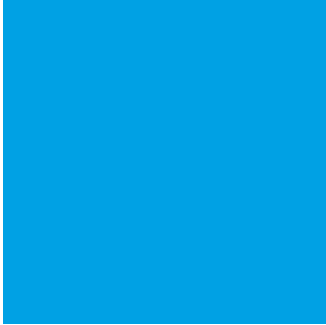




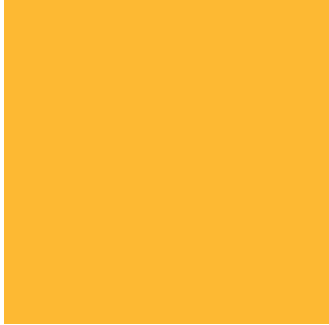
EAST LOS ANGELES COLLEGE



# CAREER & JOB RESOURCE GUIDE



*Resume | Cover Letter | Interviewing | Job Search*



## CAREER AND JOB RESOURCE GUIDE CONTACT INFORMATION

### CAREER & JOB SERVICES

**MAIN CAMPUS: E1-176**

**(323) 415-4126**

### **SOUTH GATE**

**(323) 357-6216**

***www.elac.edu***



**EAST LOS ANGELES COLLEGE**

# **JOB RESOURCE GUIDE**

## **Career and Job Services**

**COORDINATOR** > Janet Huang, M.S.

**WRITTEN BY** > Amber Marsden, M.S.

**CONTRIBUTING WRITERS** > Janet Huang, Randy Lee, Ruth Vasquez, Nancy Medina,  
Yvette Ibaiven, Sharis Amirian, Carolyn Sevilla, Genevieve Ayala

**CONTRIBUTING EDITORS** > Maira Cruz

**GRAPHIC DESIGN** > Yegor Hovakimian, Claudia Perez

**EAST LOS ANGELES COLLEGE**

1301 Avenida Cesar Chavez,  
Monterey Park, CA 91754

**(323) 265-8650**

**ELAC SOUTH GATE EDUCATIONAL CENTER**

2340 Firestone Boulevard,  
South Gate, CA 90280

**(323) 357-6200**

**COLLEGE ADMINISTRATION**

MARVIN MARTINEZ, *President*

DR. LAURA M. RAMIREZ, *Vice President, Academic Affairs*

DR. ANN TOMLINSON, *Vice President, Administrative Services*

JULIE BENAVIDES, *Vice President, Student Services*

DR. ARMIDA ORNELAS, *Vice President, Continuing  
Education & Workforce Development*

JEREMY ALLRED, *Dean, Student Services*

RUBEN ARENAS, *Dean, Institutional Advancement*

LAURA CANTU, *Dean, Student Services*

PAUL DE LA CERDA, *Dean, Resource and  
Institutional Development*

EVELYN ESCATIOLA, *Dean, Academic Affairs*

DANELLE FALLERT, *Dean, Student Services*

MING-HUEI LAM, *Dean, Academic Affairs*

JAMES KENNY, *Dean, Academic Affairs*

SONIA LOPEZ, *Dean, Student Services*

DR. VI LY, *Dean, Academic Affairs*

KERRIN MCMAHAN, *Dean, Academic Affairs*

PAULINA PALOMINO, *Dean, Student Services*

AL RIOS, *Dean, Academic Affairs*

DR. ARMANDO RIVERA-FIGUEROA, *Dean, Academic Affairs*

ANGELICA TOLEDO, *Dean, Continuing Ed & Workforce Dev.*

JUAN URDIALES, *Dean, Continuing Ed & Workforce Dev.*

GINA CHELSTROM, *Associate Dean,  
Continuing Ed & Workforce Dev.*

DR. VANESSA OCHOA, *Associate Dean, Academic Affairs*

MIGUEL DUENAS, *Associate Dean, Student Services*

ERLINDA DE OCAMPO, *Associate Vice President,  
Administrative Services*

WILLIAM GASPER, *Associate Vice President,  
Administrative Services*

NGHI NGHIEM, *Associate Vice President, Administrative Services*

PILAR TOMPKINS RIVAS, *Director, Vincent Price Art Museum*

ABEL RODRIGUEZ, *Director, Facilities*

**LOS ANGELES COMMUNITY COLLEGE DISTRICT**

770 Wilshire Boulevard,  
Los Angeles, CA 90017

**(213) 891-2000**

**2016-2017 BOARD OF TRUSTEES**

SCOTT J. SVONKIN, *President*

SYDNEY K. KAMLAGER, *First Vice President*

MIKE FONG, *Second Vice President*

MIKE ENG

ANDRA HOFFMAN

ERNEST H. MORENO

NANCY PEARLMAN

ALEXA VICTORIANO, *Student Trustee*

**DISTRICT ADMINISTRATION**

DR. FRANCISCO C. RODRIGUEZ, *Chancellor*

DEPUTY CHANCELLOR, *Vacant*

DR. ROBERT B. MILLER, *Vice Chancellor of  
Finance and Resources Development*

DR. RYAN CORNNER, *Vice Chancellor of  
Educational Programs and Institutional Effectiveness*

DR. ALBERT J. ROMAN, *Vice Chancellor for Human Resources*

DR. KEVIN D. JETER, *Interim General Counsel*

THOMAS HALL, *Interim Chief Facilities Executive*







## TABLE OF CONTENTS

<b>CAREER SERVICES</b> .....	<b>2</b>
CAREER PLANNING .....	2
OCCUPATIONAL SERVICES .....	2
CONTACT INFO .....	2
<b>JOB AND INTERNSHIP SEARCH</b> .....	<b>3</b>
PREPARE FOR YOUR SEARCH .....	3
JOB SEARCH STRATEGIES AND TIPS .....	4
NETWORKING .....	4
INFORMATIONAL INTERVIEWS .....	5
PROFESSIONALISM .....	5
<b>RESUME</b> .....	<b>6</b>
GENERAL OUTLINE .....	6
RECOMMENDATIONS .....	7
ACTION VERBS LIST .....	8
EXPERIENCE SECTION: DEVELOP YOUR BULLET POINTS .....	8
FORMAT OF A CHRONOLOGICAL RESUME .....	10
CHRONOLOGICAL RESUME .....	11
FUNCTIONAL RESUME .....	12
RESUME FOR CHILD DEVELOPMENT POSITIONS .....	13
RESUME FOR NURSING POSITIONS .....	14
RESUME FOR ENGINEERING POSITIONS .....	15
<b>COVER LETTERS AND PROFESSIONAL DOCUMENTS</b> .....	<b>16</b>
COVER LETTERS .....	16
SAMPLE COVER LETTER .....	17
PROFESSIONAL LETTERS .....	18
REFERENCES .....	19
<b>INTERVIEWS</b> .....	<b>20</b>
INTERVIEW QUESTIONS .....	20
INTERVIEW PROCESS .....	22
TYPES OF INTERVIEWS .....	22
ILLEGAL QUESTIONS .....	23
<b>ADDITIONAL RESOURCES</b> .....	<b>24</b>

# CAREER SERVICES

Career & Job Services assists you with your career goals, including choosing a major and obtaining experience. The purpose of this center is to help you clarify your career path.

## CAREER PLANNING

### Appointments

Schedule an appointment with a career counselor to decide on a course of study or for assistance with career planning. Please call or visit the center to schedule your appointment.

### Career Assessments

Students can take free career assessments to help choose a major or career goal. Schedule an appointment to meet with a career counselor to interpret the results. Call or visit our website for more information.

- **STRONG INTEREST INVENTORY** – This assessment helps students identify which careers and majors relate to their interests.
- **MYERS BRIGGS TYPE INDICATOR** – Students learn about their personality preferences and how it helps with decisions about careers and majors. The MBTI helps identify which careers complement students’ particular personalities.

### Resources

Books on areas of study, occupations, internships, universities, job searching, interviewing, and resumes are available. Use our computer programs Eureka and Choices Explorer for more career information.

## CONTACT INFO

### MAIN CAMPUS

(323) 415-4126 | E1-176 | elac\_career@elac.edu | www.elac.edu

Monday - Thursday, 8:00 a.m. - 7:00 p.m.

Friday, 8:00 - 3:00 p.m.



## OCCUPATIONAL SERVICES

### Appointments

Schedule an appointment for:

- resume and cover letter review
- job search assistance
- interview practice

### Resources

Students and alumni can access job and internship opportunities posted specifically for ELAC students through the online Job Database. Additional postings can be found in the office. Job Fairs are generally held during the spring semester.

[www.collegecentral.com/ELAC](http://www.collegecentral.com/ELAC)

### Workshops

Workshops are offered each semester for resumes, cover letters, interviewing skills and more. Please call or visit our website for the schedule.

### SOUTH GATE EDUCATIONAL CENTER

(323) 357-6216

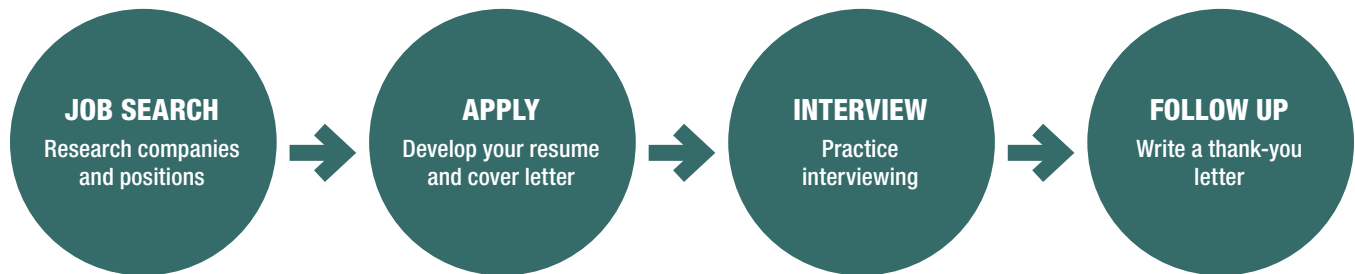
Monday - Thursday, 8:00 a.m. - 5:00 p.m.

Friday, 8:00 - 2:00 p.m.



# JOB AND INTERNSHIP SEARCH

The steps to a successful search involves researching, applying, interviewing, and following up. Use the resources in this booklet and in Career & Job Services to get started.



Job searching can be confusing. Use these guidelines as a foundation to help you use your time efficiently and effectively. Adversity is part of the job search, so maintain a positive mind-set and be persistent.

## PREPARE FOR YOUR SEARCH

1. Know yourself
  - a. What are your skills, interests, and values?
  - b. What types of jobs are you looking for?
2. Research the world of work
  - a. What jobs or industries are related to your skills, interests, and values?
  - b. What types of jobs are available and what are they looking for?
3. Make a plan
  - a. Create and update your resume.
  - b. Find out when and how to apply to jobs and internships.
  - c. Track your progress and interactions with employers.

### JOB SEARCH CHECKLIST

- Explore majors, internships, and career options
  - Take a career assessment and meet with a career counselor
- Sign up for the ELAC online job database
  - Search for opportunities
- Develop and update your resume
  - Attend a career workshop
  - Meet with a job developer or career counselor
- Network with professionals
  - Conduct an informational interview
  - Ask about Job and Internship opportunities
- Keep It Professional
  - Read the tips for interacting with professionals
  - Use proper email etiquette
  - Attend a job fair



## JOB SEARCH STRATEGIES AND TIPS

STRATEGY	PROS AND CONS	TIPS
<b>CAREER FAIRS</b> ELAC Job Fairs are on campus, other community and industry job fairs can be all year round.	Opportunity to meet with recruiters in person and in one location. Build networking contacts.	Prepare resumes and find out which companies are participating. Dress in business casual attire. E-mail employers to thank them and inform them of the positions you apply for.
	Not all fields and areas of study are equally represented.	
<b>ONLINE JOB DATABASE</b> ELAC's database has numerous positions and job descriptions. Descriptions list qualifications, duties, salary, and how to apply.	Access a wide variety of jobs posted by employers specifically for students.	Create an account at <a href="http://www.collegecentral.com/ELAC">www.collegecentral.com/ELAC</a> Try larger databases such as: Monster.com, CareerBuilder.com, and Indeed.com.
	Not all fields and areas of study are equally represented.	
<b>NETWORKING</b> Speak to everyone you know to develop a list of contacts; ask for information and circulate your resume.	You may gain information about which organizations are hiring, helpful referrals, or get a job offer.	Job shadow professionals Conduct Informational Interviews. (see next page)
	Takes time to build your networks. Requires organizing contacts and following through on advice.	
<b>INTERNET</b> Scan job openings on various job search websites.	May help you identify types of positions available and qualifications.	Use descriptions to help you format your resume or do research on what range to expect for salary.
	Overwhelming number of positions. Many candidates compete for the same positions.	
<b>EMPLOYMENT AGENCIES</b> Inquire if these agencies offer opportunities in your career field.	Helpful in identifying local businesses and employment opportunities.	Research each agency before signing any contract; speak to others who have used employment agencies.
	May have fees associated with the employment services.	
<b>INTERNSHIPS</b> Internships are on-site work experiences related to your major or career interests.	Obtaining an internship first can help you transition to a job. You can show your work ethic and may also earn academic credit.	Test out your career options, develop skills and experience for your resume, and build relationships with professionals and potential employers.
	May be unpaid for your time.	
<b>PROFESSIONAL ASSOCIATIONS</b> Research professional associations and student clubs related to your interests.	Build contacts with those who share your interests. Some associations provide career sections on their website.	Join an ELAC Club or a Professional Association related to your interests. Visit the Student Activities office or <a href="http://www.cacareercafe.com/associations">www.cacareercafe.com/associations</a>
	Entry-level positions may be limited. May need to join the association to access job postings.	

\*Adapted with permission from Penn State Career Services

## NETWORKING

Networking is an essential strategy in the job search process. Most job seekers spend 70% to 80% of their time on the internet looking for jobs when actually 70% to 80% of jobs are never advertised online. Those jobs are filled by referrals. To find jobs, you need to reach out to your families, friends, and acquaintances to let others know you are looking.

Networking involves having conversations with people about your career interests and skills while asking for information that might help you in your job search. You may gain information about which organizations are hiring, helpful referrals, or get a job offer.

- **JOB SHADOW** – observations on the job can provide helpful insights about careers and expand your networks.
- **INFORMATIONAL INTERVIEWS** – ask for information from professionals and get to know them.
- **SPEAK WITH FAMILY, FRIENDS, PROFESSORS, AND COUNSELORS** – gain insights and advice.
- **JOB FAIRS** – see who is hiring for the future and connect with professionals.



## INFORMATIONAL INTERVIEWS

The informational interview is a technique used to gather career information about jobs and an opportunity to network. You can find out a lot by researching, but useful information also comes from people.

### Step 1 > Choose someone to contact

#### SOURCES INCLUDE

- Friends and family members
- LinkedIn (www.linkedin.com)
- Professional Associations or clubs
- Professors

### Step 2 > Introduce yourself

“Dear (insert addressee name), my name is (insert your name) and I am a student at East Los Angeles College. I am very interested in finding out more about the field of (insert field name). I was wondering if I could discuss a few questions that I have with you. Would it be possible to speak with you on the phone/meet with you in person/e-mail you regarding your profession?”

### Step 3 > Make a list of questions to ask

#### SAMPLE QUESTIONS

- What made you decide to pursue this profession?
- What was your academic and career path to your position?
- What is a typical day like for you?
- What are related occupations to your profession?
- How would you advise me to prepare myself for a career in this field?
- Can you suggest anyone else I might speak to?

### Step 4 > Conduct your interview

Ask for their business card to send or e-mail a thank you note. Reflect on what you learned from them.

## PROFESSIONALISM

Interacting with professionals requires looking and acting appropriately when communicating. Demonstrate your professionalism as a potential and current employee. Find a balance between being professional and being personable. Overall, be respectful of others and confident in yourself.

### Email

- Address others with a “Dear” and “Sincerely”
- Include a simple subject line and a clear message in the body. Do not leave the message or subject line blank.
- Send it from a professional email address and create appropriate attachment titles with your name in it.
- Spellcheck and proofread. Do not use abbreviations, slang, or emojis.
- Keep your message positive.

### Online

- Develop a LinkedIn profile that includes academic and professional information.
- Have your personal social media accounts set to private.
- Keep your online presence positive.

### Phone

- Address everyone with professional titles such as “Mr., Mrs., Dr.”
- Listen closely and avoid interrupting.
- Practice what you will say if you need to leave a voicemail.
- Keep your conversations positive. Do not use profanity.

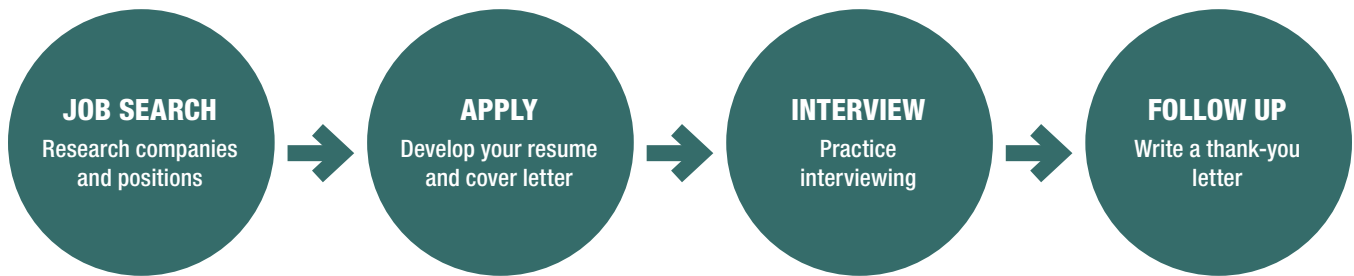
### In person

- Dress professionally - your appearance matters.
- Treat everyone at every level with respect and dignity.
- Offer friendly handshakes and make eye contact when meeting professionals.
- Address others with confidence and positivity.

# RESUME

A resume is a one-page summary of your professional and academic experience that qualify you for the position you would like to obtain. There are different types of resumes and unique ways to include important information. Create a unique resume which combines your experiences in a positive way. The easiest way to create a resume is to:

1. List all of your experiences (paid and unpaid).
2. Research job descriptions.
3. Create your resume to match the qualifications.



## GENERAL OUTLINE

The most important sections of your resume are the heading, education, and experience.

### HEADING

- List your name, address, phone number, and e-mail address.
- Use a simple, professional e-mail.

### EXPERIENCE

- Include paid or unpaid positions, volunteer, internships, full-time & part-time experience.
- Include the position title, company, location, and dates worked.
- Discuss specific projects, duties, and responsibilities in bullet points.
- Use short phrases starting with “action verbs.”

### EDUCATION

- Degrees, certificates and/or courses that apply to the position, both completed and in-progress.
- Include degree type, major, institution, location, and date completed or anticipated completion date.

**YOUR NAME**  
 Address, City, State, Zip Code  
 student@e-mail.edu | (555) 555-5555

**EXPERIENCE**

POSITION TITLE City, State  
 Company/Organization Name Month/Year – Present

- Use bullet points to describe your accomplishments.
- Start your statement with “action verbs”.
- Provide examples of skills you used and how they benefitted the company or clients.

**EDUCATION**

EAST LOS ANGELES COLLEGE

- Name of Major, Degree DATES ATTENDED: Month/Year

## Optional sections

### ADDRESS

Adding your home address in addition to your phone number and email address is to your discretion. Please see sample on page 6.

### OBJECTIVE

Simple statement including the position title, job number (if given), the department, and company you are applying to.

- To obtain the Accountant Clerk position at XYZ Firm.

### HIGHLIGHTS OF QUALIFICATIONS

Summarize the skills you have that qualify you for the job and help you stand out as good candidate. List 5-10 general, transferable skills and characteristics.

- Typing Speed 60 wpm.
- Experience with customer service.
- Ability to create informative flyers.
- Computer proficiency in Microsoft Office, Adobe Software.
- Bilingual Spanish.

### HONORS, AWARDS, & ACTIVITIES

List any honors and awards you have received that are related to the position.

- Deans List, East Los Angeles College, Spring 2015.
- Husky Scholarship Recipient, Fall 2015.
- Peer Mentor for Transfer Student Program.

### RESUME CHECKLIST

- List all of your experience before organizing your resume
- Include “keywords” and transferable skills that were used in the job description
- Proofread your resume and have someone else read it
- Consider whether an employer can learn the basics about you within a 10 second glance

*Please see resume examples on pages 10-15*

## RECOMMENDATIONS

**Reviewing a resume is a subjective process.**

**Follow these general guidelines:**

### LENGTH

- 1 page resume unless you have a 10 year related work history.

### FONT

- Between 10 pt – 12 pt.
- Use a common, easy to read, consistent font (ex: Arial, Calibri, Garamond).

### PAPER

- Print on 8.5” X 11”; All margins should be between 0.7-1”
- Resume paper is optional.
- Black ink, not color.

### FORMAT

- Keep bold, underlined, capitalized or italicized words consistent.
- Use bullets appropriately.
- Have white space for easy reading.
- Format your dates consistently.

### E-MAIL

- Always follow the specific directions that the company requests for formatting your resume. If there are no directions, attach your resume to your e-mail. Save your resume as a “PDF.” Title it “Name\_Resume.”

### PROFESSIONALISM

- Only include a professional e-mail address and phone number with a professional voice-mail on your resume.
- Create a tailored resume for each job to increase your chances.

### OTHER

- Either include “References Available Upon Request” otherwise references are not needed.
- Do not include personal information such as age, gender, or religion.
- If you cannot create a specific “Objective,” do not include it on your resumes.

## ACTION VERBS LIST

### Clerical

approved generated operated purchased  
 arranged implemented organized recorded  
 classified inspected prepared screened  
 collected monitored processed specified

### Communication

addressed developed mediated publicized  
 arranged directed moderated translated  
 collaborated edited negotiated wrote  
 convinced influenced persuaded  
 corresponded interpreted promoted

### Creative

acted developed initiated originated  
 conceptualized directed instituted performed  
 created established integrated planned  
 customized founded introduced shaped  
 designed illustrated invented

### Financial

analyzed balanced computed planned  
 appraised budgeted managed projected  
 audited calculated marketed researched

### Helping

assessed counseled facilitated referred  
 assisted demonstrated guided rehabilitated  
 coached educated motivated represented

### Management

administered directed organized reviewed  
 analyzed evaluated oversaw scheduled  
 assigned executed planned supervised  
 coordinated improved prioritized  
 developed increased produced

### Research

clarified diagnosed identified summarized  
 collected evaluated investigated systematized  
 critiqued examined reviewed

### Teaching

adapted communicated encouraged guided  
 advised coordinated evaluated informed  
 clarified developed explained instructed  
 coached enabled facilitated trained

### Technical

assembled computed maintained remodeled  
 built designed operated repaired  
 calculated devised programmed solved

## EXPERIENCE SECTION: DEVELOP YOUR BULLET POINTS

Your experience section is the most important section. Spend time developing the descriptions of your experience and qualifications. Use the job description to choose relevant action verbs and transferable skills.

Start each bullet with an “Action Verb” and describe the transferable skill. Transferable skills are abilities you have that are related to the position you are trying to obtain.

1. WHAT DID YOU DO?	2. HOW DID YOU DO IT?	3. ADD DETAILS	4. WHAT WERE THE RESULTS?
Your responsibilities and projects	Use adverbs to describe how each responsibility was handled	Use numbers to quantify your skills; how often, for how many people	Explain how it met workplace goals or accomplishments
<p>EXAMPLE:</p> <ul style="list-style-type: none"> <li>• Provided administrative support for two managers in areas of file maintenance and processing confidential information.</li> <li>• Collaborated with colleagues to implement an after school tutoring program which benefited 20 students.</li> <li>• Developed client relationships through personal follow up and interaction to exceed sales goal by 10%.</li> </ul>			



**JOB DESCRIPTION****OFFICE ASSISTANT**

Looking for responsible, well organized, and punctual candidates who possess excellent phone and collaborative people skills. Proficient with computers and experienced with Word, and Outlook (Adobe Photoshop and Social Media is a plus).

**RESPONSIBILITIES**

- Multi-task with attention to detail, handle customer service.
- Understand customers' concerns and handle them appropriately.
- Answer telephone, posting notices, greeting visitors, and other administrative duties as assigned.
- Provide administrative support, and work on special issue-based projects.

**EXPERIENCE****SERVER**

Los Angeles, CA

*Mom and Pop's Café**June 2015 - Present*

- Provide quality customer service in a fast paced, high volume establishment.
- Understand and resolve customers' concerns and polish multi-tasking capabilities.
- Collaborate with serving staff and participate in team-building trainings.
- Answer phone calls in the management office and reception desk when needed.

**SECRETARY**

South Gate, CA

*South Gate Leadership Club**August 2015 - Present*

- Record detailed notes and plan out action items with efficiency to provide administrative support for a club of 30 students.
- Schedule meetings and copy agendas, collaborating with a 4-member leadership team in weekly meetings.
- Brainstorm creative ideas and execute implementation through Social Media accounts to increase membership by 25%.

## FORMAT OF A CHRONOLOGICAL RESUME

Chronological formats should be organized by your most current experiences listed first.

### YOUR NAME

student@e-mail.edu | (555) 555-5555

### OBJECTIVE

List the title of the position you are applying for.

### QUALIFICATIONS

- Number of years of relevant experience, note skills gained
- An important accomplishment that directly relates to the job
- A quality or personal characteristic that supports this goal
- Languages other than English

### EDUCATION

#### East Los Angeles College

Associate of Arts, Name of Major | Graduation date: Month, Year

Overall GPA or Major GPA

**Related coursework:** Course Title, Course Title

### EXPERIENCE

**Position Title** | Month, Year – Present

- Company/Organization Name, City, State
- Use bullet points to describe your accomplishments
- Start your statement with “action verbs”
- Provide examples of skills you used and how they benefitted the company or clients

### INTERNSHIP

**Company/Organization, City, State** | Month, Year – Month, Year

- Describe a project or event you’re proud of
- What you learned from your internship that makes you a better candidate
- Include accomplishments

### LEADERSHIP TITLE

**Student Organization, East Los Angeles College** | Month, Year – Month, Year

- Describe a project or event you’re proud of
- Provide results that point out your skills
- Include awards, publications, fundraising goals that you helped achieve

## CHRONOLOGICAL RESUME

JOE HUSKY

student@e-mail.edu  
(555) 555-5555

### OBJECTIVE

Clerical Position, #432 in the Accounting Department at Target.

### HIGHLIGHTS OF QUALIFICATION

- Type 60 wpm
- 5+ years of customer service experience
- Ability to work on a team and independently
- Fluent in Spanish
- Excellent problem solving skills
- Proficient in MS Office applications

### EDUCATION

**Associate of Arts Degree in Business Administration** **June 2016**

East Los Angeles College – Monterey Park, CA

**High School Diploma** **June 2014**

Garfield High School – Los Angeles, CA

### EXPERIENCE

**Sales Representative** **June 2016 – Present**

Shoe Place - Commerce, CA

- Identify new opportunities to realize capital gains and maintain credit quality, coupon rate, and maturity
- Prepare marketing materials and PowerPoint presentation for corporate accounts
- Increased sales volume by 25% in just six months

**Office Assistant** **June 2015 - December 2015**

Company Inc. – Monterey Park, CA

- Coordinated special projects, activities, and meetings within a department of 15 employees
- In charge of purchasing and maintaining office supplies
- Composed monthly service reports for a department of 20 employees
- Routed incoming and outgoing telephone calls for a 10 telephone line system

**Assistant to the Director** **June 2014 - June 2015**

ELAC Foundation – Los Angeles, CA

- Typed correspondence, professional letters, and memos for the Director of Finance
- Managed the director's schedules and organized meetings
- Responsible for handling confidential reports and sensitive materials

## FUNCTIONAL RESUME

JOE HUSKY

student@e-mail.edu | (555) 555-5555

### SUMMARY OF QUALIFICATIONS

- **Leadership:** Groups of volunteers consistently throughout college
- **Communication:** Excellent skills obtained through class projects and group work
- **Computer:** MS Office Word, PowerPoint, and Excel
- **Language:** Fluent in Spanish

### EDUCATION

#### East Los Angeles College

- **Degree:** Associate of Arts, Social and Behavioral Sciences, June 2016
- **Honors:** Dean's List, Spring 2016
- **Coursework:** Introduction to Accounting

### PROFESSIONAL SKILLS

#### Interpersonal Communication Skills

- Tutored students of diverse backgrounds and grade levels, ensuring understanding of course material.
- Led volunteer activities at nonprofit events.
- Collaborated with a team of 15 staff members at the Learning Assistance Center.

#### Organization and Administrative Skills

- Coordinated weekly meetings by preparing copies of agendas and related materials.
- Helped organize a daylong event with faculty, students, and staff to promote awareness of available campus resources.
- Executed tasks with minimal supervision.

#### Customer Service Skills

- Answered a variety of questions from students and staff members with positivity and helpfulness.
- Directed patrons to the appropriate office for the service that was requested.

### WORK HISTORY

Student Worker, East Los Angeles College Career & Job Services	August 2015 - Present
English Tutor, East Los Angeles College	June 2015- Present
Afterschool Program Teacher, Monterey Highlands Elementary	August 2007 - June 2009



## RESUME FOR CHILD DEVELOPMENT POSITIONS

JOE HUSKY

student@e-mail.edu | (555) 555-5555

### OBJECTIVE

To apply for the full-time preschool teacher position at La Petite Academy, located in Los Angeles, CA.

### SUMMARY OF SKILLS

- 2 years of experience working with children; ages 4, 6, and 10
- Understanding, patient, and friendly nature with a passion to teach
- Experience creating and practicing activities that support children's development
- Observant, safety conscious, with an excellent ability to multi-task
- Intermediate skills with Microsoft Word, Excel, and Power Point; Type 55 wpm
- Bilingual: English and Spanish; Child and Adult CPR/First Aid Certified

### EDUCATION

**Associate's Degree in Child Development** – East Los Angeles College, Monterey Park, CA 2015

#### Relevant Courses

Child Growth and Development	Home, School, and Community Relations
Creative Experiences for Children	Practicum in Child Development
Health Safety and Nutrition	The Child in a Diverse Society

### EXPERIENCE

**Student Teacher Aide** **2014 – 2016**

**East Los Angeles College Child Development Center** **Monterey Park, CA**

- Assisted classroom teachers with groups of 10, 4 year old children
- Helped the children practice good hygiene during mealtimes and bathroom visits
- Played games and taught a pre-made curriculum that aided the children's development
- Interacted with parents daily, along with the lead teachers, about children's progress
- Kept the classroom clean and organized to help maintain the flow of the day and safety

**Afterschool Nanny** **2013 – 2014**

**Private Family** **Alhambra, CA**

- Provided after school care 5 days a week for 2 children, ages 6 and 10
- Prepared healthy snacks every day, adhering to allergy limitations
- Drove children to soccer practice and scheduled games, when needed
- Maintained open communication with their parents at all times

# RESUME FOR NURSING POSITIONS

Adapted with permission from the UCLA Career Guide.

JOE HUSKY

student@e-mail.edu | (555) 555-5555

## OBJECTIVE

To obtain an entry-level position as a Registered Nurse.

## EDUCATION

### Bachelor of Science in Nursing

Expected: June 2018

CALIFORNIA STATE UNIVERSITY, LOS ANGELES

### Associate of Science in Registered Nursing

June 2016

EAST LOS ANGELES COLLEGE, CA

## RESEARCH EXPERIENCE

Pediatrics and PICU, Mattel Children's Hospital, UCLA

- Created survey and interviewed new parents about their child's condition
- Developed health education materials for parents

## CLINICAL EXPERIENCE

- Pediatrics and PICU, Mattel Children's Hospital, UCLA
- Psychiatric, Del Amo Behavioral Health Center, Torrance, CA
- Medical Surgical I, Santa Monica UCLA Medical Center, CA

(60 hours) Jan - Jun 2014  
 (60 hours) Sep - Dec 2015  
 (120 hours) May - Jun 2015

## RELATED EXPERIENCE

### Kaiser Permanente, Los Angeles, CA

Aug 2012 - Jun 2014

#### Unit Secretary

- Transcribed medical orders; organized activities at the nurses' station
- Performed unit-based duties related to the admission, discharged and transferred of patients
- Greeted people at the nurses' station to answer questions and refer to appropriate staff
- Accepted patient medications from pharmacy or tube station directly to the charge nurse

### UCLA Ronald Reagan and Santa Monica Medical Centers

Aug 2014 - Jun 2015

#### Volunteer, Care Extender Program

- Volunteered in the departments of Medical/Surgical, Radiology, Maternity
- Assisted staff with patient care, ordering supplies and transporting patients

## SKILLS

- **Medical Record Systems:** CareConnect (EPIC system), C-View, Memorial Care EMR
- **Computer:** Word, Excel, PowerPoint

# RESUME FOR ENGINEERING POSITIONS

JOE HUSKY

student@e-mail.edu | (555) 555-5555

## OBJECTIVE

Obtain an internship with Jet Propulsion Laboratory to apply technical skills in mechanical engineering.

## EDUCATION

**East Los Angeles College**

**Expected Graduation: June 2017**

**Major: Mechanical Engineering**

**GPA: 3.32**

## RESEARCH EXPERIENCE

**UCLA Transfer Student Summer Research Program, Los Angeles, CA**

**June 2015-August 2015**

- Completed an eight week undergraduate research project in the Mechanical and Aerospace: Mechatronics and Controls Laboratory at UCLA
- Assisted graduate students in designing, modeling, and controlling a hydrostatic actuator for an MRI
- Designed a Whit Worth mechanism to attach to the hydrostatic actuators, and automated the system by attaching a timing belt to both the controls and the rotary motors

**NASA Community College Aerospace Scholars Programs, Pasadena, CA**

**November 2014**

- Completed a five week course learning about past, present, and future Mars missions along with using a Computer Aided Design (CAD) software Autodesk Inventor to design a rover
- Worked with a team at NASA's Jet Propulsion Laboratory to build and program a miniature rover to retrieve terrestrial objects

## WORK EXPERIENCE

**Mentor, Star Education, Lynwood Unified School District, Lynwood, CA**

**August 2014-Present**

- Motivate and encourage children in underrepresented communities to pursue a S.T.E.M. education
- Utilize programming skills to program robots (HexBugs) to teach children about bio-mimicry
- Coordinate with faculty at various institutions to expand partnership opportunities

**Professional Seminars, HENAAC Great Minds in STEM Poster Presenter, Los Angeles, CA**

**September 2015**

- Attended a three day conference geared towards developing leadership and exposing STEM to the community
- Improved presentation skills while solidifying engineering knowledge by presenting undergraduate research project to professors, scientists, and other undergraduate students

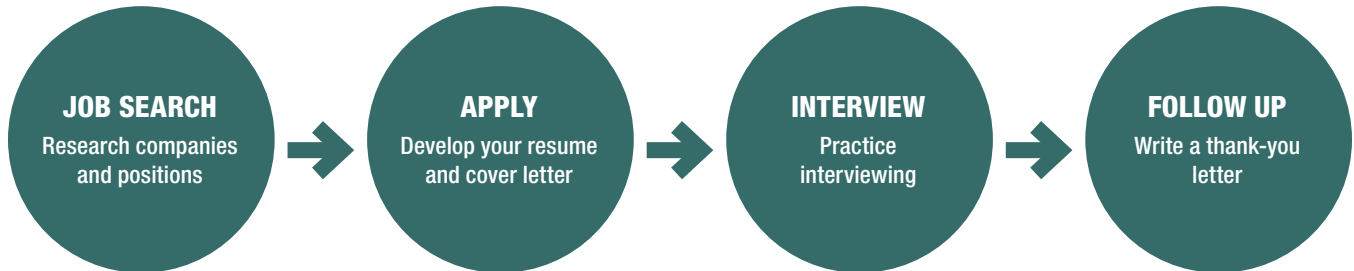
## HONORS & AWARDS

- Phi Theta Kappa Honor Society
- Puente Club President
- Math Lab Mechanical Project Lead for UAV

## SKILLS

- Proficient in C++
- Proficient in Microsoft Office
- Machinery capability
- Proficient in SolidWorks/ Autodesk

# COVER LETTERS AND PROFESSIONAL DOCUMENTS



## COVER LETTERS

Cover Letters are a one page document to introduce yourself to an employer, express your interest in the position, and highlight your top qualifications.

Your Name  
 Address, City, State, Zip Code  
 Phone number, E-mail  
 Date  
 Name of Contact Title  
 Name of Organization  
 Address, City, State Zip Code

Dear \_\_\_\_\_,

**INTRODUCTION:** State the position or type of work for which you are applying. Identify how you heard of the position. Introduce yourself and explain your interest in the job.

**SELL YOURSELF:** Discuss 2 – 3 experiences or knowledge that you possess that are related to your qualifications for the position. Connect the needs of the current job opening and the skills you can bring to the job.

**CLOSING:** Encourage them to contact you with any further questions. Thank them for their time and state that you look forward to hearing from them.

Sincerely,  
 Your name typed

**COVER LETTER CHECKLIST**

- State what position you are writing for in the 1st paragraph
- Include specific examples from previous experiences in the body section.
- Use keywords from the requirements of the description.
- Ask for an interview or meeting in the final paragraph
- Type and sign your name at the end.

Adding your address in addition to your phone number and email address is at your discretion



## SAMPLE COVER LETTER

JOE HUSKY  
student@e-mail.edu | (555) 555-5555

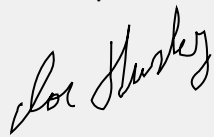
Dear Human Resources,

I am applying for the position as Human Rights Watch Student Task Force Intern which was posted on the East Los Angeles College database. As a political science major, I identify with your organization's mission to create social change in our community.

My experience includes working for a variety of non-profit organizations such as the Boys and Girls Club of America and the Students for Equal Rights Club on my campus. At the Boys and Girls Club of America, I gained valuable experience in working with a diverse group of children, which increased my desire to advocate for all children. As Membership Chair of the SER club at East Los Angeles College, I organized, promoted, and encouraged immigrant students to further their education by connecting them to academic and financial resources. I believe that this internship will provide me with valuable experience advocating for others and promoting social awareness.

If given this opportunity, I will utilize my education and experience to support the mission of Human Rights Watch. I would appreciate the chance to discuss this internship with you. Thank you for your time and consideration.

Sincerely,



## PROFESSIONAL LETTERS

### Thank You Letter

The purpose is to demonstrate your professional etiquette and thank the employer for their time. This letter should be sent within 1-2 business days after your interview.

#### PROFESSIONAL LETTER BASIC FORMAT

##### INTRODUCTION

Reminder of the date, time, and position of your interview. State your appreciation for them taking the time to meet with you.

##### BODY

Discuss 2 – 3 topics from the interview that were significant and how that relates to your qualifications for the job.

##### CLOSING

Encourage them to contact you with any further questions. Thank them again for their time and that you look forward to hearing from them.

Complimentary Closing; Signature and name.

Dear Mr. Mata:

Thank you very much for the opportunity to interview for the part-time Student Worker position with the Program for Academic Support Services at Pasadena City College on May 15, 2015.

I enjoyed meeting you to discuss how my past experience and education in Child Development applies to this position. I appreciated your explanation of the challenges and rewards of working with children ages 7-14. Through this, I have a clear idea of how I would be able to apply my skills of patience and creativity to this position.

Thank you again for the opportunity to interview for the Student Worker position. I am available by phone and e-mail if you have any questions. I look forward to hearing from you.

Sincerely,

Please include signature and typed name below signature

### Resignation Letter

A Resignation Letter is Letter is a formal notice letting your employer know you will be leaving your position. Generally, employers should be given at least two weeks' notice of your final work date. Show your professionalism and resign on positive terms.

#### RESIGNATION LETTER BASIC FORMAT

Dear \_\_\_\_\_,

##### INTRODUCTION

Briefly state that you are thankful for the time and opportunities you were given. What you have learned from working there and the positive things you will take with you.

##### MIDDLE SECTION

Inform them that you are no longer able to continue to work there. You may state why you must leave if it is not negative.

##### CLOSING

State the specific date and time that you will stop working, and restate how thankful you appreciate their understanding.

Dear Mr. Morales,

Thank you for the opportunity to work with you and the great staff at McDonalds. In the past year, I have learned the importance of team work to run a successful business with great customer service. I was able to improve my multi-tasking skills and effectively communicate with others.

With regret, I will no longer be able to continue my work at McDonalds due to several schedule changes with my school schedule. This is my formal two weeks' notice.

The last day I will be able to work will be August 27, 2015. I appreciate your dedication as a supervisor and thank you for your understanding.

Sincerely,

Please include signature and typed name below signature

## REFERENCES

### REFERENCES

Mr. SAMUEL RIVERS

Director, Big Brothers Big Sisters of LA  
800 South Figueroa St. Suite 620, Los Angeles, CA 90000  
(323) 555-5555, sr@company.org  
Relationship: Supervisor

Ms. BRENDA SMITH

Owner, Market Cafe  
1234 Main Street, Alhambra, CA 90000  
(626) 555-5555, bsmith@market.net  
Relationship: Employer

Dr. SALLY WONDER

English Professor, East Los Angeles College  
158 Humanities Building, Los Angeles, CA 90000  
(323) 555-5555, professor@elac.edu  
Relationship: Professor

### Keep it Professional

**Whether contacting by phone or e-mail, keep your correspondence professional:**

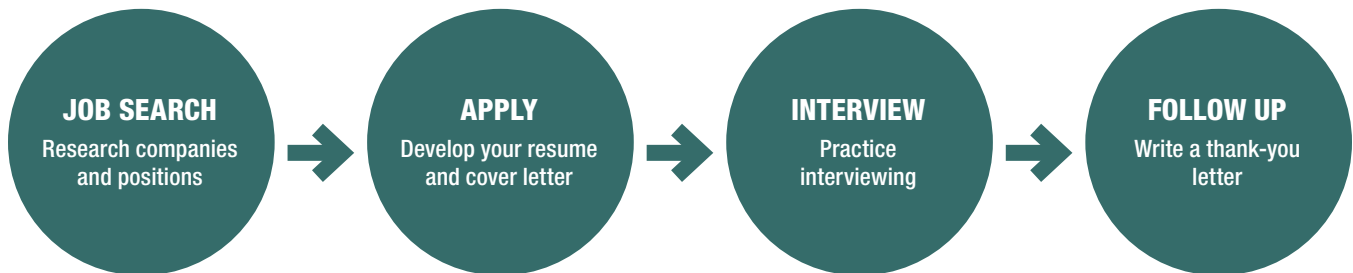
- Keep it positive and professional. Assume your e-mail or voice-mail will be read and heard by anyone.
- Use formal language and your official name.
- Be precise about what your e-mail or call is concerning. Do not use abbreviations.
- Use professional salutations such as “Dr., Mrs., or Mr.”
- Proofread any e-mails you send, or practice leaving a voice message.

### E-mailing a Letter

- Copy and paste your cover letter into the e-mail’s message box.
- List your name and the position title that you are interested in, in the e-mail subject line.

# INTERVIEWS

Interviews allow the employers to meet candidates for the job and for candidates to meet with potential employers. Employers see if you are right for the job AND whether the job is right for you.



## INTERVIEW QUESTIONS

Most interviews are a mix of general qualifications and behavioral type questions. Practice answering both types to be prepared.

### General Qualifications

1. Tell me about yourself.
2. How does your academic and work background relate to this position?
3. What are your greatest strengths and weaknesses?
4. In what ways can you contribute to our organization?
5. What accomplishment are you most proud of and why?
6. What are your short-term and long-term goals?

### Behavioral

Prepare stories of your accomplishments from past work experience, internships, volunteer, clubs, or class projects.

1. Tell me a time when you had to solve a difficult problem.
2. What would you do if members of your team weren't doing their share of the work?
3. Tell me about a time when you had to be relatively quick in coming to a decision.
4. Describe a time when you had many projects or assignments due at the same time. What steps did you take to get them all done?

### ANSWERING TIPS

Answer these questions with positive traits and examples. Relate your answers to what you feel you can contribute to the position you are interviewing for.

### FORMAT YOUR ANSWERS IN THE STAR

**SITUATION:** What was the problem or challenge you had to overcome?

**TASK:** What needed to be done?

**ACTION:** What did you do and why?

**RESULT:** What happened because of your actions? Match this to what the employer needs.

## Sample Answers

Your answers to each question should be:

### POSITIVE PROFESSIONAL PERSONABLE

*Tell me about yourself.*

“I’m currently a second year student at East Los Angeles College. I am preparing to transfer to a university as a Communications major. Recently, I have worked as a student worker in the Business Department where I performed administrative tasks including scheduling and participating in events.

I’m also a member of the GO East LA Club where I collaborate with fellow students, alumni, and faculty to volunteer in community outreach events. I really enjoy the work that I do because it utilizes my strengths of communicating with others and organizing and marketing events. I’d love the chance to delve deeper into this industry, which is why I’m so excited about this opportunity with Media Outreach Incorporated. In the future I see myself in this field, using my education and experience to make a difference.”

*What is your greatest strength and weakness?*

“One of my strengths is paying meticulous attention to detail when working with written documents. In the past, this trait sometimes caused me to come close to missing deadlines. To compensate, I have developed the habit of assigning myself an artificial deadline, two days before the project is due. On that day, I do my detailed final inspection of my product. I have learned to achieve a practical balance between attention to detail and administrative efficiency. One instance of this was when I was in charge of creating a brochure for the GO East LA Club. I began working on the brochure’s design and content early on so that we would have enough time to pass it out to students. With an artificial deadline, I was able to spend an “extra” day to do the necessary proofreading and fine-tuning to ensure its accuracy. The brochure was a success! It improved knowledge of our club and we saw a membership increase in the fall semester. I can use my strength of attention to detail in your company because I’m able to balance this with time effectiveness to meet the responsibilities of this position.”

## Questions for the Interviewer

Prepare a few questions for the interviewer to show your genuine interest in the position and employer. Avoid asking questions about salary, benefits, and vacation. Discuss these aspects after you have been offered the position.

- What are common challenges or opportunities associated with the position?
- What percentage of time would be devoted to each of the responsibilities of this position?
- What type of training and supervision are provided to new employees?
- How would you describe your management style and corporate culture? How is performance evaluated?
- What are the characteristics of your most outstanding employees in a similar position?

\* ADAPTED FROM THE UCLA CAREER GUIDE

### ELEVATOR PITCH

The “elevator pitch” is a short, one-minute message about your professional self. It can include the following:

- **Who you are:** Your name
- **What you do:** student? Employee? Athlete? Club member?
- **Why you’re talented; or what you do well:** Strengths
- **What are your goals:** What you are looking to do with your life?

## INTERVIEW PROCESS

### Before

The most important thing you can do is prepare!

1. Review your resume and know your qualifications.
2. Research the company's programs, services, and mission statement.
3. Practice answering common interview questions and prepare questions to ask the interviewer.
4. Bring copies of your resume, paper and pen, and a professional portfolio or bag.
5. Have your outfit ready and get a good night's rest.
6. Arrive early.

### During

- When the employer asks you questions, take a moment to comprehend the question and gather your thoughts before responding.
- Answers should be spoken clearly. Convey confidence, enthusiasm, and positivity.
- Maintain good posture, eye contact, smile, and use simple hand gestures.
- In closing, reiterate your qualifications for the position with their company.
- Thank each interviewer, shake hands, and ask for their business cards.

### After

1. Think about the questions you were asked and how you responded.
2. Write or e-mail thank-you letters within 24 hours.
3. Follow up with the employer especially if you have not heard back from the company within the time they stated. You may:
  - a. Find out what you can improve on for future interviews.
  - b. Gain new referrals or leads to other positions.
  - c. Be a candidate for future openings of the same position or other positions in the same company.

### CHECKLIST

- Understand the position and company. Know your qualifications.
- Do a mock interview with ELAC Career & Job Services.
- Arrive early, dressed appropriately and cell phone turned off.
- Be positive! Remember to smile.
- Write thank-you letters to each interviewer.

## TYPES OF INTERVIEWS

### One-on-One

One person will conduct the interview with you. This could be your potential supervisor or Human Resources professional.

### Group

There are multiple candidates at once. Do not interrupt or attack the other interviewee. Your goal is to impress while showing an ability to work well with others.

### Panel

Multiple interviewers will ask you questions. Introduce yourself and shake hands with each of them. Remember their names and give eye contact to everyone.

### Phone

You can use notes, the company's website, and other useful resources to help you answer questions. Ensure a strong phone reception and a place without distraction. Dress professionally and sit at a desk to get in a professional mindset.

### Coffee or Meal

Remember table etiquette and maintain professionalism.

### Virtual

Via Skype and other webcam-based systems. Test your internet connection, microphone, and webcam. Speak slowly and clearly, especially since there could be lag or delay.



## ILLEGAL QUESTIONS

Some questions are inappropriate or not job related. Federal, state, and local law regulates questions asked by an employer and prohibits inappropriate questioning. Determine the best way to handle these situations. Here is a list of questions which are illegal to use as a basis for hiring:

### Common Illegal Questions

#### ETHNICITY OR CITIZENSHIP

- What's your race/nationality?
- Are you a U.S. citizen?

#### AGE OR FAMILY STATUS

- How old are you?
- Are you married?
- Do you have kids? Are you pregnant?

#### RELIGION, SEXUAL ORIENTATION, OR OTHER AFFILIATIONS

- What is your religion?
- What is your sexual orientation?
- What organizations do you belong to?

#### ABILITIES

- Do you have any disabilities or health problems?

#### PRIOR RECORD

- Do you use drugs, alcohol, or smoke?
- Have you ever been arrested?

#### MILITARY

- Have you been discharged from the military?

### Guidelines When Asked Illegal Questions

1. If you answer the question, you may harm your candidacy by giving an answer that the employer does not like.
2. It is your right to refuse to answer the question, but you risk being seen as uncooperative or confrontational.
3. Answer in general statements as it applies to the job. For instance, instead of directly answering questions such as "are you a U.S. citizen?" or "what country are you from?" you could respond, "I am authorized to work in the United States."

# ADDITIONAL RESOURCES

## Career Exploration Websites

### Self-assessments, job descriptions, education, salary ranges

- California Career Zone > [www.cacareerzone.org](http://www.cacareerzone.org)
- Eureka/Choices > [faculty.elac.edu/careercenter/login.aspx](http://faculty.elac.edu/careercenter/login.aspx)
- Who Do U Want 2 B > [www.whodouwant2b.com](http://www.whodouwant2b.com)

## Career Research Websites

### Occupation descriptions, salary, employment outlook

- Bureau of Labor Statistics > [www.bls.gov/ooh](http://www.bls.gov/ooh)
- EDD- Labor Market Info > [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov)
- O\*Net Online > [www.onetonline.org](http://www.onetonline.org)

## Career Search Websites

### Full-time, part-time, internship, job databases

- ELAC Online Job Database > [www.elac.edu/student-services/jobplacement](http://www.elac.edu/student-services/jobplacement)
- Internships.com > [www.internships.com](http://www.internships.com)
- Jobs 2 Careers > [www.jobs2careers.com](http://www.jobs2careers.com)
- Indeed > [www.indeed.com](http://www.indeed.com)
- Monster > [www.monster.com](http://www.monster.com)
- Internships, Volunteering > [idealist.org](http://idealist.org)

## Career Preparation Websites

### Resume, cover letter, portfolio building, job search, interview tips

- California Career Center > [www.calcareercenter.org](http://www.calcareercenter.org)
- Career Café > [www.cacareercafe.com](http://www.cacareercafe.com)