



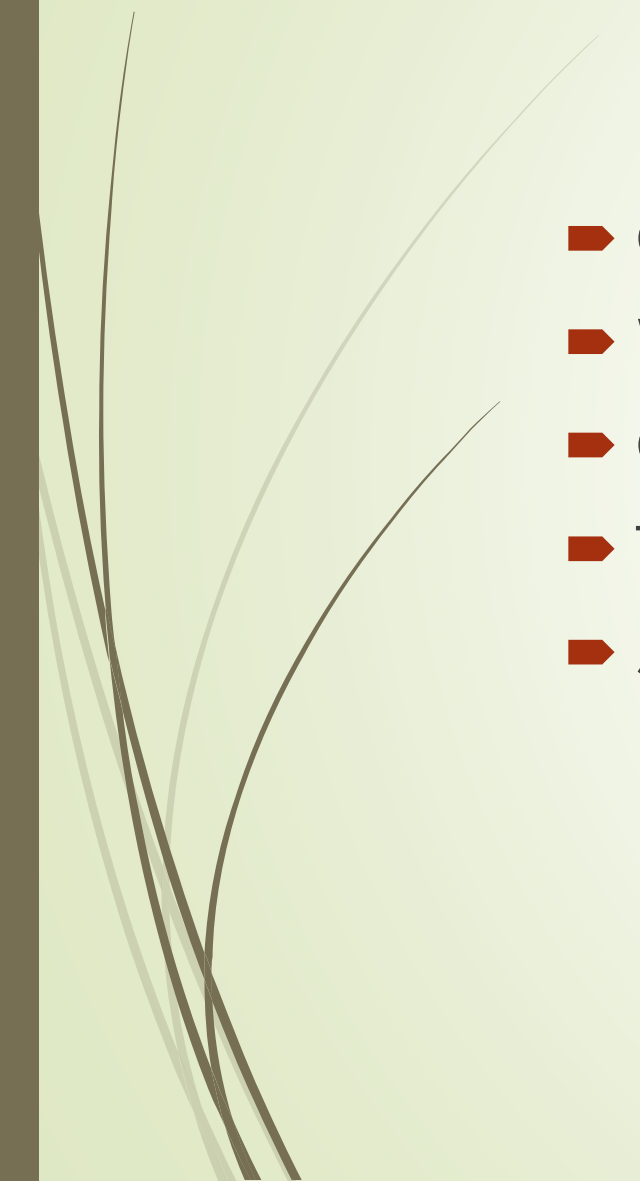
# Welcome to Online Job Search

Presented by

Sharper Training Solutions, Inc.

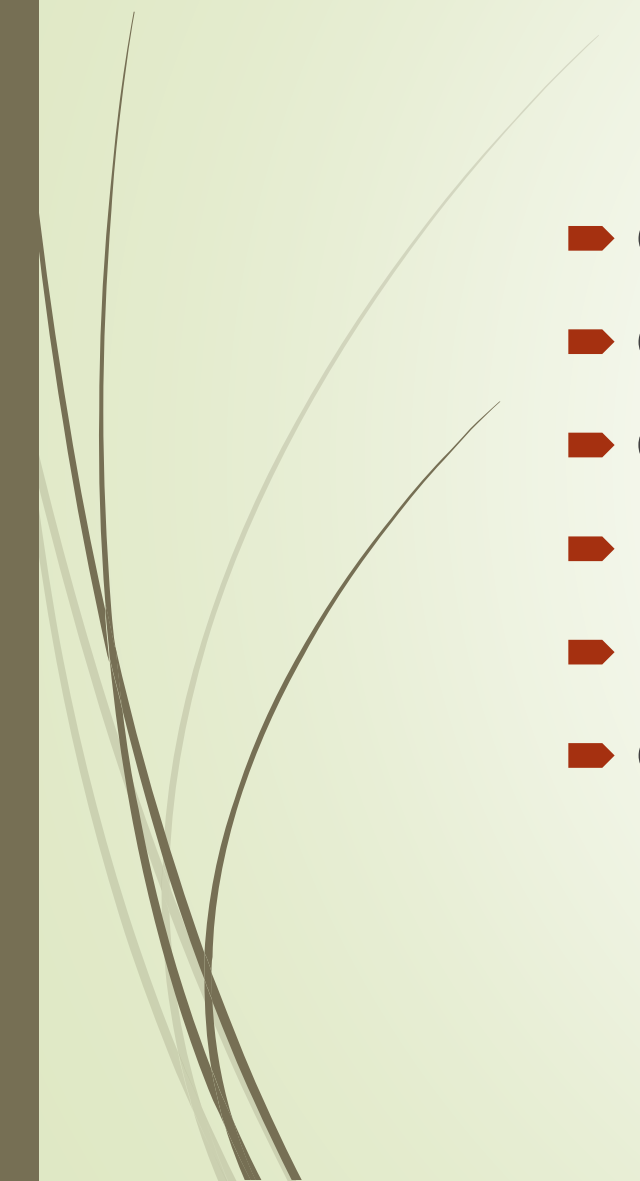


# Today we will discuss

- Constructing a resume frame
  - Writing a resume
  - Cover letters
  - Thank You letters
  - Job search techniques
- 



# How do we Construct a frame

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



# Collect information

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

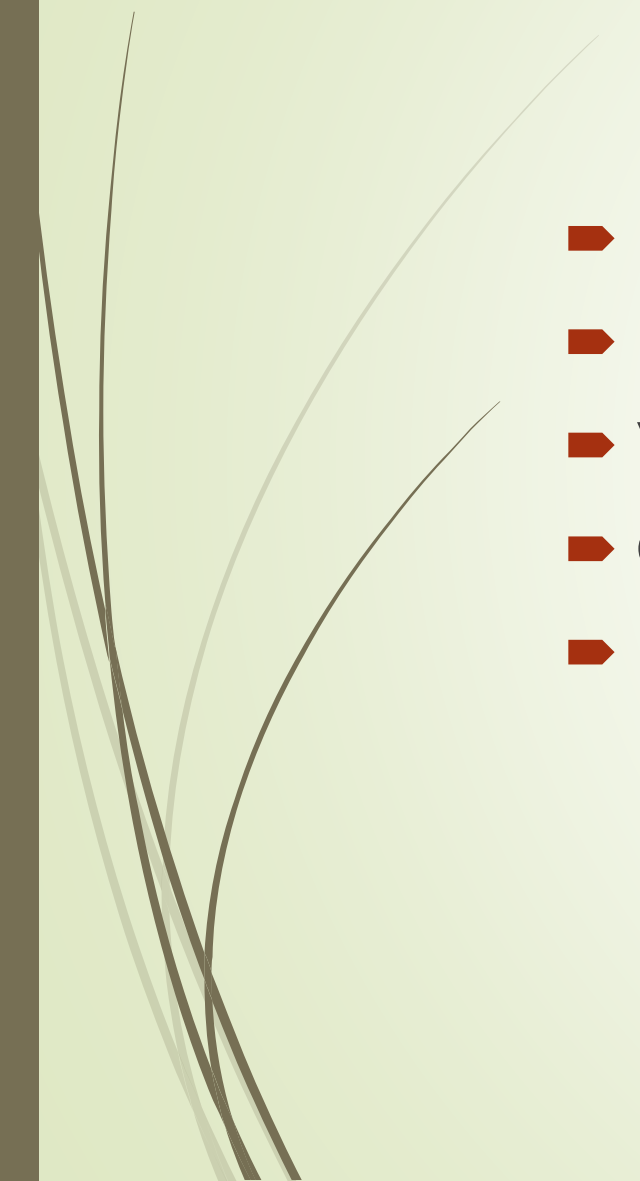


# General information

- Address
- City
- State
- Phone Land Line
- Cell Phone- have a professional message on your voice mail
- E-mail PROFESSIONAL (Not [crazykat@aol.com](mailto:crazykat@aol.com))
- Past and present employers



# Education and activities

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

# Chronological Resume

## Somebody's Name

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

E-Mail: [somebody@yahoo.com](mailto:somebody@yahoo.com)

### SUMMARY OF QUALIFICATIONS

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

08/05 — 10/07

#### McDOWELL RESEARCH

Waco, Texas

##### *Production Assembly/Electronic Technician*

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

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

07/98 — 07/05

#### CASH AND CARRY CARPET

Waco, Texas

##### *Manager*

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

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

04/96 — 06/98

#### HARGIS ELECTRONICS

Waco, Texas

##### *Sales Associate*

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

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

01/80 — 05/83

##### *Counter Salesperson*

Waco, Texas

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

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

[If you're ready to write, just select this tip text and start typing to replace it with your own. For best results, don't include space to the right or left of the characters in your selection. Briefly state your career objective, or summarize what makes you stand out. Use language from the job description as keywords.]

## EXPERIENCE

[DATES FROM] – [TO]  
[JOB TITLE] | COMPANY]

[Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.]

[DATES FROM] – [TO]  
[JOB TITLE] | COMPANY]

[Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.]

## EDUCATION

[MONTH YEAR]  
[DEGREE TITLE] | SCHOOL]

[It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.]

[MONTH YEAR]  
[DEGREE TITLE] | SCHOOL]

[It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.]

## SKILLS

- [List your strengths relevant for the role you're applying for]
- [List one of your strengths]
- [List one of your strengths]
- [List one of your strengths]

## ACTIVITIES

[Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include leadership and volunteer experiences here. Or show off important entries like publications, certifications, languages and more.]



# MCDONALD'S RESUME (FUNCTIONAL)

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

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## QUALIFICATIONS SUMMARY

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

## RELEVANT SKILLS

### *Customer Service*

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

### *Technical*

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

### *Interpersonal & Teamwork*

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

## **WORK HISTORY**

*McDonald's, Los Angeles, CA – Store Assistant*

*Call Center Pros, Greenville, SC – Customer Service Representative*

*Burger King, Greenville, SC – Cleaner*

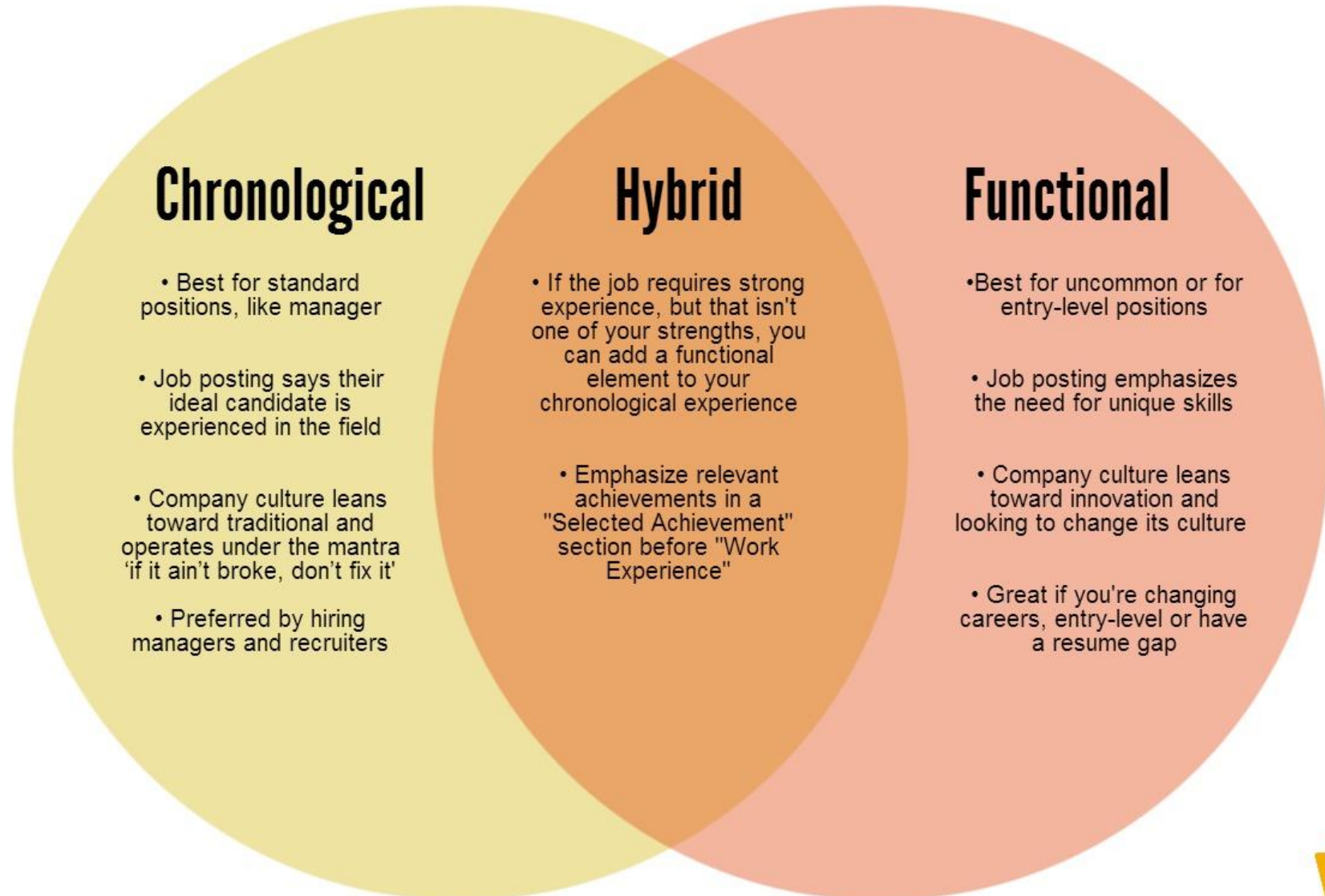
## **EDUCATION**

College of Charleston, Charleston, SC

*Marketing Candidate, May 2016*

- GPA 3.5/4.0

# Choose Wisely





# Power Words

- ▶ Use **Collaborate** instead of: worked with
- ▶ Use **Analyzed** instead of: looked at
- ▶ Use **Developed** instead of: wrote
  
- ▶ Google “Power Words”
- ▶ Use the Thesaurus in Word to help change basic words into Power Words



# Power Words

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



# Profiles

- ▶ Profile and Qualifications

A brief paragraph summarizing abilities, accomplishments and goals

- ▶ Profile

Profile- what YOU can do for THEM



**JOHN DOE**

22888 SW 55 Way

Boca Raton, FL 33431

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

JDOE@sample.net

**OBJECTIVE**

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

**PROFILE**

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

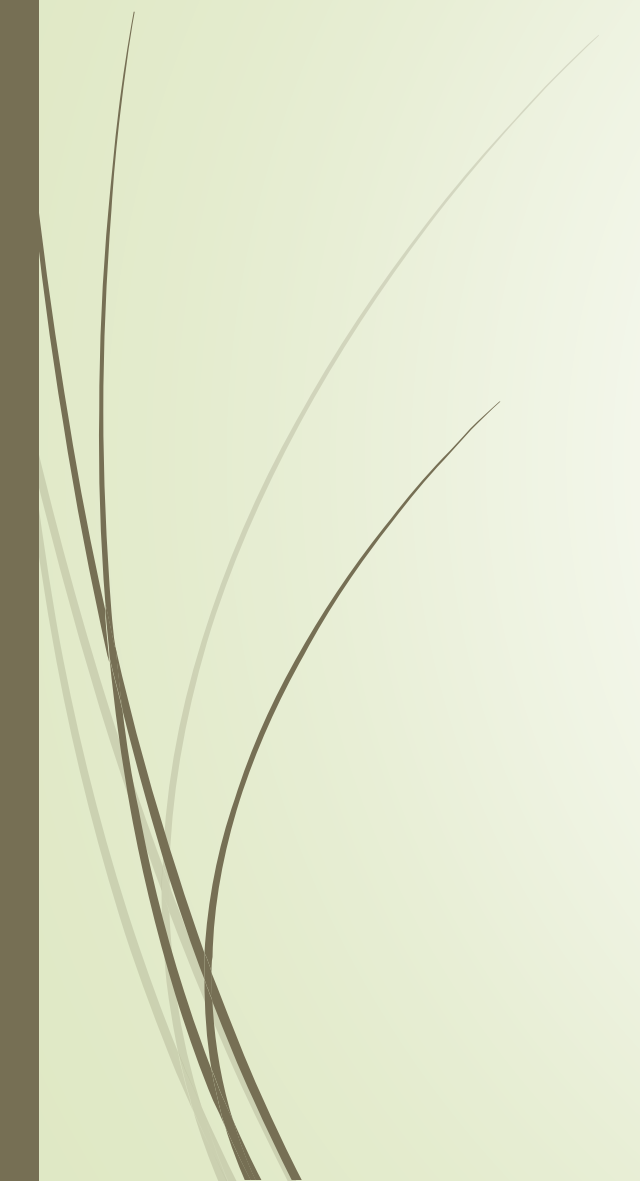
**COMPUTER SKILLS:**

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



# STEP AWAY

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







# Cover Letters

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

## John Doe

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1234 5th Street, New York NY 00000  
Home: 555-555-5555 Cell: 432-123-4567  
johndoe@email.com

22 October, 2010

Company Name  
22 Second Avenue  
New York, NY 00000  
333-333-3333  
company@email.com

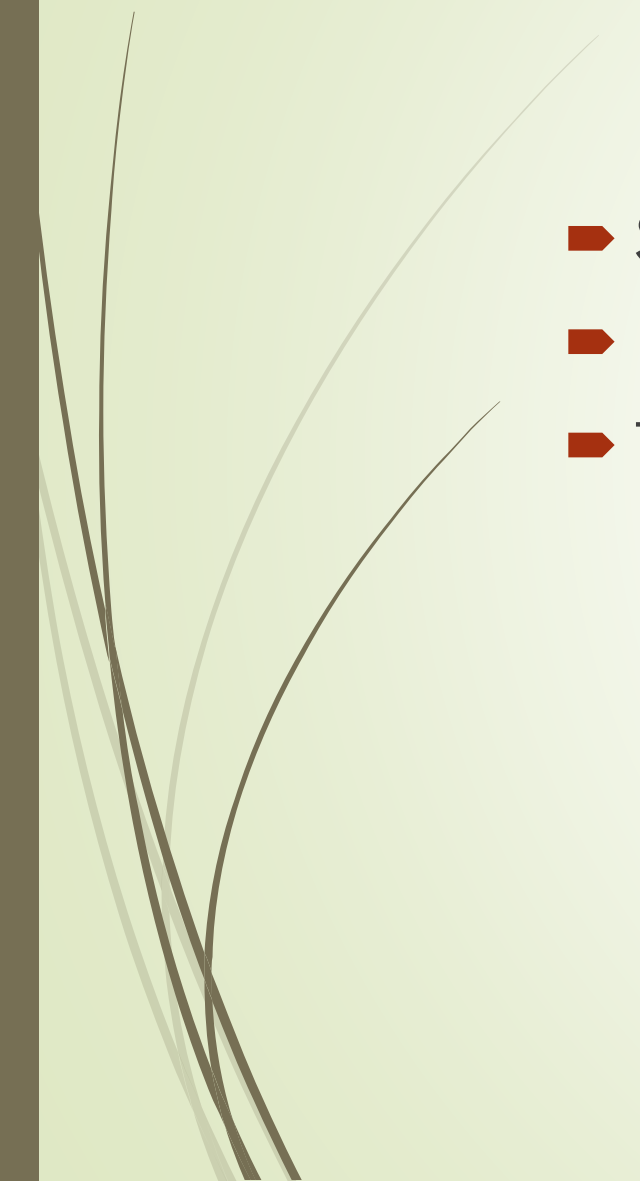
Dear Don's Custom Fabricating,

I understand you need a machine operator who is skilled, reliable, and committed to high-quality results. I would love to bring my experience and talents to your company and embrace the new challenges of this position. Your job posting mentioned the need for a self-starter able to work independently. I've always been proactive about learning new tasks quickly and taking responsibility for my own work. I have several years of experience in a variety of different shops, and I've worked with both manual and computer-controlled machinery. I'm a perfectionist and extremely focused on details, so I know I can handle even the most customized projects. When there's an excess of seasonal projects, I'm ready to work extra hours to meet deadlines and ensure every customer is satisfied. I appreciate your consideration for this position. I look forward to discussing with you further about how my education, experience, and passion will make me an excellent addition to your company.

John Doe



# Thank You Letter

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



Sample Thank You Letter

Date

Dear Scholarship Donor,

I am sincerely honored to have been selected as the recipient of the (name of the scholarship). Thank you for your generosity, which has allowed me to (explain how receiving this scholarship has impacted your college experience).

As I complete my education at Weber State University, I am very thankful for receiving your thoughtful gift. Because of your scholarship, (explain how receiving this scholarship will positively impact your future).

Thank you again for your thoughtful and generous gift.

Sincerely,

Your Name

Your W Number

Weber State University

Class of 20XX



# Top Job Search Tips

- Network
- Develop a powerful resume and cover letter
- Always have a resume on hand
- After sending out a resume, follow-up with a phone call
- Do not limit to searching on the internet
- Use industry associations or specific industry job banks
- Target specific companies
- Don't look for a job while you are at work
- Make a plan
- Don't get stressed



# Top Interview Tips

- Tell yourself you deserve the job
- Research the position
- Practice interview questions
- Compose an interview speech
- Relax
- Listen
- Ask good questions
- Ask for the job



# Online Job Search

- Research industry specific online job boards
- Search using key words
- Use Industry Association websites
- Research interesting companies
- Upload your resume to a variety of websites
- Review your resume a least once a week

**Be Patient!**

- Advanced Search
- Browse Jobs
- Most Popular Jobs ▾

## Find Better

Monster can help you find the best jobs, employers and career advice.


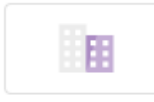
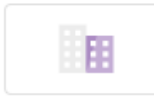
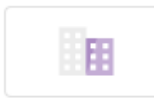
Jobs Companies Advice

Keyword or Title Location Search

Search by keyword or job title

Create an account. This way you can Add your resume to it, ready to send to a job posting with a click of a button



 <p>Customer Service - Become an Independent AVON Sales Representative - Entry Level AVON New Hyde Park, NY</p> <p>6 days ago</p>	<h3>Customer Service - Become an Independent Sales Representative - Entry Level at AVON</h3> <p>New Hyde Park, NY 11040</p> <p>Details Highlights</p> <p>Work how you'd like and where you'd like, make your own schedule. AVON is looking for you to become Independent Sales Representative. You can start an AVON business and EMPOWER your life. Avon is an iconic brand that is recognized and loved by millions. As a leader in beauty, anti-aging skincare, and fragrances, we make it easy for you to sell and succeed, right from the start.</p> <p>Why Sell AVON?</p> <ul style="list-style-type: none"><li>You have your own business</li><li>You set your own hours</li></ul>
 <p>Customer Service Representative Sherwood Lumber Melville, NY</p> <p>4 days ago</p>	
 <p>Customer Service Representative [Part-Time] David's Bridal, Inc. Long Island City, NY</p> <p>10 days ago</p>	
 <p>Customer Service - Consider a Career Change to Insurance Sales Bankers Life</p> <p>6 days ago</p>	

Get Customer Service jobs in Levittown as soon as they're posted

Sign up for a Monster account, and we'll send jobs and job-search advice right to your inbox.

Without creating an account, this search for Customer Service in Levittown shows over 1,000 jobs were found. It also allows us to add an email address so we can be notified as soon as someone posts a new Customer Service job in Levittown.

post to classifieds

my account

search craigslist

event calendar

M	T	W	T	F	S	S
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

help, faq, abuse, legal

avoid scams & fraud

personal safety tips

terms of use new

privacy policy

system status

about craigslist

craigslist is hiring in sf

craigslist open source

craigslist blog

best-of-craigslist

craigslist TV

"craigslist joe"

### community

activities  
artists  
childcare  
classes  
events  
general  
groups  
local news  
lost+found  
missed  
connections  
musicians  
pets  
politics  
rants & raves  
rideshare  
volunteers

### services

automotive  
beauty  
cell/mobile  
computer  
creative  
cycle  
event  
farm+garden  
financial  
household  
labor/move  
legal  
lessons  
marine  
pet  
real estate  
skilled trade  
sm biz ads  
travell/vac  
write/ed/tran

### discussion forums

android  
apple  
arts  
atheist  
autos  
beauty  
bikes  
fixit  
food  
frugal  
gaming  
garden  
haiku  
help  
parent  
pets  
philos  
photo  
politics  
psych  
recover

### housing

apts / housing  
housing swap  
housing wanted  
office / commercial  
parking / storage  
real estate for sale  
rooms / shared  
rooms wanted  
sublets / temporary  
vacation rentals

### for sale

antiques  
appliances  
arts+crafts  
atv/utv/sno  
auto parts  
aviation  
baby+kid  
barter  
beauty+hlth  
bikes  
boats  
books  
business  
cars+trucks  
cds/dvd/vhs  
cell phones  
clothes+acc  
farm+garden  
free  
furniture  
garage sale  
general  
heavy equip  
household  
jewelry  
materials  
motorcycles  
music instr  
photo+video  
rvs+camp  
sporting  
tickets  
tools  
toys+games

### jobs

accounting+finance  
admin / office  
arch / engineering  
art / media / design  
biotech / science  
business / mgmt  
customer service  
education  
food / bev / hosp  
general labor  
government  
human resources  
internet engineers  
legal / paralegal  
manufacturing  
marketing / pr / ad  
medical / health  
nonprofit sector  
real estate  
retail / wholesale  
sales / biz dev  
salon / spa / fitness  
security  
skilled trade / craft  
software / qa / dba  
systems / network  
technical support  
transport  
tv / film / video  
web / info design

english

nearby cl

albany  
allentown  
binghamton  
boston  
cape cod  
catskills  
central nj  
delaware  
eastern ct  
glens falls  
hartford  
hudson valley  
jersey shore  
lanaster  
new haven  
new york  
north jersey  
northwest ct  
oneonta  
philadelphia  
poconos  
reading  
rhode island  
scranton  
south coast  
south jersey  
utica  
western mass  
worchester  
york

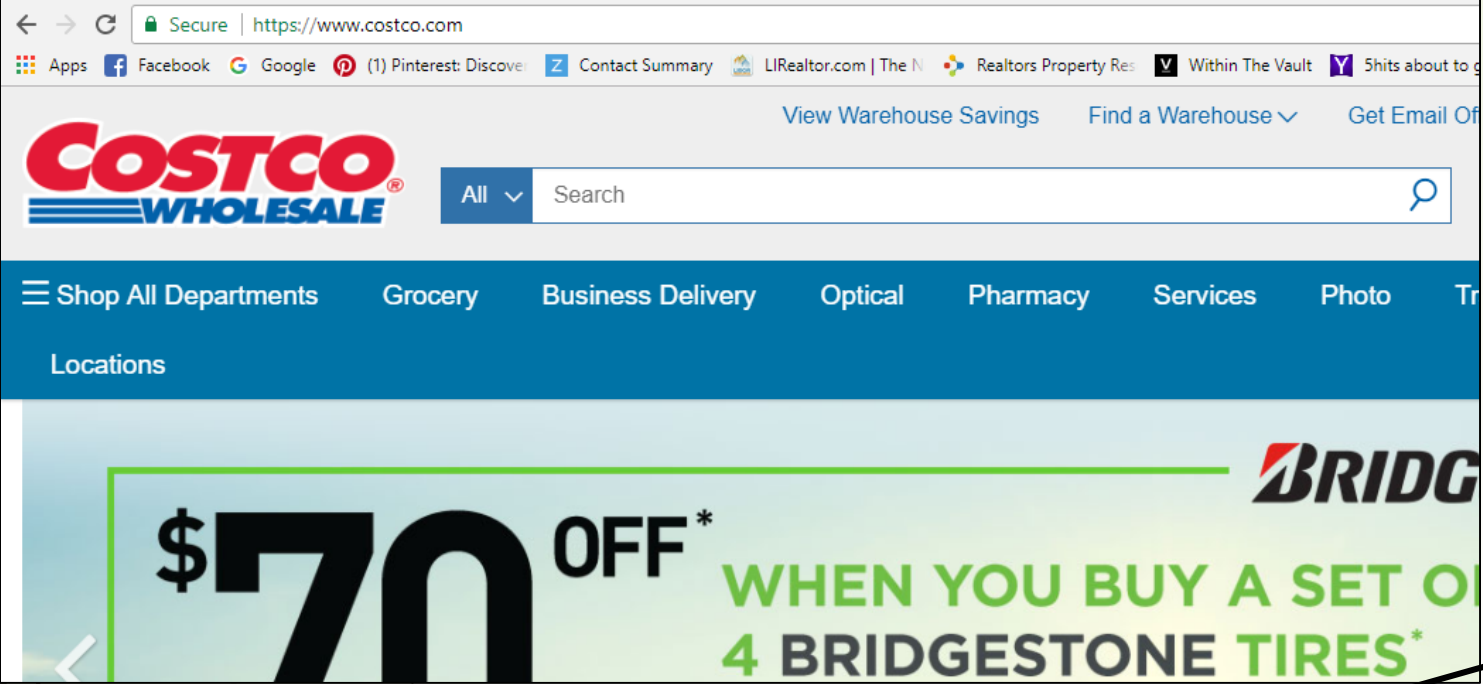
us cities

us states

canada

Facebook has many Pages, some of which list job postings. If you are a Facebook user, don't forget this resource.





Many company websites such as Costco, Optimum, Home Depot and Citibank have job posting links. You often just have to scroll to the bottom of the page to find it.

- About Us
- Charitable Contributions
- Company Information
- Sustainability Commitment
- Investor Relations
- Jobs**
- Kirkland Signature
- Logo and Media Requests
- Product Videos
- The Costco Connection
- Recipes The Costco Way
- Employee Site

- Membership
- Join Now
- Member Privileges
- Sign In or Register
- Credit Card
- Vendors & Suppliers
- Supply Chain Disclosure
- Ethics Hotline for Suppliers
- Supplier Diversity

- Customer Service
- Costco Cash Card Balance
- Order By Item Number
- Concierge Tech Support & Warranty
- Export Sales
- Domestic Volume Sales
- Order Status
- Preventing Fraud
- Shipping
- Rebates
- Recalls
- Returns and Exchanges
- Returns Policy

- Locations & Services
- Find a Warehouse
- Locations Coming Soon
- Hours and Holiday Closures
- Author Signings
- Gasoline
- Hearing Aid Center
- Optical
- Special Events
- Gift Registry
- CostcoGrocery
- Grocery by Instacart

Feedback



# Important Reminder

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

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