rehabilitate
Represent
Resolve
Share
Suggest
Treat
Understand

TEACHING

Advise
Aid
Amend
Appoint
Assist
Award
Broaden Correct
Counsel
Demonstrate
Display
Encourage
Enhance

Enlist
Ensure
Evaluate
Grade
Guide
Help
Influence
Instruct
Introduce
Lecture
Mentor
Program
Provide
Rate
Steer
Suggest
Support
Teach
Test
Train
Tutor

RESEARCH & ANALYSIS

Acquire
Allocate
Analyze
Assess
Assist
Classify
Collate
Collect
Compile
Conceptualize
Conduct
Deliver
Design
Detect
Determine
Discover
Dissect
Evaluate
Explore
Examine
Formulate
Identify
Inspect
Investigate
Locate
Obtain
Observe
Prepare
Prioritize

Receiver
Research
Specify
Survey
Test
Trace
Track
Verify

PUBLIC RELATIONS

Advertise
Advocate
Attend
Coordinate
Convince
Deal
Dispense
Disseminate
Distribute
Fundraise
Handle
*Influence
Lobby
Persuade
Publicize
Publish
Recruit
Screen
Seek out
Sell
Service
Target

ORGANIZATION

Amend
Appraise
Appoint
Apply
Arrange
Award
Balance
Catalog
Categorize
Connect
Coordinate
Decrease
Define
Draft
Edit
Establish
Facilitate
File

Modify
Orchestrate
Organize
Overhaul
Place
Prepare
Program qualify
Reorganize
Rewrite
Schedule
Set

MISCELLANEOUS

Act
Apply
Anticipate
Change
Check
Contribute
Cover
Decide
Define
Diagnose
Effect
Eliminate
Emphasize
Establish
Facilitate
Forecast
Found
Give
Learn
Navigate
Offer
Perform
Propose
Receive
Referee
Register
Reinforce
Resolve
Respond
Retrieve
Save
Select
Serve
Set
Simplify
Study
Take
Travel
Win

SHOWCASE YOUR ACCOMPLISHMENTS

A critical step in creating an effective résumé is showcasing your accomplishments. Often individuals will simply list job responsibilities when detailing work experience. However, just listing your main job duties will not make you stand out from others with similar work experience. You want to tell the person reading your résumé something he/she doesn't already know. By including accomplishments, you paint a picture of your abilities—one that will sell yourself. As well, accomplishment statements showcase the amazing things you have done at your past jobs, plus show prospective employers what you can do for them.

Example: Responsibility vs. Accomplishment

- **Responsibility:** Planned successful charity events
 - **Accomplishment:** Raised \$15,000 by selling out tickets to a 200-person charity event
- **Responsibility:** Performed pipe-welding and completed ductwork jobs
 - **Accomplishment:** Achieved a record of zero defects in all pipe-welding and ductwork jobs

Three steps to identifying accomplishments:

1. Ask yourself:

- What did I do that was above and beyond my normal job duties?
- How did I stand out among other employees?
- Was I ever recognized by a supervisor for a job well done? When and why?
- Did I win any awards or accolades?
- What new processes did I implement to improve things?
- What problems did I solve?
- Did I ever consistently meet or exceed goals or quotas?
- Did I save the company money?
- What made me really great at my job?

2. Paint the picture with numbers:

- Add in as many facts, figures, and numbers as you can
- By quantifying your accomplishments, you not only make them easier to understand, you really allow the hiring manager to picture the level of work or responsibility you needed to achieve this accomplishment.

3. Add the benefit:

- Add in what the benefit was to your company.
- By doing this, you clearly communicate not only what you're capable of, but also the direct benefit the employer will receive by hiring you.

Sample Résumé Accomplishments

1. Saved \$15 million annually by reducing fixed spending 10% and variable overhead spending 19% through a variety of cost-improvement initiatives through better utilization of resources.
2. Reduced Workers' Compensation costs 40% (\$700,000 annually) by improving safety plans and implementing employee training, management accountability and equipment security.
3. Led corporate team in driving cost-reduction initiatives that resulted in \$21 million saved over three years through capital infusion and process automation.
4. Managed Windows 2010 upgrade of 200 servers to specific Exxon Mobil security standards.
5. Improved the accuracy of budget forecasts.
6. Established good working relationships with customers/clients.
7. Developed and implemented client service program, which expanded small-to-medium client base 35%
8. Developed new quality standards for better quality performance and reliability.
9. Improved support service level by 20%.
10. Developed the product troubleshooting procedure for XYZ company with strong attention to detail.
11. Utilized modern teaching methods such as e-learning and team learning.
12. Managed \$8-\$10 million budget projects and achieved project scheduled goals.
13. Developed and implemented bank's enhanced automated teller machine system.
14. Cut product replacement cost by 50% and increased on-time delivery from 80% to 95% using Kaizen approach to quality issues rooted in manufacturing.
15. Improved customer service satisfaction 3% annually through supply chain management initiatives, inventory control and flexible manufacturing practices.
16. Trimmed manufacturing and shipping-related credits to customers from 1.04% to .5% of total sales in 2015, representing an annual \$1.9 million reduction.
17. Expanded business development to include deposits and loans, which increased loan business 25%.
18. Developed and implemented indirect lending program which filled a need as identified by customer feedback.
19. Closed the largest network integration sale ever, scored a competitive win-back from a major competitor and sold an ISDN data network to a major customer with 150 sites.
20. Identified and utilized a variety of learning materials, resources and technology methods [such as Internet-learning, library, team learning] to support and improve the instructional environment.

SOFT / TRANSFERABLE SKILLS

Soft or transferable skills are skills that can be used in every occupation, regardless of the type of work. They are personal qualities and attitudes that can help you to work well with others and make a positive contribution to organizations for which you work. Many times soft skills are just, if not more, important than your job-related skills.

Planning and Organizational Skills

- Meet deadlines and manage time effectively
- Work under time and environmental pressures
- Successfully juggle multiple demands
- Identify and prioritize things to be accomplished
- Assess needs
- Develop goals for self and/or an organization
- Work effectively with organization members
- Follow up with others to evaluate progress of tasks
- Stick to a difficult endeavor and see it through to completion (college)

Oral and Written Communication Skills

- Organize and present ideas effectively for formal and spontaneous speeches
- Effectively participate in group discussions and brainstorm ideas
- Debate issues while respecting the opinions of others
- Read and condense large amounts of material
- Write reports clearly, grammatically, concisely, objectively, convincingly and in appropriate format
- Write and speak effectively in a foreign language
- Deliver verbal presentations clearly and persuasively
- Express and defend ideas in a clear, objective, non-dogmatic manner
- Effectively utilize campus resources for public relations
- Use various media to present ideas effectively and/or imaginatively

Computer Skills

- Use computer software to prepare reports, graphs, brochures, and to conduct research
- Internet research and e-mail skills
- Computer programming skills
- Web page and web site design skills

Critical Thinking Skills

- Quickly and accurately identify the key issues when making a decision or solving a problem
- Identify general principles that explain data or human behavior
- Examine assumptions underlying analyses or conclusions
- Recognize interrelationships in information obtained from diverse sources
- Use facts to judge validity of theories
- Create innovative solutions to complex problems
- Critically evaluate theories and research and apply the results to solve problems

SOFT / TRANSFERABLE SKILLS (continued)

Personal Skills

- Define and explain ethical behavior and practice it in difficult situations
- Take initiative in job related duties
- Tolerance for stress and ambiguity
- Demonstrate flexibility and ability to handle change
- Recognize the value of lifelong learning and seek professional development opportunities
- Identify personal values and apply them when making decisions
- Ability and motivation to develop knowledge and skills in expanding job responsibilities

Human Relations and Interpersonal Skills

- Maintain group cooperation and support
- Keep a group on track when working towards a goal
- Interact and work effectively with peers, superiors and subordinates
- Interact with and appreciate people from diverse cultural, social, ethnic and religious backgrounds
- Communicate effectively and sensitively in both individual and group situations
- Teach a skill, concept or principle to others
- Leadership skills
- Demonstrate effective social behavior in a variety of settings and circumstances
- Effectively collaborate with others to complete projects or reach goals
- Delegate tasks and responsibilities
- Ability to work on a team on diverse assignments

Research and Investigation Skills

- Use a variety of sources of information to research problems or answers to questions
- Conduct literature searches on _____
- Develop new research question(s)
- Apply a variety of research methods to test the validity of data
- Construct, administer and interpret questionnaires or surveys
- Ethically recruit and treat research subjects
- Select appropriate statistical tests for the analysis of research
- Analyze and interpret statistical data
- Interpret qualitative and quantitative data
- Use computers or laboratory equipment to assist with research
- Select, administer, score and interpret various psychological tests or assessments
- Deal effectively with financial, temporal and personnel constraints on research
- Possess courteous telephone skills

RÉSUMÉ REVIEW CHECKLIST

Use this checklist when proofreading your résumé.

CUSTOMIZATION	CHECK
Résumé is customized to a specific position and uses key words from job posting or industry/profession.	

CONTENT	CHECK
Résumé uses a professional email address, one phone number and address (city, state and zip code).	
Résumé includes a “Qualifications Summary” or “Summary Statement” tailored to a specific position including skills (technical and transferrable), professional credentials and accomplishments.	
Résumé includes specific degree(s) stated consistently if multiple degrees.	
Résumé indicates graduation date or anticipated graduation date, not years attended.	
Résumé includes a city and state for each job, degree and professional association.	
Résumé lists each section in reverse chronological order (most recent first).	
Job duties begin with an action verb (present tense for current experiences/past tense for past experiences).	
Résumé highlights accomplishments.	

FORMAT	CHECK
Résumé uses consistent font style throughout (size 10-12 point), with the exception of headers.	
Résumé design is consistent (section headers, job titles, dates, spacing around categories, line spacing, dashes/hyphens, bullet size/position, indentations, bolding and capitalization).	
Résumé is single spaced.	
Résumé has visual impact and design matches industry and profession (creative versus conservative, use of color, design elements).	
Résumé uses concise language (limited to 1-2 pages).	
Résumé is error-free (no spelling, grammar or punctuation errors).	
Résumé does not include personal information or an Objective Statement.	
Résumé does not include the following: I, me, my or mine.	
Résumé does not include the statement “References available upon request”.	

HALEY SMITH

21 Elm Street • Eden, WI 25541 • 920-932-3423

hsmith@gmail.com • linkedin.com/in/haleysmith

Highly focused and meticulous Administrative Assistant with stellar customer service record and work ethic. Effective multitasker able to handle a high volume of simultaneous projects with complete accuracy and professionalism. Adept at working well independently with little to no direction or as a professional clerical staff member. Thorough knowledge of written English: grammar, spelling, vocabulary and punctuation. Experience with multi-line phone systems. Accurately and professionally handle and route incoming calls.

SPECIAL SKILLS

- Customer service
- Document management
- Business writing
- Event coordination
- Travel logistics
- Office procedures
- Accounts payable/receivable
- Supply management
- Confidentiality

TECHNICAL EXPERTISE

- Typing: 65 wpm, error free
- MS Office: Word, Excel, Access, PowerPoint and Outlook
- Accounting Software: Quickbooks
- Social Media: Facebook, Twitter, Snapchat, LinkedIn, Google+
- Office Equipment: Fax machines, photocopiers, videoconferencing, PABX systems and general office equipment

EDUCATION

Moraine Park Technical College – Beaver Dam, WI 2017
Associate of Applied Science, Administrative Professional

GPA: 3.7 / 4.0

Member Phi Theta Kappa Honor Society

Student Senate, Secretary

Fond du Lac Cardinals' Youth Basketball Academy – Fond du Lac, WI 2017
Service Learning Project

Created marketing tools to increase attendance at youth basketball tournament. Developed and maintained volunteer sign-up for 30+ volunteers. Designed confirmation letters, player certificates and thank you letters for sponsors and volunteers. Produced promotional flyers, brochures and sponsorship booklet.

- Increased event attendance 15% over previous year through development of Facebook page with information about event, including maps, photos, agendas, sponsorships and activities

EXPERIENCE

Hampton Inn – Beaver Dam, WI 2012–2016
Assistant Front Desk Manager

Coordinated corporate and personal events. Responded to guest questions and concerns in a professional, timely manner. Made reservations. Checked guests in and out. Maintained cleanliness of lobby area. Monitored payroll budget and addressed concerns with manager and appropriate staff. Conducted food inventories and ordered food.

- Shortened reservation processing time 30% through reorganization of administrative procedures
- Increased customer satisfaction 25% through design and implementation of customer care strategy
- Received May 2015 Employee of the Month Award

Carrie Wagner

W3823 18th Street ▪ Berlin, WI 54938 ▪ 920-293-2134 ▪ carrie_wagner37@hotmail.com

SKILLS SUMMARY

Machine operator with 4+ years' experience in food production industry. Enhanced skills in safety, operations and quality. Excellent hand-eye coordination. Demonstrated team leadership skills. In-depth knowledge of machine setting and tendering procedures. Highly skilled in the safe and efficient use of hand tools. Experience in minor and preventative maintenance. Sense of urgency to maintain production schedules. Willingly assist co-workers to stay on schedule. Certified Food Safety Manager.

WORK EXPERIENCE

J.M. SMUCKERS COMPANY, RIPON, WI

March 2013–Present

Machine Operator

- Skilled operator of multiple machines. Complete multiple, timely and accurate changeovers utilizing set-up books
- Maintain cleanliness and safety of work space. Understand and follow all safety procedures. Trained in Lockout/Tagout
- Operate pallet jacks. Knowledge of patterns and tags utilized in hand-stacking
- Set-up, identify and retrieve RM (raw material) numbers
- **Assist in team efforts to accomplish plant goals. Continually meet and exceed production schedules**

EAGLES NEST FOOD AND SPIRITS, RIPON, WI

August 2009–March 2013

Owner and Manager

- Ordered food and beverages, paper products and supplies
- Created work schedules for staff
- Set-up and organized parties and events
- Provided friendly, helpful customer service
- Determined advertising needs and developed advertising materials
- **Saved company money by sourcing best price for products**

TAG TEAM CONSTRUCTION, PRINCETON, WI

June 2004–August 2009

Carpenter's Helper

- Ordered and picked up materials
- Rented equipment for use on job site
- Completed projects: decks, roofs, bathrooms, windows and doors, remodeling and additions

EDUCATION

MORAIN PARK TECHNICAL COLLEGE, BEAVER DAM, WI

May 2017

GED

VOLUNTEER EXPERIENCE

- Muscular Dystrophy Association (MDA) – Participate in numerous, local charity events
 - Develop advertising materials for events and coordinate silent auctions
- American Cancer Society – Assisted in raising over \$40,000 during motorcycle poker run

NANCY WALDON

256 Brookhaven Court • Jackson, WI 53050 • (262) 215-5432 • nwaldon2@student.morainepark.edu

PROFESSIONAL SUMMARY

Certified Medical Assistant with over eight years' experience providing compassionate care as a CNA for patients aged 15+. Experience collecting medical histories, taking vitals and rooming patients. Communicate outpatient instructions in clear and easy to understand manner. Develop trusting relationships with patients and their families. Successful work with employees across all levels of the organization. Bilingual – English and Spanish.

SPECIAL SKILLS

- Injections, specimen collection, EKGs
- Assisting doctors with medical procedures
- Medication administration
- Splinting
- Cleaning, setting up and restocking rooms
- Documentation of electronic medical records
- Clerical support
- Infection control procedures
- Microsoft Windows, Word and PowerPoint
- CBRF Certified

EDUCATION

Medical Assistant Technical Diploma May 2017

Moraine Park Technical College, Fond du Lac, WI
Passed AAMA Certification Exam, July 2017

Nursing Assistant Technical Diploma December 2009

Moraine Park Technical College, Beaver Dam, WI

PRACTICUM EXPERIENCE

Medical Assistant Practicum March 2017–May 2017

Dodge County Correctional Institute, Waupun, WI

- Roomed patients
- Collected vitals, including blood pressure, height, weight and temperature
- Performed allergy testing
- Documented progress notes and filed charts
- Administered flu shots and tetanus injections
- Centrifuged specimens and packaged for shipment and testing

WORK EXPERIENCE

Medical Assistant (Volunteer) September 2016–Present

Church Health Services, Beaver Dam, WI

- Room patients
- Collect vitals, including blood pressure, height, weight and temperature
- Assist physician by documenting and communicating outpatient instructions
- Review medication history and update as needed
- Translate between physician and patients ensuring treatment plans and instructions are completely understood

WORK EXPERIENCE CONTINUED

Certified Nursing Assistant

Horizons Rehabilitation Center, West Bend, WI

October 2012–Present

Harborview Manor, Jackson, WI

February 2009–October 2012

- Implement care plans as directed by RN
- Perform daily cares: toileting, bathing, dressing, feeding, incontinence care, oral care and catheter care
- Maintain records of residents' care and conditions and report concerns to supervisor
- Ensure residents are safe and comfortable, making adjustments to room, lighting and position
- Assist residents with therapy rehabilitation
- Provide residents and families with emotional support through light conversation and music

Accomplishments

- Member of "Fall Prevention" committee; Saw 15% reduction in falls as a result of development and implementation of ideas
- Recognized by supervisors for providing high level, compassionate care, organizational skills and professionalism
- Received Employee of the Month recognition, 2016

LEADERSHIP AND AWARDS

Moraine Park Technical College, Fond du Lac, WI

- GPA: 3.8 / 4.0
- Dean's List
- Student Senate, Treasurer

Kevin Williams

> Production Welder

“Kevin is a reliable, dedicated employee with strong communication and interpersonal skills.”

- Michael Johnson,
CEO, Karavan Trailers

N24589 Harrison Drive
Juneau, WI 53933

920-876-5642
kevin.williams@gmail.com

PROFESSIONAL SUMMARY

- > Proficiency in GMAW, GTAW, SMAW and FCAW welding in all positions.
- > Experience welding mild and stainless steel and aluminum.
- > Oxy-fuel and plasma cutting.
- > Skilled in reading and interpreting blueprints, sketches and specifications.
- > Experience operating forklifts and overhead cranes.
- > Safety-focused; Continually monitor and employ safe work practices including use of PPE.
- > Strong attention to detail. High welding accuracy.

EXPERIENCE

November 2016–Present
Karavan Trailers Inc, Fox Lake, WI

Production Welder

- > Read and interpret blueprints to produce finished product within specified tolerances.
- > Weld trailer frames with GMAW process in all positions with .035 hard wire on mild steel ranging from 12 gauge to quarter inch plate.
- > Perform all necessary preparation work including grinding, torch work and forklift operation.
- > Use hand and pneumatic power tools.
- > Operate overhead cranes to move materials and finished product.

December 20014–October 2016
Zenar Corp, Oak Creek, WI

Welder Fitter

- > Inspected, measured, and tested completed metal work pieces to ensure conformance to specifications.
- > SMAW welded box girders for overhead cranes in all positions with 6010 and in flat position with 7024 electrodes on quarter inch to one inch plate material.
- > Utilized oxy acetylene torch on a daily basis.
- > Operated overhead cranes and forklifts to position and move heavy materials.

EDUCATION

May 2017
Moraine Park Technical College, Beaver Dam, WI

Welding Technical Diploma

3.5/4.0 GPA
Welding Club

May 2010
Milwaukee Area Technical College, Milwaukee, WI

Aircraft Maintenance Technical Diploma

LYLE PICKERING

123 Laramie Avenue • Hartford, WI 53940 • 414-438-2938 • lpickering@yahoo.com

HIGHLIGHTS OF QUALIFICATIONS

Dedicated office professional with extensive experience in customer service and clerical positions. Expert knowledge and abilities in written communication. Patient listener who fully focuses on speakers and understands a variety of accents. Organized and detail-oriented. Knack for understanding procedures and logistics. Strong skills in time management, prioritizing tasks and meeting deadlines.

CORE COMPETENCIES

Communication and People Skills

- Consistently maintain a positive attitude and enjoy helping people
- Articulate and effective skills working with people of different backgrounds and temperaments
- Accurately record, remember and verbally communicate detailed information
- Exceptional command of English language with strong written and transcription skills
- Cooperatively work with others to produce and deliver required work

Organization and Time Management

- Quickly grasp complex situations and turn them into manageable tasks
- Produce quality work even when under extreme time pressure
- Proven ability to understand and follow complex instructions to successful conclusions
- Many years of experience successfully managing and organizing personal time and workload
- Collaborate in teams to produce quality reports

Technical Skills

- Accurate and rapid keyboarder
- Experienced in editing and proofreading lengthy documents with focus on word definitions, spelling, sentence structure, syntax and grammar
- Work with technical vocabularies from a variety of fields
- High proficiency in Microsoft Word and Excel

WORK HISTORY

Clerical Positions	Remedy Intelligent Staffing, Hartford, WI	2012–Present
Customer Service	Taylor Made Office Systems, West Bend, WI	2009–2012
Clerical Assistant	Brokers Service Office, Jackson, WI	2008–2009
Customer Service, Deliveries	Platt Music Corporation, Hartford, WI	2005–2008
Clerical Positions	Kelly Services, Hartford, WI	2002–2004

EDUCATION

Office Assistant Technical Diploma	Moraine Park Technical College, West Bend, WI	2017
Microsoft Word and Excel Courses	Moraine Park Technical College, West Bend, WI	2014

COVER LETTERS

WRITING COVER LETTERS WITH CREDIBILITY

Cover letters are a unique way you can create an image of yourself—an image that depicts how you wish to be perceived by a prospective employer.

Cover letters highlight:

- The value you bring to the organization.
- Your most distinguishing achievements as they relate to the organization.
- Relevant professional skills and qualifications.
- Educational and professional credentials that are relevant to the organization.
- Your call to action - ask for the interview.

It goes without saying that each cover letter must be 100% accurate. Incorrect spellings, improper grammar, poor organization and inappropriate language are never tolerated. Letters, just like résumés, are a direct reflection of the quality of work that an individual will produce.

COVER LETTER WRITING RULES

Customization

- In order for your cover letter to stand out, it should be customized to fit a specific position. Highlight relevant information specific to the target job. Revisit the Skills Match Activity on page 16.

Content

- Include the current date.
- Address your cover letter to a specific person whenever possible. If you cannot obtain a name, use “Dear Hiring Manager:” or “Dear Sir or Madam:”.
- Include the company name and mailing address.
- Tell the reader why they are receiving the cover letter (first paragraph).
- Highlight why you are qualified for the position (middle paragraphs).
- Request a meeting or interview (last paragraph).

- Proofread your cover letter to ensure there are no spelling, grammar or punctuation errors.
- Limit your cover letter to one page.

Format / Design

- Always include your full name, address and phone number in case your cover letter becomes separated from your résumé. For a uniform look, copy the header from your résumé to your cover letter.
- Single space your cover letter.
- Sign your letter in black ink, below the complementary close and above your typed name.

STYLES OF COVER LETTERS

There are two styles of cover letters: Paragraph Style and Comparison-List Style.

1. The **Paragraph Style** cover letter is a traditionally formatted cover letter consisting of three to four paragraphs answering what job you are applying for, what skills and experience you have relevant to the position and how the employer can follow-up with you. This type of cover letter is the most popular and recognizable type and communicates a story to the employer.
2. The **Comparison-List Style** cover letter is a direct and assertive format which allows you to clearly show the employer why you meet the qualifications for the job. This type of cover letter highlights your skills, capabilities and accomplishments in comparison to the job description and is most appropriate when you meet most, if not all, of the job requirements.

COVER LETTER BODY

First Paragraph

The Purpose (why are you writing?)

The first paragraph should clearly state your purpose and encourage the employer to read on. Include:

- The name of the position
- Where you found out about it (website or personal referral)

For example: "I am writing in response to your advertisement on indeed.com for a Medical Assistant." or "Tom Jones, XYZ Co., suggested I contact you regarding the position of..."

Middle Paragraphs

The Proof (why you and not any of the other zillion candidates?)

This is the most important section of any cover letter. It is where you detail what you can contribute to the organization.

- Cite specific accomplishments relevant to the job description. Prove it with examples.
- Highlight any special skills, experiences and background which might not appear on your résumé (projects, coursework, collaborations)
- Avoid repeating what is already on your résumé

Closing Paragraph

The Close (what do you want?)

The assertive approach – asking for the interview – works best in the closing paragraph. "I have enclosed my résumé for your review and look forward to future discussions regarding my potential to XYZ Company. I will phone you next week to arrange a meeting." Some people are more comfortable with a less direct approach; simply repeat the easiest way you can be reached by phone or e-mail. You decide.

- Indicate your interest in an interview
- Specify how to reach you

Somewhere within the cover letter

- Indicate why you are interested in the position or the company
- Show evidence of research
- Mention what is enclosed (résumé, samples, digital portfolio)

Proofread and Proofread Again! Looking over your cover letter several times for errors in spelling and grammar cannot be stressed enough. Whether you are emailing or mailing your cover letter, two or three proofreaders are recommended.

References

Your reference page is a separate document and is formatted in the same manner as your résumé and cover letter. Have your reference page available to forward at an employer's request. A copy of your reference page is something to bring with you to an interview. See page 13 for a Reference Page example.

COVER LETTER REVIEW CHECKLIST

Use this checklist when proofreading your cover letter.

CUSTOMIZATION	CHECK
Cover letter is customized to a specific position and uses key words from job posting or industry / profession.	
Cover letter includes the current date.	
Cover letter is addressed to a specific person (first and last name) including the company name and mailing address.	

CONTENT	CHECK
Cover letter describes the purpose for writing the letter including the specific position you are applying for and how you found out about the position (first paragraph).	
Cover letter summarizes your qualifications for the position including skills, experience and accomplishments (middle paragraph).	
Cover letter requests a meeting or personal interview and specifies how to reach you (closing paragraph).	
Cover letter describes why you are interested the employer, focuses on the employer needs and the benefits you bring to the position.	
Cover letter mentions what you enclosed for the employer to review.	

FORMAT	CHECK
Cover letter heading (address, phone number and email address) matches the résumé.	
Cover letter font style matches the resume.	
Cover letter models a business letter format.	
Cover letter is single spaced.	
Cover letter uses a minimum of personal pronouns (use of "I").	
Cover letter is signed in black ink (below complementary close and above typed name).	
Cover letter is error-free (no spelling, grammar or punctuation errors).	
Cover letter is concise (limited to 1 page).	

Elijah E Smith

607 Jackson Street, Beaver Dam, WI 53916

920.239.3456

elijah_smith@hotmail.com

January 29, 2017

Ms. Lisa Lemberger
Recruiting Specialist
Terra Construction
2201 Vondron Road
Madison, Wisconsin 53718

Dear Ms. Lemberger:

I am writing in regards to your advertisement on Wisconsin TechConnect for an Estimating Specialist / Civil Technician (Requisition #: B8379R2). As a December 2016 graduate of Moraine Park Technical College's Civil Engineering program, I am eager to begin my career with a highly touted company where I can bring my enthusiasm to perform and learn and dedication as an employee. I know I would make many valuable contributions to your organization.

Throughout my course work at Moraine Park, which included numerous hands on projects, I have developed many valuable skills in the areas of estimating, blueprint reading and CAD design. I am highly proficient in AutoCAD software, including Architecture, Civil 3D and Revit. I take pride in delivering professional, prompt customer service. My work ethic is strong and I am a self-motivated and dependable individual.

I look forward to an in-person meeting so that we can discuss how I can make many positive contributions to your company. I have enclosed my résumé for your review. You can reach me at 920.382.9071 or elijah_smith@hotmail.com with any questions or to schedule an interview. I appreciate your time and consideration.

Sincerely,

Elijah Smith

Elijah Smith

Enclosure: résumé

Kris Adams

235 North Davis Avenue • West Bend, WI 54392 • 262-837-2776 • krisadams@gmail.com

February 3, 2017

Mr. James Johnson
Human Resources Director
Samaritan Health Center
531 West Washington Avenue
West Bend, WI 54392

Dear Mr. Johnson:

I am writing in response to your advertisement on www.indeed.com for a Casual Certified Nursing Assistant. As someone who has lived in the West Bend area my whole life, I am very familiar with your organization and its reputation for providing high quality, compassionate care to its clients and family members. My background and passion for providing competent, dignified patient care will support your organization in meeting the needs of its clients.

With certifications from Moraine Park Technical College as a Nursing Assistant and Emergency Medical Technician, I have both the educational background and skills experience to make valuable contributions to your organization. My training has provided me with the tools and knowledge to recognize patient problems and calmly respond in emergency situations. I have a strong understanding of HIPAA and confidentiality laws and provide my patients with the utmost respect and care when providing treatment. In addition, I have an acute understanding of infection control procedures and follow care protocols completely.

My experience as a Certified Nursing Assistant at Lakeview Manor has helped me to learn much regarding personal care and hygiene. I am comfortable providing daily cares to patients of all ages and situations. I am highly skilled in transporting patients, taking vital signs and reporting any deviation to the nurse, and helping the doctor with physical and diagnostic examinations. I provide helpful, comforting and compassionate care to all patients and families.

I would welcome the opportunity to further discuss this position with you. I have enclosed my résumé for your review and will call next week to arrange a meeting. Thank you for your consideration.

Sincerely,

Kris Adams

Kris Adams

Enclosure: résumé

Jennifer Jacobs

159 Greenway Road | Fond du Lac, WI 54935 | (920) 921-9876 | jenniferjacobs@student.morainepark.edu

June 2, 2017

Ms. Patty White
Clinic Administrator
Brandon Clinic
2151 Cardinal Court
Brandon, WI 54919

Dear Ms. White:

In response to your recent advertisement for a Health Information Technician in the May 30 publication of the *Milwaukee Journal Sentinel*, I have enclosed my résumé for your consideration. As a recent HIT graduate and experienced medical coder, the position requirements align well with my qualifications and experience.

Your Requirements:

- Associate Degree, Registered Health Information Technician
- Knowledge of Coding
- Cancer Registrar

My Qualifications:

- Health Information Technology Associate Degree - Moraine Park Technical College, Technician Certified ART, May 2017
- Experienced with all aspects of coding (ICD-9 and ICD-10) and abstracting Emergency Room and Urgent Care records
- Conducted patient follow-up regarding cancer status and treatment

I am confident that I can provide the kind of professional attention to details you are seeking. Excellent time management, organizational and multitasking are some of my personal skills I can offer your clinic, in addition to excellent written and interpersonal communication skills. The opportunity for a personal interview to further discuss employment possibilities would be mutually beneficial. I will call you to schedule an appointment at your convenience. Thank you for your time and consideration.

Sincerely,

Jennifer Jacobs

Jennifer Jacobs

Enclosure: résumé

INTERVIEWS

Congratulations! Your résumé and cover letter secured you an interview! Now it is time to shine in your interview.

The more you prepare for your job interview, the more confident you will appear to the prospective employer. The following steps will help you prepare for the interview. When it comes to interviews, the most common advice is to be honest and be yourself.

RESEARCH THE COMPANY

A key resource for job-seekers is information. Job-seekers will not succeed in their job search without knowledge of the companies they are interviewing with or information on the industries and countries where these companies do business.

Research the company and review the job description before the interview. Revisit the information you collected and prepared in the Skills Match Activity (page 16). Learn as much as you can about the company so you can demonstrate how you meet the employer's needs. The Internet is an excellent resource to locate information about the company. Interviewers will look more favorably on a candidate who has made the effort to research the company and the position. You will want to research:

- Essential purpose of the business. Check out the company website and cover the basics:
 - History
 - Mission statement
 - Types of services / products offered
 - Industry
 - Customers
 - Competitors
 - Locations
- Learn the employer's distinctions / awards
- Know the names of important executives
- If you know who will be interviewing you, research his or her information on the website or LinkedIn
- Have an idea about the pay scale
- Learn how workers dress

"People hire people they like, so your job in an interview is to build rapport and change the interview format into more of a conversation."

Source – Careerealism

DEVELOP PROVE IT STATEMENTS

Throughout your interview you will want to focus on your skills that match the employer's needs / qualifications. The time you spend preparing "Prove-it" statements will assist you in developing strong interview responses that will help land you the job.

A. List 10 strengths that describe you well in relation to the job for which you are interviewing.

1. _____
2. _____
3. _____
4. _____
5. _____

6. _____
7. _____
8. _____
9. _____
10. _____

B. For each strength, develop a “Prove-It” statement:

- Provide a “good story” that shows you managing a customer conflict, solving a problem, putting forth more effort than required, etc.
- Quantify it: provide volume, amount, etc.; “Deposited more than \$25,000 nightly.”
- Provide results: as a result, did you increase productivity, reduce turnover, what?
- Always link it up: tell the employer that you’ll display this trait at their place too.

C. Review your “Prove-It” statements before every interview.

I Can “Prove-It” Samples:

Strength	“Prove-It” Statement
I am organized.	For example, at my last job, the department was really unorganized. I suggested we develop a new file system and workflow pattern, which eliminated three steps in record processing and increased our efficiency.
I am flexible and quick to learn.	At my last employer we experienced a major reorganization due to decreased sales. I assumed some of the duties that were done in a department that was eliminated and helped develop a manual that explained our new focus to others in my department.

Strength	“Prove-It” Statement

Strength	"Prove-It" Statement

PRACTICE, PRACTICE, PRACTICE!

An important step in your interview preparation is practicing interview questions. This will build confidence and allow you to be more relaxed during your interview.

1. Practice answering interview questions out loud in front of a mirror or with family and friends. Although you do not want to sound rehearsed, you want to think through your responses before the interview.
2. Practice modeling good nonverbal communication skills. It is important that you exhibit professional nonverbal communication skills during the interview. Speak clearly and effectively, listen attentively, maintain eye contact, SMILE and resist distractions that may steal your attention.
3. Practice answering common interview questions. Anticipate questions that may be asked during the interview and prepare answers beforehand to some of the more difficult or sensitive question.
4. Video yourself and take note of your body language and mannerisms. Keep your body language open. Also, watch your use of filler words such as "um", "actually", "so", etc. Note: The Career Centers have a web-based mock interview platform to enhance your interviewing skills. Stop by one of the Career Centers to get started using [Interview Stream](#).
5. Ask a Careers Instructor for help and request a mock interview.
6. Continue practicing until you feel confident and prepared.

Typical Interview Questions

Take the time to consider these questions.

Note: Additional questions are found in the Interview Worksheet (page 45).

- Tell me about yourself.
- How does your experience relate to this position?
- What are your greatest strengths?
- What are your weaknesses?
- Where do you hope to be in five years?
- How much do you expect to get paid?
- Why did you leave your last job?
- What did you dislike about your last employer?
- Why should we hire you?

Over the years, these key questions have not really changed. Employers hire a person, not a skill set. They want to learn about you to evaluate how you will fit into their organization.

Behavior-Based Questions

Behavioral questions are questions in which you are asked to describe specific situations when you have demonstrated a skill critical for success in the position you are seeking. For example, instead of asking, “Do you have communication skills?” an interviewer might say, “Describe a time when you persuaded someone to accept your recommendations to make a policy change.” The interviewer asks behavioral questions to gather important details about your work style. Honesty and preparation are crucial. You cannot invent answers on the spot when these probing questions require you to relate details. If you think that you need to prepare carefully for a behavioral interview, you are right!

What you have done in the past is a predictor of what you will do in the future. Prospective employers want to know how you handled yourself in various situations and will ask you to explain how you modeled these skills on the job or in other situations. Be prepared to explain what you did in a variety of situations. Share stories citing examples from your previous experiences. Reflect on stories that you can share that demonstrate how you have handled difficult situations. Be sure to share stories with positive outcomes.

When answering Behavior-based questions, keep the “**STAR**” (**Situation, Task, Action, Result**) method in mind:

S/T - First, describe the **Situation** or **Task** at hand. Use a specific example. Rather than answering questions about what you would do in a hypothetical situation, you are asked how you handled a situation in the past. What was the situation or task at hand? What challenges did you face in this situation?

A - Relate the **Action** you took as a result of the situation or problem. Remember to focus on the role you played in the solution and do not discuss what others did in too much detail.

R - Finally, talk about the outcome or **Result** of your action. If possible, back up your result with quantifiable information such as statistics and examples. Numbers illustrate your level of authority and responsibility.

Concentrate on developing complete STAR answers and remember that a good story has a beginning, middle and end.

- Analyze the skills required for the job you are interviewing for using the job description and the Skills Match Activity (page 16). Identify at least six examples from your past experience where you demonstrated those skills. How can you “tell a story” about your use of particular skills or knowledge?
- Be prepared to provide examples of when results did not turn out as you planned. What did you do then or what would you do differently if given the opportunity to redo the situation?
- Before starting the interview process, identify two to three of your top selling points and determine how you will convey these points (with demonstrated STAR stories) during the interview.

Review the list of behavior-based questions found in the Interview Worksheet (page 45).

Illegal Questions

Federal and state laws prohibit prospective employers from asking certain questions that are not related to the job for which they are hiring. Questions should be job-related and not used to find out personal information. In general, employers should not be asking about your age, race, gender, religion, marital status, disabilities, ethnic background, country of origin or sexual preferences.

Most interviewers are not out to discriminate against job applicants. Many of the illegal questions that interviewers ask are unintentional -- in fact, if you tactfully point out the question is illegal, the interviewer will likely realize his or her mistake and immediately retract the question.

The challenge for you is to figure out what to say while you're sitting in that chair faced with an illegal question. You have three basic options:

1. Answer the question. If you don't mind providing the information and you don't want to make waves, you can respond to the question and move on to the next one. Keep in mind, however, that you should only answer the question if you truly are comfortable providing the information -- it could come back to haunt you.
2. Don't answer the question but answer the "intent" behind the question. This is usually the best option, since it allows you to provide a tactful answer without sacrificing your rights. To answer the intent behind the question, try to figure out what the interviewer REALLY wants to know. For example, if you are asked whether you are a United States citizen (not legal to ask), reply that you are authorized to work in the U.S., which is a question the employer can ask and which is appropriate to answer. In cases like these, it's best to rephrase the question into a legal one and then answer it. This displays flexibility and composure -- strong job skills.
3. Refuse to answer the question. Inform the interviewer that the question does not seem to be legal or relevant to the specific requirements of the job. Be forewarned, though, that such a direct response should really be saved for questions that are offensive or deeply troubling.

Questions for the Interviewer

Most interviews will end with the opportunity for you to ask questions of the interviewer(s). Always have questions prepared. Remember: Interviewing is a two-way street. You want to know if this will be a satisfactory move for you, just as the company hopes to determine if you are a good match for them. What do you really want to know about this position/company? ASK NOW!!!

- How would you describe a typical workday?
- Which job qualifications do you consider most important?
- How did this position become vacant?
- Could you describe your management style?
- What is your view of the company's outlook?
- What types of educational opportunities do you make available to employees?
- What are the opportunities for advancement or progression?
- Describe the day-to-day stressors I would face in this position. What are your short, medium and long-term goals?
- How would you describe the culture?
- How will I be evaluated or measured?
- When do you plan to make a decision about this position?

FIVE...JUST FIVE

The people who have the power to hire you want to know the answers to these five questions.

1. *Why are you here?*
 2. *What can you do for us?*
 3. *What kind of person are you?*
 4. *What distinguishes you from the other job candidates?*
 5. *Can we afford you?*
-

DRESSING FOR SUCCESS – WHAT TO WEAR FOR YOUR INTERVIEW

Source – NACE

Dress for Success: Women and Men

What do you wear to a career fair?
To a job interview?
To your first day on the job?



Look professional—first impressions count. **HERE'S WHAT TO WEAR:**

What to Wear: Women



SUIT: Wear a conservative suit or conservative dress in black, navy, or dark gray. Skirt length should fall just at or barely above the knee. Pants should be hemmed to skim the top of your shoes.



SHIRT: Pair your suit with a white or light colored blouse, a nice sweater, or a shell.



HOSIERY AND SHOES: Hosiery should be plain or neutral. Shoes should be a closed-toe pump or low-heeled shoe that matches your suit.



ACCESSORIES: Wear a minimum amount of jewelry: small earrings, a watch, a ring.



GROOMING: Have a well-groomed hairstyle and wear minimal and natural-looking makeup. Your fingernails should be clean. Wear a light polish or no polish.



WHAT NOT TO WEAR: Short skirts, shorts, see-through or low-cut shirts, sandals, clanking or large jewelry

What to Wear: Men



SUIT: A conservative, two-piece suit in black, navy, or dark gray is appropriate. Khakis, if business casual is called for.



SHIRT: Pair it with a long-sleeved white or light blue tailored shirt



TIE: Choose a conservative tie. Look for something with stripes or a small pattern.



SHOES: Wear polished dress shoes, dark socks, and a belt to match your shoes.



ACCESSORIES: Wear a minimum amount of jewelry: a watch, a ring.



GROOMING: Have a well-groomed hairstyle and clean fingernails.



WHAT NOT TO WEAR: Shorts, jeans, t-shirt, wild tie

GENERAL GUIDELINES

- Your appearance should be neat and clean, pressed and polished.
- Research the company's dress code and plan to dress one step above what you would wear everyday on the job. You can ask when you are offered the interview or ask someone in your network who is familiar with the company culture.
- **Business environments** – wear a suit or dress pants and a nice shirt or blouse.
- **Technical or casual environments** – wear dress pants or khakis with a nice shirt or blouse.
- Make sure your hair is clean, neat and professionally styled. Avoid styles that cover your eyes or ones that you have to brush back.
- Apparel should be clean, neatly pressed, fit well and remain in place while sitting and/or walking. Stay clear of revealing clothing.
- Take a shower, use deodorant and brush your teeth prior to the interview.
- Only wear subtle perfume, cologne or aftershave. Your scent should leave the room when you do.
- Trim your nails. Women – use clear or a neutral polish or leave unpolished.
- Cover visible tattoos.
- Remove facial and body piercings other than single ear jewelry.
- Test-drive your interview wear. You want to feel comfortable during your interview.
- Have a back-up outfit planned for a second interview.

INTERVIEW DO'S AND DON'T'S

Your actions, words and attitudes often influence the way other people think about you. What you do or don't do in the interview can make the difference in getting the job.

DO:

- Research information about the organization in advance of the interview.
- Practice answering difficult, illegal or “too personal” questions.
- Get a good night’s sleep the night before so you will be mentally alert for the interview.
- Bring an extra résumé, list of references, small notebook and pen.
- Rinse your hands under warm water and dry them thoroughly right before the interview to avoid the “clammy” handshake.
- Leave your cell phone in your car or turn it off.
- Arrive 10 to 15 minutes early to use the restroom, find offices, allow for any unexpected traffic problems and to RELAX!
- Treat all secretaries and receptionists politely—they are important allies.
- Express enthusiasm. Smile and offer a firm handshake upon meeting the interviewer or other staff; speak clearly and directly and vary the tone of your voice. Be positive!
- Remember and correctly pronounce the names of the people you meet.
- Sit up straight, maintain good eye contact and lean slightly forward in your chair. Show a sincere and polite interest in the job as well as in the interviewer.
- Answer interview questions completely.
- Listen to the interviewer. This will avoid asking questions that have already been covered. Also, take the time to clarify any questions you are asked that you don't understand.
- Sell your qualifications rather than your need for a job.
- Use “please” and “thank you” when appropriate. This courtesy should also be extended to anyone else involved in your job search.
- Indicate your interest in the job by saying, “I hope you will consider me for this job,” or “I am very interested in this position because...”
- Thank the interviewer(s) when the interview is done.
- Jot down your impressions (after you leave) regarding what you might do differently next time.

DON'T:

- Bring relatives, friends or children.
- Ask questions about pay and benefits.
- Act as if you have to have this job no matter what.
- Talk negatively about your previous co-worker or supervisor in the interview or put anyone under the bus.
- Interrupt. If you have questions or need clarification, wait for a logical break in the conversation to speak.
- Bring up personal matters (personal problems, financial matters, health issues). Instead, focus on your qualifications for the job.
- Criticize former employers and co-workers.
- Give petty excuses such as: “The work was too hard.” “The people I worked with were not nice.”
- Lose sight of the effect you are having on the interviewer.
- Chew gum, play with your hair or constantly adjust your clothes. These actions are a definite distraction.
- Read any papers or handle any item on the interviewer’s desk.
- Bring anything bulky to the interview: books, shopping bags or overly large briefcase.
- Do not bring your coffee or drink into the interview.

INTERVIEW QUESTIONS WORKSHEET

General interview questions about you and what you offer the company

- 1. Tell me about yourself.** The interviewer is asking you to explain the main skills or knowledge that you offer the company. He or she is not asking for your life's story or details about your private life. Think of three to five things to mention related to the job for which you are interviewing.
- 2. What do you know about our company?** The interviewer wants to know if you did any research on the company, including its history, culture, products and any recent (positive) news. If you haven't learned anything about the company before your interview, the interviewer is going to think that you really don't care about working there. What have you learned about the company that you'd like to mention?
- 3. Why do you want to work for this company?** A related question is "What do you hope to gain from this work experience and why?" The interviewer wants to know what was appealing to you about the company and/or the job. This relates to the research you've done on the company.
- 4. What are your strengths?** Related questions are "Tell me something you are extremely good at and why." and "What accomplishments are you most proud of?" The interviewer wants to know what makes you unique. What can you do that other people can't? Or can you do something better than other people can? What strengths will you mention? Why?
- 5. What are your weaknesses?** A related question is "Name something about yourself that you can improve on and how you would do it." This is a hard question, although interviewers like asking it to see what you'll say. Be ready for it by thinking of two examples of weaknesses (not character flaws) and share what you are doing to improve on these weaknesses.

6. **Why did you leave your last job?** Related questions are “Are you eligible for rehire?” and “Will your former employer give you a good reference?” The interviewer wants to know why you are looking to change jobs and/or whether you and your previous employer parted on good terms. When you answer this type of question, always try to stay positive about your current or former employer. If you had a conflict with your supervisor, you could say that there were differences in personality or philosophy between you and your supervisor. If you are asked about something you don’t like in your current or previous position, choose one job duty you don’t like and briefly and honestly explain why. If you were fired from a job and you are asked about it, tell the truth but be brief.

7. **What do you expect as a starting salary?** A related question is “How much money would you like to earn?” The interviewer wants to see if you’ll eliminate yourself from the running by overpricing yourself, or if you’ll work for a very low salary. Do not mention a salary! You may turn the question back to the interviewer by asking what salary they had in mind for the position.

8. **Why should I hire you?** The interviewer wants to know why you are a better fit for the position than the other applicants.

9. **Tell me about your education and training background.** The interviewer is asking whether you have the education and training that the job requires.

10. **Do you plan on continuing your education?** The employer may be asking this to see if you are planning to go back to school at some point, if you are open to more training or education or even to see your feelings about school.

11. **What's your formula, method or philosophy for getting along successfully with other people?** The interviewer wants to know how you handle conflict. Think about a situation in which you've been in conflict with a co-worker or classmate and how you resolved the problem in a positive way.

12. **In your past jobs, was there a co-worker you really didn't like and why?** A related question is "Give me an example of how you handled a conflict between you and a teacher or co-worker." This question is an insight into your personality for the interviewer, and not a way for you to get back at a teacher or co-worker. Handle this question very carefully and avoid naming the teacher or co-worker.

13. **What are your long-term career plans (five years or more from now)?** A related question is "What are your top five goals for the next two to three years?" The interviewer may ask this question to see whether you're thinking about staying in your current line of work, or to see if you're interested in pursuing additional training in your field. The employer may ask this to see if you plan to leave them for other opportunities.

14. **What do you enjoy doing in your spare time?** The interviewer wants to get a more rounded picture of you as a person. What hobbies or leisure activities will you mention?

15. **Describe the system you use for keeping track of multiple projects.** How do you track your progress so that you can meet deadlines? (commitment to task)

16. **What, in your opinion, are the key ingredients in building and maintaining successful business relationships?** Give examples of how you've made these work for you. (relationship building)

Behavior-Based Questions

Following are some typical behavior-based questions that interviewers often ask. The job competencies they're designed to measure are in parentheses. Use **STAR** (page 41) to structure your responses.

1. **Provide a specific example of a time when a coworker or classmate criticized your work in front of others.** How did you respond? How has that event shaped the way you communicate with others? (communication)

S / T (Situation or Task) –

A (Action you took) –

R (Result) –

2. **Provide a specific example of a time when you sold your supervisor or instructor an idea or concept.** How did you proceed? What was the result? (assertiveness)

S / T (Situation or Task) –

A (Action you took) –

R (Result) –

3. **Tell me about a time when you came up with an innovative solution to a challenge your company or class was facing.** What was the challenge? What roles did others play? (creativity and problem solving)

S / T (Situation or Task) –

A (Action you took) –

R (Result) –

4. Describe a time when you got coworkers or classmates who dislike each other to work together.
How did you accomplish this? What was the outcome? (teamwork)

S / T (Situation or Task) –

A (Action you took) –

R (Result) –

5. Tell me about a time when you failed to meet a deadline. What things did you fail to do? What were the repercussions? What did you learn? (time management)

S / T (Situation or Task) –

A (Action you took) –

R (Result) –

6. Tell me about a time when you dealt with an upset customer. How did you approach the problem? What was the outcome? (customer service, problem solving)

S / T (Situation or Task) –

A (Action you took) –

R (Result) –

THINGS TO BRING TO THE INTERVIEW

- Extra copies of your résumé printed on quality résumé paper
 - List of references
 - Questions to ask the interviewer(s)
 - Pen and notepad in a nice portfolio
-

FOLLOWING UP AFTER THE INTERVIEW

Now that your interview is over, you can relax and wait for the answer. *WRONG!* In any good sales campaign, you have a plan and you keep on selling. No interview is over until you have assessed the interview and written and mailed the thank you notes to all who interviewed you. You should also notify your references that they may soon be getting a telephone call from your prospective employer. Be sure to coach them on what you would like them to emphasize.

At the minimum, a written thank you letter or note should be sent after all interviews. This is your opportunity to make one more impression before the decision is made. Send a written thank you letter even if you are turned down for a job. Let the employer know that you appreciate their consideration and you would be interested in future opportunities.

- Write a thank you letter or note no later than 24 hours after the interview, even if things didn't go well.
- Thank you letters can be in business letter format (page 51), hand written or emailed.
- Be brief and to the point. Note the job you interviewed for and also list the date of your interview.
- Always send a written thank you letter to a person by name and title.

- If there are multiple people, such as a panel interview, send a separate thank you to each person or send a single thank you to a key person for distribution. When sending more than one thank you letter, it is most effective to vary each letter.
- When thanking a potential employer, restate your interest in the position and the employer.
- The thank you letter is an opportunity to again sell your qualifications. Briefly include any pertinent information you failed to mention earlier. Be sure to reemphasize your most important qualifications and skills for the job. Note anything that was mentioned in the interview that you can enhance or you feel may not have been discussed fully.
- Offer to come in for another interview or to provide more information if needed.



Beth Ahern

W329 Cedar Road • Eden, Wisconsin 53095 • 920-477-2394 • bahern5@student.morainepark.edu

May 3, 2017

Mr. Bob Washington
Human Resource Manager
Thrivent Financial
111 Riley Way
Fond du Lac, WI 54935

Dear Mr. Washington:

Thank you for the opportunity this morning to discuss the administrative support position. Our conversation gave me a better understanding of Thrivent Financial and the requirements of the job. The additional information from Max and Katherine was helpful in gaining a better perspective of the position.

My strong office and interpersonal skills will definitely make a contribution to your company. I am proficient in all the computer software packages you use and I possess the customer service experience you want.

I enjoyed meeting the office staff and touring the facility. Thrivent is clearly a quality organization with an emphasis on efficiency and a dedication to teamwork. I would consider it a privilege to join your team. I will contact you next week to inquire about the hiring decision.

Again, thank you for your time and consideration.

Sincerely,

Beth Ahern

Beth Ahern

NANCY WALDON

256 Brookhaven Court • Jackson, WI 53050 • (262) 215-5432 • nwaldon2@student.morainepark.edu

September 8, 2017

Ms. Alison Johnson
Watertown Family Practice
127 Hospital Drive
Watertown, WI 53098

Dear Ms. Johnson:

This past May I completed the Medical Assistant program at Moraine Park Technical College. I am excited to start my professional career in this field and was thrilled to find the opportunity on your company website for a Certified Medical Assistant. My educational background and professional experiences make me a well-qualified candidate for this position.

As a recent graduate, I have obtained many valuable skills through my classroom work as well as hands on training and experiences. I would bring to your company a broad range of skills, including: strong knowledge of infection control procedures, the ability to remain calm in emergencies and compassionate and respectful patient care. My practicum has provided me with the skills and knowledge to complete blood draws, specimen collections and injections.

My experience as a Certified Nursing Assistant has allowed me to develop an understanding of HIPAA, strong observation and charting skills, and team building with co-workers, always respecting colleagues concerns and questions. Self-motivation, dependability and a positive outlook are a few of my strongest qualities along with a friendly disposition and the ability to actively listen and communicate openly.

Your time in reviewing my cover letter and resume is greatly appreciated. I am available daily by phone 920.382.3544 or email: nwaldon2@student.morainepark. I look forward to meeting with you.

Respectfully,

Nancy Waldon

Nancy Waldon

NANCY WALDON

256 Brookhaven Court • Jackson, WI 53050 • (262) 215-5432 • nwaldon2@student.morainepark.edu

PROFESSIONAL SUMMARY

Certified Medical Assistant with over six years' experience providing compassionate care as a CNA for patients aged 15+. Experience collecting medical histories, taking vitals and rooming patients. Communicate outpatient instructions in a clear and easy to understand manner. Develop trusting relationships with patients and their families. Successful work with employees across all levels of the organization.

SPECIAL SKILLS

- Injections, Specimen collection, EKGs
- Assisting doctors with medical procedures
- Medication administration
- Splinting
- Cleaning, setting up and restocking patient rooms
- Documentation of electronic medical records
- Clerical support
- Infection control procedures
- Microsoft Windows, Word and PowerPoint
- CBRP Certified

EDUCATION

Medical Assistant Technical Diploma May 2017
Moraine Park Technical College, Fond du Lac, WI
Passed AAMA Certification Exam, August 2017

Medical Assistant Practicum March 2017–May 2017
Dodge County Correctional Institute, Waupun, WI
• Roomed patients and collected vitals, including blood pressure, height, weight and temperature
• Documented progress notes and filed charts
• Administered flu shots and tetanus injections
• Centrifuged specimens and packaged for shipment and testing

Nursing Assistant Certification December 2010
Moraine Park Technical College, Beaver Dam, WI

WORK EXPERIENCE

Medical Assistant (Volunteer) September 2016–Present
Church Health Services, Beaver Dam, WI
• Room patients and collect vitals, including blood pressure, height, weight and temperature
• Assist physician by documenting and communicating outpatient instructions
• Review medication history and update as needed

Certified Nursing Assistant February 2011–Present
Horizons Rehabilitation Center, West Bend, WI
• Implement care plans as directed by RN
• Perform daily cares including: toileting, bathing, dressing, feeding, incontinence care and catheter care
• Maintain records of residents' care and conditions and report concerns to supervisor
• Ensure residents are safe and comfortable, making adjustments to room, lighting and position
• Assist residents with therapy rehabilitation
• Provide residents and families with emotional support through light conversation and music

Accomplishments

- Member of "Fall Prevention" committee; Developed ideas to reduce falls
- Recognized by supervisors for providing compassionate care, organizational skills and professionalism
- Received Employee of the Month recognition, 2015

NANCY WALDON

256 Brookhaven Court • Jackson, WI 53050 • (262) 215-5432 • nwaldon2@student.morainepark.edu

REFERENCES

Sandy Johnson, Certified Nursing Assistant
Horizons Rehabilitation Center
502 South High Street
West Bend, WI 53956
920.394.3423
sjohnson47@charter.net
Co-worker

Charlie Koehn, Team Leader
Church Health Services
189 County Road QQ
Beaver Dam, WI 53916
920.382.4323
ckoehn2@chs.org
Supervisor

Molly Phelan, RN Supervisor
Horizons Rehabilitation Center
502 South High Street
West Bend, WI 53956
920.765.5765
molly_phelan@hrc.org
Supervisor

Amy Steinbarth, Medical Assistant Instructor
Moraine Park Technical College
700 Gould Street
Beaver Dam, WI 53916
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Instructor

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October 1, 2017

Ms. Alison Johnson
Watertown Family Practice
127 Hospital Drive
Watertown, WI 53098

Dear Ms. Johnson:

Thank you for the opportunity to meet with you on Wednesday, September 30 to discuss the Medical Assistant position for Becky Adams, PA. Our conversation gave me a better understanding of Watertown Family Practice and the requirements of the job. The additional information provided by Ann Marie and Joy was helpful in gaining a better perspective of the position and reassured me that this position would be a great fit.

I am confident my strong interpersonal and medical assistant skills, as well as my ability to team with others or work independently, will allow me to make many positive contributions to the clinic. I am proficient in my work, yet always excited and willing to learn new things.

I enjoyed meeting the staff in the practice ranging from reception to other medical assistants to the doctors and office staff, as well as touring the building. Meeting the staff makes it clear they are dedicated professionals who desire to provide the best possible care to all who visit the practice. I would consider it a privilege and honor to join your team. I look forward to hearing your decision and hope I am the right choice.

Again, thank you for your time and consideration.

Sincerely,

Nancy Waldon

Nancy Waldon

THE JOB OFFER

EVALUATING THE EMPLOYMENT OFFER

There is no perfect formula for making the decision to accept a job offer, but one of the best ways to begin is by making a list of all the features that are important to you in your job. These may include such items as the type of work you'll be doing, the organization's reputation/prestige, the training program, the salary, the benefits, location of job, opportunity for advancement, work environment, opportunity for free time (evenings and weekends), opportunity for travel, colleagues with whom you'll be working and so forth.

The factors-to-consider list may help you come up with your personal list. Add every possible item you can think of to your list. You might want to break out specific features that are crucial to you. For example, you might want to separate tuition reimbursement or medical insurance or an on-site fitness center from general benefits, if these are especially important to you.

What Matters Most?

After you have all the features on your list, rank them in order of their priority to you. For example, type of work may be most important to you, followed by salary and then benefits.

Weigh Your Options Carefully

In the final analysis, remember to weigh carefully what is most important to you. You need to be sure that your job will be a good experience for you and will allow you to achieve your goals. Remember, though, that no job is perfect or able to meet all your needs. Consider the factors that you are willing to compromise on or have met in other ways. For example, if you enjoy travel and your job provides little opportunity for it, you can use long weekends and vacations for this interest.

Keep in mind that while you want to make the best possible decision at this time, your decision is not irrevocable. The odds are great that you will not remain with your first employer for your entire career. Experts report you will change careers between six and eight times in your lifetime. As you progress in your career, you will continue to learn which features are of highest value for you (your values will probably change with time) and how to find the best opportunity to have these values met.

YOU'RE
HIRED!

ON THE JOB SUCCESS

CORE ABILITIES

Moraine Park staff, along with business and industry representatives, have identified seven skills that are essential to your success in obtaining and keeping a job. As you take courses at Moraine Park you will work towards obtaining, improving and enhancing these skills in all your courses. By helping you develop the core abilities and holding you responsible for their application, your instructors will help you achieve a successful career. Core abilities give you an added value in the labor market because employers prefer to hire and promote individuals who:

Communicate Clearly

- You plan and organize communications according to the purpose and audience
- You summarize in a brief and concise manner
- You provide support materials (i.e., facts, reasons, examples, details and statistics) to aid in understanding your ideas and information
- You participate in discussions and group work modeling active listening and feedback skills
- You demonstrate mastery of grammar, spelling, punctuation, capitalization, word usage and sentence structure
- You model professionalism and etiquette in all communications (letters, e-mail, voice mail, texting, etc.)

Act Responsibly

- You follow directions
- You follow safety procedures
- You meet standards for participation
- You meet deadlines
- You present a professional image in your work and your appearance
- You are accountable for your actions

Adapt to Change

- You modify thoughts and actions as situations change
- You anticipate changes coming to, or affecting, the situation
- You approach change calmly and rationally
- You use positive behaviors to foster growth

Work Productively

- You stay on task
- You work independently, as needed, to complete work
- You ask for assistance when needed
- You set and attain goals
- You manage time effectively
- You prioritize work to meet deadlines
- You strive for continuous improvement in your work
- You use resources efficiently

Think Creatively and Critically

- You use active problem-solving techniques (Plan, Do, Check, Act)
- You are creative in exploring possible solutions
- You consider the human, interpersonal and factual dimensions of a problem
- You distinguish between fact and opinion
- You apply global perspective to decisions and actions

Demonstrate Integrity

- You demonstrate pride in your work by striving for the highest possible quality
- You accept and provide feedback to further individual and group growth
- You credit others for their contributions and share credit for tasks requiring a team effort
- You demonstrate trustworthiness by being honest, dependable, confidential and reliable

Work Cooperatively

- You complete assigned tasks for team work
- You demonstrate collaborative strategies
- You exchange information, ideas, opinions and solutions in a team / group setting
- You respect others
- You encourage and offer assistance to team members

THE TOP 10 SKILLS EMPLOYERS LOOK FOR

The 2016 National Association of Colleges and Employers (NACE) Job Outlook survey asked employers to rate skills they seek in new employees. Here are the top 10 essential skills employers want:

1. Communication
2. Teamwork
3. Problem Solving
4. Plan, Organize and Prioritize
5. Obtain and Process Information
6. Analyze Quantitative Data
7. Job Specific Technical Knowledge
8. Proficiency with Computer Software Programs
9. Write and Edit Reports
10. Selling Ideas or Concepts

How does the Top 10 Skills list compare to Moraine Park's Core Abilities? What similarities do you see?

SELF-ASSESSMENT

Read the work characteristics that pertain to the skills below and rate yourself in each area.

- 4 = Outstanding
- 3 = Good
- 2 = Performance could use improvement
- 1 = Performance demands intervention

SKILL AREA	4	3	2	1
1 Teamwork Do I have the skills to work cooperatively with others toward a common goal?				
2 Problem Solving Can I logically solve problems and communicate rationale and strategies to achieve a workable solution?				
3 Strong Communication Skills Can I verbally communicate with clarity and confidence to internal and external persons in an organization?				
4 Planning, Organizing and Prioritizing Can I assess needs, identify and negotiate priorities and create / manage a process to achieve goals?				
5 Obtain and Process Information How do I gather and configure data to clearly support a proposal?				
6 Analyzing Quantitative Data Can I identify outcomes, trends or patterns using analytical thinking or computational applications?				
7 Job Specific Technical Knowledge What technical skills do I need to competently fulfill employment expectation?				
8 Proficiency with Computer Software Programs Are my software skills up-to-date with what is required in industry?				
9 Write and Edit Reports Can I create documents that are articulate and comprehensive?				
10 Sell Ideas or Concepts Do I have the ability to be persuasive or to influence outcomes? Am I a leader?				

List two areas of strength and give examples that support your list.

Identify one area that needs to be improved or could be enhanced. Describe how this could be achieved.