

Career and Transfer Center



THE COMPLETE CAREER RESOURCE GUIDE

Now in English and Spanish

Created especially for SAC students by the CTC staff:

Monica Hurtado, Career and Transfer Center Manager & Vicky Irizarry, Career Specialist

Office Hours:

Monday – Friday 9:00am to 5:00pm Saturday: by appointment only

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You can now send the CTC a Text Message!

http://www.staugustine.edu/student-resources/career-transfer-center/





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A Letter from the Career and Transfer Center

August 2019

Dearest student,

At St. Augustine College, the Career and Transfer Center believes that students' access to resources and information is important. We are happy to present you with the Career Resource Guidebook written by its very own Career Advisors to provide students with valuable information, knowledge, and tips regarding workforce and career readiness principles. We also understand that you are often busy throughout the semester and that it may be hard to set up appointments with the Career Advisors or to travel to the Main Campus. As a result, we have customized this guidebook and made it available in print for you at your nearest St. Augustine College campus and online in the St. Augustine College website.

Our goal in this handbook was to equip you with necessary templates and examples that would enable you to understand professional practices through the act of job searching and networking at the college level. We have made it easy to read and follow and most importantly- we made it available in both English and Spanish!

This is our gift to you and we wish you the best of luck in your aspiring career.

Sincerely,

The Career and Transfer Team at St. Augustine College

Monin Hutato

Monica Hurtado, *Career and Transfer Center Manager*

Jusanny

Vicky Irizarry, Career Specialist





The Career and Transfer Center Mission

The mission of the Career and Transfer center at St. Augustine College is to provide professional and personalized academic and workforce support services to St. Augustine students and alumni. The center assist students in the process of transferring to a four-year institution, career counseling, career exploration and the implementation of strategic job searching and skills development required to succeed in a global workplace.

Transfer Assistance

Services Offered

- Individual transfer advice
- Admission procedures and program planning
- Current information on articulation agreements and options for further study
- Planning short and long-term transfer goals
- Scholarships search

Career Counseling

- Obtain and research occupational, educational, and employment information
- Establish short and long-term career goals
- Explore a full range of career and work possibilities
- Make informed career decisions based on accurate information about the workplace

Career Exploration

- Administer career assessments and inventories
- Provide opportunities to define career objectives
- Identify employers for career development and potential employment
- Teach students appropriate search and application techniques
- Provide current job and internships listings from several sources
- Access to computers for students working on career development
- Free career magazines and other resources

Job Search

- Develop job search competencies
- Obtain information on employment opportunities, trends, and prospective employers
- Connect with employers though campus recruitment programs, job postings, referrals, direct application, networking, and publications

Workshops

- Creating a basic resume and basic cover letter review
- Interviewing skills, networking, and salary negotiations
- Job readiness and attending a job fair
- Transferring to a four year institution

Additional Resources

- Explore current occupations and workplace trends
- Job market and job search information
- Provide employer information
- Educational and career video available





RESUME GUIDE THE RESUME SECTIONS AND WHAT THEY ARE ALL ABOUT

NAME

OBJECTIVE

[Write a short, concise, professional phrase that summarizes what type of job, field, or position you are looking for. It can also be goal-oriented and talking about the career you are pursuing.]

Example: To obtain a position in the area of business administration and demonstrate my best qualities, which are great communication skills, being highly organized, and a quick learner.

Phone

EDUCATION

School name City, State Degree Name Years you will be attending or Year Graduated TIP: Include your GPA: (if 3.0 or higher) or Honors/Recognitions you received

WORK EXPERIENCE

[List the most relevant jobs or experience you may have. Begin with the most recent job/experience. Typically, employers want to know what jobs you have had in the past 5 to 7 years.]

Company Name Position Title

Start date: Month & Year - End Date: Month & Year or indicate "present"

[Now write your most important responsibilities and use brief phrases. 4 to 5 bullet points is acceptable and use professional language. Try to begin with an action word. If you are currently working there, use the present tense. If you are no longer working there, then use the past tense.] **Example:**

- Managed the front desk reception area efficiently by assisting walk-ins and directing phone calls
- TIP: If you are having trouble coming up with important duties, visit: <u>https://www.jobhero.com/</u> *See page 12 for details on how to navigate through Jobhero.com

SKILLS

- [List your best skills in bullet point format]
 - Any computer programs or technology Example: Proficient in Microsoft Office Word & Excel
 - The languages you know
- Example: Bilingual in English and Spanish
- Your strongest skills as an employee Example: Demonstrates great communication skills

INTERNSHIP EXPERIENCE (optional section)

Company Name

Position Title

[Describe duties here in the same format as the work experience section]

VOLUNTEER EXPERIENCE (optional section)

Company name

Position Title

[Describe duties here in the same format as the work experience section]

TIP: Include any community-based affiliations, memberships, events, or services you have participated in for a while or long-term basis. Even though this is not a job, it can still highlight your commitment and the strongest skills you have.

CERTIFICATIONS (optional section)

Name of Certification, Year Obtained Expiration date: (if applicable) Location or Organization Name acquired from (if applicable)

City, State

Start date - End Date

Start date - End Date

C INSTITUTE FOR WORKFORCE EDUCATION

E-mail

City, State

City, State



RESUME GUIDE

[First & Last Name]

Phone Number

Professional E-mail

OBJECTIVE

EDUCATION

Name of school or institution

Name of program or degree

WORK EXPERIENCE

Name of company or agency

Occupation Title

City, State of school

Dates (month & year of graduation or anticipated completion)

City, State of company

Dates(month & year when you began- Month & year when ended) *If you are currently employed there, indicate "present" instead of an end date

- •
- •

Name of company or agency

City, State of company

Occupation Title

Dates(month & year when you began- Month & year when ended) *If you are currently employed there, indicate "present" instead of an end date

•

<u>SKILLS</u>

•









CHRONOLOGICAL RESUME SAMPLE







FUNCTIONAL RESUME SAMPLE

Contact Information with professional email. Remember to	Eric Mark Doe	Netv	vorking Assistant
have a professional voice mail message as well.	Portland, OR 97001 7603 NE Skyline Street	Phor erici	ne: (503) 541-2198 markdoe2@aol.com
	TECHNICAL KNOWLEDGE		
Get their attention by highlighting your skills. Customize this for the job description. Include transferable skills, such as self-management, to show that you can do the job.	Operating Systems Windows 9x Window NT & 2000 (Workstation & Server) Netware 4.11 & 5.1 UNIX (System V, Linux)	<u>Software</u> MS Office Suite MS Exchange Arcada Backup Exec McAfee VirusScan MS FrontPage Procomm Plus	<u>Languages</u> C++ HTML Visual Basic Java
	Related SkillsExtensive program, batch file andFamiliar with digital electronics iWorking knowledge of Object OrParticipation in wide range of teatTechnical writing	in the Pentium family of micro riented programming techniqu	ues in C++
	RELEVANT EXPERIENCE		
 Show that you have experience with being responsible and working with others. This section usually includes: Skill or Job Title/Area Brief description to show the skills you used in the position and how you added value to the organization Include the employers/organization and locations in your work history. This format does not include dates. 	 Windows 9x and NT 4.0, environment Client so ftware, includin Explorer, McAfee Virus? Client network interfaces System hardware, includ RAM, I/O cards, tape dri HP Jet Direct Print Servet Network Administration: Manage end-users' networt Troubleshoot: Hardware and software p Other Duties/Responsibilities: Assist in migration of Network 	, on systems operating in an E g MS Office Suite 2000 Scan, Arcada Backup Exec an s using TCP/IP ing motherboards, hard and fl ves, SCSI drives and peripher	thernet LAN/WAN d RAS oppy drives, CD-ROM's, als ing MS Exchange and ITS LAN
Chausthat was base consults of	WORK HISTORY Insurance Claims Representative - Blue Chip Easter Seal Camp Intem - United Way, Euger Customer Service Specialist - Evergreen Elec	ne, Oregon, Summer 1998	
Show that you have completed training to prepare for the job. This section usually includes the training provider name, location, your		ater Information Systems 200 ware Engineering Technology ics 1995 Corvallis, OR	1 2000
degree(s). It may or may not include dates.			





COMBINATION RESUME SAMPLE

Contact Information with professiona Remember to leave a professional voi	0000 Lakewood Road Somewhere, Illinois 00000
Get their attention by highlighting your skills. Customize this for the job description. Include accomplishments and keywords.	SUMMARY Medical Laboratory Technician Detail-oriented, versatile Medical Laboratory Technician with huge experience in performing a variety of multi-skilled support functions including specimen collection, receipt and preparation of specimens for analysis; assisting with workflow coordination in area; teaching and performing routine clerical and technical processes required for the smooth operation of the laboratory unit; serving as a liaison to internal and external customers.
 Show that you have experience with being responsible and working with others. This section usually includes: Skill or Job Title/Area Brief description to show the skills you used in the position and how you added value to the organization (not just job duties). 	SUMMARY OF SKILLS & EXPERIENCE Laboratory • Regarded as a highly-skilled lab technologist, with experience serving ER, Urgent Care, Pediatric ER and Stab-Room Trauma Unit. • Processed cultures in microbiology, gram stains, urinalysis and various manual tests. • Increased lab efficiency by 20% through improved procedures, research and development of technical equipment, and lab layout and design. Phebotomy • Performed both inpatient and outpatient, pre-op and post-op blood draws. • Recognized for exceptional skill in serving hard to draw patients and children. Instrument Maintenance • Skilled in troubleshooting and maintenance of technical equipment. • Maintained online performance and peak output. Teaching • Mastered teaching techniques. • Recognized for excellent communication skills. • Trained staff effectively on complex equipment operation and procedures. Quality Control • Maintained high quality standards with an emphasis on accuracy within strict guidelines. • Maximized lab performance through organization, equipment testing and procedure development.
Include the employers/organization and locations in your work history. This format includes dates.	EMPLOYMENT HISTORY Medical Laboratory Technician ASCP Cook County Medical Center Chicago, IL 1999 - present Philebotomist Minneapolis Children's Medical Center Minneapolis, MN 1996 - 1999 EDUCATION
Show that you have completed training to prepare for the job. This section usually includes the training provider's name, location, your degree(s), and dates.	Certificate: Medical Laboratory Technician (GPA 3.5/4.0) College of St. Catherine - St. Paul, MN Certificate: American Society of Clinical Pathologists Course Work: Biology/Chemistry (117 credits) Minnesota State University - Mankato, MN





OBJECTIVE EXAMPLES

In a chronological resume, it is common to start with an objective. However, this could be an optional section to include and often debated if it is truly necessary. A college senior or graduate may benefit from an objective like the ones listed below. The key is to tailor it to your intended career and mention either your passion, goals, or top skills.

1. Intended career field: Business

- Seeking an entry level accounting position involving Cost Accounting, Accounts, Receivable, Collections, Payroll or related areas of work. Would welcome assignments in a fast-paced environment with considerable client contact and follow-up.
- Seeking and entry level management position in Retail. Transportation, Government, Health Care or similar fields that requires excellent interpersonal, organizational and supervisory skills. Would welcome assignments in Sales, Operations, Customer Service, Human Resources or related areas.
- To obtain an entry level marketing position involving Direct Mail Marketing, Packaging, Market Research, or related areas. Especially interested in a position that requires excellent organizational, foreign language, and networking abilities. Eager to work on team projects.
- To obtain a position in marketing, particularly in product management or product analysis, utilizing prior experience and education.

2. Intended career field: Education

- To secure a teaching position in an elementary or middle school. Would welcome opportunity to integrate computer technology into the curriculum and assist in coaching sports or other extracurricular activities.
- Seeking a part-time/full-time position involving childcare continuing university coursework toward bachelor degree. Especially interested in working with Pre-K to 2nd grade children. Owned and operated a day care business for over seven years.

3. Intended career field: Computer Information System

- To obtain an entry-level position in the field of Information Technology. Would be especially interested in Operations Support, web site development, programming, information systems, or related areas. Would welcome a fast-paced environment where there is considerable contact with internal and external clients.
- Seeking position in the field of information technology involving programming systems development, web page design or related areas of work. Especially interested in using ColdFusion MX7, JavaScript, or HTML. Would welcome opportunity to investigate and resolve client problems.

4. Intended career field: Human Services or Non-profits Organizations

- To obtain a position in a human or social services organization that involves working with ex-offenders, senior citizens, inner-city youth, or related populations. Would welcome the opportunity to resolve conflicts, provide cultural enrichment, work with parents, and network with other agencies in the community.
- To secure an entry-level position as a Caseworker, Program Developer, Intake Counselor, or similar capacity in a human services agency. Especially interested in programs concerning runaway adolescents, child abuse, homeless persons, or related issues.

5. Intended career field: Hospitality/Culinary Arts

• Looking to secure employment as a chef with an organization that provides a platform to utilize my





exceptional food and beverage preparation skill.

- To obtain a hostess position where I can bring knowledge of professional food service and restaurant culture.
- Looking to work as a hotel manager in a reputable hotel. Offering excellent customer service and 5 years of experience in a managerial position.

6. Intended career field: Respiratory Therapy

- Obtain an Entry Level Respiratory Therapist position that will utilize an excellent education, high levels of organization and remarkable patient care.
- A highly trained and proactive individual seeking a Respiratory Therapist position that will allow their employees to not only better themselves with their talents and abilities, but their company practices as well.





DESCRIBING DUTIES & RESPONSIBILITIES

Use the resources from the webpage JobHero.com to describe your duties and responsibilities. Follow the guide below to learn to navigate their website.

Tip: Each job should list at least 4-5 different responsibilities. Responsibilities should never be repeated within your resume.



3. Search for your job title and select it from drop down options.



4. Browse through the list of sample duties for that specific job title

5	HIGH QUALITY The best examples from thousands of real- world resumes World resumes EXPERT APPROVED Hanopoliced by resume expense based on ingorous standards	DIVERSE EXAMPLES Tailored for various becigrouns experience levels
Skills day, a	Cols' main responsibilities are to prep the ingredients for and assemble dishes according to the issed on sample resumes of Line Cools' include preparing meals to chef de cultine recipes, rur no practicing highest regard for safety within the kitchen workplace. Employers are seeking mo sur year degrees on their resumes	nning a grill station during fast-paced times
Look	ng for cover letter ideas? See our sample Line Cook Cover Letter.	
Want	2-3x more interviews (guaranteed)? Get a Professional Resume Rewrite from ZipJob	
	Free Resume Free Resume Formatting	Free Resume Builder
	Advertagement	
1	Line Cook	Candidate Info
	Operated flat top gnill and flyers for popular fine dining seafood establishment	Year in
		Workforce
	 Specialized in BBQ, made sauces, prepared, sliced and served meat tableside Prepared spiny lobster weekly, gnilled, broiled or boiled 	
	 Produced 50 to 150 dinners nightly as part of eight person team 	1 Vear At This job
		-
		C Certificate
		<u> </u>
1.00		
2	Line Cook	Candidate Info
2	Line Cook Manashed he role as a superiod, providing the Atomic with the necessary organization	Years In
2	Maintained the role as a expeditor, providing the kitchen with the necessary organization	0
2		Years In
2	Maintained the role as a expeditor, providing the ktohen with the necessary organization - Prepared all food items in a hygienic and timely manner	2 Years In Warkforce





ACTION VERBS

When describing your experience/responsibilities in past positions, use action words to help the person reading your resume understand more clearly the responsibilities that you have performed.

<u>Clerical or</u> Detail Skills	Communication	Creative Skills	Financial Skills	Helping Skills
approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized processed purchased recorded retrieved screened specified systematized tabulated validated	Skills addressed arbitrated arranged authored collaborated convinced* corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated negotiated persuaded promoted publicized recruited translated	acted conceptualized created customized designed developed directed established fashioned founded* illustrated initiated* integrated introduced* originated* performed planned revitalized* wrote	administered allocated appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	assessed assisted clarified coached counseled demonstrated diagnosed educated expedited* facilitated familiarized guided motivated referred rehabilitated represented
<u>Management</u> Skills	Research Skills	Teaching Skills	Skills	More Accomplishment
administered analyzed assigned attained* chaired consolidated contracted coordinated delegated developed directed evaluated improved* increased* organized oversaw planned prioritized produced recommended reviewed scheduled strengthened*	clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed summarized systematized	adapted advised clarified communicated coordinated demystified developed enabled encouraged evaluated explained facilitated guided informed instructed persuaded set goals stimulated trained	assembled built calculated computed designed devised engineered fabricated	verbs achieved* expanded* improved* pioneered* reduced (losses)* resolved (problems)* restored* spearheaded* transformed*





SKILLS YOU CAN INCORPORATE IN YOUR RESUME

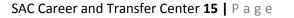
- Creative and innovative
- Enjoys helping others
- Demonstrates leadership
- Takes initiative
- Works well in a team
- Communicates clearly and professionally
- Provides great customer service
- Good at multitasking

- Works quickly
- Good at solving problems or finding solutions
- Likes to motivate others
- Experience with training new team members
- Experience as a manager or supervisor

QUALIFICATIONS YOU CAN INCORPORATE IN YOUR RESUME

- Efficient with _____
 - answering phone calls
 - sending emails
 - typing
- (Basic, Intermediate, Advanced) knowledge of using Microsoft Office programs like
 - Word
 - Excel
 - PowerPoint
 - Outlook
- Experience with operating/handling _____
 - Office equipment (copier, fax, scanner, printer)
 - Factory equipment
 - Construction machines
 - Tools for manufacturing.
- Bilingual in _____ and _____

(Basic, Intermediate, Advanced) fluency in _____ language



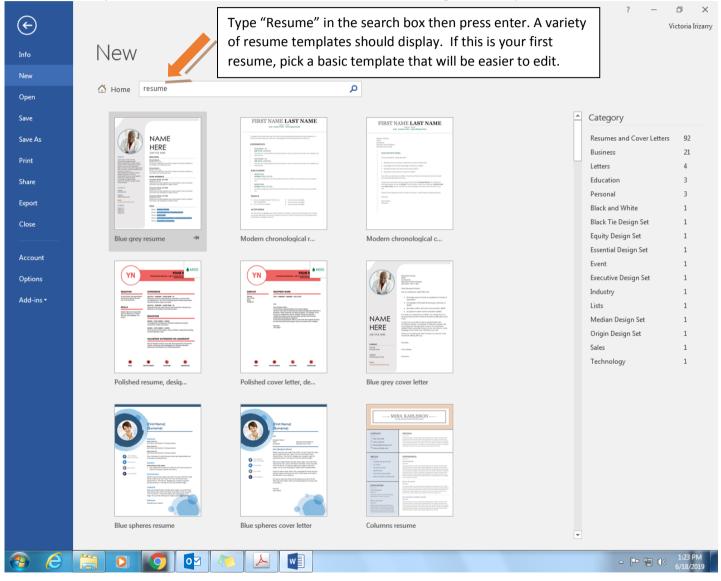


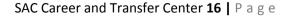


CREATE YOUR RESUME Check out the FREE different programs that are easy to use

In this section, you will find how to access different Microsoft Word templates. Your resume is a factual document about your history. It is more than a basic summary of background information. You need to focus on what makes you special, it requires careful thought.

*Follow the step below to create a resume on **Microsoft Word** using their templates.



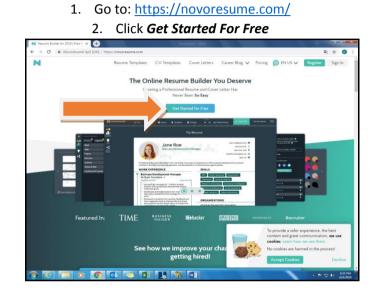




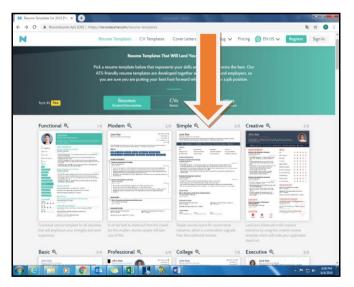


In this section, you will learn how to create a resume on **NOVORESUME.COM** which is a free, online, resume generator. All you will need is access to the internet and an email account.

*Follow the steps below to create a resume on WWW.NOVORESUME.COM using their online template

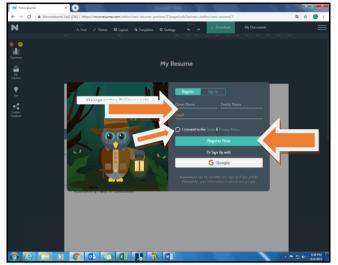


3. Click Simple Resume



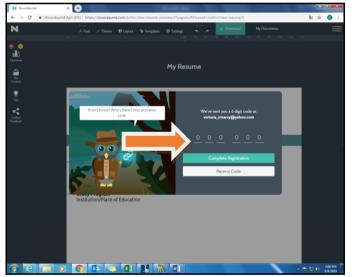






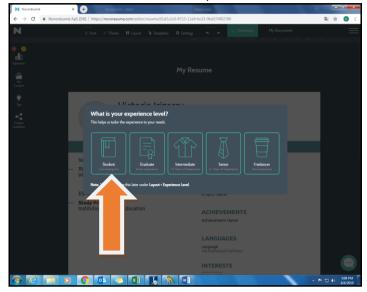
4. Fill out information then click the *consent button* and then *Register Now*

5. Check email for activation code, insert code



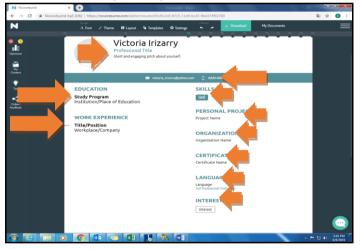






6. Select *Student* for experience level

7. Begin filling out information





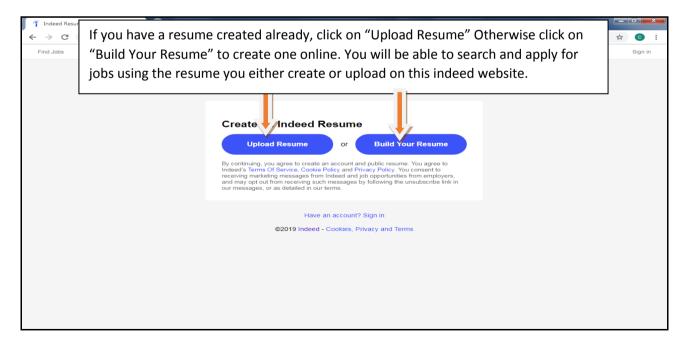




In this section, you will learn how to create a resume on INDEED.COM which is a free job search engine that posts thousands of job opportunities and also offers an easy-to-use resume generator after creating a free account. All you will need is access to the internet and an email account.

Go to **WWW.INDEED.COM** and follow the image steps below to create a resume using their online template

1 Job Search Indeed × +			
← → C			☆ 🕒 :
Find Jobs Company Reviews Find Salaries Fi	ind Resumes Employers / Post Job		Upload your resume Sign in
	rds, or company c	Click "Upload your Resume"	
indeed		Chicago, IL	Find Jobs
	Post your resume - it only Employers: Post a job - Y		
	Recent Searches	clear	
	respiratory therapist - Chicago, IL	48 new >	
	Get noticed by top employers Upload your resume and get not employers searching indeed. Upload your resume	ced by thousands of	
By using In	ideed you agree to our new Privacy Policy, Cookie Policy and	Terms, which we encourage you to review.	smiss







	origin=homepage&trk.variant=rezprmstd&trk.tk=1ddlu488825es000&from=nav&subfrom=	
Find Jobs		Sign in
	îndeed	
	Create an Indeed Resume Email Address Re-type Email Address	
	Next Cancer	have an account, create one nail address, if you already unt, sign in.
	Have an account? Sighter ©2019 Indeed - Cookies, Privacy and Terms	
📀 ⋵ 🚞 o 💽 💽		- P- 行 (1) 150 PM 6/15/2019
TIndeed Resume × +	International Contraction of the	
← → C	ard/profile	(° ₆ ≤ ∞ ≤
Find Jobs		vickyperez416@gmail.com -
Find Jobs	Create an Indeed Resume Or upload a resume Basics	
Find Jobs	Or upload a resume	
Find Jobs	Or upload a resume Basics First Name	
Find Jobs	Or upload a resume Basics First Name Last Name City – United States (change)	
	Or upload a resume Basics First Name Last Name City – United States (change) Employment Eligibility Authorized to work in the US for any employer Sponsorship required to work in the US Not specified	
you created a new account, aft	Or upload a resume Basics First Name Last Name City – United States (change) Employment Eligibility Authorized to work in the US for any employer Sponsorship required to work in the US Not snecified ter you ation	
you created a new account, aft rify your e-mail and select a pa	Basics First Name Last Name City - United States (change) Employment Eligibility • Authorized to work in the US for any employer • Sponsorship required to work in the US • Not specified ter yOU assword	
you created a new account, aft rify your e-mail and select a pa u will be able to begin to creat	Basics First Name Last Name City - United States (change) States (change) Employment Eligibility Authorized to work in the US for any employer Sponsorship required to work in the US Not specified ter yOU assword ter yOUr Interview assword	
you created a new account, aft	Basics First Name Last Name City - United States (change) Employment Eligibility Authorized to work in the US for any employer Sponsorship required to work in the US Not specified ter you assword ter you assword ter you assword ter you ation ter you ation ter you ation ter you ation ter your ation ter you ation ter you ation ter you ation ter you ation seyour ation ter you ation ation ation ation ation ation ation ation ation	

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RESUME CHECKLISTS HOW DOES YOUR RESUME LOOK? CAN YOU CHECK EVERYTHING OFF THE LISTS?

Contact details

□ Include your phone number and email address. Ensure your email address is professional. You can also include your LinkedIn profile if you have one.

Format

- \Box Don't use more than one $8\frac{1}{2} \times 11$ page, unless you are in exceptionally high-level positions where resumes might be up to four pages.
- \Box Use bullet points for ease of reading.
- \Box Select a clear, easy to read font.
- \Box Be consistent with text alignment.
- Use **bold** or *italic* to draw the reader's eye to key points like your work title or degree
- Use a pre-formatted <u>resume template</u> in Microsoft Word if it is easier for you
- Download a template at templates.office.com and click on "resumes and cover letters"

Summary statement or objective

- □ The summary statement is your attention grabber or introduction about yourself. State why you should be selected for this role, with a clear match of your skills to the role applied for.
- □ Need some ideas? Visit <u>blog.palladiancr.com/2008/07/50-resume-objective-statements/</u>

Education and training

(If you are a student, place this section before your employment history.)

- $\hfill\square$ List your education and training in reverse chronological order.
- Detail all certificates, qualifications, and additional education.

Experience

- □ List your experience/employment history in reverse chronological order.
- □ Highlight key responsibilities and accomplishments. These should be brief phrases
- □ Back up your achievements with figures, percentages, and data where possible.
- □ Need some ideas of what to write? Enter your occupation or similar title at jobhero.com

Skills and keywords

- □ Many employers use computerized systems to sift through resumes during the initial application stage. Include industry/company/job relevant keywords and phrases to ensure yours passes these tracking systems to move onto the next stage.
- □ Refer to the handout "Skills you can incorporate in your resume" for some ideas

Proof read

Spelling and grammar checks are essential. Review to be 100% sure that everything is correct.

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REVIEW THE FOLLOWING SECTIONS OF YOUR RESUME:

CONTACT INFORMATION

- Verify that this is correct. Otherwise, how will the employer contact you?
- Is your email appropriate and professional?

OBJECTIVE

- Keep it one to three lines long. Concise, professional, and unique.
- Highlight your career goals and what you expect to learn, contribute, or demonstrate.
 - <u>Example:</u> To gain further experience in early head start programs and demonstrate my passion
 - for Early Childhood Education while using my creativity to develop effective lesson plans.

EDUCATION

- Verify that the name of your degree is correct.
 - Common mistakes examples:
 - Bachelor's in Social Work
 - Associates in Psychology

Proper format examples:

- Bachelor of Social Work
- Associate of Arts in Liberal Arts and Science Concentration: Psychology

DESCRIPTION OF WORK RESPONSIBILTIES

- Use the present tense for current experience and past tense for previous experience.
- Use action verbs to start each phrase that describes your major responsibilities.
 - <u>Examples:</u> Administered, Facilitated, Collaborated, Directed, Prepared
- Highlight your transferable skills, which are skills you have acquired from your involvement in any kind of activity:
 - Examples: Developing rapport, Managed problems, motivated others, cooperated in a group

DATES & GAPS

- Consider including jobs you have worked at for <u>at least</u> 6 months to a year. Otherwise, employers will find it alarming if they see 4 to 6 different jobs in the course of one year.
- Be careful that you do not show many or long gaps of unemployment. Back it up with volunteer work, if possible.
- Ensure that the date formats you are using are consistent throughout.
 - Examples: 2013 to 2016, Sep 2015 to Jun 2016, 11/2010 to 06/2011, Apr 2013- Apr 2014

ORGANIZATION & FORMAT

- Make sure everything looks properly organized, aligned, and spaced correctly.
 - Did you use the same bullet point style? Are the font sizes and styles consistent?

Reminders!

- 1. Make sure your objective and jobs you include are relevant to the job you are applying for.
- 2. Double check spelling, grammar, and capitalization mistakes on your resume.
- 3. Your references do not need to be included on your resume.
- 4. Send it as a PDF version if possible.
- 5. Keep it one page, concise, and to the point!

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REFERENCE PAGE SAMPLE

The reference page should be a separate document apart from the Resume. There is no need to add "References available upon request" on your resume.

Name & Contact info	Relationship
Ms. Hillary Clinton, Director Auditing Department J.C. Penny & Company 2995 Discount Avenue -Suite 400 Rolling Meadows, IL. 60022 ph. (847) 343-9768 E-mail: H-Clinton1@jcpenny.com	current supervisor
Mr. James Bond, Director International Criminal Section U.S. Federal Bureau of Investigation J. Edgar Hoover Building 935 Pennsylvania Avenue N.W. Washington, D.C. 20536-0001 ph. (202) 324-3007 E-mail: J-Bondoo7@fbi.gov	former supervisor summer internship
Dr. Jennifer Lopez, Associate Professor Sesame Street University Accounting Department 1600 Campus Road Chicago, IL. 60606 ph. (888) 678-3411 E-mail: JM-Lopez4@su.edu	former professor major coursework
Dr. Carlos Gambino, Assistant Professor Rahway State University Criminal Justice Department 9768 College Avenue Lane Bigfoot, N.J. 08994 ph. (800) 678-3411	former professor two elective courses



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E-mail: CA-Gambino2@rsu.edu



COVER LETTERS LET THE EMPLOYER LEARN MORE ABOUT YOU

A cover letter is a brief letter that introduces your resume. This letter tells the employer why you are interested and it further highlights your experience and background.

Your name Address Phone E-mail

Company/Organization Name Address Name and Title of hiring person (optional)

Date

Dear hiring administrator,

<u>Opening Paragraph:</u> Introduce yourself and grab the employer's attention: Make sure you mention their mission and/or WHY you're interested in working for them. Include an example of what they do and introduce your knowledge about them and what strengths/skills you have that they are looking for. (This is to show how you would be a good fit by describing similar passion/values you both may share).

EXAMPLE: I am writing to express my interest in the [position title] position. I found out about the position through [Employer Website/Company Career Website/Recruiter/my college]. I am currently an undergraduate student at St. Augustine College and I am pursuing an Associate/Bachelor of _____.I would like to work for [company/organization name] because of [the mission/values/reputation/programs offered/what interested you?].

<u>Middle Paragraph</u>: This is your opportunity to **sell yourself** as a candidate. Talk about what you do and **highlight at least 3 key skills you have** that they are looking for. **Make sure each skill is a concrete example** as to how you have used these skills in your past experience that will enable you to successfully perform the specific duties they ask for.

EXAMPLE: I am highly motivated and am seeking experience in ____ because _____. I previously worked/currently work as a _____. With my skills in [name specific skills] ___ I will have the ability to perform the duties of the [mention position title] ____ such as _____. Additionally, I have dealt with _____. I believe I would be a good fit at [organization/company name] because ____ (summarize your points/skills/abilities).

<u>Closing paragraph:</u> **Thank them** and mention you expect to hear back soon. <u>EXAMPLE:</u> I would like to thank you for your time and consideration and hope to have the opportunity to further discuss the position. I have included my resume for your review, as well as my contact information.

Kind regards, (Other options: Best regards, /Sincerely,)

Your Name

Commented [MH1]: Make sure you research this information! Employers could have more than one location or multiple departments, so make sure you know which one you are applying to. If you are not sure, most places have a general administrative/HR contact.

Commented [MH2]: Always include how you found out about the job, especially if you talked to a recruiter.

Commented [MH3]: Briefly describe who you are and what you do, and mention your Education and Work Experience that may be required to qualify for the job.

Commented [MH4]: This is the MOST important part of the cover letter! Explain **WHY** you are an excellent candidate. **PROVE** to them that *you have what it takes* based on what <u>you do</u> and what you <u>can do</u>!

Commented [MH5]: Always thank them for taking time to read your letter. It is courteous and it shows that you are professional.

Commented [MH6]: Make sure you mention you would like to <u>hear back</u>. This shows that you are interested.





COVER LETTERS BRAINSTORM YOUR SELLING POINTS

Create a rough draft of your cover letter by answering some of the questions below

Name three of your strongest skills

Provide examples of how you've practiced any of the skills mentioned above at your previous job, current job, or at another setting

Provide an example of a time you excelled at a particular task in one of your jobs that can relate to the position you are applying to

What are some things that are required of the position you are interested in that you have already done or practiced?

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What is one thing you learned about the company you are applying to that greatly interests you?

Explain what you expect to learn at the new company if you were to be hired

Explain one strong qualification you have for the job you are applying to

What career goals do you have and how do you think the position you are applying to would help you get there?



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COVER LETTERS BRAINSTORM YOUR SELLING POINTS

Your cover letter should be clearly structured and should answer the following questions:

Who are you?

Introduce yourself. Include your major and year of completion

Why are you writing?

In the first few sentences, mention the specific job title, if you know it, and how you heard about the position opening. Be concise.

Why are you interested in the position?

Without getting too personal, relate something about the job to your own interests or experiences to show the employer that you have a genuine interest. Do not focus on what this job will do for you unless you are directly asked to answer that question. Instead, focus on what you can contribute to the company.

How are you qualified?

Highlight skills and achievements that demonstrate why you are qualified for the position, and use key terms from the description that are relevant to your background.

What is your next step?

In closing, you should request an interview, with a strong reminder as to why the employer should meet with you. Also, consider adding a statement saying that you will follow up (e.g., within two weeks) to confirm that she has received your resume and cover letter. Skip this step if they have requested that you do not contact them.

Cover Letter Tips:

- Customize the cover letter for a specific employer and job description. Templates are easy to spot and indicate you do not really care about this opportunity in particular.
- Address the letter to a specific individual. If no name was given in the job announcement, call the organization to learn who is on the hiring team. If all else fails, use "Dear Hiring Manager:" or "Dear Search Committee:"
- Isolate three or four skills that you possess that are relevant to the position and mention concrete examples from your resume that demonstrate these skills.
- Be brief! An ideal cover letter will be three to four concise paragraphs and only be one page.

Format:

- Align all text on the left margin. Do not indent your paragraphs.
- Match the font style and formatting of your resume to your cover letter.
- Proofread several times!

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COVER LETTER SAMPLES SAMPLE 1: NETWORKING

Jane Jobseeker 1234 N. Park Ln 773.555.0123 jjobseeker@gmail.com

June 18, 2019

Mrs. Mary Davies Hiring Manager ABC Company 18 South Parkway Long Island, NY 11551

Dear Mrs. Davies

Steven Fellows of Sales suggested that I contact you in regards to applying for a position as an Administrative Assistant. I have recently re-entered the job market and have over 8 years of experience in an administrative capacity. My goal is to secure a busy administrative assistant position in a professional company.

I have enclosed a resume for your review, which outlines my relevant experience and skills. Some key points that may be of interest to your company include:

- in-depth experience in data management, research and report writing, creating presentations and organizing events
- proficient in MS Word, Excel, PowerPoint and Access
- an organized worker who is able to efficiently manage a number of simultaneous projects and effectively meet deadlines
- proven track record in providing excellent customer service

If you are looking for a results-driven and hardworking administrative professional who is always willing to go the extra mile I would welcome the opportunity to discuss your company's needs further. I will call your office next week to answer any questions you may have and to discuss the possibility of meeting with you.

Thank you for your time and consideration.

Sincerely

Jane Jobseeker





COVER LETTER SAMPLES SAMPLE 2: RESPONSE TO AD

Jane Jobseeker 1234 N. Park Ln 773.555.0123 jjobseeker@gmail.com

June 18, 2019

Mrs. Mary Davies Hiring Manager ABC Company 18 South Parkway Long Island, NY 11551

Dear Mrs. Davies

Your ad for Director of Elder Services caught my eye. I am interested in being a candidate for the position, and enclose my resume for your review.

I have had a lifelong interest in community service programs, with extensive personal involvement in both volunteer and professional capacities. It would be a meaningful and rewarding experience to affiliate with Parkhurst Community Center and to contribute my skills to supporting elder services there.

As an elder myself, I feel sensitive to the needs and issues of elders and committed to responsive services and programs. I would value directing my time and effort to continue the very strong programs you currently offer, and exploring with center staff and participants you have in staffing the Elder Services Program and the contributing roles that I could play.

Sincerely,

Jane Jobseeker





COVER LETTER SAMPLES SAMPLE 3: RESPONSE TO INTERNSHIP OPPORTUNITY

Jane Jobseeker 1234 N. Park Ln 773.555.0123 jjobseeker@gmail.com

June 18, 2019

Mrs. Mary Davies Hiring Manager ABC Company 18 South Parkway Long Island, NY 11551

Dear Mrs. Davies

I am submitting my resume for consideration for the summer-design internship program at ABC Company. Given the skills and experience outlined in my enclosed resume, I believe I will be a worthy asset to your team.

In my three years at XYZ College, I've completed a great deal of coursework on cutting-edge design trends and best practices, including Principles of User Experience Design and Mobile Application Design, where I learned and applied skills such as user journey mapping, application wire framing and designing software for a variety of mobile devices and operating systems.

In addition, I spent the past semester volunteering my time with a local non-profit that collects donated clothes and furniture and redistributes it to families in need. I helped the web team update and re-launch an application that allows people in the community locate nearby drop-off points and schedule pick-ups.

Finally, my two years working as a barista at the student center has taught me the importance of building a convenient and memorable consumer experience that aligns with the brand. It also helped me grow my skills in team collaboration, verbal communication and project leadership.

I believe I would make an excellent addition to your team. This internship would help me grow my real-world experience in the technology industry and help me further develop and refine my application design skills.

I look forward to hearing from you!

Sincerely,

Jane Jobseeker





INTERVIEWING HOW TO PREPARE FOR AN INTERVIEW

- Research the company
 - Browse their website and social media accounts
- Prepare a list of questions to ask
- Create a list of questions you think they may ask you along with your responses
- Evaluate your appearance
 - Visible Tattoos
 - Facial Piercings
 - Hair color or hair style
- Print out resume copies
- Acquire a notepad and prepare a portfolio or neat folder
- Look-up the location(s) of the company
- Ensure the correct location for your interview
- Plan your route and mode of transportation to arrive on-time
- Arriving on-time allows you to touch-up and relax

You will never get a second chance to make a first impression

- It is important to be well-prepared
 - Turn off cell phone prior to interview
 - Speak positively about yourself and others
 - Maintain good eye contact
 - Be aware of your body language
 - Avoid chewing gum or taking food/beverages
 - Avoid taking others with you to the interview

INTERVIEWING RESPONDING TO QUESTIONS

You will be asked questions assessing your strengths, weaknesses, goals, skills, character, experiences, etc.

- The interviewer will also assess your reactions or facial expressions as you respond
- When responding to questions, give examples of your experience that would be related to the position

Turn your weakness into a positive

• "I am not fully proficient with databases but I am taking a course in database management and have begun a project"





PHONE INTERVIEW TIPS

- Do not answer if it is a bad time or if you are in a distracting environment. Let it go to voicemail instead and call back as soon as you can.
- Be polite and professional. Use professional language. Answer as if you were in an in-person interview.
- Make sure you ask them at least 1 to 2 questions at the end to convey interest.
- If they set up an interview, make sure you confirm the time & location. Verify if you have to take anything with you like an ID or a copy of your resume.
- Once the call is over, save the number into your contacts, especially if they said they will contact you again soon. This way the next time they call, you will know who is calling.

COMMON/TRADITIONAL INTERVIEW QUESTIONS

These types of questions are more informational-based. The interviewer wants to assess how well you answer and communicate.

- Tell me about yourself.
- What made you choose your major/your field of study?
- Where do you see yourself in the next few years?
- How did you hear about the company?
- What do you know about the company?
- What made you apply to this position?
- What is your greatest strength? What is your greatest weakness?
- Please tell me about your current role and what you do.
- What would your previous/current supervisors say about you and your performance?
- Would you have any issues working the required shift with occasional weekends/evenings/holidays?
- Why should we choose you over the other candidates?
- What is your salary requirement?

BEHAVIORAL INTERVIEW QUESTIONS

These types of questions require you to describe a specific situation to use as an example. The interviewer wants to hear how well you are able to identify and resolve problems/situations.

- Tell me about a time when you had many projects/tasks to do before reaching a deadline. How did you prioritize tasks?
- Tell me about a time when you had a difficult situation with a very upset customer or co-worker.
- Describe a time where you found yourself in a stressful situation that required you to use your coping skills.
- Give me an example of a time when you had to conform to a policy or decision with which you did not agree.
- Give me an example of a time you took initiative and leadership.

QUESTIONS YOU CAN ASK THE EMPLOYER

It is recommended to have at least 2 to 3 questions ready to ask the employer to convey interest.

- What does a typical day look like?
- What would you say is the most challenging aspect of the job, especially for new hires?
- What do you enjoy most about working here?

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- What is the next step in the hiring process?
- When should I expect to receive a response?
- When is it a good time to follow up on my status in the hiring process?





INTERVIEWING ATTIRE

It is important to plan your attire; the best way to dress would be to look presentable and conservative. Additionally, groom your hair, face, and nails to look your best and clean. You only have one chance at making a good impression, so do not let your appearance make a negative one.

Men

- Dress pants (dark or neutral color)
- Dress shirt or collared shirt
 - Blazer/sweater and tie is optional and it depends on the company dress code
- Dress shoes
- Neat hairstyle and recently cut
- Neat beard or fresh shave
- Avoid excessive jewelry/accessories
- Apply cologne lightly



Women

- Dress or skirt that is not too tight or short
- Dress pants- neat and ironed
- Closed shoes/short heels
- Simple makeup and hair style
- Discrete jewelry
- Use perfume lightly



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INTERVIEWING THANK YOU LETTER

After your interview, it is a good idea to send a thank you letter. You should plan to send it within 24 hours of your interview. A thank you letter will help you stand out. Employers like to know that you are interested in the position.

Consider the following guidelines while writing your letter:

- Express your enthusiasm- Write about how much the position interest you, be specific.
- Personalize the letter to match the position you interviewed for- Do not copy and paste a letter, make sure you make it your own.
- Talk about something important that occurred during the interview
- Reiterate your expertise- Mention why your experience makes you the ideal candidate for the position after having discussed the qualifications for the available position.
- Proofread!

Jane Jobseeker 1234 N. Park Ln 773.555.0123 jjobseeker@gmail.com

June 18, 2019

Mrs. Mary Davies Hiring Manager ABC Company 18 South Parkway Long Island, NY 11551

Dear Mrs. Davies

I enjoyed speaking with you during my interview this past Friday morning. The Staff Accountant position we discussed certainly is a good match with my current career goals.

As we discussed, my part-time position with Walgreens as an Accounting Clerk has provided practical application of my accounting course work at XYZ University. In particular, I know the experience gained working with the Assistant Controller will prove to be an asset to ABC Company.

I am very interested in this position. If there is any further information that I can provide you with, please call me at (773)555-0123. Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Jane Jobseeker

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PROFESSIONALISM & ETIQUETTE WRITING AN EMAIL

Tips:

- 1. Make sure you are using an appropriate email address.
 - a. Use your St. Augustine email, for example: mhurtado@iwe.staugustine.edu
- 2. Do not use emoji's or smiley's
- **3.** Do not use slang or casual language
 - a. Please avoid: gonna, ima, yeah, etc.
- **4.** Check your capitalization and spelling! Make sure you capitalize the first letters of the organization, company, and position title. Make sure you spell the person's name right.
- **5.** If you are responding from your phone, YOU MUST respond formally. Follow proper email etiquette as if you are replying from your computer. Remember: Your message will show: *Sent from iPhone/IOS/Android* so they will know that you are responding from your phone!

Successful em	ail writing	sample:
---------------	-------------	---------

The 3 parts	Tips	Sample
to an email	-	-
Greeting	Hello, Good morning, Good afternoon, Good evening, Hi AVOID USING: Hey, How's it going	Hello Mrs. Davies
Message	Keep it brief and introduce yourself. Use complete sentences and punctuation such as commas, semi colons, and periods. If you are applying to a job, use some of the things you mentioned in your cover letter. Just make sure you demonstrate a high interest for the position.	My name is Jane Jobseeker and I am interested in applying to the Case Manager position at Heartland Alliance that I saw on the npo.net website. I have a Bachelor's degree in Social Work and experience in the field. I attached my resume and cover letter for your review. I am highly interested in the position and would like to work at Heartland Alliance because of the types of programs you provide in order to help people, especially young ones and children. Thank you for your time and consideration and I hope to receive a response soon. Thank you and have a nice day.
Signature	Best regards, Kind regards, Best, Sincerely, Thank you,	Kind regards, Jane Jobseeker





JOB SEARCH SKILLS ONLINE SEARCH ENGINES

There are many job search engines on the internet, but we have provided some of the best ones below for you to explore. Simply type in keywords for the type of job you are looking for and you can narrow your results by company type, zip code, experience level, and more. In the next page, we have listed keywords by major so that is easy for you to get started on searching!

Free online search engines:

hcareers.com indeed.com careerbuilder.com	linkedin.com/jobs npo.net glassdoor.com	idealist.org mynextmove.org usajobs.gov
Learn how to navigate through these websites to get the best job search results!	indeed	NonprofitOpportunities
Aprenda a navegar estos sitios en el Career & Transfer Center	idealist.org	Hcareers Where hospitality works. ^M
Find thousands of job results through these websites!	Linked in.	glassdoor.com
Podría encontrar miles de oportunidades por medio de estos sitios!		
The Career & Tra	ansfer Center can help you r	each your job search goals

Set up an appointment today!

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JOB SEARCH SKILLS KEYWORDS BY MAJOR

Social Work

Advocate	Behavi	oral Science	BSW		Case Manag	er	Case Worker	Liaison
Chemical Depe	endency	Community I	Developme	ent	Community	Outreach	Coordi	nator
Facilitator		Fundraising		Human	Services	Mental	l Health	
Non-profit		Program Spe	cialist		Research As	sistant	Social Service	Assistant
Foster Care Wo	orker	Child-Family	Support		Intake Speci	alist		

Psychology

Admissions EvaluatorMental Health SpecialistCareer CounselorCase WorkerAnimal TrainerChild Development SpecialistCoachHealth EducatorEmployee Relations SpecialistPolice OfficerAide/Attendant Substance AbuseResearch AssistantSubstitute TeacherAdministrative Specialist

Business

Sales	Project Manager	Project Lead	Executiv	e Assistant
Administra	tive Assistant	Marketing	Publishing	Analyst
Director				

Criminal Justice

Surveillance in	vestigator	Criminal justice Spec	ialist	Case Manager	Police Officer
Forensics	Crime reporter	Liaison	Subpoena Offi	cer Field Investi	gator
Dispatcher	Paralegal	Legal Assistant Court	t clerk Secret	ary Parole Office	er

Accounting

Clerk	Accounting As	ssociate	Book Keeper	Accounts Payable	Payroll Processor
Financial Anal	yst	Front Desk	Reception	Debt Collector	Tax Preparer

Computer Information Systems

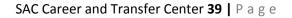
Information Systems AnalystIT Support SpecialistSystems AdministratorQuality Analyst IT TechnicianSystems EngineerData EntryDesktop SupportInventory Control SpecialistHelp Desk AnalystNetwork Support SpecialistApplications Programmer

Hospitality

Concierge	Hostess Meeting Coor	dinator	Event Planner	Clerk	
Customer Servi	ce Representative	Manager	Agent	Guest Services	Convention Planner
Food Service M	anager Talent Recruit	tment	-		

Culinary

Line Cook	Cook	Chef	Server	Prep Cook	Sous Chef	Pastry Cook







The Career and Transfer Center has developed an online page where job opportunity announcements are posted on a weekly basis. Many nonprofit organizations and Chicago companies reach out to the CTC interested in hiring St. Augustine College graduates! Visit the link below and you can click through the top menu to view jobs in your area of study. We recommend that you bookmark the page on your preferred device or check your St. Augustine email regularly and find out about newly added postings.

The Career & Transfer Center Job Board https://staugustinectc.blogspot.com

Q. More	•							sad	c.ctconline@gmail.com	New Post	Design	S
+1	we	INSTITUTE WORKFO A DIVISION OF ST. A	RCE EDU	EGE		SA	The b El pue	ILLEG ridge to a ente hacia	better future un futuro mejor			
Career		ster Center	Job Board Business		Management	Childcare			nd community NA	(
Comp	uter Science	Criminal Ju	stice Cu	linary	Customer Ser	vice Da	ta Educa	tion	Fitness			
Food	Service	Heartland Allianc	e Help (Desk	Hiring Event	Hospitali	y Interns	hip	т			
Labor	Positions	Maintenance	Manager	Med	dical Nursi	ng Opp	ortunities at A	urora				
Оррог	rtunities at So	uthEast Da	rt-Time		Descenti	Dah Bah	abilitation	Resea				
		ulleast Fa		Psycholog	gy Recreati	on Ren		nescu	rcn			
Respin	ratory Therapy		Seasonal	Secur		Service	Social Work		nsport	×		
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Volunt Tuesdi Bi-lin Compa Minim • Mi • So • Ab	teer You ay, June 18, 2 agual Admi my Description um Requirem inimum 2 years i pund decision ma bility to multi-tas	7 Sales th Development 2019 nistrative/Sa n: Food Manufactur ents: in an administration	Seasonal ales Assist: rer of ice cream n/bookkeeping n	Secur ant - Ch novelty pro-	rity Social hicago, IL nducts.	Service	Social Work	Tran	nsport	n		





TRANSFER SERVICES

The Career and Transfer Center advisors are ready to assist you with your questions about transferring to another university to acquire your bachelor's degree. The admissions process at another school can be overwhelming so we are here to support you. It is important to plan ahead of time, typically a semester or two before your intent to begin at the new school. So come see us for some tips and information so that you do not miss the deadline to apply.



The Career & Transfer Center can help you:

- Understand how your credits transfer
- Compare schools and tuition costs
- Complete the online application
- Learn about articulation agreements
- Add schools to your FAFSA application

Your transfer school will be your new home, so it is important that you do a lot of research in order to make your investment worthwhile





TRANSFER SERVICES TRANSFER PROCESS CHECKLIST

Choosing a school and program

- □ Simply begin by searching schools online that have the bachelor degree program you want
- Decide what area you want to go (Perhaps downtown, near your home, or another state)
- □ Browse the schools' websites and read about their available student resources, academic programs, and accreditation

Compare and Contrast

- □ Determine the factors that matter to you the most. Cost? Accepted credits? Location? Accreditation? Class sizes? School size? Reputation?... etc.
- \Box Discuss with people in your life who may help you with this decision

Understand and Prepare Admissions Requirements

- Determine the due date of the application to submit admissions application on time and ensuring you understand all the transfer student requirements.
 - Some schools have early deadlines. You may have to apply a semester in advance before your intended semester
 - Other schools require completing specific amount of credit hours, specific courses, or a minimum GPA.
- □ Request your Official Transcripts from St. Augustine College from the REGISTRAR office.
 - Official transcript requests should be made in person or by mail to the Registrar's Office.
 - Call the office for more information: 773-878-5824

The Career and Transfer Center can help by:

- □ Connecting you to the college's admissions office
- Telling you about existing articulation agreements
- Guiding you through their online admissions application
- □ Showing you an estimate of how your general courses would transfer
- □ Reviewing your resume and essays that may be required for admission
- □ Providing overall guidance as you complete admission requirements

FAFSA and Financial Aid

□ The Career and Transfer Center can show you how to update your FAFSA application by adding new schools if you plan to utilize FAFSA at your transfer school

Experience the school yourself

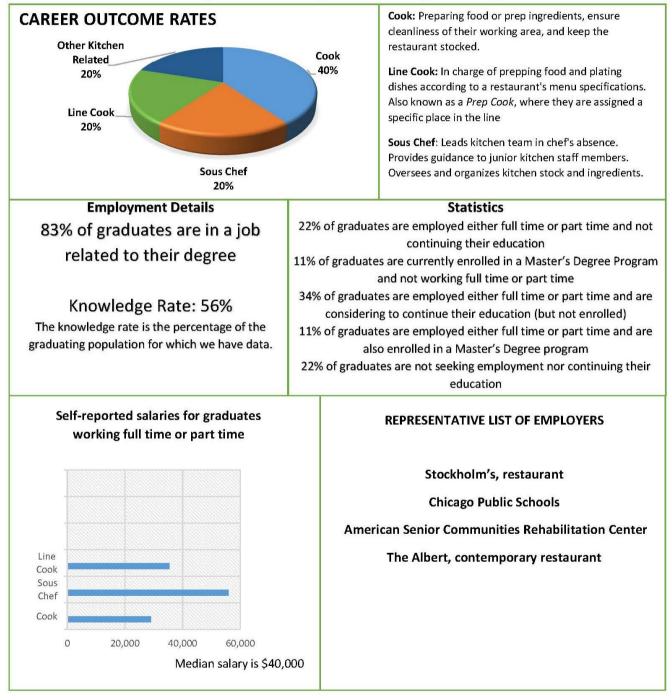
□ It is highly recommended that in order to finalize your decision, that you visit the school you intend to transfer to and speak with staff there to better inform yourself





Associate of Applied Science in Culinary Arts Class of 2017-2018

Where do St. Augustine College students go after graduation?



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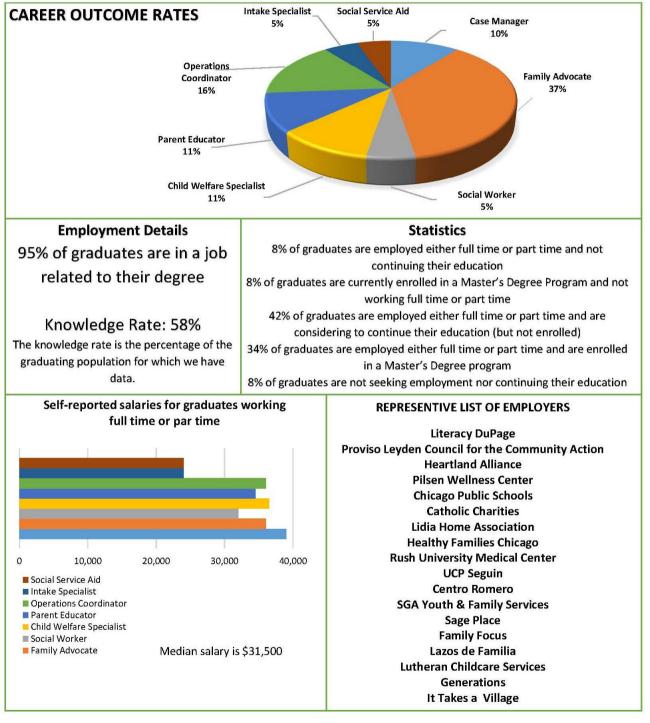




Bachelor of Social Work

Class of 2017-2018

Where do St. Augustine College students go after graduation?



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*Original document created by Honorio Morales and Luis Garcia



