

Career Development Handbook



Wright College Career Center

CITY COLLEGES *of* CHICAGO

Wilbur Wright

Education that Works

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WEBSITE: ccc.edu/colleges/wright/departments/Pages/Career-Services.aspx

SPECIAL THANKS
TO ALL OF OUR
EMPLOYMENT PARTNERS
FOR THEIR ON-GOING SUPPORT
AND CONTRIBUTIONS.

SINCERELY,
THE WRIGHT COLLEGE
CAREER
DEVELOPMENT
CENTER

The Career Development Handbook
was created, developed, and coordinated by the
Wright College Career Development Center.

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Introduction

We believe that integrating education, work experience, and commitment will propel our students to the next level of their personal and professional lives. Our vision includes establishing and enhancing strategic partnerships with you as well as faculty, administrators, staff, employers, and community leaders that will form an effective educational and employment network. Our career resources and dedication to community and individual outreach supports the Mission of Wright College and benefits everyone involved in the career planning process.

Students, Alumni, and Community Residents

Feel free to contact our office if you need any career or job related assistance. We can be reached by phone at (773) 481-8527, or by email at wrightcareercenter@ccc.edu. You may obtain individual assistance by visiting during our new Walk-In Hours, Monday through Thursday, 10:00a.m. - 12:00p.m. You also have the option to schedule an appointment anytime during our regular business hours.

To access the latest job listings in our database, you must first register with our office. Then you are free to visit Career Network at www.ccc.edu/careernetwork and apply for positions that meet your qualifications. It is important that you inform us whether or not you have found a position through our office so that we may identify other ways to assist you.

If you should have any questions or need further information, do not hesitate to contact us. Our office is here to help you.

Sincerely,

Joe M. Reaves
Director, Career Development Center

The Mission of Wright College

Wilbur Wright College is a learning-centered, multi-campus institution of higher education offering students of diverse backgrounds, talents, and abilities a quality education leading to baccalaureate transfer, career advancement, and/or personal development.

Our Purpose

To ensure that students receive the quality education identified in our mission, Wright College will provide the following:

- Continuous assessment of students, personnel, and programs through
 - placement and progress testing of students
 - instructor evaluations of student performance
 - student and college evaluations of instruction
 - active involvement of community and program advisory committees in program reviews
- Quality instructors who
 - help students define their goals
 - remain current in their disciplines and the art and technologies of teaching through professional development and periodic evaluations by peers and students
 - are devoted to effective classroom teaching and learning
 - are oriented to student learning outcomes
 - help students take responsibility for their own learning
 - help students see practical applications of classroom learning
- Relevant curricula that
 - meet the transfer needs of the Illinois Articulation Initiative
 - satisfy industry and professional job requirements
 - lead to certification in specific fields
 - reflect the interests and needs of the students, employers, and community
- Support services consisting of:
 - academic support for classroom instruction and learning
 - non-academic services to address student needs
 - resources to foster personal development and self-expression
- Resources consisting of:
 - quality faculty devoted to student learning
 - a campus culture that promotes the free exchange and sharing of ideas and allows for innovation
 - opportunities for professional development
 - facilities, technology, and staff that promote and support student learning
 - extracurricular activities and cultural events that enhance the learning community
 - counseling and other advisory services

Career Development Center

Mission Statement:

“To provide quality career, educational, and holistic development services to the students, alumni, and community residents of Wright College.”

The Career Development Center achieves this mission through a wide variety of effective programs, including:

- Career counseling and advising by appointment
- Walk-in advising hours
- Self-Assessment and Career Discernment (Myers-Briggs Type Indicator)
- Internship, Part-time and Full-time Job Listings
- Student Employment/Work-Study Positions
- On-Campus Recruitment
- Career Fairs
- Career Planning and Placement Website
- Job Search and Networking Techniques
- Career Guides and Resources
- Career Workshops
- Resume Development
- Interviewing Skills/Mock Interviewing
- Job Application Process
- Career Computer Lab
- TRA/TAA Verification

For more information about our services, feel free to contact our office by phone, (773) 481-8527. Visit our website, <http://ccc.edu/colleges/wright/departments/Pages/Career-Services.aspx>, for an updated listing of programs and events.



CAREER NETWORK

www.ccc.edu/careernetwork

STUDENT/ALUMNI REGISTRATION INSTRUCTIONS

Welcome to the City Colleges of Chicago Job Board, **CAREER NETWORK**. With this tool you will be able save documents, stay abreast about the career related events throughout the district, and search and apply for open positions. To get started, click on your profile tab and fill in the required fields. If the pre-filled information on your profile is not correct, make sure to go to your campus Admissions office to update your information. Then explore the site by clicking on the Resources tab, Jobs tab, and Employers tab for starters.

Here are some quick tips:

1. To apply for any job you must have a resume uploaded into the system. If you do not have a resume or need assistance uploading your resume to your profile, go to your Career Development Center to get assistance. Also, check out the resume builder tool right here in the Job Board. For jobs open specifically for CCC students, click on CSM jobs. For national job options, click on the NACE Network tab.
2. You can save favorite employers by utilizing the Employers tab. Click on the Employer Directory to check out employers who are hiring or have hired CCC students.
3. The Resources tab offers many helpful documents to help you become career ready. Check it out!

If you have any questions be sure to go to your Career Development Center. You can also submit questions to wrightcareercenter@ccc.edu.

From now on you can visit your school's page: www.ccc.edu/careernetwork at anytime, Twenty-four hours a day, Seven days a week, Three hundred and sixty-five days a year.

Just click through to Student or Alumni, enter your unique ID and Password, and you're there!

A Successful Job Search

Often times the process of the "job search" is viewed as a simple task involving the sending *out* of a resume to a potential employer(s). It is often overlooked that it is an actual process that involves a number of particular steps and various components to the search itself. A successful job search is comprised of **five key steps**: getting started, matching of interest/skills and career options, packaging yourself, getting an interview, and accepting an offer. The components of the search involve networking, visiting job fairs, and using various resources to seek available job opportunities.

The Process

ONE: GETTING STARTED

As the average job search takes approximately six months, utilizing a calendar to set up a projected employment date as your goal is recommended. Keeping track of previous resumes, various job postings, and reference listing is helpful; a simple separate file folder works great. Many suggest keeping your job searches on a computer thumb drive.

TWO: MATCHING OF INTEREST/SKILLS AND CAREER OPTIONS-JOB MARKETS

The job search is all about self-assessment and self-evaluation. Identify your interest (what is meaningful to you-what you like to do) and your skills (strengths-what you are good at doing). Once you have assessed your skills and job interest it is time to match them with various career options in an available job market. A job market is essentially comprised of the geographical location, industry, and type/size of the company or organizations in which to work. Considering various job markets is important because the correlation between the quality of a job market and the availability of a particular job and/or career is great.

THREE: PACKAGING YOURSELF

Here you need to present yourself and your experience in such a way that makes you unique and helps you to stand apart from other candidates. Envision yourself as a salesperson, making a "sales pitch" and remember to take into consideration a potential employer having to make a hiring decision from two equally qualified candidates. Answer the question,

"Why would he/she choose ME over someone else?" Be sure to coherently communicate your objective, experience, education, and personality through your cover letter, resume, and interview.

FOUR: GETTING AN INTERVIEW

The goal in this step should be to secure as many interview opportunities as possible. One must be aware of various opportunities and the many ways that they are publicized (websites, job postings, word-of-mouth, etc.) Different job opportunities will require different skill sets, certain experiences, or a certain amount of education. Make sure to do the research. You do not want to waste a potential employer's time or your own. Obviously, the more you interview, the higher your chances of securing a meaningful and fulfilling job and/or career.

FIVE: ACCEPTING AN OFFER

You have been offered a job! Great! Now, you need to consider the compensation package and make sure that all of your questions are answered. Your acceptance of a job will be verbal or in the form of a letter, depending on the employment environment.

Now that we have reviewed the five key steps of a job search, it is essential that you proactively seek a job by utilizing all of your resources and attending job fairs.



The Components

Networking

Networking is all about engaging others in your job search. You are utilizing personal contacts to get more contacts and job leads. Networking is always useful in getting a look at opportunities in the "Hidden Job Market." It is helpful to begin by listing the names, jobs, and contact information for all of the people you know. Never rule out a possibility; you NEVER know what opportunities may arise. Sometimes unexpected interview opportunities result from networking resources.



JOB FAIRS

A job fair is a quick and effective way to meet employers or representatives from various job and/or career "fields." At a job fair, an employer is likely to be seeking a candidate or candidates to fill specific vacancies in his/her company or organization. They are usually held in large rooms with tables set up for the different representatives. Oftentimes, maps are provided, showing the "who's, what's, and where?" This is helpful in minimizing time wasted and maximizing on the actual obtaining of information. Prior to the job fair, several copies of your updated resume should be ready, just in case you are asked for it (which you most likely will). You should also do some research on the companies or organizations that will be represented at the job fair, beforehand. Usually this list is published or provided in the advertisement or announcement for the job fair. If not, asking the organizers of the event, never hurts.

RESOURCES FOR JOB OPPORTUNITIES

Aside from networking, and attending job fairs, there are other resources that may yield in job opportunities; these include want ads, the World Wide Web, and resume referrals. Scanning want ads, newspapers and newsletters is always helpful. Keep in mind that "being early" is the key-if there is something that catches your eye; submit a cover letter and Resume for the opening. The World Wide Web is becoming increasingly helpful, as job banks are available and more companies have their information on websites. It may be helpful to do online searches often, as websites are often updated daily or weekly. Resume referrals aid in the matching process. Key words from your Resume are matched with key words in job descriptions of a company's vacancy. You should never solely rely on this resource; it is best if used as a supplement to other resources.

Some useful websites:

www.usajobs.gov
www.bls.gov
www.monster.com
www.indeed.com
www.ides.illinois.gov/

www.linkedin.com
www.illinoisworknet.com
www.ccc.edu/careernetwork
www.onetonline.org
www.glassdoor.com

The Resume

Resume Preparation

The following guide gives suggestions for preparing your resume from scratch. It tells you what you must do before you start to write and gives you tips on the content and format of your Resume, helping you keep important points in mind. It also gives you pointers in composing the cover letter that accompanies your Resume.

A Resume is a detailed catalog of your qualifications and how your skills can benefit a potential employer. A Resume should communicate your potential to perform well in the future. Keep in mind that employers receive many Resumes. You have 30 seconds to make an impression. Keep it clear and concise.

A good Resume is functional. Its purpose is to organize the relevant facts about you in a written presentation. It is a lively, readable human document based on the skills, achievements, and contributions the job candidate has made to society, employers and most of all, to themselves.

The point of your Resume is to illicit interviews-to persuade an employer by telling him/her

- Who you are
- What kind of work you can do
- What qualifications you have that they can use

A professional Resume plays an important role in your job-seeking campaign. Think of your Resume as a key marketing tool with the purpose of helping you get a job interview. It is an advertisement about you, listing your strengths. The Resume should create enough interest so that an employer will want to speak to you in person.

Highlights of the Resume

Your Resume should include the following five components: personal information, objective, education, employment experience, qualifications/skills, and/or activities/recognitions. Often people are inclined to add references to their resumes. These references should be attached but included on a separate sheet.

Personal Information

- Name, address, telephone number, and email address at the top of the page (current and permanent)
- DO NOT include information about race, sex, age, or marital status

Objective

- What you are seeking
- What will employers gain from your employment

Education

- Institution, city, and state
- Degree and date of anticipated graduation

Experience

- Work experience since entering college
- Employer, division, city, and state
- Job title and dates of assignment
- Meaningful and thoughtful explanation
- Of duties and responsibility
- Results /accomplishments
- Bullets and short phrases make things easy
- Action verbs are VERY useful

Qualifications and Skills

- Talents
- Abilities related to a particular field or career
- Language(s) proficiency
- Extensive computer knowledge

Activities and Recognitions

- Extra and Co-curricular activities
- Awards and Honors

Your Resume should have a format, content, and appearance that accurately reflects you as an important individual. To prepare your Resume, you'll want to do an in-depth study and inventory of your past accomplishments. A thorough effort in this area will provide you with:

- An immediate awareness that you have done well
- The necessary information to identify your skills and experience
- The base for a strong Resume and a solid job interview

Pertinent Data in a Resume

Now that you have assembled all of this raw material, you must process it: **select and reject** - so that you can produce an effective finished product, your basic Resume. To help you with that job, answer the following questions:

1. Which of the details in my self analysis should be included in the final Resume?
2. Will these details help me get an interview for the kind of job I want in the kind of organization I prefer?
3. How shall I arrange these details? Should education precede work history, or is the employer more interested in my experience? Which part of my experience or background should be emphasized for a specific employer?
4. What affiliation with professional organizations or military experience should be included?

Preparation of Several Resumes

If you are applying for more than one type of job, preparing a Resume styled specifically for each job objective might be a good idea. *Keep* a copy of your original basic Resume and tailor it for each position as needed. *Your original should be error free and typed on a computer on universal software (a program like Microsoft Word).*

Copies of your original are not only permissible but also desirable. Keep this thought in mind when you are making the many Resume copies you will need.

Outlining Your Resume

A. Heading

The following identifying information usually precedes all other data. List both a current and permanent address. Name/Address/Telephone

B. Occupational Interest and/or Goal

In most Resumes you should specify the kind of job or field of work that you are seeking. That is if your background qualifies you for several related jobs.

List them in order of preference. Often you will know the title of the position you are applying for and can place that title on your Resume as an "occupational interest." For those who are taking a general approach, here are some selected areas that have been widely used. To turn an area into a position, add one or more of the following position titles to an organizational area:

Position Titles:

Assistant, Analyst, Specialist, Advisor, Consultant, administrator, Officer, Manager Supervisor, Liaison, Coordinator, Intern, Director, Technician, Planner, Trainee, Associate, Representative, Market Research and Analysis, Regional Economic and Industrial Research, Manufacturing, Nursing, Hospitality, Human Resource Development and Service Industry, Labor Relations, Negotiations and Bargaining, Journalistic Interviewing, Reporting, Writing, Editing, Publishing, Professional Society, Organization and Leadership, Counseling, Adult Education, Adult Discussion, Youth Programs, Employee Relations, Unemployment Compensation, Test Development, Manpower - Management, and Urban and Public Affairs.

Organizational Areas:

Financial Planning and Management, Contracting, Purchasing and Procurement Management, Public Speaking-Briefing-Group Dynamics, Logistics, Systems Planning, Organization, Installation and Management, Management Systems Analysis and Engineering, Medical and Health Care Service Management, Foreign Affairs-International Relations and Diplomatic Representation, Resources Management, Economic Research Analysis, Large-Scale R&D Program Planning, Organization and Management Cost Control and Reduction, Public Relations, Public Information, Voluntary Group Activities Leadership, Budget Analysis, Research Development, Fiscal Research, Development, Supply Administration: Property Accountability and Control Procedures, Organizational Analysis and Planning; Technical and Scientific Liaison, Coordination, Investigation, Information Gathering and Representation, Organization and Administration

of Training Program, Administrative Support Services, Office and Branch Office Management, Plant Facilities and Real Property Management, Participation and Leadership Research, Writing, Editing and Reporting, Planning Assistant, Staff Planning, Coordination, Administration, Supervision, Writing, Policy Formulation, and Recommendation.

C. Education:

1. Graduate school-major, degree and date received
2. College-major-subject, degree and date received
3. High school (do not include if you have a higher degree)

D. Work History:

Organize your work history in two ways, either by job or by function. Select the one that serves you best.

1. By Job:

List your jobs in reverse chronological order. Dates of employment, Employer, Address, and Nature of Business

DESCRIBE EACH JOB:

Job Duties: Task performed, emphasizing those requiring the highest degrees of skills and judgment. Indicate specialization and any duties beyond your regular assignment. Include any special tools, instrument or equipment used and the degree of skill involved.

Scope of Responsibility: Tell how many persons you supervised if you held an Administrative post and to whom you were responsible.

Accomplishments: Outline any outstanding results achieved. If possible give concrete facts and figures.

2. By Function

List the functions you performed in order of their pertinence to your job objective. In other words, if you did public relations work in several previous jobs, and you are now applying for a

public relations position, make an entry under "Public Relations" and treat your experience in this field as a unit.

Describe in brief the work you did in each of the broad functional fields in which you qualify. This description will provide composite job duties, scope of responsibilities and accomplishments. Use a terse narrative style with active verbs and few personal pronouns especially the first person singular.

E. Military Experience (May be included under work history):

1. Length of service
2. Branch of service
3. Duties performed (list major assignments detailing those pertinent to the job you are seeking)

F. Activities, Skills and Recognition:

1. Languages: speaking, reading, and writing ability
2. Special skills: typing, stenography, operation of business machines, data entry, computers, Windows, the Internet, Microsoft Word, Excel, Access, or PowerPoint
3. Professional contributions and achievements: publications, membership, and organizations
4. Activities: sewing, gardening, fishing, bowling, or volunteering

G. References:

Unless references are specifically asked for, include a statement that "excellent references are furnished upon request" is acceptable. Otherwise, all references should be included on a separate attached sheet.



Types of Resumes

Resumes can be written in three basic formats: **Chronological**, **Functional**, and **Combination**. Choose the format that best represents you and your professional strengths.

Chronological

This resume lists all information (jobs, education, activities, etc.) in chronological order starting with the most recent (usually receives the greatest emphasis) and works back through your employment history. Some pros and cons of the Chronological resume include:

- Extensively used by individuals with a steady work record
- Most popular format
- Logical flow-easy to read
- Emphasizes growth in skills and responsibility
- Easy to prepare
- Displays gaps in employment
- Not suitable if you have no work history
- Presents frequent job changes
- Shows possible lack of related experience and career goals

Functional

This resume is organized according to the skills, qualifications, education, or training you have and want to use in a specific position. Some pros and cons of the Functional resume include:

- Best if used by individuals with no previous employment; individuals with gaps in employment, and/or frequent job changes; individuals who have developed skills from other than documented employment
- Emphasizes skills rather than employment
- Organizes a variety of experience (paid and unpaid work, other activities)
- Disguises gaps in work record or a series of short term jobs
- Viewed with suspicion by employers due to lack of information about specific employers and dates

Combination

This format combines the best of both the chronological and functional resumes. It highlights work experience, education/training, and qualifications/skills. Some pros and cons of the Combination resume include:

- Extensively used by seasoned professionals in a specific career
- Displays related experience, education, and career goals
- Document could be too long; should be limited to 2 pages

Which Resume is for YOU?

Consider your qualifications, career goals, work history, the position, and the kind of employer you seek before you select a style. The Functional and Combination resumes are conceptually superior to Chronological resumes. The overwhelming majority of employers understands the superior quality of such resumes and knows the type of person he/she wants to hire.

Tailor each resume to the position and the particular company or organization with which you are seeking employment. Try to learn as much as possible about your potential employer.

The resume communicates four important things about you:

- **What you want to do?** (your objective)
- **What you have done?** (your work history)
- **What you can do?** (your pattern of skills and accomplishments-your strengths)
- **What you will most likely do in the future?** (best guess of your future performance based upon how you answered questions one, two, and three)

Resume Do's and Don'ts

Listed below are some do's and don'ts when preparing your Resume.

Do

- Create a crisp, clean, professional appearance
- Keep the layout simple, balanced, and well organized
- Be specific and selective
- Leave enough white space, making it easy to read
- Maintain consistent indentation, capitalization, font style, spacing and punctuation
- Utilize capitalization, bolding, and italics to set off position titles, organizations, and categories
- Use the Resume or information letter, which puts your best foot forward
- Always state your job goal
- Show you can do the work necessary for your job goal
- Highlight your skills and accomplishments
- Quantify-use statistics and numbers
- Describe experiences using action verbs in the past tense, except current positions, which should be described in the present tense
- Always type your Resume or have it typed by a good secretary or typist
- Always proofread and edit your Resume or information letter until it is perfect
- Use high quality paper in white or ivory and print your Resume so it looks professional and makes a very good impression
- Be 100% honest
- Keep an electronic copy (preferably on thumb drive)

Don't

- Include personal information (social security number, citizenship status, age, marital status, race, weight, height, etc.)
- Refer to wages or salary
- Mention religious or political memberships
- Include references
- Give complete addresses of your employers
- Use flashy fonts and graphics
- Use abbreviations other than the state
- Include a photograph of yourself
- Put a date on your Resume
- Use negative words such as "fired" or "unemployed"
- Begin phrases with "I" or "My" or "responsibilities include"
- Exceed one page in length, unless absolutely necessary
- Overuse words and phrases in description of experiences



Presentation/Submission of Resume

Many companies choose not to use Optical Recognition (OCR) scanners and fax machines to scan, read, and store Resumes that are sent to them by prospective employees. These Resumes are kept in a database or Resume "bank". Be sure that the format used in creating the Resume is easy to scan. Converting a typical work document into a format that can be e-mailed or scanned is as easy as saving the document as "text" only.

Some scanners require the following:

- Skill words/key words Light paper only
- No graphics
- No Italics or shading
- No underlining, brackets, or parenthesis
- No copies: Resumes must be clean and laser printing is preferred
- No fancy fonts: use only 10 or 12-point fonts; recommended typefaces include Courier, Times New Roman, Bookman
- No boldface*
- No bullets*

*usually not a problem with most systems (newer systems)

Points to Keep in Mind when Creating resumes that will be scanned:

1. Your name should be the first item on a Resume that will be scanned.
2. Scanners will file Resumes under first line of information.
3. Always send originals. Use a laser printer whenever possible. Do not use dot matrix.
4. Keep margins clean allowing for easy reading from left to right.
5. Minimize the use of abbreviations and jargon.
6. Use nouns: Production scheduling, network management, etc., more than verbs: organized, scheduled, and maintained.
7. Do not fold a Resume to be scanned, do not use staples, and avoid compressed space between letters.
8. Use standard sized business paper, no legal or other odd sizes.
9. Use "fine mode" when flashing instead of regular.

Chronological Resume Worksheet

Name

Address

City, State Zip

Telephone

Email Address

Objective

Name the position/type of job you are seeking to acquire.

Education

List schools, dates of attendance, majors, and degree acquired or pursuing.

Certifications

List professional certifications and licenses if applicable.

Skills

List the skills needed for the occupation, special talents, abilities, languages.

Experience

Name of company

Location (City, State)

Title of position

Dates of employment

List of duties and responsibilities

Activities/Awards

List Extra and/or Co-curricular activities, awards, and honors.

References

Available Upon Request

Chronological Resume

Orville J. Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
Owright99@ccc.edu

Objective	To obtain a challenging position as a <u>[fill in your desired job title]</u> with a company that will benefit from my experience and utilize my skills.	
Education	Wilbur Wright College A.A.S. Degree Computer Information Systems Graduated: May, 2023 G.P.A 3.5/4.0	Chicago, IL
Skills	Proficient in Microcomputers Microsoft Office Hardware and Software configuration experience Programming experience (C++, Visual Basic, HTML, Java Script, XML) Bilingual: English/Spanish	
Certification	A+ Certification	2022
Experience	Wilbur Wright College Help Desk Specialist	Chicago, IL 2021-Present
	<ul style="list-style-type: none">▪ Assist students, faculty and administration with technical issues related to desk top personal computers▪ Install software and hardware▪ Provide reports to Assistant Dean regarding performance of lab computers▪ Monitor lab equipment▪ Prepare new computers for classroom distribution and usage.	
	Best Buy, Inc. Computer Technician	Chicago, IL 2020-2021
	<ul style="list-style-type: none">▪ Provided customer service related to computer equipment and peripherals▪ Performed diagnostic tests on computers and electronic equipment▪ Installed hardware	
Activities	Phi Theta Kappa Honor Society Student Government Association Diversity Newspaper Spanish Club	2021-Present 2021-Present 2021 2021
References	Available Upon Request	

Functional Resume Worksheet

Name

Address

City, State Zip

Telephone

Email Address

Objective

Name the position/type of job you are seeking to acquire.

Qualifications

List relevant experience, duties, and responsibilities.

Skills

List the skills needed for the occupation, special talents, abilities, languages by area of focus.

Education

List schools, dates of attendance, majors, and degree acquired or pursuing.

Experience

Name of company

Title of position

Dates of employment

Name of company

Title of position

Dates of employment

Functional Resume

Olga Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
owright@ccc.edu

Objective

To contribute to your organization's success through the use of exceptional customer service, managerial, and people skills.

Summary of Qualifications

- Strong managerial and administrative experience
- Exceptional versatility and adaptability
- Dedication and drive as a hard-working individual
- Superlative communication and team-building skills
- Ability to manage multiple tasks in a pressured environment

Professional Skills

Interpersonal and Teamwork Skills

- Entrusted to process confidential employee records, such as salary changes, vacation/absenteeism reports, and performance appraisals.
- Interfaced with a wide variety of personalities while scheduling meetings, appointments and making travel arrangements for executives.

Customer Service and Sales Skills

- Interacted with clients and utilized excellent organizational skills to arrange and coordinate special events
- Delivered excellent customer service and conducted in-house sales and promotions.

Managerial and supervisory skills

- Proved multi-tasking abilities by scheduling and supervising staff, consisting of kitchen worker, bartenders, and food servers.
- Served as right hand to lead managers of entertainment company in administrative assistant capacity.

Education

Wilbur Wright College	A.A. in Business Administration	2022-Present
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Employment History

Beacon Day & Associates	Account Manager	2021-Present
Davidson's Auto Body	Administrative Assistant	2019-2021
Burger King	Cashier	2017-2019

IT/CIS Resume Worksheet

Name

Address

City, State Zip

Telephone

Email Address

Objective

Name the position/type of job you are seeking to acquire.

Education

List schools, dates of attendance, majors, and degrees acquired or pursuing.

Technical/Professional Summary

List the skills needed for the occupation, including: software, hardware, operating systems, programming languages, etc.

Experience

Name of company

Title of position

Dates of employment

List of Duties and Responsibilities

Name of company

Title of position

Dates of employment

List of Duties and Responsibilities

IT/CIS RESUME

Orville Wright

4300 N. Narragansett Avenue

Chicago, IL 60634

(773) 481-0000

ow@somedomain.com

LinkedIn URL

Objective

Seeking a responsible Help Desk Technician position that will utilize my education and improve my technological skills.

Education

Wilbur Wright College, Chicago, IL

2021-Present

Pursuing and A.A.S. in Computer information systems GPA: 3.7/4.0

Professional/Technological Summary

Certifications: ComptTIA A+, HDI-Support Center Analyst (HDI-SCA)

Systems: CICS/ISPF/Mainframe, Unix, Linux, Windows, Novell Netware, Mac OS X, Mobile

Databases: Oracle, Access, Relational Databases

Languages: Visual Basic, SQL, HTML, ASP, CSS, C++, CGI, Perl, JavaScript

Software: MS Project, MS Visio, MS Office

Bilingual: English/Spanish

Relevant Experience

Heins Technical Support, Chicago, IL

Intern, 2022-Present

- Handle technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries.
- Engage and track Priority 1 issues, with responsibility for the timely documentation, resolution and closure of trouble tickets.

Employment

ABC Retail Co., Chicago, IL

Sales Representative, 2020-2022

- Leveraged strengths in persuasive communications and consultative sales to become a top sales performer.
- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95% and 100% on all calls (outperforming average of 90%)

References

Available upon request

Action Verbs

Accelerated
 Accomplished
 Accounted
 Achieved
 Acquired
 Acted
 Activated
 Adapted
 Added
 Addressed
 Adjusted
 Administered
 Advertised
 Advised
 Allocated
 Analyzed
 Answered
 Anticipated
 Applied
 Appraised
 Approved
 Arbitrated
 Arranged
 Articulated
 Assembled
 Assessed
 Assigned
 Assisted
 Assumed
 Attained
 Audited
 Augmented
 Authored
 Briefed
 Budgeted
 Built
 Calculated
 Catalogued
 Categorized
 Centralized
 Chaired
 Charted
 Chartered
 Checked
 Clarified
 Classified
 Cleaned
 Coached
 Coded
 Collaborated
 Collected
 Communicated
 Combined
 Competed
 Compiled

Completed
 Composed
 Compounded
 Computed
 Conceived
 Conceptualized
 Conciliated
 Concluded
 Condensed
 Conducted
 Confirmed
 Confronted
 Conserved
 Consolidated
 Constructed
 Consulted
 Contacted
 Contracted
 Contributed
 Controlled
 Coordinated
 Corresponded
 Counseled
 Crafted
 Created
 Cultivated
 Cut
 Decentralized
 Decided
 Defined
 Delegated
 Delivered
 Demonstrated
 Designed
 Detected
 Determined
 Developed
 Devised
 Diagnosed
 Directed
 Discovered
 Dispensed
 Displayed
 Distributed
 Documented
 Doubled
 Drafted
 Dramatized
 Earned
 Edited
 Educated
 Effected
 Elaborated
 Elicited
 Eliminated

Employed
 Enabled
 Encouraged
 Enlarged
 Entertained
 Established
 Estimated
 Evaluated
 Exhibited
 Executed
 Examined
 Expanded
 Expedited
 Experimented
 Explained
 Expressed
 Facilitated
 Familiarized
 Fashioned
 Filed
 Financed
 Focused
 Forecast
 Formed
 Formulated
 Found
 Founded
 Framed
 Gathered
 Governed
 Grew
 Guided
 Headed
 Helped
 Hire
 Hosted
 Identified
 Illustrator
 Implemented
 Improved
 Indexed
 Indoctrinated
 Influence
 Informed
 Initiated
 Inspected
 Installed
 Instituted
 Instructed
 Insured
 Integrated
 Interacted
 Interpreted
 Interview

Introduced
 Invented
 Inventoried
 Invested
 Investigated
 Judged
 Landscaped
 Launched
 Learned
 Led
 Lectured
 Listened
 Located
 Logged
 Maintained
 Managed
 Manipulated
 Manufactures
 Marketed
 Measured
 Mediated
 Memorized
 Met
 Minimized
 Mobilized
 Modeled
 Modernized
 Modified
 Monitored
 Motivated
 Negotiated
 Networked
 Observed
 Obtained
 Offered
 Operated
 Ordered
 Organized
 Outlined
 Painted
 Participated
 Patrolled
 Performed
 Persuade
 Piloted
 Pioneered
 Planned
 Predicted
 Prepared
 Raised
 Read
 Realized
 Received
 Recommended
 Record

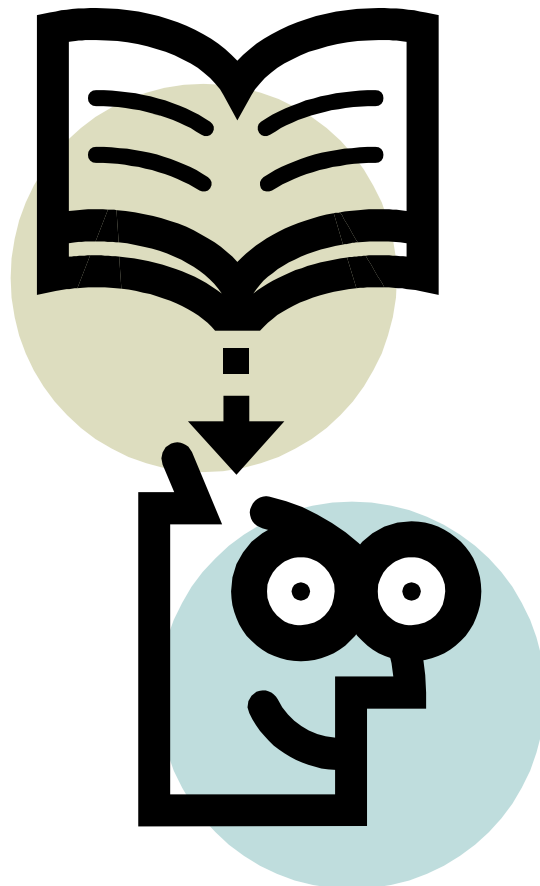
Action Verbs (con't.)

Recruited
Redesigned
Reduced
Referenced
Regulated
Rehabilitated
Related
Renewed
Reorganized
Repaired
Reported
Represented
Researched
Reshaped
Resolved
Responded
Restore
Retrieved
Reversed
Reviewed
Revised
Revitalized
Route

Saved
Scheduled
Searched
Selected
Served
Served
Sewed
Shaped
Signed
Simplified
Sketched
Solved
Specified
Spearheaded
Speculated
Spoke
Sponsored
Staffed
Started
Stimulated
Streamlined
Strengthened
Structured

Studied
Succeeded
Summarized
Supervised
Supplied
Supported
Surpassed
Surveyed
Synthesized
Tailored
Taught
Televised
Tested
Tightened
Traced
Traded
Trained
Transformed
Translated
Transmitted
Troubleshoot
Tutored
Uncovered

Unified
United
Updated
Upgraded
Used
Utilized
Vaulted
Verified
Visualized
Vitalized
Volunteered
Weighed
Welded
Widened
Worked
Wrote
X-rayed



The Letters

You send out four types of letters to a potential employer: **Informational, Cover, Thank-you, and Decision**. The first two are sent out before the interview occurs and the latter two follow the interview.

The **Information letter** is sent out to a potential employer to introduce yourself and your intent to gather information only. You may include a resume, but make it clear that you have included it as a reference only. Indicate that YOU will follow-up in one week or two weeks time, depending on what is appropriate. Utilize the contacts and the conversations that result as part of your networking.

The **Cover letter** accompanies the Resume when it is submitted to a potential employer. The cover letter allows you to explain what position you are applying for, how you learned about it, who you are, why you are interested in the position, why you should be considered for the job, and your knowledge about the employer. The body of the letter should be roughly three or four concise and coherent paragraphs in length. Make sure to highlight your skills, education, and experience that match those required for the job. Once again, reiterate your interest in the position. Keep the letter at a maximum of one page; remember the Resume is attached. **PROOFREAD!** A mistake in your cover letter is very difficult for a potential employer to ignore.

The **Thank-you letter** is sent out to remind an interviewer of your interest in the position, to say thank you for the interview, and to add anything that you may have forgotten to mention. You should send letters to everyone who interviewed you during a visit. Try to personalize the letter as much as possible. The letter should be in the same format as the cover letter.

The **Decision letter** communicating your decision of a job offer will either be an acceptance or refutation letter or one requesting a delay of decision. The first two are for the most part straightforward. The latter, however, allows you to weigh other options and or negotiate other possible opportunities. Keep in mind, there may be a "just-as-qualified" second candidate, right behind you. Do not keep a potential employer waiting too long. Whatever your decision, communicate it immediately to the potential employer either verbally or in writing. If the offer was verbal, a verbal response is sufficient. However if it was in writing, a written response is best.



Information Letter

Orville Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
owright@ccc.edu

March 17, 2023

Mrs. Taylor Johnson, Director
EnviroTech Waste Systems
4555 N. Drexel
Chicago, Illinois 60653

Dear Mrs. Taylor,

This is a letter of introduction and a request to interview for an entry-level position with EnviroTech. I recently completed the Environmental Technology Program at Wright College, and several people suggested I contact you.

I completed several Hazmat classes. My education and training have prepared me to go to work, but I need the opportunity to demonstrate I can be a productive employee.

In several classroom demonstrations, I developed my ability to learn quickly and follow instructions. In my personal time, I have actively developed skills in site assessment and decontamination.

I am willing to accept any job that would allow me to have an opportunity to prove myself. I will be calling you next week to arrange an interview.

Sincerely,

Orville Wright

Cover Letter Worksheet

Your Name
Mailing Address
City, State Zip Code
Area code, telephone number
Email Address

Date

Contacts name (if no name available use Hiring Executive) Contacts title or position
Company's name
Company's mailing address
City, State, Zip Code

Dear Mr./Ms. (if no name available use Hiring Executive)

First paragraph-Tell them why you are writing this letter. Tell them what position you are interested in. Tell them where you saw the position advertised, or how you were informed of the position. Tell them that the Resume provided would show how you are qualified for the position.

Second paragraph-Tell them why you are interested in the position. Tell them what experiences you have that prepare you for the position. Here you can mention previous employment and education. Tell what skill or special talents and abilities you possess that prepare you for the position.

Third paragraph-Tell them that you want an opportunity to interview for the position. Tell them how you plan to follow up this letter. Wrap up.

Sincerely,

Your signature
Your typed name

Sample Cover Letter

Orville Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
owright@ccc.edu

September 4, 2022

Michael Jordan, Human Resources Manager
Beacon Day & Associates
333 North Lakeshore Drive
Chicago, Illinois 60691

Dear Mr. Jordan:

I would like to apply for the entry-level Accountant position advertised in the Chicago Tribune. I recently read with interest an article about Beacon Day & Associates, in Crain's Chicago Business magazine. I find your accounting principles in the area of corporate finance exciting and innovative, and I would like to establish my career in accounting with your company.

My qualifications are based upon a unique combination of education, skills, and work experience. While completing my degree at Wilbur Wright College in Accounting, I developed knowledge of such areas as managerial accounting, fundamentals of investments, finance and computerized accounting systems. As a result, I acquired an understanding of the concerns facing businesses. My work as an Accounts Payable Clerk provided me with practical experience in the area of business accounting and allowed me to utilize many accounting software programs. I am eager to apply advances in technology in the performance of my job.

My resume is enclosed for your review. I am available for an interview at your convenience and can be reached at 773-555-1212. I look forward to discussing with you the contributions I know I can make to Beacon Day & Associates as an Accountant. Thank you for your consideration.

Sincerely,

Orville J. Wright
Enclosure

Sample Thank You Letter

Orville Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
owright@ccc.edu

August 28, 2022

Mr. Juan Ramirez, President
Amerivision Cabling
6986 Wilshire Blvd.
Los Angeles, CA 95999

Dear Mr. Ramirez:

Thank you for interviewing me on August 27, 2022, for the Computer Analyst position. I appreciated the time and consideration you were able to give me.

After meeting with you and your staff, I feel confident that I am the ideal candidate for the position. I could make a valuable contribution to Amerivision.

I look forward to hearing from you in the near future. Should you have any questions or need additional information, feel free to contact me.

Sincerely,

Orville Wright

Sample Professional References

Orville J. Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
owright@ccc.edu

Professional References

Andrew L. Jackson, CPA (name)
Accountant Services Manager (title)
TFC Bank (company)
555 E. Huron Street (address)
Chicago, Illinois 66013 (city, state, zip)
312-555-6633 (contact number)
aljackson@tfcbank.com (email address)

Susan B. Anthony
Vice-President of Accounts
Johnson & Johnson, LLC
200 N. Michigan Avenue
Chicago, Illinois 60639
312-555-2727
sbanthony@johnson.com (email address)

Barack H. Obama
AP/AR Supervisor
Davidson's Ice Cream Company
4589 West Division Street
Chicago, Illinois 60669
773-699-4444
bhobama@davidson.com (email address)

Sample Salary History

Orville J. Wright
4300 N. Narragansett
Chicago, Illinois 60634
773-481-5555
owright@ccc.edu

Salary History

Personal Banker (2020-Present)

TFC Bank

555 E. Huron Street

Chicago, Illinois 66013

Beginning: \$41,000

Present \$47,000 with full benefits package

Procurement Clerk II (2018-2020)

Johnson & Johnson, LLC

200 N. Michigan Avenue

Chicago, Illinois 60639

Beginning: \$33,000

End: \$37,000 with medical and dental benefits

Customer Service Representative (2015-2018)

Davidson Manufacturing

4589 West Division Street

Chicago, Illinois 60669

Beginning: \$15.50/hr.

End: \$18.50/hr.

Interview Process

What is an Interview?

The interview is essentially an exchange of information allowing the potential employer to learn about you and allowing you to learn more about a potential employer. This is an opportunity to bring your Resume "off the paper" and into "real life." The job interview puts you face to face with an employer. You have about 30-45 minutes to convince that employer "you" are right for the job.

Pre-Interview Activities

The following is a list of things you should do to prepare for the interview:

- Research the Company-Purpose/mission, needs, stability, goals, etc.
- Research the Position-Responsibilities, required qualifications, employment outlook, salary, advancement, etc.
- Prepare: Extra resumes, list of professional references, attire, portfolio, etc.

Types of Interviews

As an applicant, you must be prepared for any and all interviewing situations. The following are several methods that employers utilize to screen and converse with potential employees.

- *Phone Interview*

The first interview in the job search process is often the Phone Interview. The employer uses this opportunity to ask the applicant detailed questions about his/her background, skills, and professional interests that are not covered in either the resume or cover letter. It also gives the employer the chance to inspect the applicant's phone etiquette and behavior. A great Phone Interview usually leads to an Employment Interview.

- *Employment Interview*

The Employment Interview is a formal, face-to-face meeting between the employer and the applicant. The focus of the meeting is to determine whether or not the applicant's qualifications meet the employer's needs AND vice-versa. This is the applicant's opportunity to convince the employer that s/he is the best person for the position by clearly articulating job related skills/characteristics, work experience, and genuine interest in both the company and position.

- *Informational Interview*

The purpose of this interview is to acquire information about a certain career rather than to pursue a position within a certain company. The applicant is responsible for making the initial contact with the employer and running the actual interview. S/he can ask questions about salary and benefits, which are considered taboo in initial Employment Interviews. At the very least, the Informational Interview broadens the applicant's professional network. It could also lead to an Employment Interview and a possible job offer.

- *Panel Interview*

In this situation, the applicant meets with two or more company representatives at once. PROS: The applicant usually gets to meet all of the people involved in the hiring process in one session. This often alleviates having to make several trips to the employer's site over a lengthy period of time. CONS: Again, the applicant gets to meet all of the people involved in the hiring process in one session. Meeting one person is hard enough. The Panel Interview can be long and intimidating, but it often pays off in the long run.

- *Group Interview*

The opposite of the Panel Interview, the Group Interview allows multiple interviewees to meet with one employer. Be careful and don't take this one for granted!!! It sounds easier because there is more than one applicant involved and only one or two interviewers. However, in this situation, the applicants are doing the majority, if not all of the work. Public Speaking and Customer Service skills will definitely be tested here.

- *Behavioral Interview*

The Behavioral Interview is more a style of interviewing than it is a type. Here, the interviewer asks questions that focus on how the applicant has worked or performed in certain (past and/or present) situations. An example of a behavioral question would be, "Give me detailed examples of steps you have taken to ensure the success of project management at your current place of employment." The goals of this type of interview are to examine the applicant's skills and experience and to determine if and how well the applicant can carry out the responsibilities of the new position.

5 Stage Interview Process

Each interview in the job search process can be broken down into 5 stages:

1. "Breaking the Ice"
Small talk, getting acquainted and comfortable.
2. General Information
Employer asks applicant questions regarding information given on resume. Employer assesses the applicant's background, career goals, and qualifications.
3. Focusing
Applicant asks specific questions about the responsibilities of the position and articulates how his/her abilities and background match. Applicant directs employer to his/her strengths and how they relate to the needs and goals of the company.
4. Closure
Employer summarizes the company's needs and goals, confirms applicant's interest in the position, and discusses next phase of the search process. Applicant summarizes strengths that fit the employer's needs and confirms any follow-up meetings.

5. Follow up
Applicant sends thank-you letter (no later than 24-48 hours after the interview) to the employer indicating continued interest and highlighting strengths. Applicant calls the employer 1-2 weeks after sending the thank-you letter to inquire about the status of the position. Applicants tend to forget this stage. **THIS STAGE IS JUST AS IMPORTANT AS THE FOUR PREVIOUS STAGES.**

First Impressions

You only get one chance to make a GOOD first impression. So, take it very seriously. First impressions are formed when a potential employer first sees and greets you. You need to look professional, confident, and competent.

Put yourself in an employer's place. If you can imagine yourself in the reverse role, ask yourself these questions:

1. Do first impressions really matter that much?
2. Would you give a job to someone who can not arrive on time for the interview?
3. Would you hire someone who dresses poorly?
4. Would you give a job to someone who can not follow directions on a job application?

Interviewing Do's

- Dress conservatively
- Arrive 10-15 minutes early
- Give a firm handshake
- Maintain eye contact
- Bring extra copies of your resume
- Listen carefully and attentively
- Be honest
- Be enthusiastic
- Turn your cell phone off during the interview

Interviewing Don'ts

- Being late
- Chewing gum/candy
- Poor posture/Limp handshake
- Smoking and/or drinking (alcohol) before the interview
- Poor personal appearance
- Rude/impolite behavior
- Overconfidence or lack of confidence
- Speaking negatively of past experiences
- Leaving your cell phone on during the interview

Sample Interview Questions

To begin, interviewers often ask opening questions to find out why you are interested in the job. Be prepared to answer the following (or similar) questions:

1. Tell me about yourself.
(Talk about your experience, qualifications, and accomplishments - not your childhood, family, or hobbies.)
2. Why are you interested in working for this company?
(Talk about the interesting details of the job, and why they fascinate you.)
3. Why do you feel you are qualified for this job?
(Name at least three skills or qualifications, and say a few words about each.)
4. What were your responsibilities on your last job?
(List your duties and responsibilities. Explain your accomplishments on that job.)
5. What do you like most about yourself?
(Talk about positive characteristics and abilities.)
6. What is your greatest weakness?
(Focus on work, not character weakness. Turn your negatives into positives.)
7. Do you like working as part of a team or working alone?
(Tell the interviewer you like both, that you enjoy teamwork, and that you can work alone.)
8. Tell me about a major problem you faced and how you solved it.
(Talk about something related to work, school, or social activity.)
9. Tell me about your education and training.
(Explain how your education and training prepared you for the position you are interviewing for.)
10. What kind of salary are you expecting?
(Do your homework ahead of time. Know what the type of position is paying in your area. Try to avoid salary questions until you are offered the job.)
11. Have you ever been discharged from a job? And why?
(Explain that you usually get along well with your co-workers and supervisors.)
12. Do you have any questions for me?
(Take advantage of this opportunity to ask questions about the job and the company.)

To answer these questions, you should learn about the employer before the interview. You should know about the company's products, services, or business. The public library has information about most large companies. Tell the librarian what you are doing and ask for help. If you are interviewing with small businesses, ask around the neighborhood to find information. Try to learn how long they have been in business, what are their products and/or services, and what is their reputation. Knowing about the company will also help you both answer opening questions and ask meaningful, insightful, and pertinent questions.

Questions to Ask an Employer

1. How long has this position been open? Is this a newly created position, or am I replacing someone?
2. Would you describe a typical workday for someone in this position? What the responsibilities of the position?
3. How will I be introduced to the job? Will I be trained? Who will train me?
4. How long should it take for me to become familiar with the job and be productive?
5. Who are the people I will be working with, and what do they do?
6. How will my job performance be evaluated?
7. Who will be my supervisor?
8. When and how will I be informed if I am chosen for the position?
9. What is the next step in the process?

Note: For any potential employer to inquire about your age, race, marital status, religious or political affiliation, etc., is illegal, as this information cannot be used in a hiring decision.

Be wary of questions about the following:

- Your age
- Whether you have any children or their ages
- Your race or questions directly concerning race and/or color
- Your height or weight where it is not relevant to the job
- Whether you have ever had your wages garnished
- Whether you have ever been arrested
- Whether you are married, divorced, separated, widowed, or single. But you may be asked how you want to be addressed: Mr., Mrs., Miss or Ms.
- What church you attend or the name of your priest, rabbi, or minister
- The reason why you are divorced
- Who resides with you

Wright College Career Planning & Placement Center-Self Assessment Sheet

Values	Skills
Interests	Preferences

