

Employment Preparation Portfolio



San Joaquin Delta College

RESUME WORKSHEET

Personal and Contact Information – Suggested Format: Choose left, centered or right alignment.

Name
Street Address
City, State Zip
(Area Code) Phone number
Email address

OBJECTIVE OR SUMMARY OF SKILLS: _____

SECTION ORDER: List sections in order that best supports your qualifications for the job(s) you are applying for. Education is usually first for a recently graduate candidate.

EDUCATION:

(List most recent first. Use same format for Education & Employment sections)

School's Name _____, City, State _____

Degree/Major/Type of Course _____, Dates Attended _____

Awards and honors if any _____

School's Name _____, City, State _____

Degree/Major/Type of Course _____, Dates Attended _____

Awards and honors if any _____

EMPLOYMENT:

(List your current or most recent job first. Then list next most recent jobs)

Company's Name _____, City, State _____

Job Title _____, Dates of Employment _____

List Responsibilities:

- _____
- _____
- _____
- _____
- _____

Company's Name _____, City, State _____

Job Title _____, Dates of Employment _____

List Responsibilities:

- _____
- _____
- _____
- _____
- _____

Company's Name _____, City, State _____

Job Title _____, Dates of Employment _____

List Responsibilities:

- _____
- _____
- _____
- _____
- _____

REFERENCES: (On resume state "Furnished" or "Available Upon Request")

Name _____

Title _____

Company Name _____

Address _____

City, St Zip _____

Phone # _____

Name _____

Title _____

Company Name _____

Address _____

City, St Zip _____

Phone # _____

Name _____

Title _____

Company Name _____

Address _____

City, St Zip _____

Phone # _____

Name _____

Title _____

Company Name _____

Address _____

City, St Zip _____

Phone # _____

Jane Doe
123 College Ave., Stockton, CA 95207
209.123.4567
jdoe@collegegrad.com

Objective **An entry-level marketing or management position with a medium-sized business.**

Education **Associate of Arts – Business: General** *Expected: June 2009*
San Joaquin Delta College, Stockton, CA
• Major: Business
• Minor: Marketing

Related course work: personnel management, business management, business ethics, business law, macro economics, statistics, marketing and sales.

Skills/Abilities **Management**
• Developed and implemented new fund-raising program for social fraternity, which brought in more than \$1,500 for local charity
• Worked with local and national alumni chapters to coordinate chapter house expansion, including negotiating a construction contract and schedule
• Organized and communicated to chapter alumni a house expansion fund-raising program, which to date has brought in enough to cover 50% of expansion costs
• Managed chapter house finances for two years, including collecting dues and paying bills
• Carried a full course load while serving as chapter officer and working on campus newspaper advertising staff

Sales
• Led campus newspaper advertising staff three consecutive years for most advertising dollars generated
• Organized and implemented advertising promotion, which increased number of advertisers by 45%

Communication
• Presented monthly financial reports to chapter members and quarterly reports to national headquarters
• Corresponded with chapter alumni on progress of house expansion and fundraiser

Leadership
• Served as fraternity president, business manager, and social chairperson
• AGS Honor Society -Vice President for two semesters

Experience **Account Manager**, REI, Stockton, CA (*September 2005- current*)
Salesperson, Barnes and Noble, Stockton, CA (*September 2003 - May 2005*)

Jennifer Stewart
5840 Oak St., Lodi, CA 95820
(209) 334-1645
jstewart@gmail.com

Objective **To obtain a secretarial/receptionist position**

Professional Skills

- Microsoft Office
- Microsoft Windows
- dBase III
- Lotus 1-2-3
- WordPerfect 5.1/6.1
- Filing/Editing
- Typing (55+ wpm)
- Office Procedures
- Telephone Skills
- SuperWrite (80 wpm)
- Accounting
- Business Math
- Business English
- Management Skills
- Customer Service Skills

Education Office Technology Program / **Secretarial Specialty**
Heald College, Stockton, CA, Completion Date: 06/09
G.P.A. 3.9/4.0; Attendance 100%

Employment Skills

- Developed ability to work in a fast-paced atmosphere
- Maintained excellent customer relations and developed customer rapport
- Diplomatically resolved customers complaints on as-needed basis
- Accurately calculated and made daily deposits of up to \$20,000
- Ability to follow instructions well and make decisions with no supervision
- Motivated and supervised 15+ employees on daily basis
- Maintained all record-keeping procedures without error
- Delegated responsibilities to employees to meet company's expectations
- Effectively developed telephone communication skills and consistently met quotas

Employment History

Assistant Manager , Toys R Us, Lodi, CA	06/06– Present
Telemarketer , Sun Travel, Stockton, CA Temporary Assignment	01/06 – 06/06
Data Entry Operator , WTI Inc., Stockton, CA Internship	02/05 – 12/05

Jeff Wong
6655 Stanford St., Modesto, CA 95350
(209) 931-2341
jeffwong@yahoo.com

SKILLS/ABILITIES

Organizational/Management

- Stocked and managed inventory in grocery store
- Prepared weekly inventory reports and submitted to supervisor
- Recommended new stocking system, which reduced stocking time by four hours a week
- Served as treasurer of high school RC airplane club for two years
- Coordinated candy sale fundraiser for RC airplane club, which resulted in \$350 in profit
- Helped plan monthly “flyings” and quarterly meetings

Customer Relations

- Assisted grocery shoppers in finding products
- Provided carry-out service
- Created new customer comment program, which included a personal letter from the appropriate department head and increased customer satisfaction by 75%
- Served 78 customers on neighborhood newspaper route and handled billing and collections
- Initiated revised billing program for paper route, which increased on-time payments by 30%

Communication

- Wrote articles about RC airplane club for high school newspaper

WORK HISTORY

Stock clerk June 2007-present
Raley's, Modesto, CA 95350
Summers and after school

Newspaper carrier January 2007-June 2007
Consolidated Messenger, Modesto, CA

EDUCATION

Graduate June 2008
Oak High School, Ripon, CA

John Doe
5151 Pacific Avenue
Stockton, CA 95207
(209) 954-3333 jdoe@yahoo.com

References

Joe Johnson, Supervisor

XYZ Company
223 Capitol Dr.
Stockton, CA 95818
209/655-1234
jjohnson@business.com

Jessica Thomas, Office Manager

Capitola Medical Center
334 Medicine Ave.
Stockton, CA 95230
jthomas@medical.com

Timothy Wilson, Director

Winter Institute
989 Computer Dr.
Stockton, CA 95855
twilson@winter.com

Note: Always notify reference and ask what contact information they would prefer you use.

Cover Letter Format and Content Description

Your name
Street address
City, State, Zip code
Telephone: (123) 456.7890
Email address

Name, Title
Company Name
Street Address
City, State, Zip code

Dear Ms. / Mr. (employer's last name):

In the first paragraph, you must capture the reader's attention and entice them to read further. Indicate how you heard about the job opening and/or the name of the person who told you about the position. If the hiring authority recognizes that name, that can help you get noticed. Mention the specific job title and say that you are enclosing a resume that shows how you are qualified for that particular job.

In the second paragraph, show some enthusiasm and interest in this organization. Say something positive that shows you have researched the web site or read a recent newspaper article about this organization. Analyze your background and skills in relationship to the job description. Why would you make a "good fit" with this job/organization and how can you contribute? What have you done that is similar? Give an example from your past work, classroom, or extracurricular experience.

In the third paragraph, tell how you will follow through. For example, "I am eager to meet with you to discuss this opportunity. I will be available for an interview at a time convenient to you."

Sincerely,

Type your name here

Enclosure (refers to your resume)

ACTION VERB FOR RESUME AND COVER LETTER

Management Skills

Administered
Analyzed
Assigned
Attained
Chaired
Consolidated
Contracted
Coordinated
Delegated
Developed
Directed
Evaluated
Executed
Improved
Increased
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Reviewed
Scheduled
Strengthened
Supervised

Communication Skills

Addressed
Arbitrated
Arranged
Authored
Collaborated
Convinced
Corresponded
Developed
Directed
Drafted
Edited
Enlisted
Formulated
Influenced
Interpreted
Lectured
Mediated
Moderated
Negotiated
Persuaded
Promoted
Publicized
Reconciled
Recruited
Spoke
Translated
Wrote

Helping Skills

Assessed
Assisted
Clarified
Coached
Counseled
Demonstrated
Diagnosed
Educated
Expedited
Facilitated
Familiarized
Guided
Motivated
Referred
Rehabilitated
Represented

Administrative or Detail Skills

Approved
Arranged
Catalogued
Classified
Collected
Compiled
Dispatched
Executed
Generated
Implemented
Inspected
Monitored
Operated
Organized
Prepared
Processed
Purchased
Recorded
Retrieved
Screened
Specified
Systematized
Tabulated
Validated

Technical Skills

Assembled
Built
Calculated
Computed
Designed
Devised
Engineered
Fabricated
Maintained
Operated
Overhauled
Programmed
Remodeled
Repaired
Solved
Upgraded

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Coordinated
Demystified
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Guided
Informed
Instructed
Persuaded
Set goals
Stimulated
Trained

Creative Skills

Conceptualized
Created
Customized
Designed
Developed
Directed
Established
Fashioned
Founded
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Originated
Performed
Planned
Revitalized
Shaped

More Verbs for Accomplishments

Achieved
Expanded
Improved
Pioneered
Reduced (losses)
Resolved (problems)
Restored
Spearheaded
Transformed

Ten Rules of Interviewing

Before stepping into an interview, be sure to practice, practice, practice. A job seeker going to a job interview without preparing is like an actor performing on opening night without rehearsing. To help with the interview process, keep the following ten rules in mind:

- 1. Keep your answers brief and concise.**
Unless asked to give more detail, limit your answers to two to three minutes per question. Tape yourself and see how long it takes you to fully answer a question.
- 2. Include concrete, quantifiable data.**
Interviewees tend to talk in generalities. Unfortunately, generalities often fail to convince interviewers that the applicant has assets. Include measurable information and provide details about specific accomplishments when discussing your strengths.
- 3. Repeat your key strengths three times.**
It's essential that you comfortably and confidently articulate your strengths. Explain how the strengths relate to the company's or department's goals and how they might benefit the potential employer. If you repeat your strengths then they will be remembered and-if supported with quantifiable accomplishments-they will more likely be believed.
- 4. Prepare five or more success stories.**
In preparing for interviews, make a list of your skills and key assets. Then reflect on past jobs and pick out one or two instances when you used those skills successfully.
- 5. Put yourself on their team.**
Ally yourself with the prospective employer by using the employer's name and products or services. For example, "As a member of____, I would carefully analyze the ____ and ____." Show that you are thinking like a member of the team and will fit in with the existing environment. Be careful though not to say anything that would offend or be taken negatively. Your research will help you in this area.
- 6. Image is often as important as content.**
What you look like and how you say something are just as important as what you say. Studies have shown that 65 percent of the conveyed message is nonverbal; gestures, physical appearance and attire are highly influential during job interviews.
- 7. Ask questions.**
The types of questions you ask and the way you ask them can make a tremendous impression on the interviewer. Good questions require advance preparation. Just as you plan how you would answer an interviewer's questions, write out specific questions you want to ask.

Then look for opportunities to ask them during the interview. Don't ask about benefits or salary. The interview process is a two-way street whereby you and the interviewer assess each other to determine if there is an appropriate match.

- 8. Maintain a conversational flow.**
By consciously maintaining a conversational flow-a dialogue instead of a monologue-you will be perceived more positively. Use feedback questions at the end of your answers and use body language and voice intonation to create a conversational interchange between you and the interviewer.
- 9. Research the company, product lines and competitors.**
Research will provide information to help you decide whether you're interested in the company and important data to refer to during the interview.
- 10. Keep an interview journal.**
As soon as possible, write a brief summary of what happened. Note any follow-up action you should take and put it in your calendar. Review your presentation. Keep a journal of your attitude and the way you answered the questions. Did you ask questions to get the information you needed? What might you do differently next time? Prepare and send a brief, concise thank-you letter. Restate your skills and stress what you can do for the company.

In Summary

Because of its importance, interviewing requires advance preparation. Only you will be able to positively affect the outcome. You must be able to compete successfully with the competition for the job you want. In order to do that, be certain you have considered the kind of job you want, why you want it and how you qualify for it. You also must face reality: Is the job attainable?

In addition, recognize what it is employers want in their candidates. They want "can do" and "will do" employees. Recognize and use the following factors to your benefit as you develop your sales presentation. In evaluating candidates, employers consider the following factors:

- Ability
- Loyalty
- Personality
- Acceptance
- Recommendations
- Outside activities while in school character
- Initiative
- Communication skills
- Work record

Sample Interview Questions

Employers May Ask You

1. Tell me about yourself.
2. What are your hobbies?
3. Why did you choose to interview with our organization?
4. Describe your ideal job.
5. What can you offer us?
6. What do you consider to be your greatest strengths?
7. Can you name some of your weaknesses?
8. Define Success/Failure.
9. Have you ever had any failures? What did you learn from them?
10. Of which three accomplishments are you most proud?
11. Who are your role models?
12. How does your college education or work experience relate to this job?
13. What motivates you most in a job?
14. Have you had difficulty getting along with a former/professor/supervisor/co-worker and how did you handle it?
15. Have you ever spoken before a group of people? How large?
16. Why should we hire you rather than another candidate?
17. Do your grades accurately reflect your ability? Why or why not?
18. Were you financially responsible for any portion of your college education?
19. What job related skills have you developed?
20. Did you work while going to school? In what positions?
21. What did you learn from these work experiences?
22. What did you enjoy most about your last employment? Least?
23. Have you ever quit a job? Why?
24. Give an example of a time in which you provided a solution to an employer.
25. Give an example of situation in which you worked under deadline pressure.
26. Have you ever done volunteer work? What kind?
27. How do you think a former supervisor would describe your work?
28. Do you prefer to work under supervision or on your own?

You May Ask Employers

1. Please describe the duties of the job for me.
2. What kinds of assignments might I expect the first six months on the job?
3. Does your company encourage further education?
4. How often are performance reviews given?
5. What products (or services) are in the development stage now?
6. Do you plan to have expansions?
7. What are your growth projections for the next year?
8. Have you reduced your staff in the last three years? If so, in what areas?
9. Is this a new position or am I replacing one?
10. What is the largest challenge facing your staff (department) now?
11. May I talk with the last person who held this position? A person employed in this type of position within the last year?
12. What is the usual promotional time frame?
13. Does your company offer either single or dual track programs?
14. What do you like best about your job/company?
15. Has there been much turnover in this job area?
16. Do you fill positions from the outside or promote from within first?
17. What qualities are you looking for in the candidate who fills this position?
18. What skills are especially important for someone in this position?
19. What characteristics do the achievers in this company seem to share?
20. Is there a lot of teamwork?
21. Will I have an opportunity to work on special projects?
22. Where does this position fit into the organizational structure?
23. How much travel, if any, is involved in this position?
24. What is the next course of action? When should I expect to hear from you?

Dress For Success

Women

Suit

- Cut: Two piece, long sleeve, skirt or pant, professional suit
- Fabric: 100% wool for winter, polyester blend for spring/summer
- Color: Navy, dark gray, black
- Skirt: skirt length: at knee or 1" below the knee

Blouse

- Color: White or variety of colors that blend in with skin tone
- Style: Button-down, criss-cross or a variety of other styles
- Fabric: silk or polyester blends

Jewelry/Accessories

- Necklace: Pearls, single strand; gold or silver
- Earrings: Small and close to the ear
- Handbag: Small, conservative style
- Accessories: Conservative scarves, pins, handkerchiefs

Hose/Shoes

- Hose: Taupe or a natural tone
- Shoe style: Closed toe, closed heel, dress pump or flat heel

Binder/Briefcase

- Binder: Dark color
- Briefcase: Optional

Cosmetics

- Perfume: No perfume
- Makeup: Light application
- Hair: Neatly groomed
- Nails: Clear or neutral color

Men

Suit

- Cut: Two piece traditional cut
- Fabric: 100% worsted gabardine or wool blend
- Texture: Matching color, texture, pattern
- Fabric: 100% cotton or cotton polyester blend

Shirt

- Color: White
- Style: Button-down, long sleeve
- Fabric: 100% cotton or cotton-polyester blend

Tie

- Color: Burgundy, deep greens, paisley, stripes, geometric patterns

Belt

- Color: Black
- Material: Leather

Jewelry

- Jewelry: Analog watch and leather band

Socks/Shoes

- Socks: Black, navy blue over the calf (no white socks)
- Shoe style: tie shoe, all leather, wing-tips preferred or all leather dress slip-ons
- Shoe color: black

Binder/Briefcase

- Binder: Dark color
- Briefcase: Optional

Grooming

- Cologne: No cologne or aftershave
- Hair: Neatly groomed (professional cut)

Sample Job Interview Follow-Up /Thank You Letter

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email

Date

Name
Title
Organization
Address
City, State, Zip Code

Dear Mr./Ms. Last Name:

Thank you for taking the time out of your busy schedule to talk to me about the _____ position (title/position you interviewed for) with _____(Company's name). I appreciate your time and consideration in interviewing me for this position.

After speaking with you and the group, I believe that I would be a perfect candidate for this position, offering the quick learning and adaptability that is needed for a diversified position.

In addition to my enthusiasm for performing well, I would bring the technical and analytical skills necessary to get the job done.

I am very interested in working for you and look forward to hearing from you once the final decisions are made regarding this position. Please feel free to contact me at anytime if further information is needed. My (preferred) phone number is (012) 345-6789.

Thank you again for your time and consideration.

Sincerely,

Your Signature

Your Typed Name

Note:

- A simple, hand-written note is recommended
- Be sure to mail your "Thank You" note to interviewer(s) within one week of interview date
- A "Thank You" note in the form of an email is acceptable but not as personal

Website Addresses for Employment

Job Sites

California Jobs:	www.caljobs.ca.gov
San Joaquin County Work net:	www.sjworknet.org
America's Job Bank:	www.ajb.dni.us
California State Personnel Board:	www.spb.ca.gov
Brassring:	www.brassring.com
Career Builder:	www.careerbuilder.com
Career City (True Careers):	www.careercity.com
Career Connection:	www.career.com
Career Shop:	www.careershop.com
Central Valley Jobs:	www.centralvalleyjobs.com
CHW Hospital Jobs:	www.chwcareers.org
Employment Guide:	www.employmentguide.com
Employment Spot:	www.employmentspot.com
Federal Job Listings:	www.opm.gov
Hi Tech Jobs:	www.dice.com
Hot Jobs (Yahoo Jobs):	www.hotjobs.com
Job Bank USA:	www.jobbankusa.com
Monster Jobs:	www.monster.com
Net-Temps:	www.net-temp.com
Office of Personnel Mgmt:	www.usajobs.opm.gov
Sutter Memorial Hospital Jobs:	www.sutterhealth.com
Union Jobs Clearinghouse:	www.unionjobs.com
Wanted Jobs:	www.wantedjobs.com

Resource Sites

AFL-CIO:	www.aflcio.org
Job Hunt:	www.job-hunt.org
OSHA:	www.osha.gov
Society of HR Management:	www.shrm.org

Federal Sites

Department of Education:	www.ed.gov
Department of Labor:	www.dol.gov
Department of Transportation:	www.dot.gov
FBI:	www.fbi.gov
Food & Drug Administration:	www.fda.gov
NASA:	www.nasa.gov
National Parks Service:	www.nps.gov
Small Business Administration:	www.sba.gov
U.S. Senate:	www.senate.gov
White House:	www.whitehouse.gov

State Sites

CA Department of Transportation:	www.dot.ca.gov
CA Department of Education:	www.cde.ca.gov
CA State Personnel Board:	www.spb.ca.gov
CA State Assembly:	www.assembly.ca.gov
CA State Senate:	www.sen.ca.gov
CA Legislative Information:	www.leginfo.gov
Employment Development Dept:	www.edd.ca.gov
State of California Homepage:	www.ca.gov

County Sites

Alameda:	www.co.alameda.ca.us
Amador:	www.co.amador.ca.us
Calaveras:	www.co.calaveras.ca.us
Contra Costa:	www.co.contra-costa.ca.us
El Dorado:	www.co.el-dorado.ca.us
Fresno:	www.co.fresno.ca.us
Los Angeles:	www.lacounty.info

Marin:	www.co.marin.ca.us
Merced:	www.co.merced.ca.us
Sacramento:	www.co.sacramento.ca.us
San Francisco:	www.co.sf.ca.us
San Joaquin:	www.co.san-joaquin.ca.us
San Mateo:	www.sanmateo.ca.us
Santa Clara:	www.sccgov.org
Santa Cruz:	www.co.santa-cruz.ca.us
Solano:	www.co.solano.ca.us
Sonoma:	www.sonoma.ca.us
Stanislaus:	www.co.stanislaus.ca.us

City Sites

Ceres:	www.ci.ceres.ca.us
Davis:	www.ci.davis.ca.us
Dublin:	www.ci.dublin.ca.us
Fresno:	www.ci.fresno.ca.us
Livermore:	www.ci.livermore.ca.us
Los Angeles:	www.ci.la.ca.us
Manteca:	www.ci.mateca.ca.us
Modesto:	www.modesto.ca.us
Oakland:	www.ci.oakdale.ca.us
Pleasanton:	www.ci.pleasanton.ca.us
Sacramento:	www.cityofsacramento.org
San Diego:	www.ci.san-diego.ca.us
San Francisco:	www.ci.sf.ca.us
San Jose:	www.ci.san-jose.ca.us
Stockton:	www.ci.stockton.ca.us
Tracy:	www.ci.tracy.ca.us
Turlock:	www.ci.turlock.ca.us

Newspaper Sites

Lodi News:	www.lodinews.com
Los Angeles Times:	www.latimes.com
Manteca Bulletin:	www.mantecabulletin.com
Modesto Bee:	www.modbee.com
Sacramento Bee:	www.sacbee.com
San Francisco Bay Area:	www.sfgate.com
San Jose Mercury News:	www.bayarea.com
Stockton Record:	www.recordnet.com
Tracy Press:	www.tracypress.com
Tri-Valley Herald:	www.trivalleyherald.com

College Sites

California Institute of Technology:	www.caltech.edu
Chapman University:	www.chapman.edu
Chico State University:	www.csuchico.edu
Hayward State:	www.csuhayward.edu
Fresno State:	www.csufresno.edu
National University:	www.nu.edu
Sacramento State:	www.csus.edu
San Joaquin Delta College:	www.deltacollege.edu
Stanford University:	www.stanford.edu
Stanislaus State:	www.csustan.edu
St. Mary's College:	www.stmarys-ca.edu
UC Berkeley:	www.berkeley.edu
UC Davis:	www.ucdavis.edu
UCLA:	www.ucla.edu
UC Merced:	www.ucmerced.edu
UC San Diego:	www.ucsd.edu
UC Santa Cruz:	www.ucsc.edu
USC:	www.usc.edu