

Network to Work Meeting

Resource Materials – January 2017

Developing & Customizing Your Resume

The purpose of a resume is to catch the attention of the employer so that they will bring you in for an interview. The summary statement is the first thing the employer will see and is your best chance for grabbing attention and making it to the “interview pile”. The summary statement is one of the areas you’ll want to customize for different job applications. This will make sure your resume matches the job requirements and gets you in the door.

Resume Summary Statements

- Tell employers you are the one they are looking for.
- Include **best** skills & **keyword** skills
- Focus on qualifications, experience, achievements, personality/values/traits
- Use action verbs and strong adjectives
- Focus on employers needs
- Should include tasks you like to do as well

Weak:

Administrative Assistant seeking meaningful work in a corporate environment where I can learn and develop my skills.

Strong:

Administrative Assistant with +3 years of experience in a sensitive corporate environment. Outgoing and detail-oriented, I am proficient at building and maintaining professional relationships. Have an Associate's Degree in Office Administration.

Look at the two example above - what makes the second example better? Be specific.

Writing the summary statement

In groups of about 4 people, use ONE of the job openings below to create a summary statement. You may use skills from people in your group, or invent skills. Try to make it as realistic as possible.

1. As individuals, jot down your top qualifications, experience, achievements, personality/values/traits that line up with the job advertisement. [2–3 minutes]
2. As a group, choose the key skills from ONE of the job listings [2–3 minutes]
3. As a group, craft a summary statement using the information from steps 1 & 2 to get the attention of a hiring manager. Think about this from the perspective of the employer's needs. Use the lined section at bottom of this resource document to write your summary statement.

Retail Associate Sierra Trading Post, Inc.

The retail associate is responsible for approaching and greeting Sierra Trading Post customers with a cheerful smile and welcoming demeanor. They must be able to merchandise their department and keep the retail store clean, organized and efficient for our customers. Knowledge in all products and departments is very important. They must be able to help in suggesting substitutions if an item is not available for a customer. They must be able to take merchandise from the warehouse and transfer it into the system to sell in the retail store. Associate is required to dress in appropriate attire for the public.

Required Skills:

The retail associate must be knowledgeable of all Sierra Trading Post products and must be able to present information to our customer in a concise, professional manner. The associate must have good communication skills. Must be proficient with keyboards, typing by touch and must be able to navigate and use internet. Associate must be easily trained, and be able to pull merchandise correctly and efficiently from the fulfillment center. A retail sales associate must be able to count change back to the customer properly. They should be able to work fluently through the retail menus/screens with ease and confidence.

Experience:

Previous customer service experience is preferred. Knowledge and comfort with the computer and the internet is preferred.

Customer Service Representative I

Chugach Electric

We are seeking outgoing, motivated individuals to provide exceptional customer service to Chugach Electric Association members. Responsible for accurately and courteously carrying out member's service requests in a positive and professional manner, through telephone and in-person service. Timely attendance on a daily basis and a high school diploma or GED is required. Chugach CSRs field questions, concerns, research problems and provide solutions in a fast-paced environment.

Ability to prioritize and handle multiple tasks with independent decision making, good interpersonal skills; well-developed written and oral communication including active listening skills needed. Proficient use of word processing and email, demonstrated typing skill accuracy of 35 words per minute net required, as well as ability to perform basic mathematical functions using spreadsheets. Six months experience requiring a high degree of public contact in a customer service environment preferred.

Kitchen Prep / Production - Start at \$11+ per hour! –

If you are:

- A strong Team Player
- A Good communicator
- Organized with a great attention to detail
- At least 18 years old
- Able to prepare the best quality of food with uncompromising Health & Safety Standards

Then we can offer you:

- Flexible Work Schedules
- Fast Paced Surroundings
- Opportunities to Build a Career
- A Great Place to Make Friends

- Awesome discounts on great things like Computers, Cell Phone Plans, Event Tickets (Concerts, Sports, Events, etc...) & more!

Home Health Aide (HHA) Constellation Health Service

Constellation Health Services is dedicated to delivering the best possible health care services to people at all points of life. We are governed by the most rigorous standards of professional ethics and committed to maintaining a fulfilling and balanced work experience for all employees.

The primary function of a home health aide is to assist with personal care of the patient. The services of a home health aide are ordered by a physician and are given under the supervision of a registered professional nurse or therapist. The specific personal care for each patient will be determined by the registered nurse or therapist and will be given in writing to the home health aide. Aides will be available for service during agency usual hours of operation. (continued)

REQUIREMENTS: Successful completion of a (minimum) seventy five hour training program for home health aides that has been approved by the Department of Public Health; and demonstrated competency as documented through a passing grade on a competency evaluation; a caring attitude toward the sick, disabled and elderly; the ability to read and write; satisfactory rating on annual performance evaluation.

Required license or certification: Home Health Aide Training Certificate

When finished, pass the summary statement **to the right** to the next group. Each group will analyze, discuss and make comments for each of the resume statements.

Position:[illegible]