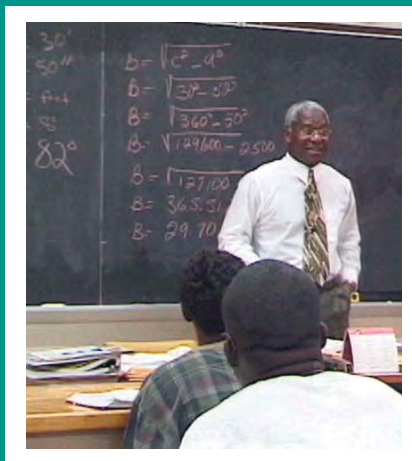
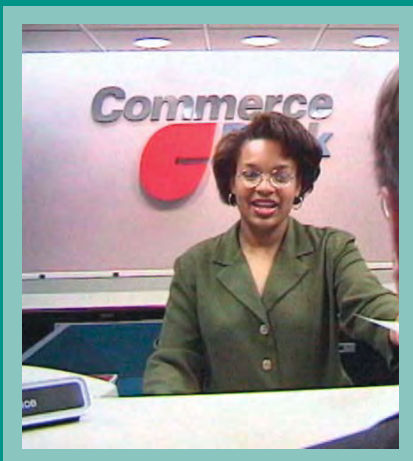
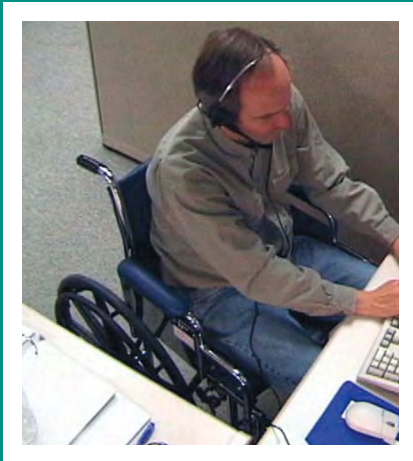


Your Job Search Guide



what's inside:
work search & career planning advice
interviewing tips
résumés & cover letters
state & online resources



www.ct.gov/dol

Introduction

Career development is a lifelong, ongoing process. Changing jobs or careers opens new doors to experiences you may not have previously considered. Finding a new job requires full-time commitment, and is easier to accomplish when using a variety of methods. Skills assessment, interview techniques, and networking are all essential components of your job search.

Career counselors and Certified Professional Résumé Writers (CPRWs) in the Connecticut Department of Labor (DOL) offices are available to assist you in planning your job search and creating an attractive and effective résumé. A list of DOL offices is provided in this Guide, as well as on our Web site: www.ct.gov/dol.

You can view hundreds of job openings posted by Connecticut employers on Connecticut's **Job Central** Web site at: www.jobcentral.org/ct/. While you're browsing the site, post your résumé into the **Job Central** for Connecticut employers to view.

Connecticut Job Fairs are held at various sites throughout the state, offering employers and job seekers an effective and economical way to solve their employment needs. For a schedule of events, visit the DOL Job Fairs Web site at: www.ctjobfairs.com.

We hope that *Your Job Search Guide* will serve as an important resource for finding and getting the job you are looking for.

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Connecticut Department of Labor Offices

Connecticut Department of Labor (DOL) offices provide a variety of cost-free workshops and career assistance. DOL services include:

Career Resource Library	Career Guidance	Assessment Testing
Computer/Internet, Phone/Fax Access	Training Programs	Job Listings

CTWORKS Career Center Locations:

<i>Bridgeport</i> 2 Lafayette Sq. (203) 333-5129 (203) 455-2700	<i>Danbury</i> 152 West St. (203) 731-2929	<i>Danielson</i> 95 Westcott Rd. (860) 412-7000	<i>Derby</i> 33 Elizabeth St. (203) 734-3443
<i>Enfield</i> 620 Enfield St. (860) 741-4295	<i>Hamden</i> 37 Marne St. (203) 859-3200	<i>Hartford</i> 3580 Main St. (860) 256-3860 (860) 256-3700	<i>Manchester</i> 893 Main St. (860) 643-2222
<i>Meriden</i> 85 West Main St. (203) 238-3688 (203) 238-6148	<i>Middletown</i> 645 South Main St. (860) 754-5020	<i>New Britain</i> 260 Lafayette St. (860) 827-6200	<i>New Haven</i> 560 Ella T. Grasso Blvd. Bldg. #3 (203) 624-1493
<i>New London</i> Shaw's Cove Six (860) 439-7670	<i>Norwich</i> 113 Salem Tpke. North Bldg., Suite 200 (860) 859-5777	<i>Stamford</i> 1642 Bedford St. (203) 353-1702	<i>Torrington</i> 685 Main St. KMart Plaza (860) 496-3300
<i>Waterbury</i> 249 Thomaston Ave. (203) 437-3380 (203) 437-3304	<i>Willimantic</i> 1320 Main St., Tyler Sq. (860) 465-2120		

To learn about free workshops in your area:

1. Access Connecticut Department of Labor Web site at www.ct.gov/dol
2. Select '*Directions and Office Information*'
3. Choose the nearest **CTWORKS** Career Center
4. Select the '*Free Workshops*' link



Connecticut Department of Labor Resources

The Connecticut *Job & Career ConneCTion* Web site (www.ctjobandcareer.org) is intended for use by job seekers, students, teachers, counselors, job developers, and others in need of information on jobs & careers. The Web site offers several search options to explore the world of work in Connecticut:

- **Find an occupation** - that is a good match for your interests and the skills you possess.
- **Learn about an occupation** - job descriptions, educational and license requirements, wages and employment outlook.
- **Search for education & training** - programs that will give you the skills necessary to begin a career in your chosen occupation.
- **Search for jobs & employers** - within your chosen occupation.
- **Jobseeker resources** - guides and tips to help you land the job, as well as information on how to prosper in your chosen profession.



The Connecticut Department of Labor's **CAREER EXPRESS** is a mobile unit which provides:

résumé writing assistance

job search and training

employee recruitment & assessments

career exploration and counseling

veterans' and youth services

"The Wheels That Work"
bringing workforce opportunities
to Connecticut communities

aboard the CAREER EXPRESS

you'll find:

state-of-the-art telecommunications

high-speed Internet access

computer workstations

hydraulic lift for

persons w/disabilities



For a schedule of events go online to: www.ct.gov/dol and select the '**CAREER EXPRESS**' option from the '*Directions and Office Information*' link.

Electronic Resources

Deciding on a Career

The Career Interest Checklist

www.tulane.edu/~uc/resources/holland.htm

A quick and easy checklist for you to find occupations to explore. Try to select at least 15 subjects or activities that interest you.

TypeFocus Personality Profile

www.typefocus.com

A quick and easy questionnaire that will help you discover your personality type.



The Perfect Career Interest Inventory

www.iccweb.com/perfect_career.htm

A 20-30 minute questionnaire that can determine your level of interest in each occupational field and provide a list of occupations matching your interests.

The Career Interests Game

www.career.missouri.edu/students/explore/thecareerinterestsgame.php

This game is designed to help you match your interests and skills with similar careers. It can help you begin thinking about how your personality will fit in with specific work environments and careers.

Information on Occupations

*O*NET OnLine*

online.onetcenter.org

The nation's primary source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations.

Occupational Outlook Handbook

www.bls.gov/oco

Training requirements, earnings, job outlook, working conditions for hundreds of jobs.

America's Career InfoNet

www.acinet.org

This Web site, sponsored by the U.S. Department of Labor, offers career resources and workforce information.

Connecticut Job & Career ConneCTion

www.ctjobandcareer.org

The most comprehensive source of information on jobs and careers in Connecticut.

Connecticut's Office of Apprenticeship Training

www.ctapprenticeship.com

Information on how you can 'earn while you learn' through apprenticeship programs.

MORE Electronic Resources

Job Search Sites

Connecticut Department of Administrative Services

www.das.state.ct.us

State of Connecticut government employment information.

Connecticut Job Bank

www.jobcentral.org/ct/

Where job seekers can search for jobs, post their résumés, and view additional online career resources; and employers can list their jobs and review résumés.

CTjobs.com - Putting Connecticut to Work

www.ctjobs.com

Connecticut's local newspapers provide a comprehensive job site for opportunities listed by employers across the state.

Connecticut Municipal Job Bank

www.ccm-ct.org/employment

Connecticut town government job listings.

One Search - All Jobs... Indeed!

www.indeed.com

Job search engine that includes major job boards, newspapers, associations and company career pages.

The #1 Source for Hourly & Part-Time Jobs

www.snagajob.com

Find the job that's right for you - more than 100,000 active job listings from top employers across the country.

Monster

www.monster.com and **www.jobtrak.com**

Nationwide job openings, career and job search advice and resources.

Career Builder

www.careerbuilder.com

Search for jobs by occupation, industry, and company.



Job Search Resources

www.job-hunt.org/jobs/connecticut.shtml

A comprehensive listing of useful Internet-accessible job search resources and services on the Web.

don't have a computer?
visit your local library or **CTWORKS** office

Job Search Planning

Organized planning makes a job search easier and more successful!

Stay Focused

- Maintain your physical and mental health.
- Don't get discouraged if you do not receive a potential job offer. It takes great strength and perseverance to look for work, so be proud of your efforts.

Organize

- Plan daily/weekly job search activities.
- Use a calendar to schedule meetings and other job search actions (*e.g., date/time you called and who you spoke with, date you mailed your résumé*) for effective follow-up.

Research Your Future Job

- If you are considering a career change, do your research first!
- What skills and educational requirements are needed for the job?
- Do you need further training or experience to gain these required skills?

Recognize Potential Obstacles

- Define what may keep you from attaining your career goals (*e.g., attitude, inexperience, lack of education, economic situation*).
- Find solutions to overcome such roadblocks.

Update Your Skills

- Volunteer or intern in your occupation of interest.
- Enroll in training courses at community colleges or continuing education providers in your area.
- Visit online resources such as:

Connecticut Distance Learning Consortium: www.ctdlc.org

Connecticut *Education & Training* ConneCTion: www.cttraining.info

Network!

- Networking is important to find unadvertised job opportunities.
- Career Transition Networking Groups provide a setting for individuals engaged in work search or career change to connect and share information and resources with other job seekers. *See page 14 for a listing of Support Group locations.*

Start NOW!

- Take action today.
- The important thing is not to get in a mode of feeling frustrated and unmotivated.
- Stay the course.

Problem Solvers for Your Job Search

	Problem	Solution
Your Résumé	It's out-of-date and does not include your specific skills.	A good résumé contains a current job history written in clear, common language, and lists briefly what you're good at and the types of jobs you want to do.
Your Cover Letter	It's not specific to the job opening. Poor cover letters include statements such as, "Enclosed please find my résumé," and do nothing to link your résumé to the job you are applying for.	A cover letter should make the reader say, "I'm interested in learning more about this person!" If the job is posted and you are applying for it, talk about the role you would like to play.
You're Not Making the Effort	Sporadically applying for jobs and hoping for the best is NOT a winning strategy.	You need to commit a certain number of hours per week to the process. Consider a job search as your job!
You're Playing the Lottery	Tossing your résumé to corporate recruiting departments is like playing the lottery, in which the desired outcomes are completely out of your control. Internet-only job search is a losing proposition.	Successful job searching requires you to not leave opportunities to chance, get out and talk to people... NETWORK!
You Are Limiting Your Chances	Are you reaching for the stars with your feet off the ground? Wasting your time and energy looking for a 'dream job,' and discounting jobs that don't sound perfect will ultimately lead to longer periods of unemployment.	Don't judge a job by the job posting! The more conversations you have with employers and the more interviews you go on, the more you learn and your job search will move quickly.



Personal Appearance Tips

It's important to make a good first impression. Dressing professionally is necessary throughout your entire job search process. Here are some tips:

- **Cleanliness** - Make sure to shower, and have clean, neatly combed hair. Refrain from using cologne or perfume since many people are allergic and the fragrance can be distracting.
- **Clothing and Jewelry** - Your clothes should always be clean and neatly pressed - never wear stained or torn clothing. If you are applying for a job that is less formally attired, such as construction or cashier work, business casual is most often appropriate. A general rule of thumb, however, is to dress for the position **ABOVE** the one for which you are applying. The one piece of jewelry everyone should wear during a job search is a watch since it helps you to be on time.



- **Manners** - Along with dressing professionally, you must back up your appearance with effective speech and body communication. Always maintain eye contact with the interviewer. Avoid nervous mannerisms (e.g, fidgeting with your clothes, tapping your pen, or touching your hair), the interviewer may interpret these actions as a sign of insecurity and lack of confidence. And of course, do not bring any food or drink to an interview, including gum and breath mints.



Phone Etiquette Tips

Proper use of the telephone during a job search greatly increases your opportunities for employment. An employer needs to know that he or she will be able to reach you if necessary, and that you will be able to conduct professional conversation with customers over the phone.

- **Use Your Home or Cell Phone Number**

If you have no other choice than to use your work number, mention to the prospective employer that you are only comfortable taking personal calls during your break/lunch time. This will show that you respect your current employer's workplace rules.

If you list your cell number on a résumé, make sure that if you answer a call from a prospective employer, you are prepared. For example, don't answer the call if you are driving your car and/or do not have access to a pen and paper. If you are not prepared, then do not answer the call and allow the employer to leave a message.



- **Consider Your Phone Message System as a First Impression**

Remember, your personal phone message is part of the first impression you give to a prospective employer, so make sure your home/cell message system is professional. An appropriate home phone message is: *"You have reached 555-1234, the June Smith residence (or June Smith's cell phone). Please leave a message and I will return your call as soon as possible. Thank You."*

- **Follow Phone Etiquette**

During your job search, make sure to identify yourself every time you answer the phone. When making phone calls, make sure there are no excessive background noises (e.g., TV, radio, children). Do not eat, drink or smoke while on the phone. Remember to smile while talking to a prospective employer. It may seem silly, but smiling helps you to maintain an upbeat tone of voice.

- **Inform Others That May Be Answering Your Phone**

Let everyone in your home know that a prospective employer may be calling you, and that they should answer the phone politely. Emphasize the importance of accurate messages to be relayed to you in a timely manner.



The Power of Networking

Did You Know...

Approximately 85% of All Job Openings Are NEVER Advertised?

Most employers don't need to advertise - there are enough viable candidates referred to them by a trusted employee or colleague. A word-of-mouth referral dramatically increases your chances of being called in for an interview.

Networking is the most effective way of discovering the hidden job market. The purpose is to develop and use personal contacts in order to exchange information, ideas and resources, and to get feedback on your résumé, qualifications, and job search strategies. In the process, your goal is to inform as many people as possible that you are looking for a job and to let them know what type of job you want.

Networking Examples:

- Make a list of all the people you know (e.g., business contacts, friends, co-workers).
- Contact the career centers of schools you have attended for potential job leads.
- Register at a *CTWorks* office to receive job referrals or career counseling.
- Attend Career Transition Support Groups located throughout Connecticut (see listing on page 14 of this guide).
- Identify around five to ten people you can use for a reference. Have each person's name, address, phone number, and job title written down so you will have the information ready to provide on job application forms. Make sure to inform these people of your intent to utilize them as a professional reference. Family members are NOT acceptable as professional references.



- Ask everyone to notify you of job opportunities. Networking is about gaining as much information as possible by asking questions such as:
 - ✓ How did you get your current job?
 - ✓ What training programs or classes do you think would help me?
 - ✓ What mistakes did you make (or pitfalls did you endure) in your job search?
 - ✓ What resources did you find particularly helpful during your job search?
 - ✓ Will you please let me know if you hear of any opportunities that fit my skills and qualifications?
- **Keep in touch with your contacts** throughout your job search to update them on your progress. Remember to extend the same help to them in the future.

Tips on Attending a Job Fair

Attending a job fair is a great way to get exposure to employers and develop your network of contacts.

Below are some tips and suggestions to help you get the best out of attending a job fair event.

- ✔ **Do Your Homework** - Before attending a job fair, obtain a list of the participating companies and research information on those firms that peak your interest.
- ✔ **Bring Extra Résumés and Business Cards** - Try to determine the number of companies attending and bring at least one updated résumé for each. Keep in mind that some company recruiters may request additional copies in order to forward them to different departments within their organization.
- ✔ **Know What You're Looking For** - Recruiters are not willing to waste their time with people who display a 'what job pays the most' attitude, or are unsure of what they want to pursue as a career. Even if you have narrowed your career choice, each recruiter wants to see individuals who have an interest in their line of work.
- ✔ **Collect Business Cards** - Make sure to get a business card from each recruiter you visit. This allows you to address follow-up calls and letters to a specific person at the company. Take the time to write down notes about your conversations with each recruiter.
- ✔ **Be Professional** - Professional attire gives you a winning edge and reflects your motivation. Shake hands with recruiters and be courteous. Remember, first impressions are lasting ones.
- ✔ **Go Early** - Plan on spending at least an hour visiting with employers. The worst time to arrive at the event is during the last scheduled hour. Some employers may have already found a sufficient number of qualified applicants, and may have decided to leave.
- ✔ **Visit as Many Company Booths as Possible** - Pick up a list of the employers and plan on visiting them all. Don't overlook a company because of its name or business type. A hospital may have job openings for clerical staff and a manufacturing company may be looking for a registered nurse.
- ✔ **Talk to Other Job Seekers** - A job fair is a perfect place to make new contacts. You may meet someone working for a company that you are interested in working for.
- ✔ **Follow-Up is a Must!** - Send thank you letters within two days after the event. Always refer to the date and location of the job fair. Highlight any part of the conversation that stood out to make it easier for them to remember you. Include a copy of your résumé and follow-up with a phone call.



To find out about upcoming events, visit the Connecticut Job Fairs Web site at:
www.ctjobfairs.com

Know Your Legal Rights When Job Searching

You have a right to seek employment and to be judged solely on your skills and experience. Questions structured to obtain information on race, gender, religion, marital status, age, physical and/or mental challenges, ethnic background, country of origin, sexual preference, or any other discriminatory factor are illegal as grounds for making employment decisions. In most instances, these factors contribute nothing to an applicant's ability to perform a job.

So what is the proper response? Any response depends on the particular situation and the personalities and motives of those involved, but overall you have three basic options: (1) answer truthfully if you feel your response will not hurt you, (2) inform the interviewer that the question is illegal and risk offending them and ending your chances for the position, or (3) base your answer on the requirements of the job and your ability to perform it. Ironically, most illegal questions are asked when the interviewer is trying to be friendly and asks a seemingly innocent question about your personal life or family background.



Below are a few examples of casually asked illegal questions and suggested responses:

Question: Are you religious? Will your religion prevent you from working extra hours or on weekends when we have a big project?

Answer: *Everyone is religious in their own way. I do not foresee any circumstances that would interfere with the quality or commitment of my performance.*

Question: You have a very unusual last name. What is its origin?

Answer: *It really is a mouthful, isn't it? I've always used my first name and last initial in my business email address, as it is easier.*

Question: Are you planning a family in the near future?

Answer: *Currently, I am focused on my career and although having a family is always a possibility, it is not a priority at the moment.*

Question: At what age do you think you will retire?

Answer: *In today's world people don't retire like they used to; some can't. My career and my need to earn an income are priorities that I do not foresee changing in the near future.*

Your best bet is to try and keep the interview focused on the requirements of the position and your qualifications as a candidate. Even if you are not hired, the employer may refer you to other positions or companies.

Consult the chart on the following page to familiarize yourself with your legal rights. If you feel you have been discriminated against, contact your local DOL office or call the Connecticut Commission on Human Rights and Opportunities at 1-800-477-5737.



Know Your Legal Rights When Job Searching (cont.)

Issue	Employers May Ask:	Employers May NOT Ask:	Notes:
Age/Birth	Are you over the age of 18?	How old are you? What is your date of birth? Where were you born?	Age is considered not to be relevant in most hiring decisions. However, some occupations and places of employment are prohibited from hiring minors under the age of 18.
Ancestry/ National Origin	No questions	What is your 'native' tongue? When did you become a U.S. citizen? Are your parents/spouse/children U.S. citizens?	The Immigration & Naturalization Form I-9 is the appropriate place to determine citizenship and if an applicant is authorized to work in the U.S.
Marital/ Family Status	No questions	What is your current marital status? What is your maiden name?	Questions concerning an applicant's ability and willingness to relocate or work overtime are allowed, if asked of ALL applicants.
Religion	No questions	What religious holidays do you observe? Are you affiliated with any religious organizations?	Employers are required to make reasonable accommodations for employees' religious practices, which eliminates the need to ask if an applicant's religious beliefs would affect their work schedule.
Physical Traits/ Ability	Are you able to lift a 50 lb. weight and carry it 100 yards, as required for the job?	How tall are you? How much do you weigh?	Questions about height/weight are not acceptable unless minimum standards are essential to job performance.
Disability	Are you able to perform the essential functions of the job?	Do you have any disabilities? Have you had any illnesses or operations? When was your last physical exam?	Questions relating to ability to perform the job are permissible. Medical exams cannot be given unless required of ALL employees.
Criminal Record	Have you ever been convicted of a crime?	Have you ever been arrested for a crime? If yes, explain the nature of the crime?	An employer who uses arrest information to deny employment may be in violation of the law.
Education	What school did you attend or graduate from? What did you study?	What year did you graduate? (any question that solicits an applicant's age)	Questions regarding educational background, schools attended, degrees earned, and vocational training are acceptable when the performance of a job requires a particular level of education.
Military	Are you a U.S. veteran? What branch of the Armed Forces did you serve in? What type of training or education did you receive in the Military?	Are you receiving a service-connected disability pension? Did you receive an honorable discharge from your military service?	
Affiliations	What professional groups or organizations do you belong to that you consider relevant to your ability to perform this job?	What social/political organizations or groups do you belong to?	Applicants should be careful about listing controversial organizations such as the National Rifle Assoc. (NRA), Planned Parenthood, or others.
Sex/Sexual Preference	No questions	What is your gender and/or sexual preference?	

Career Transition

Regardless of your current employment situation, it's important to take time periodically and identify your career/life goals, skills, and preferences.

Stay Connected

- Ask family/friends if they can connect you to people that are employed in your field(s) of interest.
- Volunteering is a great way to expand your network and meet potential contacts.

Get to Know Yourself

- Gather feedback - your friends and family members may identify talents and skills that you are not aware of.

Keep a Journal

- Dedicate at least 10 minutes every day to write about your career and life goals, and what you can do right now to attain those goals (great way to identify your interests and hidden potential).



Create the Opportunity

- Eliminate delays and take initiative.
- Consider an in-between job to cover expenses while exploring your career options.

Direct Your Own 'One-Minute' Commercial

- Deliver a concise statement on five important things you want potential employers to know about you.
- Include positive statements from your work experiences (e.g., transferable skills, educational achievements/awards); say, "I can do..." or "I have been commended for..." or "I have experience in..." or "You should consider hiring me because..."

Do Some Research

- Educate yourself on potential career paths.
- Access Internet sources such as:
 - Connecticut Employment Forecast - www.ctdol.state.ct.us/lmi/misc/forecast.htm
 - Occupational Information Network - <http://online.onetcenter.org/>
 - Occupational Outlook Handbook - www.bls.gov/oco/home.htm

Career Transition Networking Groups in Connecticut

Below is a current list of career transition groups in the state. To locate a group near you, contact Infoline at 2-1-1 or www.infoline.org. Explore jobseeker events at your local library online at: www.publiclibraries.com/connecticut.htm. Meeting schedules and locations are subject change. Please check before attending for the first time

TOWN	GROUP & ADDRESS	CONTACT
Avon	Farmington Valley Reemployment Group (FVRG) Saint Ann's Church, 270 West Avon Road, (corner of Arch Rd. & Rte 167), every Wednesday 7:00-8:30 p.m.	Brian Jud 860-673-7650 or brianjud@comcast.net .
Bridgeport	Job Club Bridgeport <i>CTWorks Center</i> - 2 Lafayette Square, Every Wednesday starting 9:30 a.m.	Refer to Free Workshops, Bridgeport <i>CTWorks</i> Club at www.ct.gov/dol or 203-333-5129 and dial 0.
Danbury	Danbury Job Networking Club Danbury <i>CTWorks Center</i> For meeting schedule and location refer to website	Refer to Free Workshops, Danbury <i>CTWorks</i> Job Club at www.ct.gov/dol or 203-797-4144.
Danbury	St. James Job Networking Group St. James Episcopal Church, 25 West Street Every other Wednesday starting 7:00 p.m.	Elaine Sleath, 203-740-8304 Kathy Sandberg, 203-743-1429 Enter building at church parking lot on Terrace Place.
Darien	Darien Professional Networking Group Refer to Group's Web site for location	www.darienprofessionals.com
Enfield	Job Club - Enfield <i>CTWorks Center</i> 620 Enfield Street (Rte 5 – Enfield Plaza) Every Thursday 1:00 - 4:00 p.m.	Refer to Free Workshops, Enfield <i>CTWorks</i> Job Club at www.ct.gov/dol or call 860-741-4295.
Fairfield	Black Rock Employment Networking Group (BRENG) Black Rock Congregational Church 3685 Black Rock Turnpike	www.jobhunters.meetup.com/143 Contacts: Mike Solomon, mikensolomon@yahoo.com ; and Tony Palomba, 203-255-3401, tmpalomba@yahoo.com .
	Network @ the Library Fairfield Public Library Main Library Jennings Room, 2nd Floor 1080 Old Post Road	www.fairfieldpubliclibrary.org Register online or call the Library's Reference Dept. at 203-256-3160.
Hamden	Job Club Hamden <i>CTWorks Center</i> - 37 Marne Street For meeting schedule see website.	Refer to Free Workshops, Hamden <i>CTWorks</i> Club at www.ct.gov/dol or 203-859-3200.
Madison	Shoreline Executive Networking Group Memorial Town Hall - 8 Meeting House Lane 3rd Thursday 7:00-9:00 p.m	Gail Benson, 203-421-5901, or gbenson@cshore.com Ken Innocenzi, 203-484-7650 or keninnocenzi@comcat.net
Middletown	Russell Library Job Group Russell Library 123 Broad St Every Thursday 9:30 a.m - 12:00 p.m.	Jason Neely, Business Librarian 860-347-2528, x121 or jneely@russell.lioninc.org .
New Canaan (2 locations)	New Canaan CaTS Saint Mark's Episcopal Church, 111 Oenoke Ridge First Presbyterian Church, 178 Oenoke Ridge	Jim Riehl 203-940-1305 jriehl1@aol.com For schedule email: schedule@newcanaancats.org website: www.NewCanaanCaTS.org .
Rocky Hill	Rocky Hill Re-Employment Support Group Saint James Church Hall, 767 Elm Street Every Thursday 7:00 p.m - 8:30 p.m.	Contact Joseph Soja at 860-529-4539 or email at jfs3@cox.net .
Shelton	Networking Group The Schegg Group LLC 1 Enterprise Drive, Suite 110 Refer to monthly calendar on www.schegggroup.com	Antoinette Murray-Dulin 203-225-0500 x301 amurray@schegggroup.com .
West Hartford	Schmoover's Job Network Beth El Temple, 2626 Albany Avenue For meeting schedule see website.	www.jfshartford.org - click on 'JETS'.
Westport	Jobseekers Networking/Seminars Westport Public Library 20 Jesup Road For meeting schedule refer to website (jobseekers)	www.westportlibrary.org/events/
Westport / Fairfield	FINE (Entrepreneur and Consultant Networking Group) Refer to Group's Web site for location.	www.ariesmart.com , click on "Entrepreneurs" under the Business heading or e-mail fine@ariesmart.com
Windsor	Job Transition Group The First Church in Windsor, 107 Palisado Avenue Every Wednesday 9:00 a.m. in Parish House	To register please contact church at 860-688-7229 or first.church.windsor@snet.net

Middle-Skill Jobs

The middle of the job market remains a solid foundation upon which to base a career. Middle-skill jobs are those which require more than a high school diploma, but less than a four-year college degree. In fact, middle-skill jobs comprise a large portion of Connecticut's labor market.

Middle-skill jobs require one of the following education/training criteria beyond a high school diploma:

- Associate's degree
- Vocational Certificate (Apprenticeship) *See next page for more info on Apprenticeships*
- Work Experience
- Some College (completed coursework)

High-Paying Middle-Skill Jobs in Connecticut

Occupational Title	Annual Openings	Annual Wage*	Occupational Title	Annual Openings	Annual Wage*
Computers			Healthcare		
Support Specialist	310	\$ 52,500	Registered Nurse	1,100	\$ 68,600
Web Designer	100	51,500	Licensed Practical Nurse	320	52,200
Construction			Dental Hygienist	120	71,000
Electrician	280	\$ 54,000	Radiologic Technician	80	59,800
Carpenter	260	48,400	Veterinary Technician	80	35,700
Plumber	190	57,100	Surgical Technologist	50	48,800
Painter	110	39,000	Medical Lab. Technician	40	45,800
Operating Engineer	80	55,000	Physical Therapist Asst.	20	45,900
Installation, Repair			Other Occupations		
Auto Service Technician	290	\$ 42,900	Executive Secretary	600	\$ 45,500
Heat & AC Mechanic	110	49,100	Claims Adjuster	170	60,700
Electronic Engineering Technician	50	55,400	Paralegal	130	49,300
Aircraft Mechanic	30	51,800	Chef	60	48,000
* 2008-1st Qtr. Source: CT Department of Labor - Office of Research			Camera Operator (TV & Motion Picture)	10	50,200

Apprenticeship Programs

The Connecticut Department of Labor's Office of Apprenticeship Training is responsible for the development, implementation and monitoring of apprenticeship programs in the state.

Apprenticeship Training is...

- Hands-on, on-the-job training and related academic instruction.
- Where the 'apprentice' (employee) learns the job and works under the supervision of a journeyman while working for an approved sponsor (sole employer or joint labor/ management organization).
- A program that can range from one to six or more years in length.



Is there a program fee, and does the apprentice get paid?

- There is a new and annual renewal registration fee of \$25 paid by the apprentice (the employer pays \$30, new and annual renewal registration fee for each apprentice registered).
- Wages are paid by the employer and start at a percentage of the journeyman wages, and should progress to the journeyman wages at the completion of the training program.

How do you get started?

- The approved sponsor/employer identifies a trade or occupation that requires at least 2,000 hours of hands-on training, and the apprentice voluntarily enters into an employment and training agreement (Apprentice Registration Agreement) with them.

Does the apprentice receive a certificate after completing the training program?

The apprentice does receive a formal certificate after successfully completing the hands-on and academic requirements of the employment and training agreement.

- **Licensed trades** - Apprenticeships are required to pass the appropriate journeyman license examination.
- **Unlicensed trades** - The sponsor/employer and school submits a completion notification to the Office of Apprenticeship Training, and they issue a 'Certificate of Apprenticeship' and a Pocket Journeyman Card to the apprentice.

For a complete list of apprenticeable trades, visit the Office of Apprenticeship Training Web site at: www.ctapprenticeship.com and 'select' the Apprenticeship System Overview link.

Apprenticeship programs in Connecticut are administered by the Department of Labor through Regional Apprenticeship Representatives. Skilled consultants provide technical assistance, monitoring, and consulting services to qualified employers willing to take on the responsibilities and obligations of program sponsorship.

For additional information, contact the Office of Apprenticeship Training at (860) 263-6085 or email them at: ct.apprenticeship@ct.gov



Need Experience? Do an Internship!

Internships are among the best ways to get experience and to ‘test-drive’ a career choice. They provide short-term, practical experience for students, recent graduates, and those changing careers. Completing an internship increases your chances of getting a job that you’ll enjoy. Along with discovering your job interests, you acquire valuable experience that is related to your career.

Who should pursue an internship?

- Anyone looking to enter or re-enter the workforce, change careers, or advance in their current occupation.

How do I find out about internships available in my area?

- Public libraries, *CTWorks* career centers, and school career development offices can provide information on local and national internships.
- Attend a **Connecticut Job Fair** (www.ctjobfairs.com) to gain information on internship opportunities in the state.



Check out these Web sites:

www.cbcampus.com

www.getthatgig.com

www.collegegrad.com

www.internweb.com

www.connecticutintern.com

www.monstertrak.com

www.connecticutjobs.com

How do I know which internships are best?

- The best internships allow you to get a feel for workplace culture and make contacts that may be valuable for career networking.
- Most students choose an internship closely related to their major course of study or career objectives.

How do I apply for an internship?

- **Start early!**
- Many summer internships have application deadlines in February or March.

What do I need?

- A résumé and cover letter, and other items, such as a completed application, school transcripts, coursework samples, and list of professional references.



Still not convinced?

- More than half of all students are offered a full-time job after successfully completing an internship!

Workers with Disabilities

I have a disability that will be visually obvious to an employer as soon as I come in the door. How should I approach this?

If you have a disability that will be apparent to the employer (blindness, deafness, use of a wheelchair or crutches, etc.), it's critical that you bring a good understanding of your strengths as well as the ability to problem-solve in a new situation. Show confidence without seeming arrogant. The employer may not immediately feel at ease, so you will want to create an atmosphere of positive and comfortable communication.

It would be illegal for the employer to ask about your disability, but he or she will be drawing conclusions about how it might affect your job performance. These conclusions may be negative unless they are addressed head-on. Therefore, it is often best to be proactive and raise the topic yourself. Without dwelling on your disability, anticipate employer concerns about whether you will be able to do the job. During the job interview, explain to the employer all of your past accomplishments and your potential value to the company.

For example, an employer who is unaware of screen-reader technology may wonder how someone who is blind would be able to write and review complex documents. Explain what is available and, if possible, offer a sample of your work. The employer's next issue might be how expensive it would be to obtain this software for your workstation. Prepared with the knowledge that most workplace accommodations cost just a few hundred dollars, you may be able to alleviate the employer's concern.



Be aware of your rights under the Americans with Disabilities Act, but keep in mind that honest and respectful communication can resolve many problems before they begin.

Online Resources for Workers with Disabilities:

Board of Education and Services for the Blind (BESB): www.ct.gov/besb

Commission on the Deaf and Hearing Impaired (CDHI): www.cdhi.ct.gov

Connecticut Business Leadership Network: www.ctdol.state.ct.us/ctbln/default.html

Connecticut Council on Developmental Disabilities: www.ctcdd.org

Connecticut Department of Labor: www.ctdol.state.ct.us/gendocs/pwd.htm

Many Connecticut Department of Labor offices offer:

- Access to interpreters for the deaf and hearing impaired, and TDD/TTY machines
- Alternative formats for work orientations (e.g., written manuals)
- Telephones with large touch-pad numbers and volume controls
- Tables that can accommodate wheelchairs

Connecticut Department of Social Services - Bureau of Rehabilitation Services: www.brs.state.ct.us

Connecticut Office of Protection & Advocacy for Persons with Disabilities: www.ct.gov/opapd/site

Connecticut Workers' Compensation Commission: www.wcc.state.ct.us/

Disabilities Resources Monthly: www.disabilityresources.org

DisabilityInfo.gov: www.disabilityinfo.gov

Job Accommodation Network: www.jan.wvu.edu

United States Department of Labor - Office of Disability Employment Policy: www.dol.gov/odep

Workers with Disabilities (cont.)

I have an ‘invisible’ disability. Should I mention it?

If you have a hidden disability (e.g. epilepsy, depression, learning disability, etc.), you will need to decide whether or not to disclose this information. There will be advantages and disadvantages either way. While disclosure could offer protection under the Americans with Disabilities Act, it may also create lower expectations from the employer, and distrust or jealousy among other employees.

If your disability will require special workplace accommodations or measurably affect your job performance, you will need to make your employer aware of this. Here are some questions to ask yourself when deciding whether or not to divulge your disability:

- **Is your condition currently active?** For example, if you have effectively developed a strategy to compensate for a learning disability, disclosure may not be necessary.
- **Does your condition require that your employer know specific procedures of action that must take place if an incident occurs?** For example, knowing what to do (and not do) during an epileptic seizure is critical.
- **Does the treatment for your condition require medication?** If the job requires drug testing, then you will need to inform the employer of your condition. Also, if there are any serious side effects associated with your treatment regimen, it may be beneficial for the employer to be aware of these for your own safety.
- **How will my boss and other employees perceive the typical characteristics related to my condition?** Some disabilities, such as Asperger’s syndrome, can affect eye contact and interfere with one’s ability to read social cues. Informing others of your condition may make them more tolerant and understanding.

Remember, an informed boss can be an ally and advocate, especially if your talents are of a particular advantage to the company. An employer’s expectations of you may be more realistic if you are open about your condition from the start. However you decide, it is important to be comfortable with yourself, to demonstrate confidence without arrogance, and to show all that you have to offer an employer.



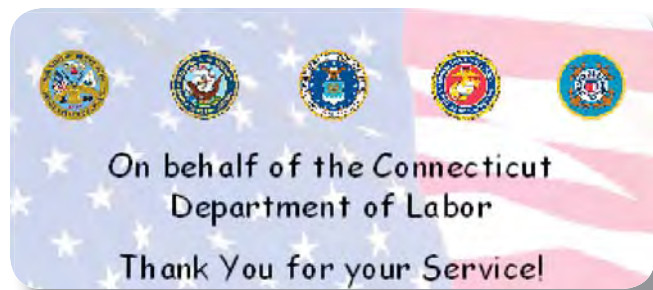
Veterans' Services

The DOL Office for Veterans' Workforce Development provides direct and specialized employment as well as training services for transitioning service members and their spouses. In addition, the Veterans' staff place special emphasis on serving the following populations of veterans:

- Disabled veterans
- Veterans who served on active duty during a war, or in a campaign or expedition for which a campaign badge has been authorized
- Newly separated veterans (within the past 36 months)
- Ex-offender veterans
- Educationally or economically disadvantaged veterans, including homeless and Chapter 31 veterans

Veterans' staff located at the *CTWORKS* offices provide:

- Job search assistance
- Career/vocational assistance
- Labor market information
- Training
- Résumé preparation
- Referral to other benefits and programs (basic need, medical, legal, etc.)
- The **Military Skills Translator**, available through the *Job & Career ConneCTion* Web site at www.ctjobandcareer.org, enables veterans to use their **Military Occupation Classification (MOC)** to search for similar occupations in the civilian workforce.
- DOL *CTWorks* offices in Bridgeport, Hamden, Hartford, New Britain, New London and Waterbury have Veteran Employment Representatives.



U.S. Dept. of Veterans Affairs – Vocational Rehabilitation & Employment offices:

U.S. Coast Guard Academy – 31 Mohegan Avenue, New London

U.S. Submarine Base – 1 Naval Submarine Base, Groton

West Haven Community Care Center – 114 Boston Post Road

West Haven VA Hospital – 950 Campbell Avenue

West Haven Veteran Center – 141 Captain Thomas Boulevard

For a list of available veterans' resources, or to schedule an appointment with a DOL *CTWorks* representative, please visit the Office for Veterans' Workforce Development Web site at:

www.ctvets.org

The Mature Worker - Reinventing Retirement

Age 65: For many years this magic number was the sign for people to say “goodbye” to the workforce. This is hardly the case today. Those ages 60 and older aren’t ready to settle into a traditional retirement lifestyle. Listed below are important areas for the mature job seeker to consider:

WORK SCHEDULE

- Am I seeking a steady job or seasonal employment?
- Are part- or full-time hours best for my desired lifestyle?
- Which days of the week do I want (or don’t) want to work?

AREA OF INTEREST/SKILLS

- Do I want to work in a field where I have previous experience?
- Is there a profession or industry I want to explore?
- Would I need further training or education to pursue a job in my desired field or industry?



JOB SEARCH TIPS:

PREPARE:

- Take an inventory of your current skills and work history.
- Anticipate stereotypes and get ready to react positively and effectively to them. For instance, in your cover letter and at job interviews, state your willingness and ability to adapt.

GET TECH SAVVY:

- If you are proficient with a computer, put that in your résumé and include the software application programs you are efficient at using.
- Consider taking a computer class to learn new and current programs used by most employers (e.g., *Microsoft Outlook, Excel, PowerPoint*).

FOCUS ON EXPERIENCE AND ACCOMPLISHMENTS, NOT AGE:

- Market your experience and how you’d be a valuable asset; highlight all you have to offer in your résumé.
- Omit year of graduation(s) to keep the reader’s focus on your skills, not age.
- Summarize your successes. Be proud of achievements, problem solving insights, and real-world experiences.

NETWORK:

- Volunteering in your community or joining the board of a local organization can showcase your skills and abilities.

Finding the right employer is key to a successful job search. A great place to start your job search is at your local DOL *CTWorks* office or Senior Center. You can also go online to search career opportunities in your area. Check out these sites dedicated to mature workers:

www.aarp.org

www.retirementjobs.com

www.ncoa.org

www.retiredbrains.com

www.jobs4point0.com

www.seniorjobbank.com

www.senior4hire.org

www.workforce50.com

www.dinosaur-exchange.com

www.experienceworks.org

www.primecb.com

The Application Form

Pay careful attention to completing the application properly. This demonstrates your attention to detail and your ability to follow directions correctly.

PREPARATION:

- Whenever you visit an employer to inquire about a job, or arrive for an interview, be prepared to fill out a job application.
- Many applicants have missed out on job opportunities for the sole reason of carelessly completed or incomplete job application forms.

EMPLOYMENT HISTORY:

- Record company names and addresses, along with your supervisor's name and phone number.
- Confirm that this information is still accurate - phone numbers and mailing addresses can change.
- Include the month and year of the beginning and ending dates of employment.

PERSONAL INFORMATION:

- You will need to provide your address, home/cell phone number, Social Security Number, driver's license number, and any necessary working papers.
- You should not use your current work telephone number for contact information.
- Other information that is typically requested on a job application includes the name and addresses of schools you have attended, primary course of study, G.P.A., and any other training and/or certificate programs you completed.

REFERENCES:

- You will need the full name, business address, phone number, and occupational title for each of your references. Remember, family members are NOT acceptable references.

To complete an accurate and neat application form, follow these tips:

- ✔ Don't embellish the facts. If you lie on an application form, you can be fired.
- ✔ Read the entire application form before filling it out. For example, notice if you should write your last name before your first name, or if there are separate lines for your street address and town.
- ✔ Complete the entire form. If you are not sure what the question is asking, ask for clarification. If a question does not apply to you, write "n/a" or "not applicable" rather than leaving it blank. If the form asks you to list your work history do not write "see résumé."
- ✔ Apply for a specific job if the form asks what job you are applying for. Never write "anything available."
- ✔ Bring a blue or black pen to fill out the application form.
- ✔ Be neat and concise. If an employer has to struggle to read your handwriting, he or she may likely skip over it.
- ✔ Keep the job you are applying for in mind when describing your previous experience. For example, if your last job was as a sales clerk and you are applying for a bookkeeping job, first list the job duties of the sales position that involved bookkeeping (i.e., balancing a cash drawer, calculating sales), before the primary customer services skills.
- ✔ **PROOFREAD!** After you have completed the entire form, reread it to make sure the information is accurate and that you have provided your contact information.

Your Résumé

What is a Résumé?

A résumé is a marketing tool that advertises your talents to employers highlighting your accomplishments, experiences, skills and education.

The Purpose of a Résumé is to...

- Attract the employer's attention.
- List your best skills, qualities and achievements.
- Secure a job interview.
- Serve as a foundation and script for the job interview.

Think of your résumé as a 30-second television commercial. It should GRAB the reader's attention immediately.

- Customize your résumé for each job application and highlight your skills and experiences relevant to the position you are applying for.

Effective résumés...

- Are easy to read, well organized and concise.
- Illustrate clearly to employers what type of job you are seeking and what you can do for them.

Getting Started

BRAINSTORM - get a piece of paper and start writing!

The best way to start your résumé is to gather information. Don't worry about organization, headings, and edits. The final résumé draft will be created from your notes.

Use this list for gathering information and creating a draft outline for your résumé:

- Identify the job(s) for which you are applying.
- Work history (dates of employment, company name and address, and job duties).
- Educational activities (internships, co-ops, practicums and clinicals).
- Volunteer experience (dates, name of organization, activities performed).
- Professional affiliations and memberships.
- Publications (names of periodicals that have published your writings).
- Military experience.



Résumé Tips - Making The “Yes” Pile

Q: How does an employer review over 100 résumés in an hour?

A: By spending only 20-30 seconds looking at each one! In fact, most employers use résumés to reject rather than select you for a job interview.

Listed below are some tips to help your résumé make it into the “Yes” pile:

- Name dropping: include names of well-known and successful companies you have worked for.
- Have a conventional email address. For example, *david1@email.com* is acceptable; *sugarlips@email.com*, not so much.
- Tailor your résumé to each job you are applying for and include any skills or experiences related to the position.
- Use an easy to read font (e.g., Times New Roman - size 12) and consistent formatting. Also, the text should not be ‘crammed’ on the page, use a significant amount of ‘white space.’
- If you are submitting your résumé via email or electronically, use a standard format such as a Word document that does not include any symbols, images, underlined text, etc.
- Place your most important accomplishments at the beginning of the résumé.
- ALWAYS include a cover letter when submitting your résumé, even when faxing or emailing.

Things to AVOID on your Résumé:

- Spelling, typing or grammatical errors (have more than one person proofread it).
- Omitting the cover letter.
- Salary history and/or salary requirements.
- False statements or *exaggerated* facts.
- Personal information (e.g., ethnicity, age, weight, gender, marital status, health condition, or photos).
- Phrases such as “References available upon request,” “See résumé for work history details,” or the word “Résumé” for a title
- *Hand-written* envelopes (use a typed adhesive label if possible).
- Inconsistent formatting (e.g., various font sizes, styles, and placement of headings).
- A listing of your professional references. References should be provided only upon request from the employer and on a separate document from your résumé.



See pages 27-29 of this guide for résumé samples!

MORE Résumé Tips

To complete an accurate and neat application form, follow these tips:

Objective	✓ Clear, focused objectives let an employer know you are focused in your job search. Avoid vague or general, ‘one-size-fits-all’ statements.
	✓ A strong objective will be specific about your desired job target. If you are considering more than one type of job, create a different version of your résumé for each position.
Skills	✓ A summary of skills should be listed after the objective. Be sure to include computer skills, languages you speak fluently, and special certification relevant to the position you are seeking.
Work History	✓ Start with your most recent job and work backwards, detailing the last three to five positions you’ve held (up to 15 years). Include job title, employer name and address, and employment dates (month and year).
	✓ If prior positions are NOT relevant to the job you are applying for, omit the description of job duties.
	✓ With each position listed, emphasize the major duties and accomplishments that demonstrate your full competence to do the job you are applying for.
Education	✓ If you have graduated within the last five years, your education should be placed BEFORE your work history. Otherwise, place it after your work history.
	✓ If you are a college graduate, you should not list your high school information. However, if you have a master’s or doctorate degree, you should also list your bachelor’s degree.
	✓ Your graduation date should be included along with your major course of study. If you’re graduating soon, indicate as ‘anticipated graduation date - <i>Month/year.</i> ’
	✓ If your highest education level is a GED certificate, it should be listed along with the date it was awarded.
	✓ If you graduated recently, include courses that may be related to the job you are applying for with your earned Grade Point Average (G.P.A.), if 3.0 or higher.
Military	✓ Any military experience with an ‘Honorable Discharge’ should be included in your résumé.
	✓ If you have received special experience or training relevant to your position, detail as you would a job description. Avoid using ‘military’ lingo, and use language that human resources managers will be familiar with.
	✓ Do NOT omit your military experience. Some employers give hiring preferences to veterans.
Activities (optional)	✓ Your personal interests, extra-curricular activities, and hobbies may be appealing to some employers. In fact, they often help begin casual conversations during the job interview, and may be particularly useful for those just entering the workforce who have minimal education and work history.

Last but not least: If possible, consolidate your résumé onto one page. However, a two-page document is acceptable, particularly if you have an extensive education and work history.

Types of Résumés

Chronological	Functional	Combination
<p>The Chronological Résumé format is organized by job titles beginning with your most recent position, and lists up to 15 years of employment history.</p>	<p>The Functional Résumé format groups experience and accomplishments within specific ‘functional’ areas. It allows you to highlight or emphasize the experience and skills you have for the specific job you are applying for.</p> <p>This résumé style is suited best for recent graduates or individuals with minimal work history and experience.</p>	<p>The Combination Résumé integrates the best features of the Chronological and Functional formats.</p> <p>This format gives you the option of emphasizing your skills, abilities, employment, and educational background.</p>
<p>Advantages:</p> <ul style="list-style-type: none"> • Employers’ most preferred format. • Fact-based, logical flow. • Easy to read. <p>Disadvantages:</p> <ul style="list-style-type: none"> • Emphasizes employment gaps and/or lack of related experience. • Highlights frequent job changes. <p>Use this format if you:</p> <ul style="list-style-type: none"> • Have extensive educational/professional experience. • Are looking for work in a similar career field. • Have steady work experience with no extended periods of unemployment. 	<p>Advantages:</p> <ul style="list-style-type: none"> • Primary focus is on skills and accomplishments. • Highlights experience gained through volunteer work, internships, college/school extra-curricular activities. • De-emphasizes ‘job-hopping’ or gaps in employment as this format does not provide work history details. <p>Disadvantages:</p> <ul style="list-style-type: none"> • Employers presume this format is used to conceal a poor work history or lack of experience. • Does not highlight your work experience or employment growth. <p>Use this format if you:</p> <ul style="list-style-type: none"> • Have minimal to no work history; or have been out of the workforce for more than two years. • Have decided to change career paths and do not want to highlight your work history in another field. 	<p>Advantages:</p> <ul style="list-style-type: none"> • Highlights significant skills and qualifications. • Focuses on industry buzzwords and trends. • De-emphasizes employment history that includes less relevant jobs. • Minimizes prolonged employment gaps and lack of related work experience. <p>Disadvantages:</p> <ul style="list-style-type: none"> • May confuse the employer if not well organized. • Requires more effort and creative preparation. <p>Use this format if you:</p> <ul style="list-style-type: none"> • Are in a career transition. • Have a strong work history and a clear record of occupational growth. • Need to combine skills developed in a variety of jobs or other activities.

Sample: Chronological Résumé

Jack Brown
55 Tracey Drive
Enfield, CT 06082
(860) 555-5555
jbrown@abc.com

Objective: To obtain greater challenge and responsibility as Director of Services in an organization whose main goal is to improve children’s lives and protect their welfare.

Summary of Qualifications

- Visionary counselor with more than 10 years of experience working with children
- Organized and presented career planning assemblies for over 250 students and parents
- Pioneered and strengthened programs with dramatic results in high school dropout rates
- Supervised and motivated a staff of seven to be solution-oriented

WORK EXPERIENCE

1/02 - present

Director of Guidance Counseling, Blue Leaf High School - Enfield, CT

- Responsible for large student programs, budgeting, and overseeing a staff of seven while providing individual guidance counseling for students
- Decreased the dropout rate by 10 percent by instituting new programs and ‘hands-on’ activities
- Enabled students through education and peer groups to address physical and mental health concerns

7/97 - 12/01

Guidance Counselor, Eagle High School - Tolland, CT

- Developed expertise in guiding students with education, career, and life choices
- Mentored in the “Proud Eagles” program to increase school pride and students’ self-confidence
- Organized student events including fund-raisers, class trips, and guest speakers

9/94 - 6/97

Administrative Assistant, Green Hill High School - Oakdale, CT

6/94 - 9/94

Camp Counselor, Helping Hand - Red Rock, TN

- Planned activities and raised funds for a summer camp for underprivileged children
- Raised \$2,500 to help fund that year’s summer program for children aged 5-10 years
- Learned facets of multi-cultural backgrounds

EDUCATION

1995 M.A. School Counseling Central Connecticut State University, New Britain, CT
1993 B.A. Psychology University of Connecticut, Storrs, CT

Sample: Functional Résumé

G. Rosa Lee

Current Address

56 Blueberry Circle
Manchester, CT 06040
(860) 555-5555
lee@LS.edu

Permanent Address

1510 Sunshine Lane
Ellington, CT 06029
(860) 555-5555
rosa.lee@home.com

OBJECTIVE

To offer a health care facility my customer service, administrative, and communication skills.

EDUCATION

Manchester Community College
Manchester, CT
A.A. in Liberal Arts*

* anticipated graduation date - May 2010
G.P.A. - 3.4/4.0

Ellington High School
Ellington, CT
Diploma - June 1997
G.P.A. - 3.6/4.0

WORK EXPERIENCE

Customer Service

- Placed special orders for customers
- Prepared correspondence, spreadsheets, and presentations for management using Microsoft PowerPoint and Excel
- Handled routine and complex inquiries from customers and employees

Administration

- Organized and managed various office operations
- Maintained office budget and expenditure records
- Performed basic accounting (accounts receivable) duties

Communication

- Performed comprehensive reception/customer service duties
- Managed incoming telephone calls and responded to email inquiries

EMPLOYMENT HISTORY

Receptionist, CAM Industries - Wallingford, CT

Cashier, Jessica's Hardware - North Haven, CT

SPECIAL SKILLS

- Speak fluent Spanish
- Computer proficiency - Microsoft Outlook, Word, Excel, and PowerPoint
- Type 65 words per minute

Note: The 'current' and 'permanent' address may be applicable to students attending school and their postal mail is temporarily being sent to a location other than their permanent address.

TOM SMITH

1 Bird Street, Smalltown, CT 00000
(203) 123-4567 tsmith@email.com

EXPERIENCED GRAPHIC DESIGNER

SUMMARY

A creative, innovative and detail oriented Graphic Designer with 14 years of increasingly responsible Marketing experience in the utilities industry. Expertise in design and illustration using traditional and digital techniques. Successful in both written and verbal communication. Skilled in organizing and archiving electronic job files.

Demonstrated Skills:

- Print and Web graphic design
- Problem solving
- Team Coach/Leader
- Asset Management
- Planning and Budgeting
- Customer Relations

Technical Skills:

- PC/Mac Platforms
- Quark Xpress
- Adobe Acrobat, Photoshop, Illustrator
- Macromedia Freehand
- Gerber Plotter
- Interleaf
- Lotus Notes
- Design Jet 5000

PROFESSIONAL EXPERIENCE

ABC Company - New Haven, CT

Team Leader, Graphic Design (May 2006 - Present)

Direct designers within the Corporate Communications Department, as well as support internal clients with graphic design projects.

- Manage a \$50,000 computer and materials budget
- Conduct interviews and hire full-time and temporary staff
- Create cohesive advertising standards to enhance and promote company image
- Design corporate logo standards and guidelines
- Develop electronic project tracker with archival and retrieval capability

Graphics Specialist (August 2004 - April 2006)

Supported ABC Company and its subsidiaries by creating dynamic, yet cost-effective print materials for advertising, point-of-purchase, bill inserts, and large format designs for trade show.

- Designed in 2/color and 4/color formats, including duotones
- Directed photo shoots and photo research for print and web advertising
- Designed and produced large format banners and posters for trade show displays
- Created and cataloged historical photograph archive in digital format

Scannable and Electronic Résumés

Many companies today use databases to quickly match job openings with qualified job-seekers using scannable résumés.

The recommended electronic format is an **ASCII** (American Standard Code for Information Interchange) résumé. Advantages of the ASCII résumé format:

- Universally understood by all computer operating systems.
- User-friendly, easy to open as a Microsoft Word file.
- Easy to ‘cut and paste’ into the body-text of an email.

Most companies list the specific guidelines for submitting scannable or text-based résumés on the job application or on their Web sites. Make sure to check each employer’s site before submitting the document.

Here are the main guidelines for converting your résumé to the ASCII format:

- Open your résumé document and remove ALL graphics, shading, and underlining.
- Replace characters (& - and) or symbols (% - percent) with text; and replace bullets with asterisks (*) or dashes (--).
- Convert ALL text to a ‘True-Type’ font - size 12 points.
- CAPITALIZE headers (your name, employment and education history) and other items that require distinction.
- Convert any **BOLD** and/or *Italic* typeface to Regular type style.
- Remove all tab-sets and use manual spacing with the ‘spacebar’ or ‘enter’ keys.
- LEFT justify all text - including headings (no center or right aligned text allowed).
- For a two-page résumé, remove your name, contact information and page number from the second page. The scannable résumé is treated as a one-page document.
- PROOFREAD your new document... more than once!
- Email the document to yourself to ensure the file can be opened and viewed accurately.
- Name and Save your new file as “yournameASCI.txt” (.txt is a Text Only document).

Database searches on scannable résumés are done using keywords and phrases that describe the skills and education for the job opening. Therefore, when writing a text résumé it is extremely important to use action words and familiar industry acronyms that best describe your skills and experience.

Example phrases include:

- “under budget,” “surpassed goals,” and “successfully developed.”

Example nouns include:

- “HTML programming,” “results oriented,” “professional selling,” “account manager,” “marketing research,” “strategic planning,” and “team leader.”

BEFORE: Traditional format

LYNN T. WYLER

85 Easy Street ◇ Litchfield, CT 06759
(860) 555-1234 ◇ ltwyler@msn.com



**DILIGENT TEAM PLAYER WITH EXTENSIVE ADMINISTRATIVE AND
CUSTOMER SERVICE EXPERIENCE**

PROFILE

Well-organized and proficient at multitasking and prioritizing. Proven and cost-effective ability to identify problems and implement solutions. Highly effective communication skills, verbal and written. Outstanding customer service aptitude. Excellent interpersonal skills in dealings with diverse populations. Computer skills include Microsoft Outlook, Word and Excel.

CORE SKILLS

- ◇ Office Management
- ◇ Order Processing
- ◇ Customer Service
- ◇ Word Processing
- ◇ Proofreading
- ◇ Event Planning

EMPLOYMENT HISTORY

THE DESK DRAWER ◇ Torrington, CT (March 2002 - Present)

Customer Service Supervisor/Manager

- Manage staff of five customer service representatives.
- Responsible for various human resources functions, including hiring and preparing performance evaluations.
- Analyze and implement enhanced operations and procedures which have resulted in increased productivity.

COUNTY STATIONERS ◇ Torrington, CT (July 1995 - February 2002)

Customer Service Representative

- Responsible for sales and service support to customers with purchases of office supplies.
- Assessed and advised clients on appropriate equipment and supplies based on their needs.
- Accepted new customer applications and provided customer service.
- Processed customer purchase invoices, returns and exchanges.

EDUCATION

UNIVERSITY OF NEW HAMPSHIRE ◇ Durham, NH

Bachelor of Science - Business Operations

VOLUNTEER ACTIVITIES

Leukemia & Lymphoma Society ◇ *Fundraiser*

Chamber of Commerce - NW Connecticut ◇ *Member*

Scannable and Electronic Résumés - Format Conversion

AFTER: ASCII Format

Lynn T. Wyler
85 Easy Street
Litchfield, CT 06759
860-555-1234
ltwyler@msn.com

Diligent team player with extensive administrative and customer service experience

Profile

Well-organized and proficient at multitasking and prioritizing. Proven and cost-effective ability to identify problems and implement solutions. Highly effective communication skills, verbal and written. Excellent interpersonal and customer service skills in dealings with diverse populations. Computer skills include Microsoft Outlook, Word and Excel.

Core Skills

Office Management * Order Processing * Customer Service * Word Processing * Proofreading * Event Planning

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Education

UNIVERSITY OF NEW HAMPSHIRE - Durham, NH

Bachelor of Science - Business Operations

Volunteer Activities

Leukemia and Lymphoma Society * Fundraiser
Chamber of Commerce-NW Connecticut * Member

Cover Letter Tips

Other than a résumé, an attention grabbing cover letter is the best way to sell yourself on paper. It may reflect your personality and peak the employer's interest. If you are submitting a résumé as part of a job application, a cover letter is a **MUST!**

Here are some tips:

- ✓ **DO NOT** cram too much information on the page.
- ✓ **DO NOT** staple or tape the cover letter to the résumé.
- ✓ **MAKE IT PERSONAL** - address your letter to a specific person within the company. Using '*To whom it may concern*' or '*Dear Sir/Madam*' should be avoided. If you don't have a contact name, use '*Dear Human Resources/Hiring Manager.*'
- ✓ **IDENTIFY THE SPECIFIC JOB YOU ARE APPLYING FOR** in the first paragraph of the letter. Customize the cover letter for each job you apply for. There is no such thing as a *one-size-fits-all* cover letter.
- ✓ **USE AN OPENING SENTENCE** that is relevant. Attention-grabbing first sentences will be more likely to persuade the potential employer to continue reading.
- ✓ **EXPRESS INTEREST AND KNOWLEDGE** about the company, its products and services. Local newspapers, business/trade magazines, and the company's Web site are all valuable sources of information.
- ✓ **DO NOT** repeat the résumé. Cover letters should include complementary statements that detail how your experience, training and accomplishments have prepared you to effectively perform the job you are applying for.
- ✓ **END THE LETTER** by thanking them for considering you for the position and a request for response or an interview.
- ✓ **DO NOT** include salary requirements in the cover letter, unless requested by the employer.
- ✓ **PROOFREAD!** Make sure there are no typos or mistakes in the paperwork you submit as part of a job application.
- ✓ **KEEP A COPY** to facilitate timely and effective follow-up.

Cover Letter Outline

Your Name

Address
City, State, Zip Code
Phone Number
Email Address

Date

Employer Contact Name
Title
Company Name
Address
City, State, Zip Code

Salutation:

Dear Mr./Ms. Last Name (Dear Human Resources/Hiring Manager if you don't have a contact name):

Body of Cover Letter

The body of your cover letter lets the employer know what position you are applying for, why the employer should select you for an interview, and how you will follow-up.

First Paragraph:

The first paragraph of your letter should include information on why you are writing. Mention the position you are applying for. Include the name of a mutual contact, if you have one. Be clear and concise regarding your request.

Second Paragraph:

Describe what you have to offer the employer. Convince the reader that they should grant the interview or appointment you requested in the first paragraph. Make strong connections between your abilities and their needs. Mention specifically how your skills and experience match the job you are applying for. **Remember, you are interpreting your résumé, not repeating it.**

Final Paragraph:

Conclude your cover letter by thanking the employer for considering you for the position. Include information on how and when you will follow-up (one week's time is typical).

Complimentary Close:

Respectfully yours,

Signature:

Handwritten Signature (for a mailed letter)

Typed Signature

Sample Cover Letter

42 Blossom Drive
Wethersfield, CT 06109
(860) 555-5555

April 14, 2009

Chris Thompson, Editor
American Literature Monthly
55 Elm Street
Hartford, CT 06106

Dear Chris Thompson:

I understand that American Literature Monthly has nearly doubled its circulation in the past ten months. It is wonderful to know more people are exploring this literary genre and broadening their horizons. I hope that I can be part of this phenomenal growth by filling the Assistant Writer position advertised in the Hartford Gazette.

I have recently graduated from Southern Connecticut State University, where I focused on American Literature. While attending, I had the good fortune to work as an intern for Name First, an advertising firm servicing local businesses. Utilizing my writing and computer skills, I created a variety of promotional materials and press releases to suit individual company needs.

My knowledge of American Literature, along with my writing and marketing skills, would be an asset to American Literature Monthly. I would very much appreciate the opportunity to meet with you and discuss some of my ideas on the subject. I have enclosed my résumé for your review and will telephone you to set up a meeting.

Sincerely yours,

Jennifer Smith

Jennifer Smith

(Enclosure)

The Job Interview

A job interview is a business meeting (in-person or by telephone) **with a representative(s) who has either the authority to hire or make recommendations to hire.** Your goal is to convince them that you have the skills and ability to do the job and make a positive contribution. To prepare for a job interview it's important to:

Research the Company

- Visit the company's Web site before the interview.
- Know the company's mission statement and their history, latest sales figures, number of employees, locations, major competitors/affiliates, etc.
- Learn the company's short-term and long-term goals so you can present yourself as a key asset in achieving their objectives.



Be Aware of Current Events

- Read the paper, and/or search the Internet to learn of any news events that could possibly affect the company.

Be A Salesperson

- Know the product you are selling... **YOURSELF!**
- Be ready to give examples of how you have used your skills to accomplish goals.
- You may be asked if you have any weaknesses. Be prepared and clarify how you turned a weakness into a positive. For example, *"I used to not be a morning person, until I started running and working out everyday. It has really increased my energy levels throughout the whole day and my overall productivity and personal confidence has been enhanced as well."*

Practice, Practice, Practice!

- Review and prepare answers to some common interview questions (see examples on next page).
- Time your answers - they should not be too long or too short.
- Role play with a friend and, if possible, videotape your mock interview. Pay attention to your posture, body language, and eye contact.

Be Prepared! Don't forget to bring:

- Several forms of identification (driver's license, social security card, etc.).
- Any relevant training certificates/licenses.
- Names, addresses and phone numbers of at least three professional references.
- Several copies of your résumé as you may interview with more than one person.
- An example of your work that best demonstrates your skills relevant to the position you are applying for (optional).

Present a Professional Image

- Dress professionally and arrive 10-15 minutes early for your appointment.
- Maintain a positive, enthusiastic and courteous attitude, eye contact, and use a firm handshake.
- NEVER criticize or make negative statements about former employers.
- Give complete and thoughtful answers; avoid using slang like, "yup" or "nope."

Close the Interview and Follow-Up

- Offer your appreciation for the interviewers' time, and send a thank you letter within 24 hours after the interview.
- Call in a week after the interview to reconfirm your interest and to inquire about when a final decision is expected to be made.

Common Interview Questions

To be successful in an interview you need to be prepared to answer a variety of personal and professional questions. Below is a list of commonly asked questions:

BACKGROUND QUESTIONS - The interviewer may make inquiries regarding your personality, education, and overall career development.

- Can you tell me about yourself?
- How would your friends and past employers describe you?
- Where do you see yourself five or ten years from now?
- How do you make use of your spare time?
- What do you consider to be your greatest accomplishment(s)?

WORK HISTORY QUESTIONS - Work history questions are used to determine if you have the skills and experience to perform the job, and if you have a good work ethic.

- What do you know about our company and what skills do you have that can benefit us?
- Why do you want to work here, what interested you about our company?
- How does your training or work experience prepare you for this job?
- Can you give an example of your creativity and problem-solving ability?
- How do you function/manage under pressure or stressful situations?
- What are your three greatest strengths? ...greatest weaknesses?
- In your last job, what special responsibilities or projects did you undertake?
- Can you provide a sample of your work?
- How did you spend the time you were unemployed?
- You seem overqualified for this position. Why do you want this job?
- How do you feel about possible travel/relocation/overtime/weekend work demands of the job?

Question: Why did you leave your last job?

Answer: While I enjoyed my work environment and received positive performance reviews, I felt ready for more responsibility and challenges.

Don't Sweat It!...
job interview questions ARE wonderful things!
They are your greatest opportunity to prove that you
are the best person for the job!

Common Interview Questions (cont.)

MANAGEMENT QUESTIONS - These questions are often used for positions that involve employee supervision and to determine what kind of management style you work well with and if you *'fit'* the company's work philosophy.

- What type of managerial style do you respond to best?
- What methods do you use when managing others? How have they been effective?
- If asked to lead a project or initiative, who would you involve in the planning process?
- What do you see as the major role of management, and why?
- How do you motivate employees and maintain good morale?

Question: *If you had a problem with your supervisor, how would you solve it?*

Answer: *As most problems are due to simple miscommunication, I would request a personal meeting to discuss the issue and resolve the matter.*

STRESS QUESTIONS - Stress questions are intended to test your response to demanding or high pressure situations. Take a deep breath, remain calm, give a positive answer with conviction, focusing on your experiences and what you have learned. Do not answer defensively or portray a 'victim' attitude.

- What aspects of your work are most often criticized?
- You seem underqualified for this position. Why should I hire you?
- Have you ever failed at a job assignment? How did it make you feel and what did you learn?

Question: *Describe a weakness or flaw in your working style?*

Answer: *In the past, I have procrastinated on large projects. However, after taking a training course in project planning & management I learned skills such as breaking down a large project into smaller more manageable steps and effective time use. The skills I learned were a great use for a recent budget project I led and completed three weeks before the deadline.*

QUESTIONS TO ASK THE INTERVIEWER - Asking the interviewer questions will not only give you more information on which to base a decision, but will also express your interest in the company and the position.

- Why is this position available?
- What are the specific duties and responsibilities of the job? What would a typical workday entail?
- How would you describe the management style and reporting structure?
- What are the goals for this position, department and company?
- When do you expect to make a hiring decision?

Top 10 Interview Mistakes

Employers are looking for persons who not only have the necessary experience and skills, but also demonstrate self-confidence and a willingness to be a team player. Avoid these mistakes and increase your chances of getting the job.

1. Lacking a clear career/life direction - undefined short- and long-term goals.
2. Lack of preparation for the interview - displayed little knowledge of the company.
3. Poor personal appearance - dressed too casually or inappropriately.
4. Brought a friend/parent/child along to the interview.
5. Too focused on salary, vacation time and benefits.
6. Provided extensive detail of health problems or personal issues.
7. No eye contact, lacked self-confidence, displayed nervous mannerisms.
8. Forgot to bring extra copies of their résumé and could not provide any professional references.
9. Displayed indifference, lack of enthusiasm or overaggressive behavior.
10. Criticized previous employers and work conditions.



Thank You Letter

Job seekers should mail a thank you letter within 24 hours after the interview. The letter should be typed and refer to the topics discussed during the interview and remind them of your relevant qualifications. Finally, and most importantly... **PROOFREAD!**

Sample Thank You Letter

Andrew Dragon
42 Blossom Drive
Wethersfield, CT 06109
860-555-5555
adragon@email.com

April 23, 2009

Chris Thompson, Editor
American Literature Monthly
55 Elm Street
Hartford, CT 06106

Dear Ms. Thompson:

I enjoyed our discussion on Tuesday, April 21, regarding the American Literature Monthly's history and future goals, along with the role of the Writing Assistant position. Your plans to expand coverage on modern literature and poetry will certainly add a new dynamic to the magazine, and thereby increase its audience. Such growth can be accelerated with innovative marketing research and materials.

As we discussed in our meeting, I have exceptional skills and experience in creating marketing materials that would be of significant value to this new venture. For example, my marketing decisions have increased sales at Quiet Corner Book Store by over 30% in just two months. Combined with my knowledge of American Literature, I feel confident in meeting your expectations.

Thank you for the opportunity to meet with you. I am very interested in working for the American Literature Monthly, and look forward to speaking with you soon.

Sincerely,

Andrew Dragon

Andrew Dragon

Determining Your Salary

While salary may play a major role in deciding your next job, it must be approached with tact and knowledge. People tend to personalize income by thinking in terms of what they want or need.

Since very few employees are viewed as irreplaceable by their employers, an unreasonable salary request will not only be rejected, it may cost you the job offer itself.

Know Your Worth!

- Remain objective and take into account your training, experience and skills.
- **Do your homework!** The job market is driven by supply and demand. For instance, if you are a trained nurse and the demand for skilled nurses is **HIGH** and the number of qualified applicants (supply) is **LOW**, you may be in a position to negotiate a salary.
- **Research** salary information for more than 800 occupations in Connecticut online through the Office of Research Web site at: www.ct.gov/dol - **Labor Market Information**. Identify where your skills place you in the occupation's salary range.

NEVER qualify a salary figure with a desired financial status you want to reach. The employer is only concerned with compensating your skills and experience, not your lifestyle.

Review the employer's Total Compensation Package (TCP) such as investment plans, medical care, childcare and tuition reimbursement. Sometimes a job with a lower salary offers 'hidden' income in terms of the benefits offered by an employer.

Provide salary information ONLY if it is requested.

- Do not inquire about salary in the job interview. Show the employer that you are more interested in the position and working for the company than the salary.
- If the employer asks what you expect to earn, inquire what the salary range is for that position and indicate whether or not you'd accept it. You may also provide the appropriate occupational salary range data you found on the Office of Research Web site.



About Us

www.ct.gov/dol
Labor Market Information



The Office of Research is Connecticut's leading producer of statistics on the economy, workforce, occupations and careers. **Labor Market Information (LMI)** is any information that describes a labor area in terms of its jobs, workers, wages, industries, employers or economic conditions. LMI is a critical piece in the decision process and can help answer some important questions. Which jobs are growing/declining in demand? Which jobs have the most job openings? How much does this job pay? Which industries are expanding or declining?

The Office of Research provides a variety of print and electronic resources for guiding the career choices of job seekers and students. Visit the Department of Labor's Office of Research Web site at: www.ct.gov/dol and 'select' the **Labor Market Information** link. The Office also provides electronic resources used to learn about occupations (www.ctjobandcareer.org) and training/education programs offered in Connecticut (www.cttraining.info).

Below is a list of just some of the LMI data and publications:

Business and Employment Changes Announced in the News Media - A monthly publication that provides information on Connecticut company start-ups, expansions, staff reductions, and layoffs reported by the media.

Connecticut Career Paths - This publication serves as a comprehensive one-stop career guidance resource containing up-to-date career information, with employment and wage data on over 150 occupations, along with interesting articles for students, career counselors, job seekers, workers, educators, and employment specialists.

Connecticut Forecast - This publication provides employment projections by industry and occupation. The employment data includes lists of occupations by annual growth, percent change, and annual openings projected over a ten-year period.

Connecticut Occupational Employment & Wages - This publication provides information on employment and wages for over 700 Connecticut occupations.

Soaring to New Heights...Connecticut Job Outlook by Training Level - Information on more than 200 occupations-in-demand in the Connecticut job market, based on employment projections.

Start Now! A Look at Connecticut's Entry-Level Occupations - This publication provides information on 33 occupations that require little or no post-secondary education and/or prior work experience.

Go to www1.ctdol.state.ct.us/lmi/publications.asp for a complete listing and to access LMI publications online. To receive a hard copy, or to be placed on our mailing list, send an email to the Office of Research at: dol.lmi@ct.gov, or call us at (860) 263-6275.