PIPES

IMAGINE POSSIBILITIES

Manual de Servicios de Orientación Profesional

PiPES Community, Centro de Orientacion Profesional

Agosto, 2017

Respaldado por Appalachian Regional Commission (ARC)

Introducción

Este manual ha sido creado por el equipo de la comunidad PiPES y el personal de su biblioteca local para ayudar a los estudiantes y adultos de su comunidad con las necesidades relacionadas a orientación profesional y búsqueda de trabajo. PiPES community es financiada por Appalachian Regional Commission (ARC) y su objetivo es proporcionar recursos gratuitos de orientación profesional a comunidad de Jellico y el condado de Union en Tennessee.

Hemos reunido recursos útiles sin importar si está buscando su primer empleo, un nuevo trabajo o simplemente desea explorar las opciones que existen en la fuerza laboral. En este manual encontrarás información sobre cómo buscar trabajos, explorar trayectorias profesionales, crear un currículum vitae, cómo prepararse para entrevistas de trabajo y mucho más.

Existen muchos recursos concentrados a las necesidades profesionales y laborales, incluyendo páginas de internet y organizaciones comunitarias. Solo una pequeño porcentaje de esos recursos están incluidos en este manual. No pretendemos publicitar ningún recurso en particular; los que hemos incluido son los recursos que hemos utilizado y han sido exitosos en la education de orientación laboral. Este manual ha sido diseñado para ser una guida rapida en la búsqueda laboral.

Estrategias de Búsqueda de Empleo

1. Aprenda sobre usted para saber qué trabajos puede desear y por qué.
2. Explorar y determinar sus propios requisitos básicos, fortalezas y habilidades y experiencias.
   a. Algunos recomiendan la creación de un curriculum vitae básico.
   b. ¿Piense en sus valores e intereses- qué tipo de lugar de trabajo o deberes Qué desea?
3. Determinar 3 tipos de puestos de trabajo que le gustaría encontrar
   a. un buen lugar para buscar estos es O * Net Online
4. Leer la descripción del trabajo totalmente!
5. Determinar si cumple con los requisitos: 1) la educación 2) la experiencia
   a. Preferida: más flexible
   b. Preferred: more lenient

(Consider qualifications/experiences you might have that are similar to those listed: you'll want to explain the connection in your application)

6. Look over the desired skills and duties and consider if you can and want to do the job.
   a. Often (but not always) they are listed in a general order of importance
   b. You'll want to highlight many of these in your application
7. Look for any questions or specific requests in the job description: sometimes employers look to see if you are paying attention
8. Look for any specific directions: how to submit your application and whether or not you can/should contact them, etc. – Sometimes employers want to see if you can follow directions
9. Research the company
   a. Serves many purposes: informs your interest in the company (will you like it there, etc.), helps you know if they are who they say they are, helps you make your application specific to that employer (tailor it to them), helps you catch job scams…

Job Search Websites

Indeed.com

Monster.com

Glassdoor.com

Careerbuilder.com

SimplyHired.com

Tennessee Job Sites

JOBS4TN.GOV

TNTEL.TNSOS.ORG

Networking

Networking is an important process by which people get connected with others, specifically with the purpose of increasing job opportunities. This is not something that is only for those already working or in fancy positions. Networking does not have to be a formal process; it starts with those closest to you. You can build it into your everyday activities. A large goal of networking is to make yourself known to others and open up opportunities. Even if there are no current opportunities, you want people to have you in mind the next time one comes up!

Next time you are talking with your family, friends, and neighbors, talk to them about work.
- Ask them about their jobs and employers
- Tell them if you are looking for a job and what you are looking for
- At some point, you might communicate some of your interests and skills
- They may suggest helpful people to talk to or even someone hiring

The next time you are at a local business, do the same as you did above. You might even ask if that business is hiring. These conversations might be with the cashier at the grocery store, a bank teller, or a restaurant server. If they are hiring, ask how you can apply. Even if they are not hiring, ask if they would keep your resume/application on file for future job openings. You may need to direct some questions to a manager or owner.

You might reach out to people in jobs of interest to you and do the same thing.

Other ways to meet people:
Events in your community
- Business openings
- Farmers Market
- Festivals
- Job fairs or business gathering events (if open to public)

Helpful organizations in your community:
- Chamber of Commerce
- Public library
- Public Schools

You can also network online. Just remember to present yourself in a way that you would be okay with an employer seeing.
- Facebook
- LinkedIn
- Google+

Jobs for TN

What can you use this site for?
- Search for job openings
- Post a resume
- Find career guidance
- Search for training and education programs
- Find information about local employers

Jobs4TN provides career and job information specific to the job market in Tennessee. For this reason Jobs4TN is great for exploring and targeting opportunities and job openings in your local area.

Once you **register** and log in, Jobs4TN becomes personalized to you. You can save your information and activities and they will be there whenever and wherever you log back in. For example, you can save a job search and rerun it with one click whenever you want to see it again. You can also save application materials, so you're ready for that next job opening.

Keep in mind that opportunities are limited to those employers and organizations that are registered to be included on the website. This is the case for any job search website.

Below are some chosen highlights from the many useful options on Jobs4TN.gov

Save a personal profile with materials in progress or ready to go:
      resumes, cover letters, and applications
Search for job openings by:
      location, employer, education, skills
Career services:
      Identify job skill sets and personal skill sets
      Determine jobs that match your skill sets

Tennessee Electronic Library (TNTEL.TNSOS.ORG)

- This website provides Career Transitions and Career Services
- Their Career Center another place where you can create a profile and store job search information
- Career Transitions pulls information from some of those previous listed and allow you to access it in one place, making it a great quick reference.
  - For example, they provide a job search sponsored by Indeed.com and career exploration provided by O*NET

Exploring Careers and Jobs with O*Net Data

The Occupational Information Network (O*NET) has developed a national database (O*NET Online) of occupational information sponsored by the U.S. Department of Labor and the Employment and Training Administration.

It's a great place to start exploring your job options because of the near limitless occupations included. You can search and sort occupations based on various information, including interests, work activities, job title, or required education/training.

O*NET occupational data is organized into various categories. Each occupation's page starts with a brief description of the job, followed by:

Tasks, Work Activities, and Detailed Work Activities: three separate sections that describe the activities that one might do if employed in that occupation.

Technology Skills: Specific programs that you would likely need to be familiar with and use.

Knowledge, Skills, and Abilities required for that occupation: three separate sections

Work Context: Typical environments that you would work in for that occupation.

Job Zone: Information on the amount of preparation that is required to work in that occupation, including education, training, and experience.

Education: Illustrates the likelihood that someone in that occupation has a particular level of education

Interests: The Holland Types that typically match with that occupation

Work Styles and Work Values: Characteristics and values that align with that occupation

Related Occupations: Links to similar occupations (takes you to related O*NET occupation pages)

Wages and Employment Trends: The average salary and predictions about jobs available in that occupation.

You may run and sort a search based on any of the categories used to organize each occupation (those listed on the previous page). If one is of particular importance, use it! Below are some recommended methods for searching and sorting jobs.

Using O*NET data to explore occupations:

You can search jobs based on certain general characteristics or categories by going to "find occupations" at the top of the homepage.
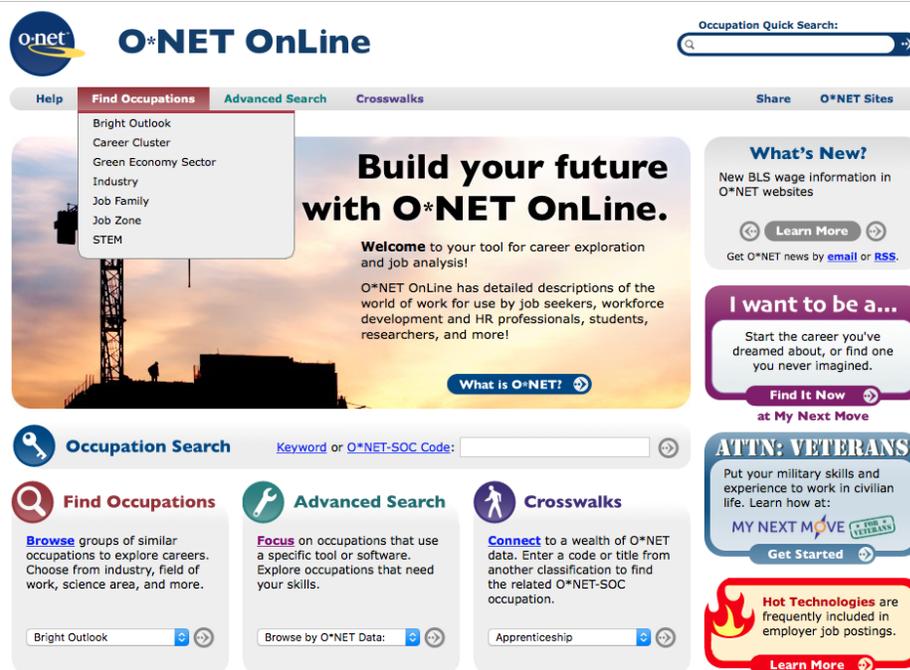
Search based on Job Zone: Below is a listing of typical requirements for each zone
- 1: Little preparation needed: High school diploma, GED, or less
- 2: Some preparation needed: High school diploma or equivalent, and some work experience
- 3: Medium preparation needed: One to two years of training, including some type of on-the-job training experience. May require vocational school or associate's degree.
- 4: Considerable preparation needed: Most require a bachelor's degree and/or several years of work experience.
- 5: Extensive preparation needed: Most require graduate school (Master's and beyond)

You can also search based on more specific criteria, including ways that jobs fit your own characteristics, by going to "advanced search" at the top of the homepage.

Doing an advanced search based on your interests is a great method to use when first exploring work options or when you are looking to expand the list of occupations you are considering. O*NET data uses the Holland Code Inventory as the organizational tool for interests, which we have included on the next couple pages. You can choose which interest types seem most appealing to you, or you can take a brief quiz at https://www.mynextmove.org/explore/ip

Search using job title/keywords: If you want to look at a specific job or a job with a certain keyword in it, you can use the search box in the upper right corner where it says "occupation quick search."
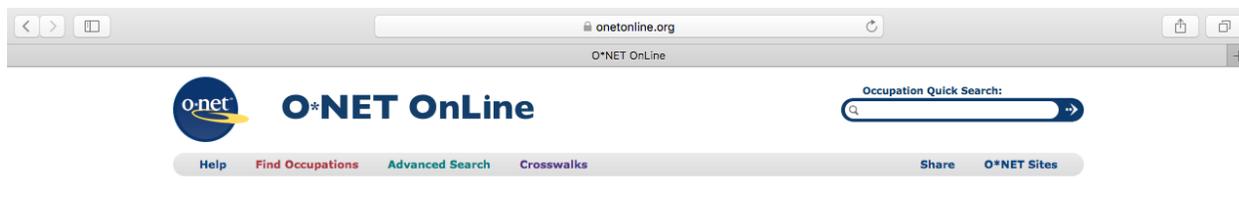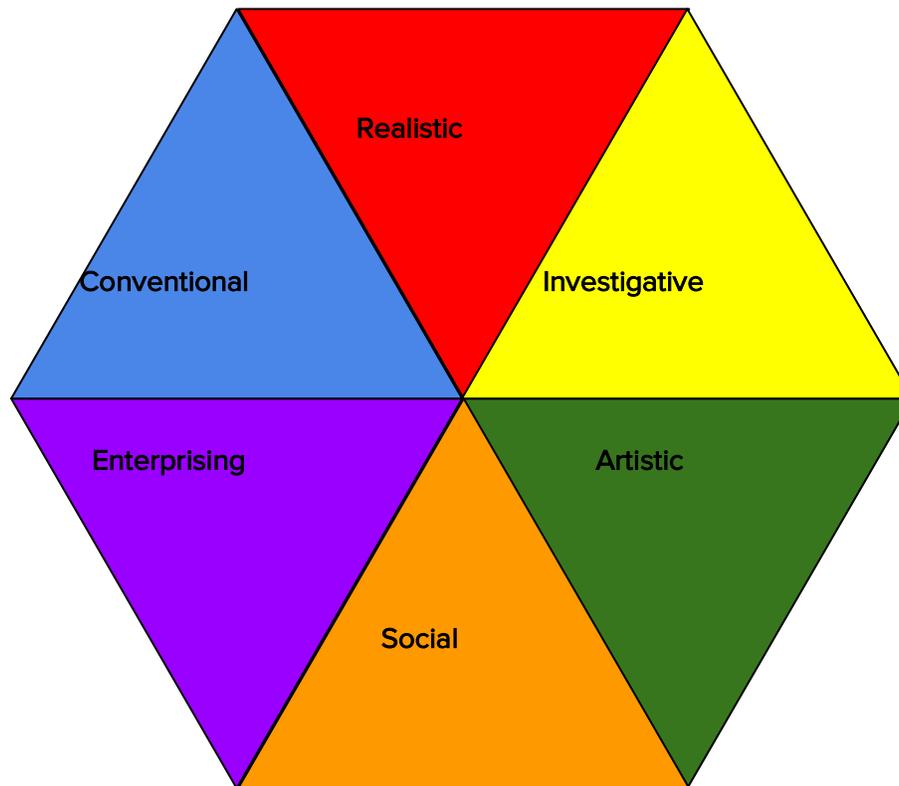
Holland Codes

What is the Holland Code System?

· Each of the labels represents a "work personality," or a job category, that incorporates similar interests and work environments.

· A Holland Code consists of 2 or 3 letters (types), and uses the first letters of the interest labels. The code is determined for people based on their interests. This code is then used to identify possible jobs that may be of most interest to that person.

· A person with the code SEC may enjoy jobs that consists of aspects of one or all three categories represented by the code (Social, Enterprising, Conventional).

· Created by Dr. Holland in 1985

Realistic

- Enjoy working with animals, plants, tools, machines, mechanical drawings
- Value practical things you can see, touch, use
- See yourself as practical, honest, natural
- Like jobs with tangible results (something you can see when you are done)
- Like to work outdoors, enjoy physical activity
- Words that might describe you: Realistic, practical, independent, persistent, athletic, nature lover, mechanical, doer
- Would not enjoy social jobs such as teaching or working with patients

Investigative

- Enjoy studying and solving math or science problems
- Search for solutions to problems
- Tend to be independent and self-motivated
- Abstract thinkers
- Less social and a strong need to understand the world
- Words that might describe you: thinker, scientific, precise, independent, observant, curious, logical, reserved
- Would not enjoy sales or jobs involving leading and persuading people

Artistic

- Creative and expressive
- Value freedom, originality
- Like creative activities such as art, drama, crafts, dance, music, creative writing
- Words that might describe you: creator, imaginative, expressive, open, sensitive, unconventional, original, courageous
- Would not enjoy highly ordered or repetitive activities

Social

- Like to work with people
- Value idealism, kindness, generosity
- Enjoy problem solving through discussion
- Drawn to seek close relationships with others
- Words that might describe you: helper, responsible, kind, forgiving, generous, outgoing, friendly, insightful
- Would not enjoy using machines or tools to achieve a goal

Enterprising

- Like to manage and persuade others
- Value risk-taking
- Assertive and energetic
- Use verbal skills to lead others
- Words that might describe you: persuader, adventurous, energetic, spontaneous, ambitious, sociable, enthusiastic
- Would not enjoy activities that require careful observation and scientific analysis

Conventional

- Organized and planful
- Value structure and routine
- Like rules, order, clear guidelines
- Attention to detail, good follow through on others' instructions
- Words that might describe you: organizer, accurate, numerically-inclined, practical, structured, efficient, well-organized, polite
- Would not enjoy unstructured, artistic activities

How to Fit Your Values in Your Career and Job Search

You probably want a job that fits *you* and what you value is another piece in the puzzle in determining a career or employment path. Outlining your values helps you determine what it is important to *you* and the work environments and positions that are a good fit.

Ask yourself, what do I value? (see below of a list of values related to jobs and career). Limit the very important ones to no more than 8 values.

Also ask yourself, *what makes some values more important than other values?*

As you discover your values, identify themes in the results and how they connect to specific jobs or careers that you may or may not be considering.

Achievement: feelings of accomplishment
Advancement: opportunities to move up professionally
Adventure: new and exciting experiences
Altruism: helping others
Challenge: Demand for best use of your abilities
Collaboration: working with others
Community: kinship and unity at the workplace
Constancy: systematized job; duties clear and unchanging
Contribution: Work essential to success of organization
Creativity: opportunities for innovation
Financial Stability: dependable income; pay does not fluctuate
Freedom: autonomy to develop own ideas and work independently
Friendship: job provides opportunities to make friends

Influence: persuasion of others
Intellectual stimulation: workplace that challenges you
Knowledge: opportunity for learning
Leadership: decision-making and management
Location: place of work is stable
Mobility: travel and opportunities to relocate
Personal Development: opportunities for growth as a person
Personal Time: job leaves time for pursuits outside of work
Popularity: to be well liked by others
Risk: possibility for taking chances
Security: job is not likely to be eliminated
Spirituality: Moral fulfillment
Status: Prestige
Time Freedom: flexible schedule
Variety: Not same day to day
Wealth: financial reward

Interview Guide and Strategies

Remember, you only get one chance at a first impression!

The 4 P's: Personal presentation, Preparation, Pertinent questions, Practice

Personal Presentation
- Be punctual: 10-15 min early!
- Be presentable (see below)
- Confident posture and voice, eye contact
- Avoid fidgeting, awkward pauses, and nervous sounds (um, like, you know)
- Firm handshake and smile, show enthusiasm

Men	Women
Professional dress: Suit (with jacket), tie	Suit or dress (with jacket), button-up blouse
Business casual: Slacks and collared shirt	Slacks and dress shirt
Clean, unwrinkled clothes	Clean, unwrinkled clothes
Shined-shoes	Shined, closed-toe shoes
Trouser socks	Trouser socks or pantyhose
Belt (match shoes)	Keep jewelry small
Clean-shaven, hair neatly groomed	Hair neatly groomed and/or pinned back
Little or no cologne	Little or no perfume
Small briefcase or portfolio	Small briefcase or portfolio

Resources for free or low-cost business clothing:
- Your local Goodwill, Salvation Army, Karm, or any other thrift stores
- Churches and ministries may provide or help find necessary items
- Back-to-Work Boutique in Union County Adult Education Center: free outfits for women
- Ask people you know if they have an outfit you could borrow for an interview

Preparation: knowing what to expect (as much as you can)
- Be familiar with the employer and job for which you are applying. Prepare accordingly
- Be prepared to talk about yourself
- Connect your responses with them (interviewer, company, etc.) if possible
- Identify your strengths and be prepared to back them up with examples
- Organize your response before you start to talk (this is an appropriate time to pause)
- Responses should all have a positive tone

Types of Interview questions:
- Traditional: Opportunities to tell about yourself, experiences, interest in job, etc.
  - Open-ended, general questions
    - Tell me about yourself.
    - Why should we hire you?
  - Career interest/focus
    - Where do you see yourself in 5, 10 years?
    - Why did you choose this major?
  - Personal characteristics
    - What are your strengths? Weaknesses?
    - What 2 or 3 accomplishments have given you the most satisfaction?
  - Company knowledge/interest
    - Why are you interested in our company?
  - Experience
    - What have your learned from your extracurricular experience?
- Behavioral: Examples of previous experiences or situations
  - Tell me about a time….
  - Give me an example….
  - Describe a situation….
- Technical: About job details. Ex: difference between two computer programs
- Case-study: Scenario that you must discuss and "handle"
- Brainteaser
- Illegal: About personal life, beliefs, etc. Are not relevant to your ability to do a job.
  - You are not required to answer such questions.
  - Strategies may include redirecting focus, providing a response related to the question area (but not the illegal question), or answer and provide solutions (slippery slope).

Questions of Your Own: Asking questions of the interviewer
- Always have at least 2-3 questions prepared
  - Demonstrates your interest in and knowledge of company
  - Helps you to determine if company/job is right for you
  - Allows you to determine what the employer is looking for so that you can better show how you meet that need
- You don't want to ask about something you should already know (i.e. something on their website, in job description, or that can be found with basic research)
- Should not ask about salary, expected pay raises, etc.

Practice on your own, with friends, family, etc. This can help you determine and adjust bad habits, and gain confidence for the real thing!

Follow-up
- Always send a thank-you to each interviewer within 24 hours of your interview (handwritten, email, or both)
  - Include something from the interview, if possible
  - Reaffirm your interest in position
  - Professional tone: only needs to be 3-4 sentences

- If you do not hear from them within the expected timeline, you may give them a call

How to Identify your Strengths

It can be difficult to determine our own strengths. You might want to ask friends, family members, or coworkers what strengths they see in you. You can also try the following activity to determine some of your strengths.

Strengths can be found in looking to our past experiences and how we behave or respond to situations. Do you find patience in difficult moments? Are you good at making peace or taking charge of situations? Below is an activity to help you identify some of your own strengths. It can be most beneficial if done with another person, but you may also do it on your own.

Directions: List and briefly describe a past experience that includes one of the following: something that challenged you, something you were proud of, something you were good at, or something you enjoyed. Once you have done that, read it outloud to yourself or to another person. Using, the list of possible strengths provided, you or someone else will circle strengths heard in the story of the read experience. Do you agree with the strengths circled? Did you learn strengths you didn't know you had? You can repeat this for an many experiences as you'd like.

Past experience 1:

Past experience 2:

My Strengths

Circle 6 – 8 personal strengths from the list below. Pick the characteristics that best represent your strengths.

Adaptability	Humor	Persuasiveness
Bravery	Inspiring	Positive Attitude
Building Relationships	Intelligent	Problem-Solving
Caring	Kindness	Responsible
Communication Skills	Knowledgeable	Spirituality
Computer Skills	Leadership	Straightforward
Creativity	Love of Learning	Task-Oriented
Curiosity	Open-Mindedness	Teamwork
Determination	Optimistic	Time Management
Empathy	Orderly	Tolerance
Energetic	Organized	Trustworthy
Generosity	Originality	Warmth
Honesty	Patient	Work Ethic
Hopefulness	Persistence	Working Alone

Writing a Cover letter

What is a Cover Letter?

- A document sent to a potential employer along with your resume
- Contains additional information about you or explains things from your resume
- Sometimes called an application letter if in response to a job opening
- May be called a letter of inquiry if sent to a company for which you would like to work that does not necessarily have openings at the time
- Employers might receive hundreds of letters and resumes for a position. You want to stand out in a positive way.

What to Include in a Cover Letter

- Your cover letter should communicate something personal about yourself and information that is specific for organization to which the letter is being sent.
  - This lets the reader know that you have spent some time researching the organization and writing a personal letter. Form letters elicit a negative reaction, if not a toss in the trash can.
- To receive a positive response, you need to research every company to which you apply in order to give knowledgeable and specific reasons for your interest in that company and how you can meet their needs through your qualifications, experiences and personal qualities.
- Do not repeat your resume; use the cover letter to interpret and expand the resume, stressing relevant details in a personalized fashion.
- State explicitly how your background relates to the specific job; emphasize your strongest and most pertinent characteristics.
- Cover letters should never be duplicated. Each must be individually written and originally typed, single spaced on a good quality bond paper matching the paper used in your resume.
- The cover letter should be one page in length and addressed to a specific individual in charge of the department or unit in which you want to work or to the human resources department.
- Different employers handle resumes differently and you might want to try writing to both.

Helpful tip: Visit your local copy/printing store for help with the printed copies

University of Tennessee, Knoxville, Center for Career Development

http://career.utk.edu/students/resumes-interviewing/cover-letters/

Cover Letter Sample

University of Tennessee, Knoxville, Center for Career Development

http://career.utk.edu/students/resumes-interviewing/cover-letters/

221 Main Street
Knoxville, TN 37916
May 17, 19___

Mr. Fred Isenhower
Vice President of National Sales
Drexel Heritage Furnishings
1515 Industrial Park Drive
Drexel, NC 28619

Dear Mr. Isenhower:

First Paragraph. In the initial paragraph, state the reason for writing the letter, specify the position or type of work for which you are applying and indicate from which resource (friend, employment service, news media, placement center) you learned of the opening or received his/her/their name.

Second Paragraph. State why you are interested in the position, the company, its products or services, and, above all, indicate what you can do for the employer. If you are completing a degree or are a recent graduate, explain how your academic background qualifies you for the position. If you have had some practical work experience, point out specific achievements or unique qualifications. Highlight your strengths and achievements and state how they suit you for the position. Provide details and explanations that are not found on your resume. Indicate what you can do for the organization: do not inquire about what the organization can offer you.

Third Paragraph. Refer the reader to the enclosed resume or employment application that summarizes your qualifications, training, experiences, and the like. Assure the employer that you are the person for the job.

Concluding Paragraph. Initiate the next follow-up whenever possible, i.e., "I will call you...", "I will be in your city on a certain date and would like to meet...", "Are you recruiting at a school in my area...". Exceptions are newspaper or other ads where you cannot identify the person. Indicate your flexibility, repeat a phone number (or add a different number where you can be reached during certain hours, if appropriate), and offer any assistance necessary to help obtain a speedy response.

Sincerely yours,

(sign your name)

Jane H. Smith

Enclosure

Building a Resume

What is a resume?
- An introduction to yourself as a potential employee
- A brief document that summarizes your education, employment history, and other experiences related to a particular job for which you are applying
- The purpose of a resume is to get an interview

What should it look like?
A resume should be:
- Short (1-2 pages)
- Concise, using bulleted lists
- Designed to be looked at quickly
- Custom fit to each particular job

A resume should not be:
- An essay or letter
- Written in paragraphs or complex sentences

What should it include?
Almost every resume should include the following sections:
- Objective
- Education
- Work/Related Experience
- Contact information

Objective: A good objective should:
- Be customized for each specific job.
- State the organization's name and the specific position title
- Briefly outline how the applicant will help the organization achieve its goal

Education: In the education section, state the highest education level you have earned and provide the following details:
- Institution where the degree was granted
- Date of graduation
- Level of degree (GED, Diploma, B.A., M.A., etc.) and field (Electrical Engineering)

Work Experience: The section on work experience is usually broken down by position. For each position, include the following information:
- Name and address of the organization
- Dates of employment
- Position title
- Responsibilities

(If the previous job has little or nothing to do with the position for which you are applying, you may also want to include any relevant skills learned—try to connect your experience with your current job interest.)

Contact Information: The contact information section is where you detail how potential employers can get in touch with you. You should, at minimum, include:
- Your name
- Your address
- Your phone number and/or e-mail address.

Optional Sections: If you have any extra skills that are relevant to the job that do not fall within the categories above, you can also include those. These include (but are not limited to):
- Computer skills
- Honors and awards
- Languages
- Certifications
- Volunteer experience
- Hobbies and interests
- Community/Volunteer Service
- Professional memberships

Skills Employers Are Looking For (NACE Report, 2016)
- Leadership
- Ability to work in a team
- Communication skills (written)
- Problem-solving skills
- Strong work ethic
- Analytical/quantitative skills
- Technical Skills
- Communication skills (verbal)
- Initiative
- Computer skills
- Flexibility/adaptability
- Interpersonal skills
- Detail-orientated
- Organizational ability
- Strategic planning skills
- Friendly/outgoing personality
- Entrepreneurial skills
- Politeness
- Creativity

List of Action Verbs for Resumes & Professional Profiles

Management/ Leadership Skills
administered
analyzed
appointed
approved
assigned
attained
authorized
chaired
considered
consolidated
contracted
controlled
converted
coordinated
decided
delegated
developed
directed
eliminated
emphasized
enforced
enhanced
established
executed
generated
handled
headed
hired
hosted
improved
incorporated
increased
initiated
inspected
instituted
led
managed
merged
motivated
organized
originated
overhauled
oversaw
planned
presided
prioritized
produced
recommended
reorganized
replaced
restored
reviewed
scheduled streamlined
strengthened

supervised
terminated

Communication/ People Skills
addressed
advertised
arbitrated
arranged
articulated
authored
clarified
collaborated
communicated
composed
condensed
conferred
consulted
contacted
conveyed
convinced
corresponded
debated
defined
described
developed
directed
discussed
drafted
edited
elicited
enlisted
explained
expressed
formulated
furnished
incorporated
influenced
interacted
interpreted
interviewed
involved
joined
judged
lectured
listened
marketed
mediated
moderated
negotiated
observed
outlined
participated
persuaded
presented
promoted

proposed
publicized
reconciled
recruited
referred
reinforced
reported
resolved
responded
solicited
specified
spoke
suggested
summarized
synthesized
translated
wrote

Research Skills
analyzed
clarified
collected compared
conducted
critiqued
detected
determined
diagnosed
evaluated
examined
experimented
explored
extracted
formulated
gathered
identified
inspected
interpreted
interviewed
invented
investigated
located
measured
organized
researched
searched
solved
summarized
surveyed
systematized
tested

Technical Skills
adapted
assembled
built
calculated

computed
conserved
constructed
converted
debugged
designed
determined
developed
engineered
fabricated
fortified
installed
maintained
operated
overhauled
printed
programmed
rectified
regulated
remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills
adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated

List of Action Verbs for Resumes & Professional Profiles

taught
tested
trained
transmitted
tutored

**Financial/
Data Skills**
administered
adjusted
allocated
analyzed
appraised
assessed
audited
balanced
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
programmed
projected
reconciled
reduced
researched
retrieved

creative skills
acted
adapted
began
combined
conceptualized
condensed
created
customized
designed

developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled
modified
originated
performed
photographed
planned
revised
revitalized
shaped
solved

Helping skills
adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged

ensured
expedited
facilitated
familiarize
furthered
guided
helped
insured
intervened
motivated
provided
referred
rehabilitated
presented
resolved
simplified
supplied
supported
volunteered

**Organization/
Detail Skills**
approved
arranged
cataloged
categorized
charted
classified
coded
collected
compiled
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered

organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systematized
updated
validated
verified

**More verbs for
Accomplishments**
achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
restored
spearheaded
succeeded
surpassed
transformed
won

http://career.opcd.wfu.edu/files/2011/05/Action-Verbs-for-Resumes.pdf

Transferable skills

Writing skills on your resume or presenting your skills during an interview can be hard. However, you have more skills that you realize.

- Actually, you have been busy! Home, school, work, volunteer or extracurricular activities, all provide a lot of skills you may not know about.
- Transferable skills are areas of development that will transfer from all the activities that you are already doing, to your potential job.
- According to Richard Bolles' book *What Color Is Your Parachute?,* there are five types of transferable skills, which are listed below.
- As you read through the skills below, think to yourself *"Where have I learned this skill?".* Consider any home, school, work, volunteer or extracurricular activity that might apply.

Communication Skills: expression, transmission, and interpretation of knowledge and ideas.

Speaking effectively	*Providing appropriate feedback*	*Reporting information*
Writing concisely		*Describing feelings*
Listening attentively	*Negotiating*	*Interviewing*
Expressing ideas	*Perceiving nonverbal messages*	*Editing*
Facilitating group discussion	*Persuading*	

Research and Planning Skills: the search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs.

Forecasting predicting	*Gathering information*	*Defining needs*
Creating ideas	*Solving problems*	*Analyzing*
Identifying problems	*Setting goals*	*Developing evaluation strategies*
Imagining alternatives	*Extracting important information*	
Identifying resources		

Interpersonal & Teamwork: skills for resolving conflict, relating to, and helping people.

Developing rapport

Being Sensitive

Listening

Conveying feelings

Asserting

Providing support for others

Motivating

Sharing credit

Counseling

Cooperating

Delegating with respect

Representing others

Perceiving feelings situations

Organization Management and Leadership Skills: the ability to supervise direct and guide individuals and groups in the completion of tasks and fulfillment of goals.

Initiating new ideas

Handling details

Coordinating tasks

Managing groups

Delegating responsibility

Teaching

Coaching

Counseling

Promoting change

Selling ideas or products

Decision making with others

Managing conflict

Work Ethic Skills: day-to-day skills that promote effective production and work satisfaction.

Implementing decisions

Cooperating

Enforcing policies

Being punctual

Managing time

Attending to detail

Meeting goals

Enlisting help

Accepting responsibility

Setting and meeting deadlines

Organizing

Making decisions

Boles (2017)

Resume Template

REVERSE CHRONOLOGICAL RESUME TEMPLATE

<div align="right">

Full Name
Street address • City, State Zip Code
Phone: (000) 000-0000 • E-mail address

</div>

*Objective*_____

The objective should be one or two brief sentences that let your employer know why you have sent them this resume. It should be targeted specific toward the job you are seeking.

(Optional) *Summary of Skills and Qualifications*_____

This optional section can highlight and summarize the specific skills, abilities, and experiences that are directly related to the job you are seeking

*Professional Experience*_____
Most Recent Job Position, Institution or Organization, Time at Job (i.e. 2014-2016 or 2015-present)
- List primary duties and responsibilities with words and phrases that highlight your skills (action verbs)
- It is important to try to be specific in writing about these duties

Second Most Recent Job Position, Institution or Organization, Time at Job
- Repeat

(Optional) *Summary of Skills and Qualifications*_____
- If you choose not to use a summary of your qualifications at the beginning of the resume, you can include important skills here
- Put the information that you think is most important first in your resume. If your professional experience is most relevant, list that first. If your work experience is not as related to the job you are seeking, consider beginning with a summary of your skills and qualifications

*Education*_____
Most Recent School Attended, City, State, Years Attended
- Degree, Certification, or Other Recognition – Major or Field of Study, Year graduated
- Grade Point Average, if applicable
- Any significant awards or honors can also be listed here

Second Most Recent School Attended Southern Illinois University Carbondale, Carbondale, IL, 2011-2014
- Repeat

Carol Pilson
000 Victoria Street
San Francisco, CA 00000
(415) 555-4483
pilsoncarol@unknown.com

OBJECTIVE

A Sales / Customer Service position

PROFESSIONAL PROFILE

- Motivated and self-driven professional with 12 years of sales success; winner of several awards.
- Genuinely enjoy helping people through consultative sales.
- Known for ability to build relationships and educate customers, resulting in customer satisfaction, retention, and increased sales.

RELEVANT SKILLS & ACCOMPLISHMENTS

Family Management, San Francisco, CA   2009-present

Customer Service Rep, Wells Fargo Bank, San Francisco, CA   1997-2009

SALES
- Consistently exceeded personal monthly quotas by as much as 50%.
- Won "Salesperson of the Quarter" for opening most new accounts.
- Earned reputation as key player in branch sales team that always won quarterly company sales awards.
- Built a loyal customer base by using a consultative sales approach.

CUSTOMER SERVICE
- Provided friendly advice to a diverse clientele, promoting Wells Fargo's customer-oriented image.
- Helped customers and merchants identify services / products that best suited their needs.
- Educated customers on how to fill out forms and how to use banking services.

ADMINISTRATIVE
- Authorized to open and close the vault.
- Balanced up to $40,000 in personal daily transactions.

EDUCATION

A.A., Psychology, Diablo Valley College, Pleasant Hill, CA
Coursework toward B.A. in Psychology, University of California, Davis, CA

SAMPLE CHRONOLOGICAL RESUME

JANE SMITH

7982 Central Park Avenue, Apt. 8   Phone: 602-555-5050
Phoenix, AZ 85018   E-mail: janesmith@syntax.com

SUMMARY OF QUALIFICATIONS

- 10+ years experience in administrative and clerical work
- Ability to work independently or in a team setting
- Proficient in Microsoft WindowsXP, including MS Word, Excel and Outlook
- Excellent telephone, customer service and people skills
- Transcription experience with typing skills of 70 wpm

PROFESSIONAL EXPERIENCE

Administrative Assistant, Blackwood Systems, Inc., Scottsdale, AZ   12/02-12/07
- Oversaw $600+ expense budget and used funds for purchasing supplies
- Stocked and maintained office supplies in order to provide a neat and organized workplace
- Maintained front desk and served as company gatekeeper to ensure that employees could work without being disturbed
- Accurately and efficiently inventoried, documented and transported confidential information to an off-site storage facility

Consultant Assistant, McDougal Littell, Phoenix, AZ   09/00-12/02
- Used professional phone skills to listen to customers' needs and determine the necessary action
- Reviewed and processed expense reports to ensure accuracy before submitting to corporate headquarters
- Assisted with the planning and coordination of regional sales meetings
- Assisted Consultant Manager by compiling and preparing a detailed monthly report of the attendance records of 23 sales consultants categorized by individual, regional and national spreadsheets

Sales Assistant, The Trane Company, Phoenix, AZ   04/98-07/00
- Supported sales engineers by ordering, tracking and scheduling deliveries of heating and air conditioning equipment in a precise manner
- Prepared literature and submitted proposals to customers to describe the equipment and its cost
- Determined installation sites for equipment by reading and interpreting plans and blueprints

Administrative Assistant, Professional Career Consultants, Scottsdale, AZ   06/96-04/98
- Greeted customers and referred them to their consultant by answered incoming calls
- Handled all customer correspondence for 4 recruiters in a busy office setting
- Entered 30+ candidates into database daily, submitting qualified candidates to national recruiting network and retyping resumes when necessary. Prepared and sent invoices to companies that hired our candidates

EDUCATION

Mesa Community College, Mesa Arizona
Associate of Applied Science/ Business

What to Do After High School

OPTION	INFORMATION	LOCAL OPTIONS
Two-Year College	-Offer Associate's degrees and diplomas -Can be public or private -Train students for immediate entry into job market OR -Prepare students to transfer to a four-year university	-Roane State -Walters State -Pellissippi State
Four-Year College	-Offer Bachelor's degrees -Students take courses in general education plus specialized areas -Can be public or private	*Public*: -University of Tennessee -East Tennessee State University -Tennessee Tech University -University of Tennessee at Chattanooga -Middle Tennessee State University *Private*: -Lee University -Maryville College -Johnson University -Carson-Newman University -Lincoln Memorial University
Career/Technical School	-Provide courses that allow students to start a career in a specific field -Offer a variety of programs -Often provide a path to licensure or certification for a career	-Tennessee College of Applied Technology
Apprenticeships	-Offer education and training specifically targeted to a career -Typically involves on-the-job training	-Varied

Military	-Entering one of the military branches -often includes job training and/or college courses	-Army, Navy, Marine Corps, Coast Guard, Air Force

Financial Aid Information and Scholarships

- **What is the FAFSA?**
  - o Free Application for Federal Student Aid
  - o Required for all federal and state financial aid (including TN Hope and TN Promise)
  - o Must have federal tax forms for previous year
  - o Typically based on parent income
    - ▪ Who is the student's parent for FAFSA
      - If parents are married – report information for both
      - If parents live together – report information for both (regardless of marital status)
      - If student has lived with one parent more than the other over the past 12 months – report information on parent lived with more
        - o If that parent is remarried – must also report information from stepparent
      - If lived equally with both parents over past 12 months – report information for parent who has provided more financial support
      - Not parents unless legally adopted student: widowed stepparent, grandparents, foster parents, legal guardians, older siblings, aunts and uncles

- **What is financial need?**
  - o Cost of attendance minus expected family contribution
  - o May not be what you believe you can afford; based on a formula

- **What is cost of attendance?**
  - o Total amount it will cost to attend a school (includes tuition, fees, housing, food, books, supplies, transportation, and other expenses)

- **What is a grant?** Provided by the government; funds for college that do not need to be repaid
  - o Federal Pell Grant
    - ▪ Strong financial need
    - ▪ Up to $5,730 per year

- **What is a loan?** Federal or private; federal loans are borrowed at lower interest rates with flexible repayment terms
  - o Federal Perkins Loan

- ▪ 5% interest rate; college is lender
- ▪ Up to $5,500 per year
  - o <u>Direct Subsidized Loan</u>
    - ▪ 4.66% interest rate; US Department of Education is lender
    - ▪ $3,500-5,500 per year
  - o <u>Direct Unsubsidized Loan</u>
    - ▪ 4.66% interest rate; US Department of Education is lender
    - ▪ Must start repayment immediately (no deferment while in school)
    - ▪ $5,500 and up yearly

- **What is a scholarship?** Awarded money that does not need to be repaid; based on merit, need and/or special skills
  - o <u>Tennessee Hope Scholarship</u>
    - ▪ TN residents who enroll in a TN college
    - ▪ ACT of 21 or higher
    - ▪ GPA of 3.0 or higher
    - ▪ $1,750 per semester for four-year colleges
    - ▪ $1,500 per semester for two-year colleges
  - o <u>Tennessee Aspire Award</u>
    - ▪ Up to $750 (4-year) or $250 (2-year) per semester to supplement the TN Hope scholarship
    - ▪ Must meet Hope Scholarship requirements, plus
      - ● Parent's' adjusted gross income must be less than $36,000
  - o <u>Tennessee Promise Scholarship</u>
    - ▪ TN residents attending community or technical college
    - ▪ Last-dollar scholarship (covers costs not met from Pell, HOPE, or other awards)
    - ▪ Attend two local meetings
    - ▪ Complete 8 hours of community service every semester
  - o <u>Tennessee Reconnect</u>
    - ▪ Last-dollar scholarship for adult learners starting OR returning to college
  - o <u>Other scholarships</u>
    - ▪ www.fastweb.com
    - ▪ https://bigfuture.collegeboard.org/scholarship-search
    - ▪ www.careerinfonet.org/scholarshipsearch
    - ▪ https://collegescorecard.ed.gov

- **Where can I find out more?**
  - o www.fafsa.ed.gov
  - o www.tnpromise.gov
  - o www.pipes.utk.edu
  - o http://studentaid.ed.gov/
  - o https://www.tnreconnect.gov
  - o Talk to your local Tennessee Reconnect Advisor (http://smokymtnreconnect.org/)
  - o Talk to your school counselor
  - o Talk to your GearUp Counselor

o Talk to someone with PiPES

The above information was accessed on 7/11/2017 at
https://www.tn.gov/nexttennessee/section/nt-tennessee-reconnect

References and Resources

Boles, R. (2017). *What Color Is Your Parachute? 2017: A Practical Manual for Job-Hunters and Career-Changers.* Ten Speed Press. New York, NY: Ten Speed Press

National Association of Colleges and Employers (NACE) (2016). Job outlook 2016: the attributes employers want to see on new college graduates' resumes. Retrieved 2 August 2017, from

http://www.naceweb.org/career-development/trends-and-predictions/job-outlook-2016-attributes-employers-want-to-see-on-new-college-graduates-resumes/

Tennessee Reconnect - TN.Gov. (2017). Tn.gov. Retrieved 2 August 2017, from

https://www.tn.gov/nexttennessee/section/nt-tennessee-reconnect

O*NET OnLine. (2017). Onetonline.org. Retrieved 2 August 2017, from

https://www.onetonline.org/

University of Tennessee, Knoxville, Center for Career Development (2017). Resumes and cover letters. Retrieved 2 August 2017, from

http://career.utk.edu/students/resumes-interviewing/cover-letters/

Wake Forest University (2017). Action verbs for resumes. Retrieved 2 August 2017, from

http://career.opcd.wfu.edu/files/2011/05/Action-Verbs-for-Resumes.pdf