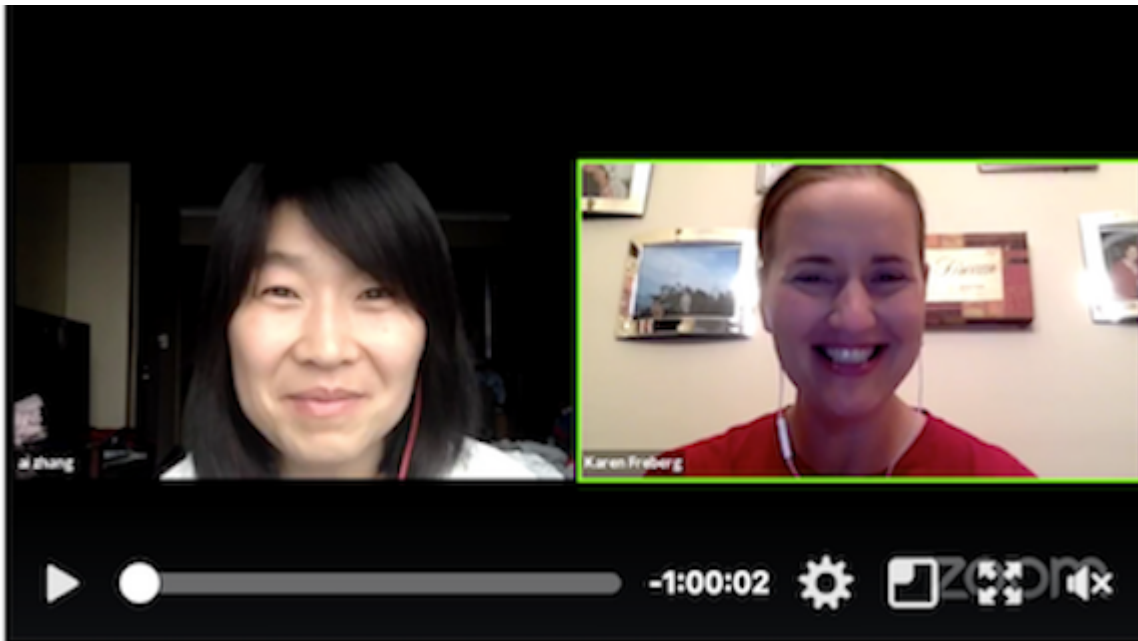


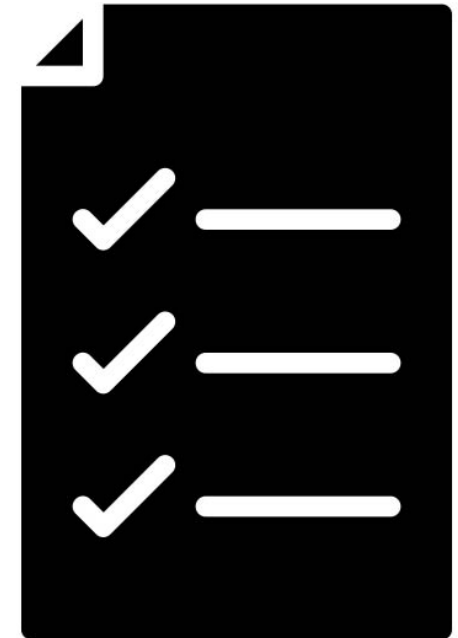
VIRTUAL INTERVIEWING AND RESUMES

Job Search Skills to Enhance Your Future in a Changed World

Nancy Sweeney, Raising Hope Workshop



634 Views



Resume Tips

https://www.ulsterunitedway.org/raising_hope-main/raising-hope-resources/

DO:

- Describe your results, not just responsibilities
- Give priority to experience relevant to the job you want
- Match your words to key words and phrases in the job description. Target your resume to what the employer wants. Change as needed
- Use active tense and power verbs; show energy
- Carefully plan before beginning; do you have the qualifications? Would you be a good fit?
- Make your resume easy to read. Use standard fonts, bulleted lists, your name prominently at top, single page

Resume Tips

https://www.ulsterunitedway.org/raising_hope-main/raising-hope-resources/

DON'T

- **No need for an objectives section. This is about what the employer wants, not what you want**
- **Don't include references, or references upon request statement. The employer will ask you if wanted**
- **No personal information, such your age or address.**
- **No photos or other graphics**
- **No mention of salary or salary requirements**
- **Don't include hobbies or interests not related to job**
- *Reference: Dan Clay, How to Write the Perfect Resume, 2018*

Sample resume

https://www.ulsterunitedway.org/raising_hope-main/raising-hope-resources/

Jill Fredrickson

- Austin, TX (123) 456-7891 jfredrickson@email.com

Summary

Energetic Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Experience

TRADELOT Customer Service Representative Jan '17 - Current

- Resolve 300+ weekly customer inquiries via phone and email, consistently exceeding targets
- Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%
- Trained and mentored 4 new employees on conflict resolution, JIRA, and Zendesk CRM
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%

CLOUD CLEARWATER Customer Service Representative Nov '14 - Dec '16

- Received #3 Customer Service Representative in the Western Region award (out of 500+ reps)
- Made 30+ outbound calls per day to follow up with customers who were overdue in their payments
- Spearheaded customer referral program, increasing customer base by 15% in less than 6 months
- Helped develop new customer service rep training program that cut training time in half from 1 month to 2 weeks
- Consistently exceeded weekly credit card application targets by 10%+ with innovative upselling techniques

Education

- RICE UNIVERSITY Bachelor of Science in Business Administration Aug '10- May '14

Skills

- Fluent in Spanish

(Sample fictional resume from Indeed)

Interviewing Tips



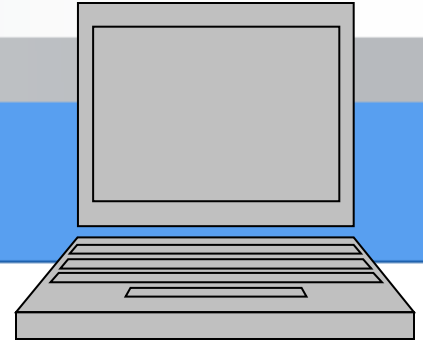
This is your chance to tell the interviewer what is special about you which makes you a better hire than all of the other candidates- Typical question: Tell me about yourself!

- Focus on giving answers which are **R**elevant to the position, show how you are **E**xceptional and are **V**erifiable by evidence of accomplishments (Thea Kelley, 2018; the REV points)
- Think strategically about how to answer in a way most likely to win the job, instead of the answer that you think the interviewer wants to hear. Offer specific examples of how you can contribute to their success. Speak of your demonstrable skills and achievements..
- Research the company culture prior to the interview. Study the job description so that you can demonstrate that you are a good fit for the job. Preparation gives you the confidence to respond naturally.
- Make sure you understand the question. Ask for clarification if needed. Listen carefully to hear all parts of a question.

Interviewing Tips

- Handle negatives positively, Negative experiences are opportunities for you to show how much you have learned or grown. Don't complain about past work situations or bosses.
- Be concise in your answers. Keep your answers to about a minute, possibly two if explaining a complicated story of what you have achieved. Do not ramble. Know the points that are important to tell.
- Do not take too long to answer. Speaking up quickly shows confidence. Don't fumble for the perfect answers—take a chance.
- Watch your body language: make eye contact, smile, shake hands properly, without being too weak or too firm. Avoid showing nervousness through any sort of fidgeting. Do not play with objects on the table. Do not cross your arms or gesture a lot. Sit up straight.
- Listen to how you speak. Avoid filler words such as “you know” and “like”. Practice with someone who can let you know when you use these words, which often pop into our speech unconsciously
- Doing mock interviews and practicing will build confidence.
- Bring a portfolio to the interview if you have relevant work to show.
- After the interview, send a thank-you email to the interviewer.

Virtual Interviews- A New Normal?



- ❖ This is as important as a live interview, your best chance to make a great impression!
- ❖ Do your homework. Address your interviewers by name, have their contact information so you can follow up later
- ❖ Set your background to be professional not distracting. Pay attention to lighting and angle of camera
- ❖ Place books under laptop to level the camera at your eyes
- ❖ Know what technology will be used and figure it out before the interview, practice with a friend to be sure
- ❖ During the interview, **look at the camera**, not the screen or down at notes, notes, if any, should be at eye level

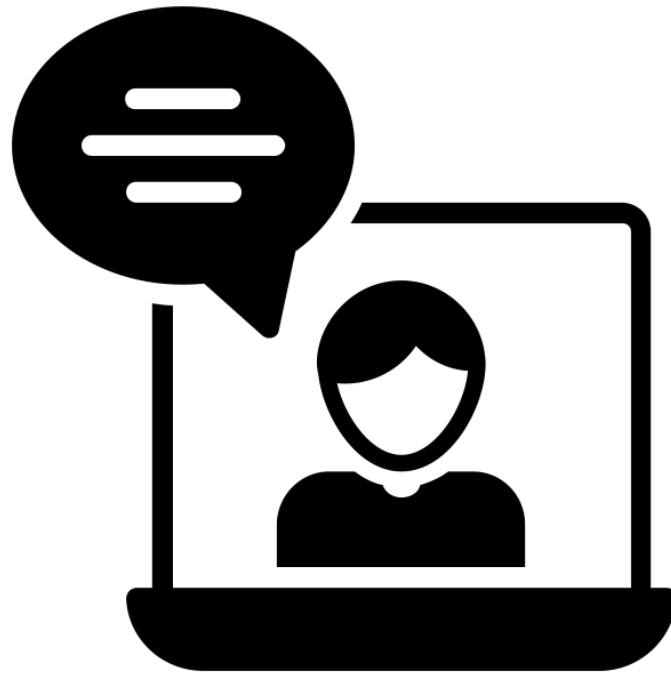
Virtual Interview

How many have had an online interview? (show of hands) Were there any benefits?

How many have had a phone interview? (show of hands) Were there any benefits?

Has anyone interviewed during COVID? (show of hands)
How did that go?

CHALLENGES???



Questions and Discussion



RESOURCES

https://www.ulsterunitedway.org/raising_hope-main/raising-hope-resources/

- EMPLOYMENT AND JOB TRAINING WEBSITES

- <https://www.ulsterworks.com/job-seekers/job-listings>

- <https://www.ulsterworks.com/training/workshops>

- **OFFICE ASSISTANCE**

- Ulster County Office of Employment and Training

- 521 Boice's Lane

- Box 535, Kingston, NY 12401

- 845-443-8066

- **BOOKS**

- **Clay, Dan, *How to Write the Perfect Resume*, 2018**

- **Dushaj, Tom, *Resumes That Work*, 2018**

- **Kelley, Thea, *The Quick and Complete Guide to a Winning Interview*, 2017**

- **Tuckerton, Russell, *15 Minutes to a Better Interview*, 2014**

- Raising Hope Library and Website (note: more sample interviews and cover letters can be found here)