



CITY COLLEGES
of CHICAGO

Workforce & Economic
Development

Education that Works

Guide to Resume Writing, Job Search and Interview Skills

Office of Workforce and Economic Development

City Colleges of Chicago knows that career development as a life-long process. The goal is to empower students to create and implement a plan to achieve their career objectives.

City Colleges Career Placement and Planning provides comprehensive services and resources to help make informed decisions about a career as well as to help facilitate a successful transition into the workforce.

Career Placement and Planning provides:

- Online career and educational programs
- **Assistance in finding** the career path best suited for you
- **Instruction on how to create a resume, cover letter, and effective interview skills**
- **Help** so you can find a job

Services include:

- Individual career advising
- Job Readiness workshops
- Mock Interviews

Resources include:

- Career Network Job Board - <https://ccc-csm.symplicity.com>
- Illinois Job Link and other national job boards
- Career Expos
- **Information** about internships and work-based learning

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Career “To Do List”

Start preparing for life after graduation NOW!

1. Take the FOCUS2 assessment and/or meet with a counselor to clarify career goals
2. Research careers that interest you and decide on an academic focus
3. Conduct informational interviews with professionals working in the field
4. Participate in the job readiness workshops with the Career Planning & Placement staff
5. Visit with your academic advisor to map out coursework for your career plan
6. Participate in volunteer activities and/or student organizations to learn useful skills
7. Create a resume
8. Consider working part-time or interning in a job related to your focus
9. Attend a career fair to visit with potential employers
10. Participate in a mock interview and practice interviewing skills
11. Develop a plan to move toward your career goals
12. Research companies/organizations for you would like to work upon your graduation
13. Have your resume reviewed and make updates/edits

Career Exploration

There are many ways to explore careers; one of the simplest is to take an assessment. City Colleges of Chicago offers all students the opportunity to take a career assessment through FOCUS-2, an online program. Please check with your Career Planning and Placement Office for login details. Assessments measure your personality style, including what energizes you, your attention to detail, your risk-taking comfort level, and how you make decisions. Assessment will help you gain a better understanding of your personality, and can help you identify career fields that may be a good “fit” for you.

Other ways to explore careers are to network with people in the field or fields that interest you, seek out volunteer opportunities, and connect with professionals on such sites as **LinkedIn**. <https://www.linkedin.com/>

City College of Chicago (CCC) students may visit the Career Planning and Placement department in their college to obtain additional assistance in choosing a major, a career or to obtain general career advice and assistance.

FOCUS-2 is an online, self-guided software program that aids students in exploring and making decisions about their career goals and their major areas of study. Stop by your Career Planning and Placement Center for link and login information.

Career Exploration Online



Illinois Department of Employment Security (IDES) is a wealth of information about the employment situation in Illinois. <https://illinoisjoblink.illinois.gov>



Career Information System offers comprehensive information on occupations, education and financial aid, as well as job search hints, links to employers and self-assessments. <http://ilcis.intocareers.org/default.aspx>



America's Career InfoNet can help you identify options and plan your education. <http://www.careerinfonet.org>



Career Tools > Career Resource Library > Career Assessment > Free Online Assessments and Tests.

Career Research Websites

- The Occupational Outlook Handbook has an online catalogue of information on hundreds of careers and includes information on the training and education needed, earnings, expected job prospects, what workers do on the job, and working conditions. <http://www.stats.bls.gov/oco>
- Career & Program Finder has information on the occupational programs offered at CCC as well as links to career information. <http://www.ccc.edu/careers/Pages/default.aspx>
- O*NET is an online database of career information. With O*Net, you can select skills you have, and search for a career to match your skills. You can also search by keyword. <http://online.onetcenter.org>
- America's Career InfoNet has information about particular occupations (training, outlook, earnings); particular geographic areas, trends, and resources. <http://www.acinet.org>

Career Related Writing

Your career related writings are marketing pieces; they represent one way that your potential employees will see you and decide whether or not they want to hire you. There are many types of career-related writing including; resumes, cover and acceptance letters, thank you notes, and others. Your writing should demonstrate your professionalism and convey your personal style.

Misspellings, bad grammar, messy formats will not show employers you are the professional they seek.

Your font choices make a critical difference in the look and tone of your materials. When choosing a font, make sure that it is **READABLE** in nearly every application. **Some of the most common fonts are:**

- Arial 10
- Book Antiqua 10 or 10.5
- Tahoma 10
- Garamond 11.5
- Arial Narrow 11.5

Cover Letter

A cover letter accompanies your resume. The cover letter makes the connection between the job description and your resume. Additionally, the cover letter should be written for a specific position and not just one used for all job applications.

Types of Cover Letters:

- **Letter of Inquiry** – sent when there is no advertised position opening.
- **Letter of Application** – sent along with resume to apply for a specific advertised position.

Resume

Your resume is a concise summary of your most relevant educational, work, and volunteer experiences.

Types of Resumes:

- **Chronological** – Organized in reverse chronological order (with most recent jobs first). This is the most widely accepted format.
- **Functional** – Organized by skill, often used to highlight skills obtained in earlier work experiences.
- **Computer Scanned** – A resume specially formatted to be pasted into online application forms.
- **Federal** – A resume written to apply for a job with the federal government.
- **Military** – Military members need to prepare federal resumes to look and speak the same language as those of their civilian counterparts.

Reference Page

*A reference page is a list of people who you know well, think highly of you and can provide high praise about your abilities to perform the job in question and that is **NOT** related to you. Your reference page should have the same header as your resume and contain the contact information of 3-6 professional references. Each contact should include: name, position title, company, work phone number and email address.*

Bob Smith
Conservation Crew Supervisor
8916 Wilmot Rd
Spring Grove, IL 60081
815-675-2386
bsmith@employer.com

Make sure to bring at least one copy of your reference page to the interview.

Below are some guidelines to use as you select references:

- People who you are certain think highly of you.
- People who will take your request seriously and be prepared and thoughtful in their answers
- People who understand the context in which the reference is being given
- People who will know how to present any of your potential weaknesses as strengths
- People who express themselves well — either verbally or in writing, depending on which type of reference they will be giving.

Make sure that you get permission to use each reference, let them know what jobs to which you are applying then let them know the result of your job hunt.

Letter of Acceptance

Sent as a formal acceptance of a job offer, when requested

Letter of Decline

Sent when you would like to decline a job offer

Letter of Resignation

Sent when you are planning to resign your present position

Thank you Letter

Sent to an employer to express appreciation for an interview or other meeting; hand-written thank you cards are preferred.

Networking Letter

A networking letter is designed to make a connection, ask for information, ask for a further connection, investigate a potential opportunity, or start a conversation. The networking letter should also contain information that will help the reader learn about your goals, qualifications, and interests but it is not as extensive as a cover letter. Below is a list of things to consider when creating a networking letter.

1. Make sure the letter is clean, clear, concise, and that there are no typographical errors in it
2. Never send your resume with a networking letter because it sends the wrong message and lessens the effectiveness.
3. If you are writing at someone's suggestion, be sure to say that up front. If you don't have a referral, make a logical connection between you and the recipient in your opening paragraph.
4. Be honest
5. Don't expect anyone to call you after receiving your networking letter. You're going to have to make the call, and you should state in your letter when you will do so.
6. Follow up. If you've said you're going to call, do it, and do it when you said you would

Anatomy of a Cover Letter

The purpose of a cover letter is to build a bridge between your resume and the job description. You must help the employer see how your experiences, which are listed on your resume, could help you be successful in the job described. A cover letter should always accompany your resume, unless specified in the job posting.

Header

Include your contact information at the top of your cover letter. You may use a standard letter format or you may use the same header as you do for your resume.

Opening Paragraph

Grab the employer's attention. What do you know about the company that makes you want to work there? Identify the position to which you would like to apply and demonstrate your knowledge about the position. You should also identify how you learned about the position opening. You could do this by mentioning the name of a person who works at the organization or by referencing a job posting from a website or newspaper.

Body

This section will contain one or two paragraphs, in which you describe why you are qualified. Don't repeat the same information from your resume. Instead, use the body of your letter to expand on some of the information from your resume. Include relevant details about specific projects or experiences. You may use paragraph form, bullets, or a combination of the two. It is beneficial to repeat phrases from the job description in the body of your cover letter. This is a great strategy for helping employers see that you have what they want. Does the job description mention that the ideal candidate should have "excellent interpersonal communication skills?" Then your letter should read something like "Among the skills I have to offer are my excellent communication skills. For example..." Immediately back up every statement like this with some solid facts. Talk about something you've done that demonstrates your skills.

Closing

Ask for an interview! Describe what step you will take next, and be sure to follow through with what you say you will do. It is appropriate to say that you will call them on a certain day to follow-up. You may want to include your contact information here and invite them to contact you with any questions for the position. Close with "Sincerely", then type and sign your name.

Salary History

Some employers may ask you for your salary history. If the employer asks you to include "salary history" or "salary information" with your application packet, you may either address the issue in the closing paragraph or you may provide a separate salary history page. When including your salary history, it is best to include a salary range rather than a specific amount. If your salary requirements are flexible, state this in your salary history.

Cover Letter Sample

Charles Smith
1466 N. Ashland Ave
Chicago, IL 60622

February 8, 2012

Mr. Jerry Boss
Human Resource Manager
200 N La Salle St # 1100
Chicago, Illinois 60601

Dear Mr. Boss:

I am interested in the Editorial/Computer Production Manager position you advertised on CareerBuilder. Let me briefly match your needs, as I understand them, to my background.

Your requirements:

- Proofreading, researching, and writing skills.
- Knowledge of PC-oriented desktop publishing.
- Knowledge of computer on-line programs.

My relevant skills:

- Proficiency in proofreading and copyediting attained during seven years with a typesetting company. Completed freelance project in keying and copyediting for an IMIS
- Research reference book.
- Computerized a pre-PC typesetting system. Set up a Word-based newsletter system and completed initial work for a PageMaker-based hardware/software setup. Familiar with typesetting and page layout issues both from pre-PC and PC eras.
- Utilized PC communications for over ten years. Independently set up an E-Mail system using Outlook.
- Expanded knowledge of online systems as a library and information sciences student.

I hope you agree that my qualifications ideally suit this position. May we schedule a personal interview? I will call you in a few days to setup a mutual time or you may reach me at (312) 555-5555 or my email address csmith@yahoo.com.

Thank you for your consideration,

Sincerely,

Charles Smith

Enclosure: Resume

Anatomy of a Resume

Header

The first line of information in your header should include your name, address, e-mail and phone numbers in 12-14 point font. If your contact information changes, make sure that you update the information prior to sending your resume.

Education

If you are a recent graduate, you'll probably list your education near the top of your resume. Include the name of your institution, the degree(s) earned, minors or areas of concentration, and anticipated or actual graduation date. Include your GPA, only if it is over a 3.0. List only the date of your degree completion; don't list the years of attendance. Do not include high school information, unless you are a recent high school graduate. Generally, recent graduates will put the education section near the top of the resume. As you gain more significant work experiences, you should move the education section below your experience section.

EXAMPLE

Let's say your last work experience was a part-time job at Burger King. Unless you are applying for a job flipping burgers at Wendy's, you'll need to write about something other than how well you can flip burgers and make a soft serve cone.

If you are applying for a position in sales, focus your bullet points on the duties relating to customer service, selling, and persuading. If you are applying for an accounting position, talk about how you contend the cash register, how much money you handled, and how you helped take inventory.

If applying for a position in management, talk about how you trained new employees and come up with ideas to help Burger King run more efficiently.

Experience

Include information about your experiences – both volunteer and paid. List your experiences in reverse chronological order (beginning with your current job, and ending with your least recent job.) Use 3-5 bullet points for each job to clearly describe what you did; focusing on duties/skills that may transfer to the job you are trying to obtain.

Transferable Skills

Tailor your resume to the job for which you are applying and focus on the skills that seem most relevant to the position you want. When writing your resume, think in terms of transferable skills. A transferable skill is any skill you learned through past experience and you could use in a future job. Communication, customer service, managerial, and organizational skills are all transferable skills employers want. Even if your past jobs included waiting tables, mowing lawns, and working as a clerk, you probably developed some transferable skills. Communication, organization, and leadership skills can be learned in a variety of jobs. Use the list of action verbs to brainstorm skills you may have learned at your past jobs. Try to determine the job duties and skills you learned that are similar to the type of work you want to do. By doing this, you will be able to make connections between your experience and the job you want (even though they may seem unrelated). Look for clues about what the employer is seeking in the job description.

Related Experience

Usually you can put all your experiences under one category titled "EXPERIENCE". If you have several work experiences not related to your field, you may want to separate your experience category into "RELATED EXPERIENCE" and "WORK EXPERIENCE". "RELATED EXPERIENCE" would go near the top of the resume and include all your past experiences closely related to the type of work you are seeking. "WORK EXPERIENCE" would go below related experience and would include jobs that are not related to your field.

Computer Skills

Identify your level of ability in using computers. List the programs you are familiar with and describe your level of expertise. Example: Highly proficient using Microsoft Word 2010 and Microsoft Power Point 2010, knowledgeable in the use of Microsoft Excel 2010.

Objective

If you are applying for a specific job within a company, mention that job title in your objective, at the top of your resume. If you are applying for an internship, make a note of when you'd like to do the internship (summer, spring semester, etc.). General objectives are okay, but not necessary. If you do include a general objective, make sure you emphasize what you can offer the employer rather than what you hope to gain. An objective would go directly below your contact info at the top of the page. **(Example: To obtain a Marketing Internship during the Summer of 2012.)**

Relevant Courses

If you are looking for an internship, you may want to include a section for course highlights that informs the employer of specific classes completed and knowledge that you have gained from them that would make you a useful intern. List the classes most directly related to the type of work you will be doing at the internship. If you are looking for a full-time job in a field that is not directly related to your major, include courses you have taken related to the type of job you seek.

Certifications or Technical Skills

If you have certifications or technical skills you may also use them for the job to which you are applying.

Languages

If you are fluent in more than one language, make sure to list them in this section.

Leadership

List volunteer projects and involvement in leadership conference.

-
- Never stretch the truth or lie on your resume.
 - Beware of your e-mail address; what is meant to be cute or funny may be interpreted as unprofessional or offensive by a potential employer. .
 - Practice your phone etiquette and change any lengthy voice mail messages, especially long songs.
 - Your resume should be one (1) page in length. If you have a second page, you should fill the entire second page or reduce your resume to 1 page.
-

Resume Styles

Chronological

The Chronological Resume Style is the most common type. This type of resume presents your information in a timeline approach. You list the most recent work or education experience first, followed by the next most recent.

Reasons to use a Chronological Resume:

- Best suited for entry-level job-seekers or those who have stayed in the same field.
- Many employers and recruiters expect and prefer this style.
- This style provides a straightforward history of your work experiences and education.
- Employers can easily scan Chronological resume.

-
- Chronological resumes will show any gaps in employment history or can demonstrate a lack of work experience.
 - Employers and recruiters can guess your age if you include older work experiences.
-

Functional/Skill

Functional resumes highlight your related skills rather than your chronological work history. You will still need to summarize your work history near the bottom of the resume. You may want to consider using a Functional Resume if:

- You have a gap(s) in your work history. (Example: you took a few years off to raise children or pursue other interests)
- You have changed jobs frequently
- You are looking to transition into a new career (i.e. your past job title and experiences are not similar to the job for which you are applying)
- Functional Resumes may be effective in these situations, because they draw attention to your transferable skills rather than your exact job titles and experiences
- You are an older worker seeking to deemphasize a lengthy job history

Computer Scanned

A Computer Scanned Resume is basically a print resume the employer turns into an electronic resume by using Optical Character Recognition (OCR) software and then placing it into a keyword-searchable database. Often large companies will require you to apply online and paste your resume into an online form. If you do this, follow these guidelines:

- Keep it as simple as possible by removing lines and complicated formatting.
- Use one universal font for the whole document (Times New Roman)
- Use the most common font size such as the recommended 12-point
- Avoid graphics or shading.
- Do not use italics, underline, or bold
- Do not use bullet points

Federal

A “federal” resume is a resume written to apply for a job with the federal government. The federal resume is usually three to five pages in length, which is longer than a typical business resume. The reason for the additional length is that federal human resources specialists require that you prove in writing the skills that you have. Each generalized and specialized skill that you have developed in your career has to be written into the documentation.

Military

Military members need to prepare federal resumes to look and speak the same language as those of their civilian counterparts. However, after being in the military for many years, they often speak “military.” Military acronyms and jargon must be translated to corporate or civil-sector requirements. Service members have the added challenge of looking for civilian keywords that help their resumes qualify in the federal system as well as translates to in the corporate world. Service members should translate military rank, career history, job titles, military occupational specialties/career fields and training courses; and they should use their award, training, and performance rating justifications to glean accomplishments. The following are a few sample translations for rank, responsibilities, and acronyms. Federal resumes need to have all acronyms spelled out at least once in the first reference. Each branch of service has its own set of acronyms for individual systems. Some acronyms might be the same, but the meaning is very different. Military personnel must spend extra time learning how military terms, acronyms, and jargon should be translated and included.

Please refer to these helpful websites when developing your resume:

<http://www.realwarriors.net/veterans/treatment/civilianresume.php>

<http://www.baseops.net/transition/>

<http://www.clearancejobs.com/cleared-news/259/7-common-military-to-civilian-resume-mistakes>

Sample Cover Letter and Resume

Job Posting Response

Job Description: NATURAL RESOURCE INTERN

Duties: Lead interpretive nature walks with guests of all ages. General park maintenance activities such as mowing, facility and area clean-up and painting

Requirements: Excellent verbal communication skills and leadership ability a must, knowledge of natural resource interpretation helpful. Experience with park maintenance helpful

To apply: send resume/cover letter to John Smith, Human Resources Coordinator, County Conservation Board, Chicago, IL 52365

Ima Student
1212 N. 1st St.
Chicago, IL 60616

Mr. John Smith
Human Resources Coordinator
Somewhere State Park
345 35th St.
Chicago, IL 60642

Dear Mr. Smith:

I would like to apply for the Natural Resource internship I saw posted on the careerbuilder.com website. Somewhere State Park has long been one of my favorite places to camp. I especially appreciate the fall color and fishing opportunities your park has to offer. I was excited to learn about your opening for a natural resources intern.

Phrase repeat from job description

My excellent verbal communication skills and leadership ability are two qualities which I could contribute to your team. As a day camp counselor, I led groups of children through a variety of activities. In this leadership role, I accommodated the special needs of individuals while keeping in mind the well-being of the entire group. I used my communication skills to motivate children to participate in activities.

Phrase repeat from job description

Also, I have knowledge of natural resource interpretation. As a backpacking trip leader, I led guests of all ages on multi-day excursions through the wilderness. Using my knowledge of geology, wildlife, and plants, I helped group participants gain a deeper appreciation for the natural wonders they were experiencing. Along with knowledge of natural resource interpretation, I have had some experience with park maintenance. As a part of the Muscatine County Conservation Corps, I worked with a team to maintain and improve county parks. I mowed, painted, cleaned up trash, and cleared trails after storms, landscaped and trimmed weeds.

The knowledge and leadership skills I've gained through these experiences make me confident I would have plenty to offer Somewhere State Park. I will contact you on Thursday to see if you would like to set up a time to discuss my qualifications for this position. Please feel free to contact me at 312-555-8479 or pyoung@gmail.com

Thank you for your time.

Sincerely,

Patricia Young

Enclosure: Resume

Ima Student

1212 N. 1st St.
Chicago, IL 60616 (312) 377-5555
lstudent@student.ccc.edu

OBJECTIVE: To obtain an Internship in the field of natural resources interpretation for the Summer of 2012.

EDUCATION: Harry S. Truman College, Chicago, IL
Associate in General Studies (AGS) Expected 5/10
G.P.A.: 3.32/4.00

RELATED COURSEWORK: Natural Resources Interpretation, Wildlife Identification & Management, Plant Material, Soil and Water Conservation, Park Maintenance

RELATED EXPERIENCE:

Backpacking Trip Leader (Volunteer) Summers 2007-2009

Apple River Canyon State Park, Apple River, IL
Led 6 groups of friends on backpacking trips through the Rockies

- Educated group members about the geology, plants, and wildlife of the area
- Planned routes, coordinated meals, and gathered necessary equipment
- Taught group members hiking techniques, water purification & cooking methods, wilderness safety, and environmental consciousness

Day Camp Counselor Summer 2011

Leaning Tower YMCA; Niles, IL

- Led groups of kids on hikes through the Rocky Mountain National Park
- Planned team-building activities
- Taught the kids about plants, animals, and geology
- Regularly administered First Aid on minor injuries

Starved Rock Conservation Corps Summer 2010

Starved Rock Conservation Oglesby, IL

- Learned environmental principles from county conservation workers
- Worked on various conservation projects in county parks
- Maintained nature trails and constructed new trails
- Implemented techniques to prevent erosion on hillsides within area parks

Day Camp Counselor (Volunteer) September 2008 – September 2010

Girl Scout Camp Sacajawea; Broadview, IL

- Taught girls how to build and cook over a fire
- Led girls on hikes, creek walks, and other outdoor activities
- Taught knot tying, orienteering, and camp safety

Chronological Resume Sample

With Reference Page

**Bold
Font Size
12 - 16**

Jane D. Smith

2233 Martin Luther King Drive
Chicago, IL 60616
(312) 555-1212
jane.smith@aol.com

**Regular Text
Font Size
11 - 14**

Place your
name and Page
on each
subsequent

Career Objective

Optional Section

To obtain a Paralegal position in Real Estate Law firm.

Education

List most recent education first,
do not list high school if you have
a college education

Wright College, Chicago, IL
Paralegal Studies, Associate of Arts Degree, Pending 12/12
3.95/4.00 GPA

Do not include low GPA's and never
include GPA unless you are fresh out of
college and seeking your first job.

Professional Experience

Formatting Dates: Year to Year 2001-2010 or
Month/ Year to Month/Year 02/01-12/10

2009 - Present: Belding & Belding Law, Chicago, IL

Legal Assistant

- Provide paralegal services to attorneys in residential real estate sales within Illinois and Illinois.
- Monitor transactions from start to final settlement statement; order and review titles, obtain plot plans and municipal lien certificates, research background, and work successfully against deadlines.
- Serve as liaison for clients, banks, and attorneys; schedule meetings, identify documents necessary for all parties.
- Coordinate all post-closing functions, complete title insurance forms, send final payments to banks and municipalities, and disburse funds.

Put job
titles in
Bold

2005 - 2009: Investors Life Insurance Co., Elmhurst, IL

Deputy Clerk (2007-2009)

- Negotiated payments with attorneys' Third Party Liability cases and reviewed medical records.
- Operator Clerk (2003-2007)
- Provided subscriber information to customers, assisted in completion of questionnaires and forms.

Computer Skills

Always included your
computer skills

Experience in operating PC's and programs Windows 2010, Word 2010, Excel 2010, Outlook 2010 and Internet; Knowledgeable in PowerPoint 2010, and Access 2010; Typing (60 wpm)

Organizations

Optional Section

- Member of the Illinois Paralegal State Association.
- Member of the National Paralegal Association.

Volunteer Activities

Optional Section

- Volunteer at Boys and Girls Club for almost 4 years.
- Girl Scout leader for the past 4 years.
- Raised money for a friend at the American Cancer Society Walk-A Thon

Jane D. Smith

2233 Martin Luther King Drive
Chicago, IL 60616
(312) 555-1212
jane.smith@aol.com

References

Optional Section

Chris Hawkins

Counselor

Truman College

1145 W. Wilson Ave.

Chicago, IL 60640

773-907-4440

chawkins@company.com

Mike Carter

Costumer Rep.

ZXZ Company

401 N. Wabash Avenue

Chicago, IL 60611

312-377-4344

mcarter@company.com

Tom Smart

Attorney

Smart Legal

Box 8602

Chicago, IL 60616

312-411-1212

tsmart@company.com

Julius Westfield

Human resource Director

Investors Life Insurance

P.O.Box

Chicago, IL 60616

312-257-4444

jwestfield@company.com

Chronological Resume Sample

Jim J. Smith

297 40th St.
Chicago, IL 60640
(312) 555-5555
jjsmith10@gmail.com

- OBJECTIVE:** Seeking a position as a Diesel Ag Mechanic.
- EDUCATION:** Olive Harvey College, Chicago, IL
Diesel AG Technology, A.A.S Degree, expected May 2013
- COURSE HIGHLIGHTS:** Ag Electrical, Machinery Servicing, Diesel Fuel Systems, Power Shift Transmissions, Ag Diagnosis, CDL, Combining Servicing, Fundamentals of Power Transfer, Welding

Lane Technical High School, Chicago, IL Diploma - 2011

EXPERIENCE:

2010 – Present Independence Heavy Equipment Sales and Service, Chicago, IL
Service Technician

- Assist in Truck and Trailer Service
- In charge of new equipment set up
- Work on maintenance of all equipment either in the shop or out in the field

2009 - 2010 Dave's Welding and Repair, Barrington, IL
Service Technician

- Provided road side assistance to area contractors who's equipment broke down
- Performed shop maintenance

2007 – 2008 John's Weld Shop, Jesup, IL
Welder

- Welded Field Chargers
- Repaired and welded heavy equipment on a daily basis

COMPUTER SKILLS:

Experience in operating PC's and Windows XP and Microsoft Word 2010, Excel 2010 and PowerPoint 2010

ORGANIZATIONS:

- Member and Volunteer of the Independence Fire Department
- Member of Diesel Power Club at Truman College

REFERENCES:

Brian Jones
Shop Foreman
Dave's Welding and Repair
209 Sheet Metal St.
Chicago, IL 60640
(312) 555-5555

Bob Schulte
Manager
Independence Implement
Old Hwy 20
Chicago, IL 60640
(312) 334-5555

Jim Zach
Diesel Ag Coordinator
Truman College
6301 N. Wilson Ave.
Chicago, IL 60646
(312) 398-5555

Jane D. Smith
299 King Street
Chicago, IL 60640
(312) 555-1212
jane.smith@aol.com

Highlights of Qualifications

- Top ranked sales representative for 3 straight years
- Strong product knowledge from 11 years of experience in the field
- Able to handle large territories effectively
- Experience serving wide range of electronic industries

Direct Sales & Product Demonstration

- Increased average monthly sales to Midwest Stereo from \$1,100 to \$21,000 in 1 year.
- Set sales record, surpassing all sales representatives for any given month in company history.
- Held down company's largest territory; exceeded quotas and greatly increased sales.

Customer Service/Account Relations

- Established and maintained good rapport with over 250 clients in the electronics industry.
- Followed through promptly to resolve customer complaints.
- Found hard-to-find parts for customers, by whatever means necessary.
- Located detailed product information for customers to facilitate accurate parts ordering.

Marketing/Promotion

- Organized customized accessory racks for display in retail outlets.
- Successfully demonstrated to customers the benefits of quantity purchases and incentive programs.
- Researched industry trade journals to identify potentially popular and profitable items, and locate products requested by accounts.

Employment History

2011 – Present	Area Sales Rep.	Future Electronics	Chicago, IL
2009 – 2010	Sales Rep. (PT)	Radio World Inc.	Chicago, IL
2007 – 2008	Stocker	Best Buys Co.	Chicago, IL

Education

Truman College, Chicago, IL
Electronics Engineering Technology, Associate of Applied Science, 2011
3.53/4.00 GPA

Computer Skills

Experience in operating IBM-PC's and programs Microsoft Office 2010, including Word, Excel, Power Point, Access, Outlook and Vista.

Scanned Resume Sample

Jane D. Smith

299 King Drive Chicago, IL 60640
(312) 555-1212
jane.smith@aol.com

Career Objective:

To obtain a Paralegal position in Real Estate Law firm.

Professional Experience:

2008-Present: Belding & Belding Law, Chicago, IL Legal Assistant
Provide paralegal services to attorneys in residential real estate sales within Illinois and Illinois.

Monitor transactions from start to final settlement statement; order and review titles, obtain plot plans and municipal lien certificates, research background, and work successfully against deadlines.

Serve as liaison for clients, banks, and attorneys; schedule meetings, identify documents necessary for all parties.

Coordinate all post-closing functions, complete title insurance forms, send final payments to banks and municipalities, and disburse funds.

2002 – 2008 Investors Life Insurance Co., Marion, IL Deputy Clerk
(2006 - 2008)

Negotiated payments with attorneys Third Party Liability cases and reviewed medical records.

Operator Clerk (2002 - 2006)

Provided subscriber information to customers, assisted in completion of questionnaires and forms.

Education:

Wright College, Chicago, IL
Paralegal Studies, Associate of Arts Degree – expected 12/09
3.95/4.00 GPA

Computer Skills:

Experience in operating PC's and programs Win XP, Word 2007, Excel 2007, Outlook 2007 and Internet; Knowledgeable in Power Point 2010, Access 2010; Typing (60 wpm)

Sample Reference Page

Allen Hooper

29 Jewel Dr. SE
Chicago, IL 60616
(312) 377-5555
allenhooper@hotmail.com

REFERENCES:

Sam Pelly

Day Camp Director
Leaning Tower Family YMCA
2800 Tunnel Rd.
Niles, IL 60714
(847) 555-4857
spelly@yahoo.com

Jim Johnson

Conservation Crew Supervisor
8916 Wilmot Rd
Spring Grove, IL 60081
(815) 675-2386
jjohnson@illinois.gov

Jane Fritta

Camp Director
Northwestern University Computer
Camps
345 County Road B
Jacksonville, IL 62650
(217) 673-3771
jfritta@gmail.com

Reference Page Notes

- Give your “reference page” to employers when they ask for your references or they can be sent with your resume
 - Make sure you receive permission from the people who you ask to be a reference. It is very unprofessional not to get their permission
 - List 3-6 people who know you and can speak positively about your work ethic, skills, or character. You may list past supervisors, coworkers, clients, teachers, or student organization leaders and friends.
 - Make sure you contact all of your references ahead of time. Let them know what kind of job you are looking for, and who may contact them to inquire about you.
 - *Send your references a copy of your resume and a thank-you note to let them know which job you've accepted.*
-

Letter of Acceptance

Christine Smith
2030 Glass Ct.
Chicago, IL 60642

July 8, 20XX

Tom Smart
WXYZ Corporation
4949 Wacker Drive
Chicago, IL 50705

Dear Mr. Smart:

I would like to confirm our phone conversation, which occurred on July 7, 20XX. I am thrilled to accept WXYZ Corporation's offer to become your new Computer Specialists Manager for a yearly salary of \$48,000 plus benefits package.

I have formally resigned from Blackwell Company, and will be relocating to the Chicago area within the next 3 weeks. I will be able to better pinpoint an exact starting date within the next few days.

You will be hearing from me again soon to finalize the remaining details of our agreement.

Thank you again for giving me this opportunity to become a part of the WXYZ Corporation team.

If you have any questions or require additional information, please do not hesitate to call me at (312) 574-5555 or my email address csmith@yahoo.com.

Sincerely,

Chris Smith

Letter of Decline Sample

Christine Smith
4100 N Milwaukee Road
Chicago, IL 60642

June 7, 20XX

Christine Smith
WXYZ Corporation
4949 Wacker Drive
Chicago, IL 50705

Dear Mr. Smart:

I would like to use this opportunity to thank you for taking the time to meet with me last week. After careful thought and consideration, I must decline your tempting offer for the position of Computer Programmer. I've decided that my interests and career goals lie elsewhere at this point in my life. Perhaps our needs will coincide at a later date.

Thank you again.

Best wishes for your continued success.

Sincerely,

Chris Smith

Jim Lucky
24 South Bashford St.
Chicago, IL 52659

September 15, 20XX

Tom Smith
Director of Supply Services
Big City Company
2929 City Dr.
Chicago, IL 52411

Dear Mr. Smith:

I am writing to inform you of my resignation, effective September 30th although I have enjoyed my position as Department Manager, I have accepted another position where I feel my diverse skills are more fully utilized.

I want to thank you for the wonderful experience I had with Big City Company. Both the staff and you were great to work with these past 10 years.

I wish you the best of luck and future success.

Sincerely,

Jim Lucky

Thank You Letter

Thank you cards are very important part of your interviewing process. You should always send thank you letters after any kind of meeting (networking, informational interviewing or job interview). Make sure to send one to each person who spent a significant amount of time with you. Thank you letters may be typed letter on resume paper or a neatly hand-written thank you card. When sending thank you letters be prompt, they should be mailed within 24 to 48 hours of your interview/meeting. Finally, just like with any other business writing make sure that you proofread your thank you notes.

Thank You Letter Sample

Jerry Smart
12 Gateway St.
Chicago, IL 52659

September 14, 20XX

Tom Jones, Sales Manager
US Market Inc.
101 Hwy 29 West
Chicago, IL 60616

Dear Mr. Jones:

Thank you for meeting with me on September 13th regarding the Sales Representative opening. I enjoyed the opportunity to learn more about the position responsibilities and advancement opportunities available at US Market Inc.

I feel confident my 10 years of retail sales experience, combined with my communication and interpersonal skills, would make me an ideal candidate for this Sales Representative position.

Thank you for your time and consideration. I am looking forward to hearing from you next Tuesday.

Sincerely,

Jerry Smart

E-mail Correspondence

When emailing your resume, use your email message as your cover letter, simply paste your cover letter into the message of the email, unless a separate cover letter is requested. Format your email cover letter as you would any email message. (Your contact info can go at the bottom; don't leave space for a signature, since you will not be signing it. If a separate cover letter is requested, your email should be brief. State the position you are applying for and mention that you've attached your cover letter and resume. Use the job title or job code as the subject line for your email. You may also want to include your name in the subject line, especially if your email address is not your name. All attachments should be in Microsoft Word or PDF documents unless requested otherwise. Test your resume by emailing it to your friends to make sure it opens easily on different computers. Name each file with your name and document description. (Example: jane-smith-resume.doc, jane-smith-coverletter.doc, jane-smith-references.doc) Be brief, polite, and professional whenever you correspond with an employer. Make sure your email address, greeting, and signature line are professional

Sample E-Mail Message

Dear Mr. Prior,

I would like to apply for the Accountant position advertised in the Cedar Rapids Gazette. Please review the attached Cover letter and Resume in consideration for position #2445.

Thank you for your time.

Sincerely,

Mark Myers

Internships

An internship is a temporary job where you are engaged in professional work under supervision in a field that interests you. Internships are available for some CCC's programs and/or may be customized just for you. Check with your career services department for more information. When looking for an internship you must make sure that you will be doing a significant amount of professional work, not just getting coffee. Internships may be paid or unpaid. When selecting an internship opportunity, consider not only the amount you'll be paid, but more importantly, the quality of experience that you will gain.

How an Internship Can Help You:

- Apply what you are learning in class to real world situations
- "Try on" a career to see if it's a good fit
- Work alongside professionals in a career that interests you
- Develop valuable career contacts
- Build your resume
- Learn useful skills
- Gain confidence in your abilities
- Obtain a full-time position
- Gain the experience employers request for employment
- Enhance your resume

How to Find an Internship

- Many "part-time" or "summer" jobs could actually be considered internships
- Research organizations with which you would like to intern then send each of them a specific letter of inquiry. Follow-up a week later with a phone call, to see if they are open to the idea of having you as an intern.
- Ask your CCC Career Planning & Placement staff, professors, and friends/ family, for internship ideas and/or leads.

Other Ways to Get Experience

- Part-Time Jobs: Some part-time jobs involve duties related to your professional field. Even if your part-time job does not qualify as an internship, you can still learn new skills and meet professionals in your field.
- Volunteer: There may be organizations that could use your skills. Many organizations need people to plan events, organize activities, raise funds, create marketing campaigns, analyze budgets, and more. If you volunteer your services, you will be able to gain practical experience to add to your skill set while contributing to the well-being of your community.
- Campus organizations: Develop your leadership, communication, and organizational skills by getting involved in one of CCC's student organizations. Manage a budget, make posters, lead meetings, plan events, sell things, recruit new members, organize fund-raisers, or be an activist. You will gain valuable skills through any of these activities.

Job Search Tips

Some of the best jobs are snagged before they are even advertised. Here are some tips on how to be proactive and snag one for you:

1. Target a specific geographic area and research places where you'd like to work.
2. Ask everyone you know to keep their eyes open for potential job openings in your field. Even if they are not working in your field, they may know someone who is!
3. Set up informational interviews with people in the organization you'd like to work. Don't ask for a job, but do ask for advice on your resume (and if they like it, they may offer some job leads!)
4. Send letters of inquiry to places you'd like to work, via postal or email
5. Follow up your letters a few days later with a phone call.
6. Ask if you can call back in a month to see if there are any new job vacancies.
7. Check company websites and online job boards regularly for job vacancy announcements.

Researching Companies / Organizations

Once you have targeted the geographic location you'd like to work, your next step is to target specific companies or organizations.

- Researching companies will help you:
- Evaluate whether or not a company seems like a good fit for you. (Do you really want to work there?)
- Figure out how you could benefit the company, so that you can communicate specific ways you could contribute to/improve the company. (What are their needs?)
- Prepare for an interview. Researching the company beforehand conveys your interest in the company. It will also enable you to ask intelligent questions during the interview.

Tips on researching companies:

- Review the company's website. Use a search engine to locate the website, and then peruse the site, and gain as much information as you can.
- People who already work for the organization can be a great resource. If you know someone who works there, (or if you know someone who knows someone who works there) be sure to get in contact with that person.
- Join related trade or professional organizations to get an inside look at the industry.
- Read professional journals and magazines to learn about companies and trends in your field.
- Stay organized. Keep your information organized by using a spreadsheet or other method.

Things to investigate:

- Product made/services offered by this company
- Potential for growth
- Plans for the future
- Degree to which employees are involved in decision-making
- Competitors
- History – including past accomplishments
- Things that need improvement

Job Fair Tips for Students

Each City College of Chicago sponsors an annual Job Fair, which is open to students, alumni, and community members seeking professional career opportunities. The following are some helpful tips to make your job fair a productive experience.

Learn Who's Coming Ahead of Time

- Review the list of names and research the companies that are of interest to you, via Internet, web pages, etc.
- Develop a list of employers that you plan to speak with and research their employment opportunities, company products and services.
 - For guidelines on how to research a company online click on this link:
www.quintcareers.com/researching_companies_guide.html
- Keep in mind all the factors to consider regarding the job. They include location of employment, type of position, job responsibilities and corporate culture.

If you are researching in preparation for an interview, find out as much as you can about the position.

Contact Employers of Interest Prior to the Job Fair

- Send a cover letter and resume (via e-mail or ground mail) to companies you plan to visit at the Job Fair.
- Let the employer know that you look forward to meeting him/her at the job fair. Describe your educational and career background, qualifications, and experience that best relate to the position requirements and the specific company.
- Consult with a Career Services staff if you need assistance writing a cover letter and resume. You can visit one of the City Colleges of Chicago's Career Centers for assistance or contact them via phone or email to schedule an appointment.

Prepare a 45 Second Verbal Summary of Your Qualifications

- Plan to engage in brief, formal interviews with employers regarding your qualifications and their employment needs.
- Review your resume and be prepared to present a 45 second summary of your educational career and background, qualifications, work experiences, and career interests.
- Be prepared to ask relevant questions.
- Describe how your skills match those of the position in which you are interested
- Promote your abilities.
- Be prepared to schedule interviews with employers later in the day and/or second interviews in the following weeks.

Dress and Act the Part

- First impressions are critical. Dress in conservative, well pressed, professionally tailored business attire.
- Approach employers with confidence and assertiveness.

- Don't forget to smile.
- Please do not chew gum, drink, eat, or be rude.
- Don't ask about salary and benefits unless the employer prompts the conversation.
- If so, offer realistic salary expectations and appear interested.
- Plan to arrive as close to start time of the fair since some recruiters/employers may leave before the scheduled end time.

Take the right things with you

- Take a supply of resumes (base it on the amount of employers planned for the event), unofficial copies of your transcript, and a list of professional references.
- Take your calendar or appointment book with you to schedule interviews.

Develop a Plan of Action for the Day of the Fair

- Visit first the employer(s) in which you have the strongest interest (your "A-List).
- Then visit all of the employers whose positions look interesting.
- Record notes on each employer contact preferably on the recruiter's business card or company literature. Use these notes when writing thank you letters, conducting interviews, or evaluating job offers.

Always learn "What is going to happen next?"

- As you leave each employer, ask about the next step in the interview process and how you can advance your candidacy.
- If the employer suggests that you call, if you are interested in the position, do so within two days. If you do not, s/he will assume you are not interested.
- Ask for a business card from all recruiters with whom you speak. Provide a firm handshake and thank them for their time.

Follow Up with Your Job Leads

- Write a thank you letter to each recruiter who discussed positions in which you were interested.
- In the letter, remind the recruiter that you met at your college's Job Fair, and reiterate your qualifications and interest in the position.
- Include a copy of your resume and any documentation requested at the Job Fair.

Interviewing Tips

Before the interview

- Research the company thoroughly beforehand. Make sure you understand the position you are applying for, and how your qualifications and career goals match the position.
- Call or visit the company website to obtain an extensive job description if available.
- Think about your answers beforehand. Know how you would answer each of the sample questions, and be ready to share factual examples to support your answers.
- Practice your interview with a friend. Practice answering and asking questions.
- Pick out and try on the outfit you plan on wearing to the interview.
- Make sure you know where you're going. Give yourself plenty of time to drive to your destination, and double-check your directions via the company website, receptionist, and/or a city map.
- Bring extra copies of your resume, your reference sheet, a pen and pad of paper. Carry these things in a briefcase or professional folder.
- Bring a portfolio of items that document your abilities (i.e. writing samples, photos of you in action, relevant class projects, photos of past projects, letters of recommendation, etc.).

At the interview

- Eat something ahead of time. You should be doing the talking, not your stomach.
- Arrive 10 to 15 minutes early.
- Leave your cell phone in your car.
- Be polite with everyone, including the receptionist.
- Greet your interviewer(s) by name. Check with receptionist beforehand to make sure you know how to pronounce all names correctly.
- Shake your interviewer's hand firmly and smile.
- Make eye contact.
- Two-way traffic. The exchange should be a conversation. However, the interviewer is not your friend, so keep the interchange professional and watch what you divulge.
- Communicate. Be clear about what you expect to gain if hired so that you can clearly articulate your goals and contributions to the company.
- Listen carefully. If you feel the question is unclear, ask politely for clarification.
- Pause before answering to consider all the facts that may substantiate your response.
- Give and get attention by focusing on the interviewer's needs and not your own.
- Back up your responses by also giving quantitative information. Give dates and examples to also support your points.
- Be truthful, but try not to offer unsolicited information.
- Regardless of how things go, conclude with a sincere thank you, a firm handshake, and a gracious smile.

Interview Don'ts

- Don't chew gum or smell like smoke.
- Don't take your cell phone in with you to the interview.
- Don't take your parents, spouse, fiancé, or friends to the interview.
- Don't make negative comments about previous employers or professors (or others).
- Don't make excuses. Take responsibility for your decisions and your actions.
- Don't falsify application materials or answers to interview questions.
- Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization.
- Don't give the impression you are only interested in salary; don't ask about salary and benefits issues until the subject is brought up by your interviewer.
- Don't act as though you would take any job or are desperate for employment.
- Don't be unprepared for typical interview questions. You may not be asked all of them in every interview, but being unprepared looks foolish.
- Don't go to the extremes with your posture; don't slouch, and don't sit rigidly on the edge of your chair.
- Don't assume that a female interviewer is "Mrs." or "Miss." Address her as "Ms." Unless told otherwise. If she has a PH.D. or other doctoral degree or medical degree, use "Dr. (last name)" just as you would with a male interviewer. Marital status of anyone, male or female, is irrelevant to the purpose of the interview.

Dress code for women

- Invest in a good dark suit: Either a skirt or pants are acceptable. Navy blue and grays are the most suitable colors to wear.
- Dress modestly. Avoid low cut blouses, high skirt slits, or short skirts. Wear make-up, but keep it subtle.
- Don't over-accessorize: Choose a few classy accessories, and leave the rest at home. Showy earrings, necklaces, bracelets, rings, pins, belts, or purses can be distracting.
- Avoid flashy colors: Don't wear things such as bright red lipstick, neon green scarves, or hot pink nail polish. Stick to subtle colors.
- If you wear a skirt, wear nude hose color and closed-toe shoes that are no greater than 1 ½" heels.
- Dark suit (Navy blue and grays) with matching pants, white or light blue dress shirt, matching tie, shined shoes.
- No earrings, hats, or wild ties.
- Shave or trim facial hair.

Dress code for men

A few types of interviews

Panel Interview: a group of search committee members or future coworkers interview you.

Group/Team Interview: You are the member of a group of prospective employees who are interviewed all at the same time.

Behavioral/Situational Interviews: is a structured interview process that is commonly used for interviewing at many organizations. Candidates are asked to describe situations that they have experienced relative to the skill in question (like conflict or teamwork). All candidates are asked the same set of questions. When answering behavior/situational questions, it is important to give specific examples rather than a general answer. Use the SHARE model to frame your response.

- **S** -- Describe a specific Situation
- **H** -- Identify Hindrances or challenges
- **A** -- Explain the Action that you took
- **R** -- Discuss the Results or outcome
- **E** -- Evaluate or summarize what you learned

Practice answering Behavioral/Situational questions before the interview. Take time to think of a good example rather than giving the first response that comes to mind. Short silences are expected.

Phone Interview: For long-distance job searches, you may be doing some interviewing over the phone. Sometimes employers will screen you over the phone, the first time you make contact. Be prepared for some interview questions anytime you call an employer. Also, be dressed up so you feel like you are ready for the interview.

Interview during a Meal: Sometimes this is the final interview as the hiring company wants to see how you interact in public in a dining situation. The company will watch how you eat and interact with the representatives. This can be one of the most stressful interviews as you need to know how to eat formally. Know your dining etiquette!

Interview Questions

Popular Questions asked by potential employers

1. Tell me something about yourself.
2. Why do you want to work for this company?
3. What is it about this job that interests you?
4. What are your long range career objectives?
5. What do you expect to be earning in five years?
6. Which is more important to you, the money or the type of job?
7. What are your greatest strengths and weaknesses?
8. Why should I hire you?
9. When have you been told, or discovered for yourself, a problem in your job performance? What have you typically done? Can you give me an example?
10. Can you think of a problem you have encountered when the old solutions didn't work and when you came up with new solutions?
11. How do you work under pressure?
12. The last time you did not know what decision to make, what did you do?
13. In your present job, what approach do you take to get your people together to establish a common approach to a problem?
14. What qualities should a successful manager possess?
15. Have you ever quit a job? Why?
16. When did you leave your last job and why?
17. At your last job, how much of the work did you perform independently?
18. What prevented you from advancing in your former positions?
19. What do you expect to experience in this job that you did not experience in your past jobs?
20. How do you feel about evening work? Weekend work? Carrying a pager? Being on call?
21. What criteria are you using to evaluate the company for which you hope to work?
22. What do you do in your spare time?
23. What are your hobbies and interests outside of work?
24. Are you willing to relocate?
25. Are you willing to travel?
26. What factors did you consider in choosing your major?
27. What is your GPA? Do you feel it reflects your true abilities?
28. How has your schooling (Internship) prepared you for this position?
29. If you had it to do over again, would you choose the same major? Why?
30. What was your favorite course in college and why?
31. Do you intend to further your education?
32. Why are you applying for a job unrelated to your internship programs while in school?
33. Why are you applying for a job not related to your degree?
34. In what kind of work environment are you most comfortable?
35. Is there anything you would like to tell us about yourself that we may have overlooked?
36. How long do you expect to work for us if we offer you the position?
37. Do you prefer to work under supervision or on your own?
38. What computer experiences do you have?
39. What 2 or 3 things are most important to you in your job?
40. How has your military experience prepared you for this position?
41. Which skills did you learn in the military that will contribute the most to your effective performance in this job?
42. What was the single most important lesson that you have learned in the military?
43. What do you think will be your greatest adjustment in moving from the military to this position?
44. What makes you think your management experience in the military will transfer over as experience in the civilian workforce?
45. In what ways do you think you can make a contribution to our company?
46. What in your last review did your supervisor suggest needed improvement?

47. How would you apply your education to this job? What would you do and what would you expect to result from it?
48. Tell me about the best supervisor and worst supervisor you had.
49. Let's role play. I'm going to pretend to be a customer with (a specific crisis situation). Show me what you would do in this situation by role-playing.
50. What kind of people do you find it most difficult to work with? Why?
51. Do you consider your progress on the job representative of your ability? Why?
52. What special aspects of your education or training have prepared you for this job?
53. What things frustrate you the most? How do you usually cope with them?
54. What kind of problems have people recently called on you to solve? Tell me what you have devised.
55. What was your most difficult decision in the last six months? What made it difficult?
56. Why are you leaving your present position?
57. In this job, you may be asked to work weekends and some holidays. Are you willing to do that?
58. How would you describe your personality?
59. What are your standards of success in your job?
60. How do you get people who do not want to work together to establish a common approach to a problem?
61. What are some things you would like to avoid in a job? Why?
62. Final question: What question did you think we would ask you today and we didn't? Can you give us the question and please answer it!

Practice Interviews, 500 sample interview questions, and sample answers to questions can be found at: <http://www.job-interview.net>

Sample Questions for Behavioral/Situational Interviews

Attention to Detail

Please give me some examples of things you have done on previous jobs that demonstrate your ability to pay attention to detail. Tell me what you did and what resulted from your actions?

Please give me an example of where you may have found an error in some aspect of work that others may have overlooked. What was the error, how did you find out, and what resulted from your actions?

Teamwork

Please give me some examples of where you have demonstrated the ability to be an effective member of a team. What did you do and what resulted from your actions?

Please give me an example of where you have made any team on which you were a member more effective. Tell me what you did and how the team and the organization benefited from your actions.

Quality of Work

Please give me some examples of things you have done that demonstrate the quality of the work you do. What did you do and how did your organization benefit from your actions?

Please give me some examples of your accomplishments that demonstrate your ability to perform this job. What did you do and how did it benefit your organization?

Please give me an example of why your previous organization was better off by you working there. What did you do and how did the organization benefit?

Application of Education

Please give me some examples of how you have applied your education to previous jobs. What did you do and what resulted from your actions?

How would you apply your education to this job? What would you do and what results would you expect?

Personal Development

Please give me your most recent example of something you did to improve your job performance. What did you do, why did you do it, and what resulted from it?

Please give me an example of where you failed (or received some very negative feedback) in some aspect of your job performance. What did you do to try to correct this failure and what resulted from your actions?

Resolving Conflict Effectively

Please give me an example of where you had a conflict with a peer. What was it over and how did you handle it? What resulted from it? Would you handle it in a different manner now? Why?

Please give me an example of where you had a conflict with a customer. What was it over and how did you handle it? What resulted from it? Would you handle it in a different manner now? Why?

Sales Ability

Please give me some examples of how you generated new business from a client. What did you do and what resulted from your actions?

Describe a major sale you lost. Why did you think you lost it and what did you do differently as a result of that experience?

Describe your most creative sale. How did you create that sale and describe how you'd be creative in selling our products?

Describe your most difficult client. What did you do to maintain that client?

Give me some examples of where you have been able to anticipate complaints/problems and correct them before they became an issue. What did you do and what resulted from your actions?

Managing People

Have you ever had a difficult subordinate? If yes, tell me how you dealt with him/her and what resulted from your actions. If no, tell me what you would do and what you would expect to happen from your actions.

Give me some examples of things you have done which demonstrate your ability to manage people effectively. What did you do and how did the organization benefit from your actions?

Please give me some examples of things you have done to obtain maximum performance from your subordinates. What did you do and what resulted from your actions? How would you apply those techniques in this job?

Managing Costs

Please give me some examples of things you have done which demonstrate your ability to manage a budget effectively and would demonstrate your ability to perform this job.

Please give me some examples of how you have demonstrated the ability to control costs and still achieve organizational objectives.

Motivation

Please give me some examples of things you have done which demonstrate your level of motivation. What did you do and what resulted from your actions?

Please give me some examples of where you took extraordinary efforts to achieve a deadline. What did you do and what resulted from it?

Response to Deadlines

Give me some examples of things you have done in the past which demonstrate your ability to respond to tight deadlines. What did you do and what resulted from your actions?

Please give me some examples of things you have done which demonstrate your ability to handle multiple priorities. What did you do and what resulted from your actions?

Creativity

Please give me some examples of things you have done on previous jobs, which demonstrate your creativity on the job. What did you do and what resulted from your actions?

Organization

Please describe some things you have done on previous jobs or in school that would demonstrate your organizational skills. What did you do and what resulted from your actions?

Describe a recent project you were in charge of. Indicate how you organized that project and the impact of your organization on the outcome of the project.

Mesh with Corporate Culture/Job

When you've held previous jobs, how did you determine what were the appropriate and inappropriate things to do? Cite some specific examples.

Give a realistic job preview then ask the following question – Please give me specific examples of things you have done on previous jobs or in your education, which would demonstrate that you would perform effectively and enjoy this position.

Common Closing Question

Is there any question I didn't ask, that you wish I had asked? (Use this time to mention anything you want to add that would demonstrate your ability to perform the job)

Illegal Questions

Employers cannot ask illegal questions in regard to your age, marital status, children, childcare arrangements, gender, race, religion and sexual orientation. Illegal questions may relate to circumstances that are not specific to the job in which you are interviewing.

An example of an illegal question would be “What’s your marital status?” An appropriate way to ask the question would be to ask it in a way that relates to the circumstances of the job. An appropriate question would be: “Would you be: Are you willing to relocate, if necessary?”

If asked an illegal question you may approach it in 3 ways:

1. Simply answer the question.
2. Refuse to answer the question.
3. Reflect the question back to the interviewer for clarification as to what they are really asking. If you are asked inappropriate questions when interviewing, be polite and try not to be defensive. If the interviewer is very pushy in knowing personal information, you should consider if you want to work for this company?

Pre-employment Questions

This area is a guide to help you understand legal and illegal pre-employment inquiries.

Inquiry Area	Illegal Questions	Legal Questions
National Origin/Citizenship	<ul style="list-style-type: none"> • Are you a U.S. citizen? • Where were you/your parents born? • What is your “native tongue”? 	<ul style="list-style-type: none"> • What languages do you read, speak, or write fluently? (If related to job performance.) • Are you authorized to work in the U.S.?
Age	<ul style="list-style-type: none"> • How old are you? • What is your date of birth? 	<ul style="list-style-type: none"> • Are you over the age of 18?
Marital/Family Status	<ul style="list-style-type: none"> • What’s your marital status? • Who do you live with? • Do you plan to have a family? • When? • How many kids do you have? • What are your childcare arrangements? 	<ul style="list-style-type: none"> • Would you be willing to relocate if necessary? • Travel is an important part of the job. Would you be able and willing to travel as needed by the job? (This question is okay, as long as ALL applicants for the job are asked it.) • This job requires overtime occasionally. Would you be able and willing to work overtime as necessary?
Affiliations	<ul style="list-style-type: none"> • What clubs or social organizations do you belong to? 	<ul style="list-style-type: none"> • List any professional or trade groups or other organizations that you belong to that you consider relevant to your ability to perform this job?

<p>Personal</p>	<ul style="list-style-type: none"> • How tall are you? How much do you weigh? • What is your sex? 	<ul style="list-style-type: none"> • Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job? (Questions about height and weight are not acceptable unless minimum standards are essential to the safe performance of the job.)
<p>Disabilities</p>	<ul style="list-style-type: none"> • Do you have any disabilities? • Please complete the following medical history. • What was the date of your last physical exam? • How's your family's health? 	<ul style="list-style-type: none"> • Based on the job description, are you able to perform the essential functions of this job with or without reasonable accommodations? • As part of the hiring process, after a job offer has been made, you will be required to undergo a medical exam. (The results of the exam must be kept strictly confidential, except medical/safety personnel may be informed if emergency medical treatment is required, and supervisors may be informed about necessary accommodations to the job based on the results of the exam.)? • Can you demonstrate how you would perform the following job- related
<p>Arrest Record</p>	<ul style="list-style-type: none"> • Have you ever been arrested? 	<ul style="list-style-type: none"> • Have you ever been convicted of ____? (The crime named should be reasonably related to the performance of the job in question.)
<p>Military</p>	<ul style="list-style-type: none"> • If you've been in the military, were you honorably discharged? 	<ul style="list-style-type: none"> • In what branch of the Armed Forces did you serve? • What type of training or education did you receive in the military?

Sample Questions to Ask an Interviewer

1. You've heard all about me, would you mind telling me a little about yourself?
2. Describe what my responsibilities would be on this job?
3. Is this a newly created job?
 - If yes, what results are you hoping to see?
 - If not, what is the last person who held this job doing now?
 - If resign, why?
 - If promoted, what contributed to his/her advancement?
4. What do you consider to be the most difficult task on this job?
5. How would I be trained for this position?
6. What are the strengths of the department and what do you see for improvements in the department?
7. Upon what criteria are employees in this department evaluated?
8. What types of people succeed in your organization?
9. What did you like most about the person who previously held this position?
10. How will I get feedback on my job performance?
11. Does your company believe in and support continuing education?
12. Why do you enjoy working here?
13. If you were to offer me the position, where could I expect to be 5 years from today?
14. What are the department goals for the year?
15. What are the opportunities for advancement within this organization?
16. (Formulate questions that show you've done your research.) For example; I've noticed your stock has increased by 5 % in the last quarter. To what do you attribute this success?
17. What is a realistic time frame for advancement?
18. How has your career progressed here? Are similar opportunities available today?
19. What is the length and structure of the training program?
20. What other positions and/or departments will I interact with most?
21. To whom does this position report?
22. What's the most important thing I can do to help within the first 90 days of my employment?
23. What are some examples of the achievements of others who have been in this position?
24. How many people have held this job in the last five years? Where are they now?
25. How soon do you expect to make a decision?
26. If I am offered the position, how soon will you need my response?
27. What is this company's culture? (Ex: Is it rigid and formal or relaxed and flexible?)
28. Describe the work environment?
29. What makes your organization different from its competitors?

Evaluating Job Offers

Eventually, you may be offered a position with a company. Congratulations! Your next step is deciding whether or not to take the job. You may have to choose between two offers. Here are some things to consider.

Look at the corporate culture

- Do you really want to work there?
- Is there work-life balance?
- Is there open communication?
- Is it a positive working environment?
- Will you enjoy your coworkers?
- Are there opportunities for training and advancement?
- Can you get behind the vision of the company?
- How do the company's values align with your own?
- Will your work activities be interesting and fulfilling?
- How flexible will your work hours be?
- How's the company's reputation?

Understand the benefits package

Benefits add value to your package. You may actually walk away with more money at a lower salary job with excellent benefits. Ask questions to clarify what's included in your benefits package.

- What is the cost to the employee for health insurance?
- What all is covered by the insurance? What is the co-pay? Dental? Vision?
- 401K matching?
- Retirement or early retirement programs?
- Tuition reimbursement?
- Life insurance?
- Flexible spending accounts?
- Profit sharing or stock options?
- Vacation days? (Divide base salary by 260 to determine the cash value of each paid vacation day)

Some Final Tips on Job Searching

Don't give up. If you are like most people, you will be rejected many times before you land a job. This is to be expected. If you have to work a dead-end job to pay bills, continue to set aside time each week to devote to finding a job you like. During your job search, be sure to spend time around people who affirm you and encourage you in your search. This will help keep you positive and motivated. Be willing to start at the bottom. Look at the big picture. The job may not be your dream job, but it may lead to your dream job someday. **Consider: Will you improve your skills and learn new skills? Will you develop valuable contacts? Are there opportunities for advancement? Will this job enhance your resume?**

Leaving City College's

- Get letters of reference from your instructors and advisors. It's better to get them while they still remember you. You may need letters of reference in the future for scholarships, jobs, or graduate school.
- Stay connected with student organizations that may be able to help you in terms of networking.
- Check with the financial aid office to make sure you understand your financial obligations, if you utilized loans for your education.

At your first job

- In the workplace, it doesn't really matter how cool you are, or how cool you were. It does matter how ambitious, competent, positive, diligent, and dedicated you are.
- Be sure to ask for clarification or direction when you need it; on the other hand, take initiative and try to figure things out on your own. You will drive everyone crazy if you ask too many questions.
- Don't hesitate to take on projects that will challenge you and help you refine your skills.
- Strive for professionalism: Dress appropriately, avoid swearing, and avoid gossip!!
- Actively manage your money: Seek financial advice, learn about investments, and make a budget.

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Appendix

Job Readiness Workshops

Schedules for each campus can be viewed on the Job Board calendar - <https://ccc-csm.symplicity.com>
CCC students/alumni can participate in the following workshops at any of the campuses:

Career Management Skills

This topic addresses the purpose of work, why people work, and what the difference is between work and a career.

Career Assessment & Communication Skills

This course will discuss the purpose of the Career Assessment and review students' assessment results and any questions. The topic of communication skills and active listening will then be discussed, followed by an activity to help students experience the benefits of active listening.

Resume & Cover Letter Writing

Students will learn about the purpose and elements of a resume, as well as gain exposure to different types of resumes and samples (specialized by Industry/College). The purpose and elements of a cover letter will also be discussed.

Interview Skills, Part 1 & 2

Students will learn about the different types of interviews and how to handle each. Discussion will follow on what to expect during and after an interview, and students will be provided with mock interview preparation materials. Part 2 students will participate in a mock interview.

Professionalism & Self-Management

Discussion will focus on what it means to be professional at school or work and help students identify professional behaviors.

Professionalism & Networking

The importance of online professional presence will be discussed, including how to appropriately use email and navigate social networks. The importance of Job Fairs and how to navigate them will also be covered.

Work Ethic & Critical Thinking Skills

The importance of ethics and accountability (and how to leverage each) will be discussed, followed by how to be comfortable in difficult situations. Money Management and Contract Negotiations will also be discussed.

Teamwork Skills

Students will learn how to work with people with different skills, backgrounds, ages, and personality types, as well as how to connect with others to make working together more successful.

Presentation Skills

Students will learn the key elements to preparing presentations and presenting with impact and how to avoid obstacles to good communication.

Entrepreneurship Skills

Students will learn what it means to be an entrepreneur and its importance in today's workforce.

Creative Thinking Skills

Students will learn how to think creatively and work creatively with others, through exposure to a range of creative techniques. This course will also provide experiential activities designed to reinforce the concepts discussed in class.

Career Related Action Verbs

NOTE

Use the verbs included in the job description for the job you are applying in your resume and cover letter.

It is important to use powerful action verbs in your career related writing. Below is a list of powerful verbs describing skills employers often seek. You can use this list to help you come up with ideas for skills you may want to include on any of your career related writing and most importantly your resume.

Management Skills

Accelerated	Directed	Observed
Administered	Elected	Organized
Anticipated	Evaluated	Oversaw
Appointed	Employed	Planned
Approved	Enlisted	Prepared
Assigned	Envisioned	Prioritized
Assumed	Established	Produced
Attained	Executed	Prohibited
Authorized	Exercised	Recommended
Caused	Finalized	Regulated
Chaired	Forecasted	Reinforced
Changed	Identified	Reviewed
Conducted	Improved	Revised
Contracted	Influenced	Secured
Commissioned	Initiated	Scheduled
Consolidated	Increased	Screened
Coordinated	Handled	Strategized
Delegated	Hired	Strengthened
Designated	Led	Supervised
Determined	Managed	
Developed	Motivated	

Clerical/ Organizational Skills

Adjusted	Executed	Retrieved
Allocated	Forwarded	Set goals
Altered	Generated	Screened
Arranged	Implemented	Scheduled
Calculated	Incorporated	Selected
Catalogued	Inspected	Simplified
Charted	Maintained	Spearheaded
Classified	Monitored	Specified
Collected	Obtained	Sought
Compiled	Operated	Straightened
Contracted	Organized	Systematized
Coordinated	Orchestrated	Tabulated
Dispatched	Prepared	Updated
Distributed	Processed	Validated
Eliminated	Purchased	
Established	Recorded	

Creative Skills

Acted
Brainstormed
Conceptualized
Conceived
Created
Customized
Developed
Directed
Drafted
Dramatized
Established
Expanded
Fashioned

Founded
Formulated
Generated
Illustrated
Initiated
Innovated
Inspired
Instituted
Integrated
Introduced
Invented
Improvised
Launched

Originated
Performed
Pioneered
Planned
Polished
Renovated
Revitalized
Shaped
Sketched
Uncovered
Stimulated
Visualized

Problem Solving Skills

Alleviated
Debugged
Engineered
Evaluated
Formulated

Judged
Remedied
Repaired
Revitalized
Revamped

Revived
Satisfied
Solved

Analytical/ Research Skills

Analyzed
Assessed
Classified
Collected
Conducted
Completed
Compared
Controlled
Corrected
Correlated
Critiqued
Deciphered
Detected

Diagnosed
Evaluated
Examined
Extracted
Explored
Identified
Indexed
Inspected
Interpreted
Interviewed
Investigated
Measured
Monitored

Recognized
Refined
Reviewed
Researched
Studied
Summarized
Surveyed
Synthesized
Systematized
Theorized
Transformed

Technical Skills

Assembled
Built
Constructed
Designed
Engineered
Edited
Fabricated
Installed
Inspected

Labored
Logged
Merchandised
Maintained
Mapped out
Operated
Overhauled
Performed
Processed

Proofed
Shipped
Stocked
Licensed
Programmed
Remodeled
Repaired
Solved
Taught

Financial/ Quantitative Skills

Accounted for
Administered
Apportioned
Appraised
Approximated
Audited
Allocated
Balanced
Boosted
Budgeted
Calculated
Certified

Checked
Compiled
Compounded
Computed
Consolidated
Conserved
Converted
Counted
Dispensed
Dispersed
Earned
Enumerated

Estimated
Figured
Financed
Forecasted
Grew
Grossed
Increased
Input
Inventoried
Managed
Marketed
Maximized

Minimized
Multiplied
Planned
Profited
Projected

Purchased
Quantified
Raised
Reconciled
Recorded
Reduced

Summarized
Tabulated
Targeted
Totaled
Tracked
Transacted
Sold

Communication Skills

Addressed
Adapted
Arbitrated
Arranged
Authored
Briefed
Clarified
Collaborated
Communicated
Consented
Cooperated
Corresponded
Critiqued
Deliberated
Developed
Directed
Drafted

Edited
Elicited
Enlisted
Formulated
Greeted
Influenced
Interpreted
Interviewed
Mediated
Moderated
Motivated
Negotiated
Officiated
Perceived
Persuaded
Presented
Promoted

Publicized
Reconciled
Recruited
Referred
Spoke
Recruited
Related
Reported
Represented
Solicited
Suggested
Summarized
Surveyed
Translated
Welcomed
Wrote

Teaching Skills

Adapted
Advised
Clarified
Coached
Demonstrated
Educated
Enabled
Encouraged
Explained
Facilitated

Fostered
Guided
Graded
Illustrated
Informed
Initiated
Instructed
Mentored
Modeled
Motivated

Persuaded
Presented
Routed
Set goals
Stimulated
Tested
Theorized
Trained
Tutored

Helping Skills

Accommodated
Advised
Aided
Alleviated
Assessed
Assisted
Assured
Bolstered
Clarified
Coached
Counseled
Demonstrated
Diagnosed

Eased
Educated
Enabled
Endorsed
Enhanced
Enriched
Expedited
Facilitated
Familiarized
Guided
Helped
Interceded
Listened
Mobilized

Prescribed
Provided
Protected
Referred
Rehabilitated
Relieved
Rescued
Represented
Served
Supported
Sustained
Tailored

Internet Sites with Job Listings

Local Job Listings

America's Job Bank

ajb.dni.us

Service Sponsored by IDES

jillinoisjoblink.illinois.gov

Local Chicago Jobs

kauzu.com

Lists job opportunities in Chicago's Nonprofits

npo.net

National Job Listing

Jobs for military veterans

vetjobs.com

Manufacturing Jobs

manufacturingjobs.com

Culinary jobs

chefjobs.com

Business jobs

businessworkforce.com

Career exposure

careerexposure.com

Complete job search

completejobsearch.net

Meta career directory

Job-Search-Engine.com

Job serve

jobserve.com

Career jobs

findtherightjob.com

Social service jobs

socialservice.com

Simply hired

simplyhired.com

Indeed

indeed.com

Monster

monster.com

Nation job network

nationjob.com

Marketing jobs

marketingjobs.com
marketingpower.com

Managers & executives jobs

bluesteps.com
netshare.com
execsearches.com

TDL

jobsinlogistics.com

Engineer jobs

engineeringjobs.com

Hospitality jobs

hcareers.com

Career women

careerwomen.com

Diversity search

diversitysearch.com

Job search engine and career exploration tools

idealist.org

All job search

alljobsearch.com

Job hunt

job-hunt.org

Employment guide

employmentguide.com

Job locator

joblocator.com

Jobs for Talented People with Disabilities

gettinghired.com

Federal jobs

usajobs.gov

Careerbuilder

careerbuilder.com

Best jobs USA

bestjobusa.com

Energy plants jobs

powerplantjobs.com
utilitiesjobs.com

Bank & finance jobs

bankjobs.com
efinancialcareers.com

Accounting jobs accountingclassifieds.com
accounting.com
accountemps.com

Sales jobs jobs4sales.com
salesjobs.com
salestrax.com
salesclassifieds.com

Computer jobs computerjobs.com
softwarejobs.com
computerwork.com
computerworld.com
Cplusplusjobs.org
TechEmployment.net
Prgjobs.com

Science jobs jobs.newscientist.com
sciencecareers.org
naturejobs.com
earthworks-jobs.com

Academic jobs academic360.com
chronicle.com
k12jobs.com
academploy.com

Medical jobs medicalworkers.com
medicaljobs.org
medhunters.com
healthcareerweb.com
medzilla.com
healthjobsusa.com
4nursingjobs.com
medcareers.com
academic360.com

Harold Washington College

Business & Professional Services



30 E. Lake St. Chicago, IL. 60601
Career Planning & Placement Center – Room 1140
312.553.3000

Hours

Monday – Thursday 9:00 a.m. – 5:00 p.m.
Friday 9:00 a.m. – 2:00 p.m.

Appointments

Monday – Thursday
9:30 a.m. – 11:30 a.m. & 2:00 p.m. – 4:00 p.m.

Staff

Gabriel Razo, Director of Career Planning & Placement
Gilberta Torres, Coordinator
Rene Avila, Coordinator
Alysandra Cruz-Bond – Career Mentor

C2C Career Opportunities

AAS – Accounting
AAS – Management/Marketing

On-campus resources

Writing Lab & Supplemental Tutoring Program
312.553.5751
Room 203A

Tutoring

312.553.5699
Room 409

Wellness Center

312.553.6072
Room 1041

Veterans Services Center

312.553.3198
Room 101C

Harry S Truman College

C2C Industry



Larry McKeon Student Services Bldg.
1145 W. Wilson Avenue, Chicago, IL. 60640
Career Planning & Placement Center – Room 162
773.907.2477

Hours

By appointment only

Monday & Wednesday 9:00 a.m. – 7:00 p.m.

Tuesday & Thursday

9:00 a.m. – 5:00 p.m.

Friday 9:00 a.m. – 12:00 p.m.

Staff

Dr. Beverly Cox, Director of Career Planning & Placement

C2C Career Opportunities

AAS Nursing??

AAS Automotive??

On-campus resources

Tutoring

773.907.4785 or 773.907.4790

Room 177 - Larry McKeon Student Services Bldg.

Wellness Center

773.907.4786

Room 1946 – Main Building

Veterans Services Center

773.907.4000

Kennedy-King College

Washburne Culinary Institute

Culinary & Hospitality



Metropolitan Family Services
Center for Working Families Room V-102
6301 S. Halstead St., Chicago, IL. 60621
773.487.3723

Hours

NEED Exact hours to be added in – Emailed Lori on 1/18
Monday & Wednesday 9:00 a.m. – 7:00 p.m.
Tuesday & Thursday
9:00 a.m. – 5:00 p.m.
Friday 9:00 a.m. – 12:00 p.m.

Staff

Lori Littleton, Program Supervisor
Ivan Ramos – Job Developer

C2C Career Opportunities

AAS Culinary Arts
AAS Baking & Pastry Arts

On-campus resources

Tutoring

773.602.5072
Building W Room 131

Wellness Center

773.602.5280
Building W Room 121

Veterans Services Center

773.602.5152
Building W Room 110

Malcolm X College

Healthcare



1900 W. Van Buren St, Chicago, IL. 60612
Career Planning & Placement Center
312.850.7894

Hours

By appointment only

Staff

Paula Jones, Director of Workforce Partnerships

C2C Career Opportunities

Certified Nursing Assistant Basic Certificate
Emergency Medical Technician
Medical Radiologic Technology
Mortuary Science
Nephrology/Renal Technology
Nursing Associate in Applied Science
Paramedic
Pharmacy Technology
Phlebotomy Program
Physician Assistant
Respiratory Care
Sterile Processing Technician
Surgical Technology

On-campus resources

Tutoring

312.850.7473 or 312.850.7148
Room 1601

Wellness Center

312.850.7122
Room 2607

Veterans Services Center

312.850.7859
Room 0235

Olive-Harvey College

Transportation Distribution & Logistics



10001 S. Woodlawn Ave, Chicago, IL 60628
College to Careers Office
773.291.6327

Hours

Need Office Hours

Monday – Thursday 9:00 a.m. – 5:00 p.m.

Friday 9:00 a.m. – 2:00 p.m.

Staff

Joanne Ivory, Associate Dean of College to Careers

Larissa Bryant, C2C Career Coach

C2C Career Opportunities

Adult Education TDL Bridge Program

Commercial Driver's License (Class A)

Commercial Driver's License (Class B)

Forklift Operator

Limousine – Residential Chauffeur Training

Supply Chain Management

On-campus resources

Writing Lab & Supplemental Tutoring Program

312.553.5751

Room 203A

Tutoring

773.291.6251

Room 2423L

Wellness Center

773.291.6283

Room 1118

Veterans Services Center

773.291.6190

Room L426D

Richard J. Daley College

Advanced Manufacturing



7500 S. Pulaski Rd., Chicago, IL. 60652

Career Planning & Placement Center

773.838.7573

Hours

By appointment only

Monday – Thursday 9:00 a.m. – 5:00 p.m.

Friday 9:00 a.m. – 2:00 p.m.

Staff

Angela Layne, Director of Career Planning & Placement

C2C Career Opportunities

Industrial Welding Technology

Computer Numeric Control Technician

Mfg. Tech/Maintenance Mechanic

Basic Manufacturing

On-campus resources

Tutoring

773.838.0330

Building 200

Wellness Center

773.838.7871

Room L-315

Veterans Services Center

773.838.7920

Room 1402

Wilbur Wright College

Information Technology



4300 N. Narragansett Ave. Chicago, IL. 60634
Career Planning & Placement Center – Room S-128
773.481.8527

Hours

Monday & Tuesday 9:00 a.m. – 4:30 p.m.

Wednesday & Thursday 9:00 a.m. – 7:00 p.m.

Friday 9:00 a.m. – 2:00 p.m.

Staff

Joe Reaves, Director of Career Planning & Placement

C2C Career Opportunities

Computer Information Systems

On-campus resources

Tutoring

773.481.8425

Room A245

Wellness Center

773.481.8634

Room S106

Veterans Services Center

773.481.8012

Room A120

Career Planning and Placement Center



**226 W. Jackson Blvd.
Chicago, IL 60606
312-553-3381**

The Career Planning and Placement Center at each of the City Colleges can help students explore career options, decide on a major, make a career change or find a job. All services are free and open to all Chicago residents.

Staff

Aaron Wissmann

Executive Director Career Services

awissmann@ccc.edu

Alison Zures

Manager, Placement & Career Services

azures@ccc.edu

Visit us:

<http://www.ccc.edu/departments/Pages/Career-Services.aspx>