



Employment Services (ES) Resources



August 2015

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**How to Get a Job Fast:
Don't Do What Everyone Else is Doing!**

| Everyone Else: | You Should: |
|--|--|
| Keeps doing the same thing over and over and expecting different results. | Change what you're doing (or improve what you're sending out) if you're not getting results. |
| Submits generic resumes & app's containing only duties & responsibilities from previous jobs. (They look like all the other ones employers receive.) | Send out "targeted" resumes & app's with keywords, accomplishments & examples. (Are unique & what employers are looking for.) |
| Goes to interviews without preparing. Doesn't know how to answer questions. | Prep for each interview. Practice sample questions and "target" the answers to the company & job applying for. |
| Doesn't look up the company and learn a little about each one they're applying to. | Research each company before completing the resume, application, cover letter, or talking to the employer |
| Finds advertised jobs (10%-20% of all open jobs) | Find unadvertised jobs (80%-90% of all open jobs). |
| Goes where the most competition is. | Go where the least competition is. |
| Uses one or two strategies in their job search. | Use multiple strategies for the job search. |
| Never asks about following up after the interview. | Get a date & follow up after every interview. |
| Doesn't send a thank-you card/note. | Send a thank-you card/note every time. |
| Spends less than 10 hours a week on their job search. | Spend at least 25 hours a week on the job search. |
| Uses the major job boards. | Use specialty or "niche" job boards. |
| Doesn't use social media for job search or research. | Get job leads, business meetings, & company research from social networks (#1-LinkedIn, #2-FaceBook, #3-Twitter) |
| Rarely use a search engine. | Regularly use search engines (such as Google). |
| Write outdated, boring cover letters. | Write 5-point power notes. |
| Doesn't put quotes in resumes or app's. | Include quotes in resumes or app's. |
| Aren't aware of their worth | Know the going rate of pay for expertise and experience. |
| Waits for employers to call them. | Call employer's to set up business meetings (after doing research & prep.). Call to follow up after interviews. |
| Believes there are no jobs "out there". | Realize there are many jobs out there. |
| Doesn't talk to people they know or do business with whom may help them (network). | Network with family, friends, employees of companies, people do business with, etc. |
| Attend job fairs without preparing. | Research the companies, make a plan, practice your 30-second "about me", dress nicely, & make a targeted resume for each employer visiting at the event. |

Having trouble finding open positions? Use social media, specialty job boards, & networking.
 Not getting interviews? Change/improve your resume and application. (If you're not getting interviews it means the employer isn't seeing what they're looking for on your resume or application.)
 Getting interviews, but no job offers? Change/improve your interviewing skills.
 Ask an Employment Specialist at your local Workforce Center for additional assistance or classes.

5 Things to Do Before Applying for a Job

Heather Huhman | September 26, 2014 [GlassDoor.com Blog]

Imagine you've just found a [job posting](#) and it appears to be the perfect fit. The position is with a [company](#) you'd love to work for and you meet each one of the employer's qualifications. How perfect can this job posting possibly get?

Instead of applying for the job right away, it's important to stop for a few minutes to carefully read the job posting and think of it as a lead. This process will help you form a better strategy for your [job application](#) that will get you noticed by the employer.

As you think of the job posting as a lead, here are five things you need to do before you send your application:

1. Update your social media profiles.

When you apply for a job, the first thing an employer will look at after your application is your social media profiles. Before you apply for the position, make sure your social media profiles display what you want employers to see. This means your LinkedIn profile should be updated with your most recent experience and you've removed anything from Twitter or Facebook you wouldn't want an employer to see.

2. Research the company.

Once you've read through the job posting, do some research on the company. Check out the employer's website and read through their career page. You should also take a look at their blog, read about the people who work there, and read out their company news. This will give you a better idea of what the company does and how you can market yourself to the employer.

3. Locate the name and email of the hiring manager.

After you've done some research about the company, it's time to find the hiring manager. By locating the hiring manager, you'll be able to customize your cover letter and make sure your application lands in the right hands. Sending your job application to the hiring manager is more effective than applying through the job posting because it enables you to have direct contact with the employer. This way, you don't have to feel like your application went into a black hole after you applied for the job.

4. Reach out to current employees.

If you don't have any connections with the employer, reach out to employees who work in the department where the company is hiring. This is a great way to [network](#) and sneak your way into a company through the back door. Once you're ready to contact some employees, add them on LinkedIn or send an email. Introduce yourself and explain you're interested in learning more about their company. These employees might be able to offer some tips on how to apply for the job and some insight about what it's like to work for their employer.

5. Tailor your resume and cover letter to the position.

After gathering information from your research and networking, you should be able to write a resume and cover letter that's tailored to the position. Use the knowledge you gained to create an application that shows your interest in working for the company.

If you follow these steps before applying for a job, you'll be guaranteed to stand out against other job seekers. Although this strategy takes a little bit more time, you'll be thankful you went above and beyond to apply for the job.

Job Search Checklist

Check off each as you complete it. (Prepare before applying for jobs. If you know yourself and what you want to do, it makes the job search easier.) The more of these you do, the shorter your job search will be!

Prepare

- Put my portfolio together
- Created my “master” resume
- Listed all my skills (from jobs, home, hobbies & volunteering)
- Made a list of things I do really well (to show my uniqueness)
- Answered “Which of my skills do I enjoy using?”
- Made a list of jobs I’d like to do (by skills rather than job titles)
- Made a plan to get more training (if needed)
- Set up a filing/tracking system
- Made my reference list
- Wrote my phone/Email scripts
- Wrote my 30-second commercial

Putting Myself “Out There”

- Checked the Internet about “me”
- Set up my social networking page(s)
- Joined 2-3 “specialty” job boards
- Joined job related organizations

Finding Open Jobs

- Networked “in person” for job leads
- Researched online for job leads
- Checked Email from “specialty” job boards
- Talked “in-person” with employers

- Used social media sites for info, tips, & referrals

Applying

- Targeted my resume/application to a specific company and specific job
- Wrote an attention-getting cover letter
- Applied to companies I want to work for even if there was no job open

Interviews

- Researched the company before the interview
- Wrote 2-3 questions to ask during the interview
- Reviewed interview questions & targeted my answers before the interview
- Reviewed interview do’s and don’ts
- Practiced selling my skills and experience to the employer
- Made sure I told the employer what I could do for them
- Knew the labor market salary range for my skills and experience
- Sent a thank-you card or Email
- Called to follow up on the decision

Job Offer

- Requested a written job offer (if applicable)
- Reviewed the offer to make sure it was right for me (no more than 2 days!)
- Accepted the offer
- Started my new job!

Job Fairs That Get Results!

1. Preregister. A benefit may be employers prescreening your resume. (Remember to do your research and create a targeted resume before you submit.)
2. Get the list of companies attending. Look at their websites. Find out if they do the type of work you do. List the ones you want to talk to at the event. Do research for the ones on your list.
3. Make a targeted resume for each company. This shows your interest and your research. Be sure your resume shows how you will fit the company/job.
4. Dress the part & arrive early. Employers/recruiters notice the time you show up. They also notice how you're dressed. These are critical to a good first impression.
5. Have a strategy. Get the event map. Locate and visit your "top pick" companies first.
6. Face-to-face meeting. Smile! Introduce yourself (with your "About Me" pitch) and shake hands. Be prepared to answer interview questions. Market your skills and experience. Ask the employer questions you've prepared.

TIP: Make sure your breath is fresh. Pop a mint just in case.
Don't wear cologne or perfume (they may not like the way you smell!).
Make sure your phone is turned off -OR- leave it in your car.

7. Ask how to apply for the job. The employer may ask you to apply online. Most employers don't want resumes, but have one to use to point out your best skills & experience. This helps them remember you. Ask for a business card and a follow-up date/time. Follow their instructions. Let them know when your application is submitted. Use their name on the application in the "How did you hear about this job?" or similar area.

TIP: Make your own quality business card with your name and contact information on the front and three of your best skills, experience, or accomplishments on the back. The rep may not take a resume, but they may take a card that reminds them of why they think you're a good candidate.

8. Thank the person for their time. Good smile and handshake. Send them a thank-you card the next day and remind them of some of your best skills for the job. Follow up with your contact as their hiring process progresses.

Your “About Me” Pitch

Tell the employer what type of position you’re looking for, your experience, your top 3 skills or strengths, a past accomplishment, one thing you could do for them, how your skills or strengths could benefit them, and one thing that makes you unique.

Example: Hello, my name is Jane Doe. I’m interested in a Marketing Director position. I have 5 years experience in marketing and PR. The last campaign I developed increased our clients’ revenue by 14% in the first quarter after launch. I’m confident I could provide similar results for XYZ clients. Organization, customer service, and unique approaches to campaigns are my strengths. My background in Asian culture would be a great asset when creating new marketing strategies for the 19 Asian firms currently signed with XYZ Marketing.

Don’ts: Never ask about salary, vacation time, sick leave, perks, or benefits. If the employer brings it up, then you can discuss it.

Never ask the employer to tell you what their company does. You’re supposed to have done your research and know what they do!

Do’s: Use the “least competition strategy” and use online job fairs! The rules are basically the same, but online job fairs save the employer (and you) time and money.

Use “The 9’s” for job fairs just like you would your job search!

JIST Cards

(From "The Quick Resume & Cover Letter Book" by Michael Farr)

A really cool (3 X 5 card) idea to help you network and grab the attention of employers. You can create these at home on your computer!

How you can use it:

1. Attach to a resume or application.
2. Enclose with a thank-you note or letter.
3. Give to people in your network to pass along to others.
4. Give to people in your associations and organizations.
5. Use it as your Email signature.
6. As part of your social networking profile/page.
7. Be creative and come up with more . . .

Here's the basic format:

| | |
|--|----------------------|
| Name | Cell: |
| | Email Address |
| Position: | |
| Professional Summary w/results (4-7 lines) | |
| Top 3 strengths | |

Here's an example: (You can add other stuff like quotes also.)

| | |
|--|--|
| Jane Dough | Cell: 501.555.1234 |
| | jdough@anymail.com |
| Position: Human Resource Management | |
| Five years experience plus a BS in HR Management. Managed teams of up to 15 people. Saved over \$145,000 in employee recruitment costs in a 2-year period. Twice awarded HR Manager of the Year. Great organizer with excellent problem solving abilities. | |
| Expertise in benefits, FMLA, and training. | |

Background Issues & Job Search Success

1. Set Yourself Up for Success!

Get all incentive information and certificates lined up **before** you apply for a job. Some of the incentives & certifications are:

Career Readiness Certificate (CRC)
Expungement (Legal Services), if eligible.

Federal Bonding Program
MicroSoft IT Academy

2. Use Assistance Programs or Services

Get help from organizations or programs in your area that assist people with background issues.

Apply for other assistance programs (food, transitional housing, rent subsidy, etc.) to help while you're looking for employment.

3. Answer the question "Why Should I Hire You?"

Answer this question with confidence. Convince the employer you're the best candidate for the job. Write out the answer and practice saying it. Include your top 3 strengths for the job, one thing that makes you unique, & one thing you can do for the employer.

Example: "I have 2 years experience with specialty flooring. My attendance and safety records are excellent. I'm also bondable through the Federal Bonding Program. I could help increase profit margins within 3 months through high-end finishing contracts."

4. Make Yourself More "Hirable"

Attend a Job Search Workshop. (Job search takes skills, especially in this economy!)

Get a cTORQ assessment.

Complete the Microsoft IT Academy (if you're looking for computer type work).

Work with a Workforce Specialist or Vet Rep to help you with your job search plan.

5. Matching Job vs. Conviction

Don't apply for jobs that conflict with your conviction. (For example, if the conviction involves money, don't waste time applying for finance or banking type jobs.)

You may believe "No one will hire me." This is not true!

Employers may not be able to hire people with certain felonies because their insurance carrier won't allow it. The employer risks losing their insurance if they hire someone with one of the felonies.

6. Filling Out Applications

You should put on your application "Non-violent offense, will explain at interview." (If it's true, this gives you your best shot at an interview.) Always be honest in your job search! Always target your application to the job you're applying for.

7. Your Interview Story

You need to think about and be able to tell your "story" to an employer when the question about background comes up.

Be able to tell an employer:

- a. What you learned from your experience (be positive).
- b. What positive things you've been doing since you got out.
- c. Your goals for the next year or so.

Example: "I was convicted of a felony 6 years ago. I took responsibility for my actions and paid my debt to society. Since returning to my community I've completed my HVAC certification. I've also volunteered time to repair HVAC systems at area churches. I've gained experience in the field and plan to become a Journeyman level technician."

8. Covering Time & Gaining Experience

Do volunteer work while you're in job search. This covers the time you're unemployed, shows initiative, and you'll gain experience needed in the job you're seeking. (List the skills you learned while incarcerated on your targeted application or resume.)

9. Networking

Talking to people can help you get a job more quickly! Tell them the type of work you're looking for. Make sure they have your contact information. Check back with them.

Employers are finding people through social networking sites. They use LinkedIn the most. Build a page around the type of work you're looking for.

10. Training

Do you need training into another career? Find out what your options are. Ask a Workforce Specialist or Vet Rep for help. Talk to a WIA training person to see if you're eligible.

11. Resume

If you need a resume to apply for a job, it should always be targeted to a specific job and company to have the best chance at getting an interview. In other words, the best resume is not a generic list of jobs you've done and dates. (Get resume help at your local Workforce office.)

12. Final Thoughts

Yes, you'll have to work hard at your job search. The key is for you to be informed about the process AND do the work that will set you up for success!

A few good books that may be available at the library or your local Workforce office are:

"The Ex-Offender's Quick Job Hunting Guide: Putting the 10 Steps into Action" by Ron Krannich, Ph.D.

"Quick Job Search for Ex-Offenders: Seven Steps to Finding a Job Fast" by Michael Farr and Maruice Stevens.

"From Jail to a Job" by Eric Mayo. Kindle version on Amazon. Book version from website:
<http://www.howfelonscangetjobs.com/>

5 Ways To Find Unadvertised Job Postings

Heather Huhman | September 25, 2014 [GlassDoor.com Blog]

Finding a [job](#) is tough. Especially when you're not sure where to look or who to reach out to, finding connections and securing job interviews can become a [stressful](#) and time-consuming process. Unfortunately, there's a factor that negatively impacts many job seekers: According to TheLadders, nearly half of all job postings are unadvertised. This means half of the jobs available are likely to go to job seekers with inside connections with employers.

So the question is, why do job openings go unadvertised? Well, there are a number of reasons. First, when an employee quits or an employer fires someone, a hiring manager will likely tap into their current applicant pool. Employers might also avoid job boards so they don't have to deal with sifting through thousands of applications.

As you search for jobs, remember that just because a job goes unadvertised doesn't mean you can't discover it. Here are five ways to find unadvertised job postings:

1. Tap into your networks.

The most effective way to find unadvertised job postings is to tap into your network. In fact, 70 percent of all jobs are found through networking. As you search for jobs, talk to friends, colleagues, mentors, and professionals you've met through [networking](#) opportunities. These people will likely have a connection to a recruiter, employer, or job opportunity that fits your needs.

2. Meet with your mentor.

Your [mentor](#) is another great resource for learning about unadvertised job postings. Especially if your mentor is a professional in your industry, he or she will likely have connections to a number of employers in your field. Pick their brain for job postings, networking connections, and advice for finding unadvertised jobs.

3. Expand your research beyond job boards.

[Job seekers](#) are often misled because they think these major job boards are the only sources of jobs. While these sites have many listings, also try online searches using Google or niche job board sites. There are niche job boards for nearly every industry, which will help you narrow down your job search and bring you additional results.

4. Use social media as a search engine.

[Social media](#) isn't just for connecting with friends and family, it's also useful for your job search. According to Jobvite, 21 percent of job seekers found their best job through a social network. Take advantage of social networks such as LinkedIn, Twitter, and Facebook during your job search. Employers are constantly sharing employment opportunities on these platforms and this will also give you the opportunity to connect with a recruiter or hiring manager.

5. Join and participate in LinkedIn groups.

If you want a leg up in your job search, use LinkedIn groups to expand your efforts. According to Jobvite, 94 percent of recruiters are active on LinkedIn, whereas only 36 percent of job seekers are active. Regardless of your profession, there is likely to be a LinkedIn group for your industry. LinkedIn groups serve as an excellent way to connect with other professionals in your field, recruiters, employers, and also discover job postings unique to your industry.

Finding unadvertised job postings doesn't have to be as hard as it sounds. By using your resourcefulness and having a little patience, you'll find a job not many job seekers know about.

Essential Resume/Application Tips

The resume/application has one purpose . . . to get an interview. It must set you apart from the hundreds of others employers see every day. Here's how to get them to notice you . . .

1. Tailor your resume using keywords from the job description and information from the research you've done on the company.
2. Include examples of "how well" you did and what you accomplished in previous jobs. Use percentages, numbers, and dollar amounts in the examples. (80% accomplishments, 20% duties)
3. Keep it to one page unless you're asked for an "expanded" resume.
4. Make sure formatting is consistent throughout. No more than two easy-to-read fonts.
5. Use "spell/grammar check". Have at least two people review your resume for errors. (Choose someone like an English teacher, writer, editor, copywriter, etc.)
6. No photos or graphics unless you are applying in those fields.
7. Don't use the "overused" resume templates.
8. Include dates, but only go back 10 years on the Work History (recent and relevant experience). Use the year instead of the month and day.
9. Use good white or ivory paper only. No colored or textured paper.
10. Write a different resume for each different job. (There's no such thing as one resume.)
11. If you don't have your degree yet, you can list the type of degree and school, then put the anticipated date you expect to graduate.
12. No hobbies or interests (or anything else personal) unless it directly relates to the job you're applying for.
13. The resume file name should indicate who it's from and what position (or catchy title). Ex:
AwardWinningWaitress_DoughJ
14. Don't use "I" or "Me". Write in 3rd person. (Ex: "Saved \$25,000 by redesigning production line set-up".)
15. Include testimonials (Quotes from supervisors stating how well you did your job). These can be found from awards received or performance reviews.

| In the military | In the civilian world | In the military | In the civilian world |
|-------------------------|---|----------------------------|--|
| Commander | Director, Senior Manager, President | O-7 and above | President, Senior Director, Chairman of the Board, Managing Director |
| Executive Officer | Deputy Director, Assistant Director | O-5 and O-6 | Chief Executive Officer, Chief Operating Officer, Program Director |
| Action Officer | Senior Analyst | O-4 | Senior Administrator, Department Head, Program Manager |
| Branch/Division Chief | Branch/Division Chief | O-1 to O-3 | Executive, Administrator, Manager, Project Officer |
| Program/Project Manager | Program/Project Manager | WO1 to WO5 | Director, Specialist, Facilitator, Technical Manager, Technical Specialist, Department Manager |
| General Officers | President, Senior Director, Chairperson, Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Senior Vice President, Executive Vice President | Senior Field Grade Officer | Senior Administrator, Chief Executive, Department Head, Program Director, Deputy Chief, Senior Executive |
| E-7 to E-9 | Director, Supervisor | Field Grade Officer | Executive, Manager |
| E-4 to E-6 | Assistant Manager, Line Supervisor, Section Leader, Task Leader, Supervisor, Foreman | Company Grade Officer | Associate, Operations Manager, Unit or Section Manager |
| E-1 to E-3 | Production Worker, Assembler, Technician, Assistant, Apprentice, Team Member | Senior NCOs | Director, First-Line Supervisor |
| Infantry | Ground security force | Operations NCO | Operations Manager |
| Sergeant Major | Senior Advisor | NCO/NCOIC | Supervisor, Manager, Coordinator |
| First Sergeant | Personnel Manager | TDY/TAD | Business Related Travel, business trip |
| Squad Leader | Team Leader, Team Chief | PCS | Relocation |
| Supply Sergeant | Supply Manager, Logistics Manager | NCO Academy | Leadership/Management Training |

| | | | |
|------------------------------------|---|-------------------------------|---|
| War College | Executive Military Leadership School, Advanced Strategic Studies Course | AAM-ARCOM/NAM/medal | Award, recognition |
| Command and General Staff College | Senior Military Leadership School, Strategic Management Course | ANCOC/BNCOC/PLDC | Advanced (specialty) course, advanced leadership development course |
| Basic Officers Course | Entry Level Officer Leadership Course | Battalion (BN) | Unit, organization, agency, division |
| Basic Training | Introductory Military Training | Headquarters | Headquarters |
| OER/NCOER | Performance rating, evaluation | Combat | Conflict, hostilities, emergency, highly hazardous conditions |
| Garrison | Organization, company | Company | Company, unit, department |
| Mission | Task, function, objective | Military occupation specialty | Career specialty |
| Platoon | Section, element, department | Platoon Sergeant | Supervisor, instructor, trainer |
| Reconnaissance | Data collection, survey, analysis | Regulations | Policy, guidelines, instructions |
| Soldiers, Airmen, Marines, Sailors | Personnel, staff, employees, individuals, people | Subordinates | Employees, personnel, staff, individuals, people |
| Uniform Code of Military Justice | Legal action | TDA/MTOE | Organizational structure, human and material resources |
| Personnel Action Center | Personnel office | AR/DA/NAV Pamphlets | Policy, guidelines, rules |
| Squad | Section | Brigade | Group, division |

For additional assistance with translating your military experience and terminology into civilian language, use these resources:

- 1) The Transition Office Staff
- 2) OccuBrowse+ (located in Transition Office computer lab)
- 3) MOS Translator (www.military.com/skills-translator/mos-translator)
- 4) O*Net: follow these steps
 - a. Access <http://online.onetcenter.org>
 - b. Click "Crosswalk Search"
 - c. Type in military occupation code or your O*Net or DOT code found on the VMET document
 - d. VMET can be accessed at www.dmdc.osd.mil/vmet (document and cover letter)

Sources: Farley, Janet. *Military-to-Civilian: Career Transition Guide*. Indianapolis: JIST, 2005.

Farley, Janet. Using the Right Lingo in Your Military to Civilian Job Hunt.

Jobs.aol.com/article/_a/using-the-right-lingo-in-your-military/20060524144009990012, 9/25/2008.

Transition Assistance Program: Workshop Participant Manual. Department of Labor, November 2002.

CHRONOLOGICAL RESUME WORKSHEET

(Last job first)

| | |
|-------|---------------------------------|
| _____ | (Name) |
| _____ | (City/State/Zip) |
| _____ | (Tele #. No music, silly msg's) |
| _____ | (Email-proper@anymail.com) |
| _____ | (SN Page Link-linkedin.com/me) |

Professional Profile (Profile, Experience Profile, or Professional Summary) A 2-3 sentence paragraph summarizing what you have to offer. (See job description & company research!)

Example: Award winning Server with over 6 years fine dining experience and 3 years training experience. Use outstanding people skills and exceptional service to increase return visit rates.

Work History (Employment History, Employment Summary) Last 10 years. Include title, company, city/state, and years worked. Under each job show how you qualify for the job (use 3 or 5 bullets). There should be accomplishments & results throughout. Include honors & awards.

Examples: **Waitress/Trainer** 2011-Present Sez LeBoue Telluride, CO

- Certified Front of the House Trainer. Trained 18 new staff in Hostess, Wait Staff, and Bartending duties in the last 3 years.
- Awarded "Best Dining Experience" Employee in 2012 & 2014.

The Rivers New York, NY Waitress 2008-2011

- Over 2 and ½ years fine dining experience in a premier resort setting.
- Maintained an overall 99% accuracy rate on customer payment transactions.

Other Skills (Complimentary Skills or Related Skills) usually goes after "work experience" (chronological) or "qualifications" (combination/hybrid). 2-3 of your best related skills.

Example: **Diversity**-work well with people of various backgrounds, cultures, and education.

COMBINATION RESUME WORKSHEET
(All the Great Stuff You Have to Offer First)

| | |
|-------|---------------------------------|
| _____ | (Name) |
| _____ | (City/State/Zip) |
| _____ | (Tele #. No music, silly msg's) |
| _____ | (Email-proper@anymail.com) |
| _____ | (SN Page Link-linkedin.com/me) |

Professional Profile (Profile, Experience Profile, or Professional Summary). A 2-3 sentence paragraph summarizing what you have to offer. (See job description & company research!)

Example: Production Assembler with 5 years experience including Line Supervisor and Quality Inspector. Two year accident-free while supervising line. Excellent attendance record and performance reviews.

Experience Summary (Highlights, Skill Highlights, or Summary of Experience). Include what you did, at what level, & how well (with results, outcomes, awards, honors, etc.). Use 3, 5, or 7 [1-2 line] bullets. See job description!

Example: Inspected over 400 electronic components daily meeting 120% of production goals.

Other Skills (Complimentary Skills or Related Skills) usually goes after “work experience” (chronological) or “summary” (combination). Choose 2-3 of your best related skills.

Example: **Diversity**-work well with people of various backgrounds, cultures, and education.

Training. Usually placed after “education”, but depends on how valuable the training is to the employer & position. It can always be moved up or down on your resume. Include the name of the class, the training provider, city/state, and # of hours.

| | | | |
|-----------------|---------------------------------------|---------------|--------------------|
| <u>Example:</u> | Advanced Troubleshooting (Electrical) | 120 hours | January 7-31, 2015 |
| | Respected Provider | St. Louis, MO | |

Work History (Employment History or Employment Summary) Go back 10 years. Include title, company, city/state, and years worked. (How you list depends on the importance of the title, company, or dates.)

Example: 2005-2015 Logistics Manager ABC Company Major City, AR
 Logistics Manager 2005-2015 ABC Company Major City, AR
 ABC Company Logistics Manager 2005-2015 Major City, AR

Education. (List degree, school, city/state, and date (if not over 10 yrs. old). OR List credit hours and anticipated graduation date. The highest degree should be the only one on the resume (an Associate’s Degree is higher than a High School Diploma). A lower degree may need to be listed to prevent being labeled “over qualified”. (See job description!)

Example: BS-Logistics Management Any State University Hometown, AR
 High School Diploma West Side H.S. My Town, AR

Community Involvement (Community Service or Volunteer Experience) usually goes near the bottom of the resume unless you need to use it to show experience or qualifications for the position. In that case, move it up near the “qualifications” section. Only list those that are relevant or complimentary to the position and company. No controversial ones! Include name of organization, dates or hours, event (If a one-time event), city/state, & your title/job.

Example: Habitat for Humanity Bricklayer March 2011 80 hours

Military Service is usually near the end of the resume. Especially good to use if the employer is military friendly, eligible for a tax credit for hiring veterans, is a position working with veterans, or gives veteran preference. Don’t have to include years or dates (if over 10 years ago).

Example: Veteran U.S. Navy Honorable Service

NOTE:

Everything on the resume should be relevant (or compliment) the job & company . . . If it doesn’t, take it off!

RESUME "EXTRAS"

Include one or more of these on your resume or application and really get the employers' attention!

Uniqueness (Special Skills) usually goes after your "professional profile". One sentence that describes what drives you or what you have a "knack" for or are really good at.

Example: Naturally skilled at improving line processes to decrease production goal time.

What Others Have to Say (Quotes, Testimonials) usually goes after "work experience" (chronological) or "qualifications" (combination/hybrid). They must be strong, or they'll make the rest of your resume look weaker. Use no more than 3.

Example: "Best Line Supervisor I've had in years." *Jon Macone, Manager, Big Company, Dallas, TX.*

Professional Development usually goes after "education". Include conferences, symposiums, expert lectures, etc. Anything directly related to the position you're applying for.

Example: Manufacturer's of America Conference May 21-24, 2014 Las Vegas, NV

Certifications Usually goes after "education", but depends on how valuable the certification is to the employer. It can always be moved up on the resume. Include certification name, provider, # hours, city/state, and certification/expiration dates.

Example: CPR 6 hours American Heart Assoc. Sep/2014

Professional Organizations (Associations, Affiliations) usually goes near the bottom of the resume. Use only those that are relevant or complimentary to the company/position. None that are controversial! Include name, type of member, and how long you've been a member.

Example: United Carpenters Union Chapter 113 Member (2006)

Janet Doe
Any Town, AR 72201
501.555.1234
JanetDoe@anymail.com
www.Linkedin.com/Jdoe

Professional Summary

Two-time award winning Server with over 8 years fine dining experience and three years “Front of the House” training experience. Utilize outstanding people skills and exceptional service to improve customer dining experience and increase return visit and traveler review rates.

Work History

La France Denver, CO Waitress/Trainer 2010-2015

- Certified Trainer. Trained 18 staff in hosting, serving, and bartending duties in the last 3 years.
- Over five years fine dining experience in a premier resort setting.
- Awarded “Best Dining Experience” Employee in 2014.
- Received “Excellent” ratings on last two performance evaluations.
- Accurately use credit card readers, paging equipment, bar code scanners, and POS equipment

The Rivers New York, NY Waitress 2007-2010

- Three years fine dining experience in an exclusive, rural setting.
- Awarded “Best Dining Experience” Employee in 2009.
- Maintained an overall 99% accuracy rate on customer payment transactions.
- Served as Hostess and Bartender during staff shortages.

Chan Thai Los Angeles, CA Waitress 2005-2007

- Seated customers, took orders, explained menu options, & ensured accurate payment.
- Trained in customer service and professional etiquette.
- Worked well with people of diverse cultures and backgrounds.

Other Skills

- Excellent written and verbal communication skills.
- Proven ability to adapt well to varying clientele needs.

Education

Associates of Art-Culinary Arts Any State University Hometown, USA

Janet Doe
Any Town, AR 72201
501.555.1234
JanetDoe@anymail.com
www.Linkedin.com/Jdoe

Summary of Qualifications

Award winning Server with over 5 years fine dining experience. Three years “Front of the House” training experience. Outstanding people and serving skills. Consistently provide exceptional service to improve customer dining experience and increase return visit and traveler review rates.

Skill Highlights

- Premier resort and exclusive upscale rural dining experience.
- Twice awarded the “Best Dining Experience” employee.
- Certified Trainer. Trained 18 new staff in hosting, serving, and bartending duties in the last three years.
- Ability to accurately use credit card readers, paging equipment, PDA’s, bar code scanners, and POS equipment.
- Received “Excellent” ratings on last three performance evaluations.

Other Skills

- Excellent verbal and written communication skills.
- Outstanding customer service and professional etiquette.
- Proven ability to work well with diverse clientele and staff.

Education

| | | |
|--|----------------------|---------------|
| Associates of Arts Culinary Certificate | Any State University | Hometown, USA |
|--|----------------------|---------------|

Work History

| | | | |
|------------------|-----------|------------|-----------------|
| Waitress/Trainer | 2010-2015 | La France | Denver, CO |
| Waitress | 2007-2010 | The Rivers | New York, NY |
| Waitress | 2005-2007 | Chan Thai | Los Angeles, CA |

Jayne Jae Smith
Any Town, AR
501.555.5678
JayneJS@anymail.com
www.Facebook.com/JayneJae

Professional Highlights

Two-time award winning logistics professional with over five years management experience. Areas of expertise include negotiation and integrating logistics with business systems and processes. Proven results oriented team-builder.

Education

BS Logistics Management State University Hometown, USA

Highlights

- Negotiated with vendors to improve supply chain efficiency and increased overall efficiency by 20% over a two-year period.
- Created a procedure to reduce common export delays. Solution was adopted company-wide and saved over \$247,000 in the first year after implementation.
- Supervised 27 employees including Logistics Specialists, Planners, and Schedulers.
- Instrumental in receiving the “2012 & 2014 Logistics Facility of the Year” out of 12 regional sites company wide.
- Successfully negotiated new transportation rate contracts which saved approximately \$121,000 annually.

Complimentary Skills

- Proven ability to work well with diverse groups and individuals.
- Proficient in Microsoft Office, TMS, LogiSuite, and SAP software.
- Excellent communication and team building skills.

Employment Summary

| | | | |
|----------------------|-----------|-----------------|------------------|
| Logistics Manager | 2011-2015 | Any Company | Major City, AR |
| Warehouse Lead | 2008-2011 | XYZ Corporation | Small Town, AR |
| Inventory Specialist | 2005-2008 | ABC Inc. | My Home Town, AR |

Experience Profile

Energetic HR professional with over 6 years policy development/implementation and 3 years personnel development experience. Excellent motivational, team building and problem solving skills. Areas of expertise include benefits, recruitment, retention, and career development.

Accomplishments

- Developed HR policies which increased employee retention rates by 20% each year over a 3 year period.
- Reduced regional employee turnover rates by 30% by utilizing personnel development tools.
- Saved \$76,000 in the first year following implementation of retention & turnover policies and tools.
- Successfully negotiated an employee benefit plan with a new provider saving approximately \$121,000 in company contribution cost.
- Created a career development program adopted by the company and showed a 25% increase in continuing education enrollment in its first two years.

Uniqueness

Motivated to excel by seeing the big picture and creating policies and employee development strategies that are part of a long-term motivation and retention plan.

What Others Have to Say

"A very competent and resourceful person with a well-grounded approach to problem solving." Janet Dirk., MHRM, Highly Regarded Company, Big City, AR.

"Masterful in the art of seeing the big picture then making a plan to get there." John Marcone, Ph.D, Director, Very Big Philanthropic Organization, Huge City, TX

"One of the best benefit specialists who's ever worked for me." Deb Smith, PHRM, XYZ, Inc., Balmy, GA

Other Skills

Diversity-Work well with people of diverse backgrounds.

Communication-Excellent verbal and written skills.

Computer-Advanced Level in Word, Excel, PowerPoint, & Publisher.

Customer Service-Outstanding customer and professional etiquette.

Education

Master of Human Resources Management State University Huge City, TX

Employment History

| | | | |
|----------------------------|--------------|-----------------|--------------|
| HR Trainer | 2010-Present | Ideal Company | Big City, AR |
| HR Specialist | 2007-2010 | XYZ Corporation | Cowboy, TX |
| Benefits Specialist | 2005-2007 | HR Works, LLC | Humid, GA |

Associations

| | |
|---|----------------------------|
| Society for Human Resource Management (SHRM) | Professional Member (2005) |
| Central Arkansas Human Resource Association (CAHRA) | Professional Member (2010) |

CATCHY COVER LETTERS!

Employers don't want to see boring cover letters! Cover letters must catch the employers attention, have examples of past accomplishments, and tell them what you can do for them to make or save money. Here's an example:

Your Name
Any City, AR 72123
870-123-4567
YourEmail@anymail.com

Today's Date

Company Name

Attn.: Company Contact Name (Not HR or "To Whom It May Concern")

Address

City, State Zip

Re: What you're writing to them about. -Make it catchy! See 2nd sentence below.

Dear Ms. (Mr.) Last Name,

Launching a new product line in this competitive market can be challenging. Would you be interested in an award winning Logistics Manager with acute problem solving and project team management skills? - Catch their attention & make them want to read more.

In the last five years I've saved over \$2.3 million dollars in contractual penalties by analyzing, redesigning, and implementing logistical procedures that eliminated recurring time delays. -Back up your claims of greatness. What you have to offer.

An opportunity working as a Logistics Planner for ABC Worldwide excites me because ABC has a proven track record for ongoing innovation and overall "team win" culture. I also believe ABC can set the bar for up and coming businesses in the retail industry. -Throw in a "why" you would be a good fit or a specific problem you can solve. Compliments help, but only if they're sincere.

Thank you for taking time to consider my other strengths and talents outlined on my resume. I can give you a call on January 19th at 8 a.m. to discuss how I may fit into your vision of ABC Worldwide. Will that work for you? -Take the initiative. Don't sit around and wait for them to call!

Sincerely,

Your Name

Interviewing Tips & Questions

Employers are trying to answer 3 questions in their mind about you:

1. Do they like you? (Did you make a good first impression?)
2. Will you get along with the other employees? (Are you a good fit?)
3. Can you do the job?

Before every interview answer each interview question. Target your answers to the position and company. (It's easier to tell stories about what you've done if you've thought about it **BEFORE** your interview starts.)

If you're a Veteran you must translate your military language into civilian terms! The #1 reason veterans aren't hired is employers can't understand the lingo in their resume or in their interview.

Tell how well you can do the job!
Listen more than you talk!
Use the interviewer(s) name(s)!

Have neat & clean clothes!
Stay positive and smile!
Don't wear perfume or cologne

Make eye contact!
Check your breath!
No cell phone!

Negative Questions: Answers should be short and to the point (professional). Avoid personal information. Don't speak poorly of others. Tell a story (with examples) about how you overcame the negative or what you're doing to work on it.

1. Tell me about your worst (toughest) supervisor.
2. Tell me about a time you had a disagreement with a coworker (or boss).
3. How would your former employer (coworkers) describe you?
4. Tell me about a time you made a mistake at work and what you learned from it.
5. How do you handle criticism (stress) at work?
6. What bothers you most about other people (coworkers)?
7. Why are you leaving your current job? Why did you leave your last job?
8. What do you consider your biggest weakness as it relates to this position?
9. What qualities/skills do you look for in a supervisor?
10. I see you have a gap in your work history. How do you explain that?

Positive Questions: Answer should be short and professional. Again, tell them a story. Give them an example. Help them paint a picture in their mind.

1. Tell me a little about yourself. (Focus on your top 3 strengths, 2 things that make you unique, and 1 thing you can do for the company.)
2. What is your greatest strength (or top 3 strengths)? (Use job or people related examples.)
3. What are 2 specific things you can do for my company?
4. What motivates you to put forth your greatest effort?
5. Where do you see yourself in five years?
6. Tell me in 1 minute or less why you're the best candidate for this job.
7. Who was your best supervisor and why?
8. Tell me about an accomplishment you're proud of.
9. How does your past experience relate to this position?
10. Why do you want this job (to work for this company)? What do you know about our company?
11. What are your salary requirements? (Know the going rate of pay BEFORE the interview.)
12. What do you do to relax (hobby) after work?
13. Tell me about a time when you delivered more than what your boss expected.
14. Describe your work ethic.
15. Define responsible (or any keywords in their job description or mission statement).

Putting Together Your Portfolio

A portfolio is something you take with you everywhere you go while job searching. It has all the stuff you may need for networking, online applications, business meetings, and interviews. (Whether the documents are original or electronic will depend on the employer and the type of job.)

Gather the following documents and put them into your portfolio (binder, notebook, laptop, etc.):

1. The job description or advertisement.
2. Copies of your targeted resume.
3. Copy of your cover letter (if applicable).
4. Copies of your reference list (on a separate document from your resume). Be sure to have complete names, titles, phone numbers and email addresses. Don't give these out until the employer asks for them.
5. Copies of your best 3 letters of recommendation (if you have them). Offer these once the employer shows a strong interest in you. A good time is when the employer asks for references.
6. Copy of your master resume. (This should have all of your work history including names, phone numbers and addresses. Very useful in completing applications.)
7. Examples of your work, such as writing samples, project summaries, graphic designs, etc.
8. Research on the company. (Bookmark the company website, save a copy of the company's Annual Report, or bring notes on company news and industry trends.) Review the information before an interview or networking meeting.
9. Two pens of the same color (to take notes, fill out paperwork or sign a document).
10. Plenty of networking business cards.

Dennis Jacober
123 Spruce Tree Circle
Des Moines, Iowa 12345
(123) 456-7890

PROFESSIONAL REFERENCES

Julia Silvers, Administrative Manager
Kent Products, Inc.
123 West 32nd Street
Boston, MA 12345
(111) 111-2222

Captain Robert Williams, U.S. Marine Corps
1234 Jefferson Avenue
St. Paul, MN 12345
(123) 456-7899

Joseph Mitchell, Director of Marketing
Jones Imports
12 Wheeling Circle
Idaho Falls, ID 12345
(111) 111-2222
jmitchell@jonesimports.com

PERSONAL REFERENCES

Joy Smith
1234 East Park
San Francisco, CA 12345
(123) 456-7899

Jason McMurphey
11 Market Street
Nashville, TN 12345
(123) 456-7899

Sally Matheson
22 Wilson Circle
Greenville, SC 12345
(123) 456-7899

References are something you need to have ready in case a prospective employer requests them as part of your application process. Remember, do not give your references to an employer until they are asked for...you have a responsibility to ensure your references' privacy until they are really needed. Also, make sure you have received an individual's permission to use them as a reference and that you have had a chance to ask those you do list what type of recommendation they will give you.

If at all possible, try not to use family members as references...family may know you personally, but the point of a reference is for them to promote you as an employee and family may not have relative information on you from that perspective.

On professional references list individuals name + position title and their employment address + phone number. If they have one, you may list their work e-mail address, but not their personal one. If the reference is retired that is okay. When you list their data, indicate to the side of their name that they are retired. Example: "John Smith, Maintenance Superintendent (Retired)". Then it is appropriate to list their home address and phone... but do not list their personal e-mail address.

On personal references you only need their name, address of where they receive mail, so a P.O. Box is okay, + a phone number. Do not include a personal e-mail address on these references. Just as you want to refrain from using a too personal e-mail address that may tell employers more than you want them to know about you...the same stands for your personal references.

Resource Website List

EMPLOYMENT:

| | |
|--|---|
| www.usajobs.gov | Federal Govt. Job Listings |
| www.arjoblink.arkansas.gov | Arkansas Job Link (Job Board) |
| www.jobsarkansas.com | Democrat-Gazette Online Job Board |
| www.arstatejobs.com | Arkansas Govt. Job Listings |
| www.indeed.com | National Job Board (Good local lists & more.) |
| www.smartrecruiters.com/blog/best-50-niche-job-boards | Niche Job Board Resource (#1 Pick) |
| www.linkedin.com | Create a professional page. Employers & job leads. #1 site. |
| www.facebook.com | 2 nd choice for “being seen” by employers. |
| https://twitter.com | 3 rd choice for “being seen” by employers. |
| www.careeronestop.org | Career info., job listings, job search tips & much more. |
| http://us.jobs | National Labor Exchange (Job Central) (Narrow search to jobs within the last 14 days.) |
| www.Aarp.org | Mature workers job sites & AR employers who actively recruit mature workers. |
| http://boballenrecruiting.blogspot.com | Bob Allen Recruiting – tons of good advice |

LABOR MARKET:

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|--|--|
| www.DiscoverArkansas.net | Labor Market info., salaries, job outlooks & more |
| http://stats.bls.gov/emp | Bureau of Labor Statistics (trends, projections, etc.) |

CAREER EXPLORATION:

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| www.bls.gov/oco/ | Federal Occupational Outlook Handbook |
| http://myskillsmyfuture.org/ | Career exploration & work experience matching |
| www.mynextmove.org/ | Career interest matching & job listings |
| www.onetonline.org/ | Career research & job listings |

EDUCATION:

- <http://ace.arkansas.gov> AR Dept. of Career Education, GED, Adult Ed., career & technical education and more.
- www.ARfamilies.org UA Cooperative Extension. Classes on a variety of topics for family, health, money and much more.
- <http://Fafsa.Ed.gov> Federal Student Financial Aid info. and applications.
- www.FundMyFuture.org Scholarship website
- www.FastWeb.com Scholarship website
- <http://alison.com/free-training/ALISON/Who-We-Are> Free Online training in different courses

MONEY MATTERS:

- www.HelpingFamilies.org Consumer credit counseling

HEALTH RELATED:

- www.HealthyArkansas.com AR Dept. of Health
- www.Insurance.arkansas.gov AR Insurance Dept.
- www.Arkansas.gov/dhhs Dept. of Health & Human Services. AR Kids, SNAP, TEA, and more. Various assistance programs.
- www.artl.org/our-issues/crisis_pregnancy_centers Crisis Pregnancy Centers-AR
- <http://www.healthy.arkansas.gov/programsServices/familyHealth/WomensHealth/Pages/MaternityProgram.aspx> Women's maternity program through AR Dept. of Health

SMALL BUSINESS:

- www.SBA.gov/ar Small Business Administration. SCORE & small business assistance and advice.
- <http://asbtcd.org/> AR Small Business Development Center. Counseling, loan packaging, & business plan assistance. Class on starting a business.
- <http://www.franchoice.com/> Franchise ownership and free consultation.

VETERAN EMPLOYMENT:

- www.smartrecruiters.com/blog/best-50-niche-job-boards Niche Job Board Resource (#1 Pick!)

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| http://vetjobs.com/niche-job-board-sites | Niche Job Board Resource (#1 Pick!) |
| www.linkedin.com | 1 st choice for “being seen” by employers. |
| www.facebook.com | 2 nd choice for “being seen” by employers. |
| https://twitter.com | 3 rd choice for “being seen” by employers. |
| http://vetcentral.us.jobs | Federal Contractor jobs, career research, resources, relocation. |
| http://vetjobs.com | Jobs with companies recruiting veterans (#3 Pick!) Tons of resources and tips on just about anything! |
| http://RecruitMilitary.com | Jobs with companies recruiting veterans |
| www.ClearanceJobs.com | Jobs with companies recruiting people with security clearances |
| www.gijobs.com | Jobs with companies recruiting veterans, career & school information, job search tips. (#2 Pick!) |
| www.usajobs.gov | Federal Govt. Job Listings (#4 Pick!) |
| www.fedshirevets.gov | Federal job information for Veterans, transitioning military & their families |
| www.hireheroesusa.org | Transition, job search, & placement for OEF, OIF, wounded & disabled vets. |
| www.cops.usdoj.gov/Default.asp?Item=2630 | Vets to Cops site police recruiting. |

VETERAN EDUCATION:

| | |
|--|---|
| www.teacharkansas.org/troops-teachers.html | AR Troops to Teachers Program. |
| http://www.benefits.va.gov/gibill/ | GI Bill Education Program Information. |
| www.helmetstohardhats.org/ | Construction Apprenticeships, job listings, & more. |
| http://www.benefits.va.gov/vocrehab/ | Vocational Rehabilitation & Employment program. |
| www.sba.gov/bootstobusiness | Delivers entrepreneurship education and training to transitioning service members and their dependents who are exploring or pursuing small business ownership and self-employment |

VETERAN LEGAL:

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| www.nvlsp.org | National Veterans Legal Services Program Pro Bono Legal Services |
| www.arlegalservices.org/veteranslegalaidapplication | AR Veterans Legal Assistance Program Application |
| www.arlegalservices.org/selfhelpveteransmilitarylaw | Military related law resources |

VETERAN SMALL BUSINESS:

| | |
|---|--|
| www.arkansasveteran.com | Free online small business training and more. |
| http://asbtcd.org/ | AR Small Business Development Center. Counseling, loan packaging, & business plan assistance. Class on starting a business (Veteran scholarships). |
| http://vetjobs.com/vet-ta-articles/vet-ta18 | Resource listing for small business ownership. |
| http://www.vetfran.com/ | Franchise ownership information. |
| http://www.franchoice.com/ | Franchise information and free consultation. |

VETERAN RESOURCES:

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| www.military.com | A mega site for all things military. Job listings, benefits, guides, buddy finder, & tons more. |
| www1.va.gov/opa/publications/benefits_book.asp | VA Benefits Book (new version) |
| www.vetsprevail.com | Networking, training, reward points & more. |
| www.warriorgateway.org | Reintegration resource directory, education, jobs, etc. |
| www.taps.org | Tragedy Assistance Program for Survivors |
| www.operationhomefront.net | Emergency aid, assistance to families of service members & wounded warriors. |
| www.vetfriends.com | Vet social networking. Find vet & military friends. |
| www.militaryconnection.com | Resources, jobs, education, housing & more. |

VETERAN ORGANIZATIONS:

| | |
|--|--------------------------------|
| www.afa.org/ | The Air Force Association |
| www.dav.org | The Disabled American Veterans |
| www.fra.org/ | The Fleet Reserve Association |
| www.legion.org | The American Legion |

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| www.trea.org | The Retired Enlisted Association |
| www.vfw.org | The Veterans of Foreign Wars |
| www.vva.org/ | The Vietnam Veterans of America |
| www.purpleheart.org | Military Order of the Purple Heart |
| www.m4l.usmc.mil | Marine for Life Program |
| www.pva.org | Paralyzed Veterans of America |
| www.iava.org | Iraq & Afghanistan Veterans of America |
| www.combatvet.org | Combat Veterans Motorcycle club |
| www.woundedwarriorproject.org/ | Assists service members wounded in action |
| www.patriotguard.org | Riders honoring The Fallen, 1 st Responders, & Veterans. |

VETERAN RELATED INFORMATION:

| | |
|---|---|
| www.veterans.arkansas.gov | Arkansas Department of Veterans Affairs |
| www.va.gov/ | U.S. Department of Veterans Affairs |
| www.userra.gov/ | Uniformed Services Employment and Reemployment Rights Act |
| http://osd.dtic.mil/home/news_products.html | Armed Forces Information Service |
| www.dol.gov/elaws/realifelines.htm | REALifelines-advisor tool for jobs, etc. |
| www.legion.org/heroes | Heroes to Hometowns-severely injured resources |
| www.militaryonesource.com | Resource for AD, Guard/Reserve, & Family |

EX-OFFENDER RESOURCES:

Organizations or programs: Adult Probation & Parole (AP&P), Arkansas Dept. of Community Corrections (ADCC), local non-profits, & local religious or community programs.

| | |
|---|---|
| www.iseek.org/exoffenders | Career planning & job search resources. |
| www.goodwill.org/ | Career training & placement. |
| http://ppv.issuelab.org/home | Research & Tips documents downloads |
| www.pride-enterprises.org/reentry/tips.html | Programs, resources, tips, jobs, & more |
| https://exoffenders.net/employment-jobs-for-felons/ | Information, resources, employer & job listings |
| www.hirenetwork.org/ | Resources & assistance for individuals, employers, workforce professionals, and advocates |
| www.lifeafterprison.org/ | Resources & Assistance for Arkansas communities (services tab) |

| | |
|--|---|
| http://nrccfi.camden.rutgers.edu/ | National Resource Center on Children & Families of the Incarcerated |
| www.urban.org/justice/index.cfm | Urban Institute research and information |
| www.curenational.org/index.php | Organization for advocacy & resources/information |
| www.prisonerlife.com/index.cfm | A networking tool for prisoners, prisons, & the world |
| www.exoffenderreentry.com/ | Books on Reentry & Job Search |
| www.aclu.org/ | American Civil Liberties Union (issues & action) |

Criminal Record Repository:

To obtain a copy of a person’s state rap sheet. They can also tell the individual who else is legally entitled to have access to his or her record.

To obtain a copy of a criminal history, Arkansas form ASP 122 must be notarized and submitted along with a self-addressed stamped envelope and a \$25 fee payable to: Arkansas State Police.

Go to: www.ark.org/criminal/index.php for the form. (Click on “use this form”.)

Mail to: Arkansas State Police
 Identification Bureau
 1 State Police Plaza Dr.
 Little Rock, AR 72209
 501-618-8500

Legal Assistance:

Center for Arkansas Legal Services
 1300 W. 6th St., Little Rock, AR 72201
 Phone Number: 1-501-376-3423
 Toll Free: 1-800-9 LAW AID (1-800-952-9243)
www.arlegalservices.org/

Legal Aid of Arkansas
 714 South Main Street, Jonesboro, AR 72401
 Phone Number: 1-870-972-9224
 Toll Free: 1-800-9 LAW AID (1-800-952-9243)
www.arlegalservices.org/legalaid

(Tons of resources and information related to court, rights, paperwork, etc.)

Arkansas Public Defender Commission
 101 East Capitol, Suite 201
 Little Rock, AR 72201
 501-682-9070 or 501-682-9073 fax
www.arkansas.gov/apdc/

Arkansas Bar Association
 400 West Markham
 Little Rock, AR 72201
 501-375-4606 or 501-375-4901 fax
www.arkbar.com/pages/for_public.aspx

Book: “The Ex-Offender’s Job Hunting Guide” by Ron Krannich, Ph.D. & “Quick Job Search for Ex-Offenders” by Michael Farr and Maurice Stevens.

DISABILITY RESOURCES:

http://www.adcpti.org/content/resources/resource_directory.asp Arkansas Disability Coalition
Resource Directory

<http://www.arsources.org/resources> AR Sources. Listings for all types of disability services.

<http://www.ar-ican.org/> Increasing Capabilities Access Network. Resources.
www.askjan.org Job Accommodation Network. Source of free, expert, and confidential guidance
on workplace accommodations and disability employment issues.

<http://www.arhandsandvoices.org/resources.html> Resources for families & kids who are deaf/hard
of hearing.