



Professional Development
american**job**center®

6 Steps to Get Clients Employed!

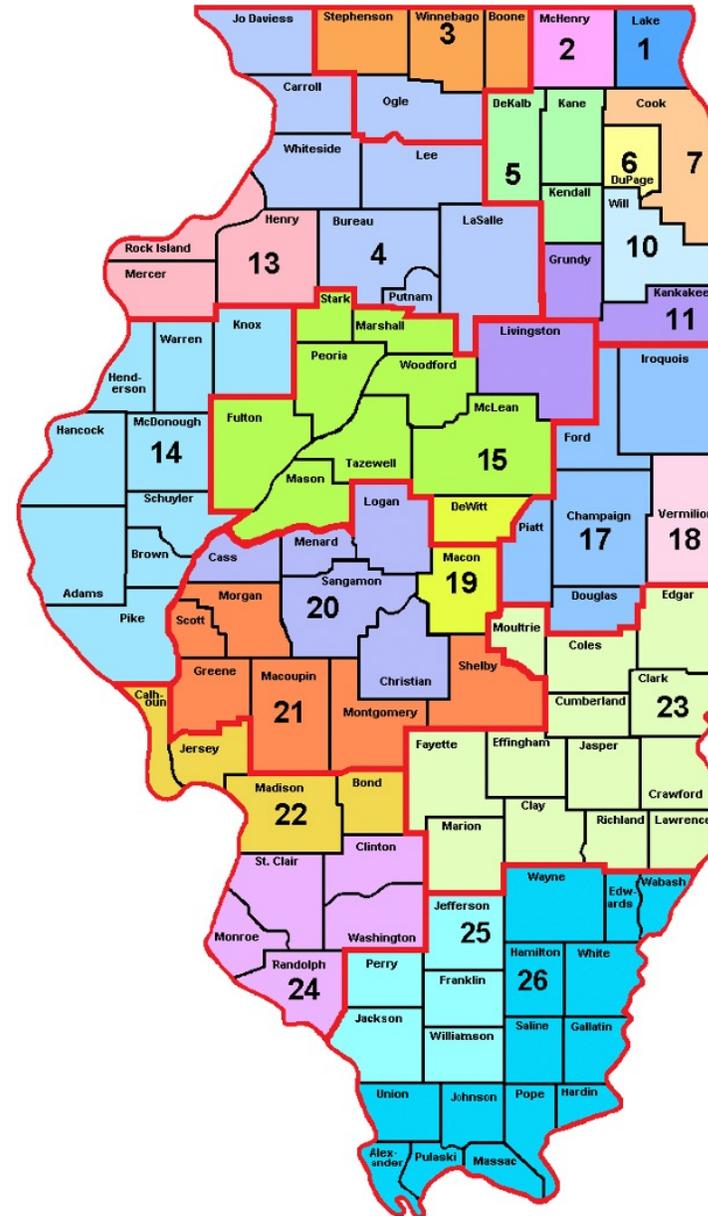
08/03/2021



Kiersten Baer

- Digital Communications Manager
 - Illinois Center for Specialized Professional Support
- kmbaer@ilstu.edu
- 309-438-1838

Where is Your Local Area?



Which partner do you best represent?





Christopher McElroy

- cmcelroy@ssc.edu
- Director of Adult Education
South Suburban College



Professional Development
american**job**center®

6 Steps to Get Clients Employed!

Christopher McElroy
Director of Adult Education
South Suburban College

Employment and Career Exploration

- Career Exploration can be a difficult experience for clients
 - Going through and examining work history, skills and experience is not easy nor fun
 - Career exploration and should be done as often as possible in a small group or one on one setting in order to better engage the client



Skills Analysis

Resume Writing

Digital Literacy

Job Seeking

The Interview

The Follow-Up

Skills Analysis – First Steps

- Interviewing your clients with simple questions is a great icebreaker and helps inform which style of resume to create
 - List the jobs you have had over the last ten years
 - With City and years worked
 - List any certificates and education
 - List any skills or experience you feel that you have
- Skills Analysis does not always need to be a overly structured process
 - The most important thing in the beginning is to ask as many questions as possible! Try to get as much information about your client as you can.
- Starting with a drawn out career inventory and analysis is not always the best model.



Why not start with a Career Inventory?! **And Resume Builder?!**

Skills Analysis

- Clients and students sometimes don't respect their own experience.
 - Just because you did not get a paycheck every week does not mean you did not have a job
 - It is important for the career coach or instructor to shape skills and experience for the client
 - When applying for entry level work or re-entering the work force after a long gap every job counts!

- Clients need as much guidance as possible in creating and crafting a resume before they do it on their own



Skills Analysis

Without guidance individuals with limited work experience lack the ability to highlight their skills.

2113 West [redacted]
[redacted] Illinois 60406

LISA SA [redacted]

(773) [redacted]
mrzrashaadsanders@gmail.com

EMPLOYMENT HISTORY

07/2015 - Present	Crew Member	McDonald's
<ul style="list-style-type: none">• Customer service• Cash handling• Cleaning• food production		

EDUCATION HISTORY

07/2012	Crane High	Art, High School
09/2017	City Colleges of Chicago-Malcolm X College	Nursing, Certification

2113 West [redacted] Illinois 60406
 LISA SANDERS [redacted]
 (773) [redacted] mrzrashaadsanders@gmail.com

EMPLOYMENT HISTORY

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EDUCATION HISTORY

07/2012	Crane High	Art, High School
09/2017	City Colleges of Chicago-Malcolm X College	Nursing, Certification

Lisa S

(988) 356-2555

15032 fake Ave apt , Davidson, IL, 60419dbarness@yahoo.com

Professional Profile

- Cashier experience
- Child Care experience
- Hair care specialist
- Excellent organizational skills
- Good communication skills
- Cooking and frying experience
- Great customer service skills
- Ability to stand for long periods of time
- Ability to lift 40lbs or more
- Cleaning and sanitation experience
- Great multi-tasking skills
- Ability to make and follow a schedule

Professional Experience

McDonald's, Dolton, IL
 Dec. 2015- Present
Cashier

Responsibilities:

- Responsible for handling all cash/credit card purchases throughout my shift
- Prepared all food prior to open
- Responsible for cooking and serving all food at White Castle
- Responsible for inventorying and stocking all supplies on store shelves
- Provided excellent customer service to all patrons that entered my store

Avon , Dolton, IL
 Jun.2013- Nov. 2013

Sales Professional

Responsibilities:

- Responsible for ordering and organizing all products to be sold
- Made sure that I coordinated with my customers to ensure I ordered the merchandise they requested
- Went door to door to sell merchandise
- All customers received excellent customer service

McDonalds, Chicago, IL
 Aug. 2011 – Feb. 2012

Cashier

Responsibilities:

- Excellent customer service skills
- Maintained my work area in a clean and sanitary condition
- Responsible for preparing and cooking all baked goods that were served to customers
- Handled all cash, and credit card purchases throughout my shift

Chronological Resume

Chronological Resume

A chronological resume is a step by step reverse chronological list detailing all work history

Organized by dates of employment

A chronological resume is the most commonly used resume format

JAYSON PHAROH

JAY.RIGATONI@GMAIL.COM

(708) 269-xxxx

123 MAIN ST. HOME, IL

RELEVANT SKILLS

Black-topping	Experience driving a forklift
Data entry and processing	Seal Coating experience
Maintaining a work schedule for employees	Cashier Experience
Customer Service	Cooking and food prep training
2+ years shipping and receiving	Training and Supervisor experience

PROFESSIONAL EXPERIENCE

Joker Graphics	2015–2017
Warehouse Stocker/Driver	Naperville, IL

- Loading/Unloading and pulling/stocking items from inventory
- Delivered a variety of items and materials throughout Chicagoland areas and surrounding suburbs
- Counted and checked all inventory daily and reported any errors to management (cycle counting)
- Received UPS and FedEx shipments
- Responsible for keeping the warehouse clean and manageable
- Operated a forklift on a weekly basis
- Primary intake person who personally communicated with each customer receiving deliveries and was responsible for greeting them when they came into the shop.
- Maintenance (replacing AC vents , washing windows, changing tires, replacing light bulbs etc....)
- Creating and maintaining room in the warehouse for new stock and inventory.

Damiens Pizza	2010–2015
Driver/Supervisor	Palos Heights, IL

- Created schedules for all drivers, front counter workers, and cooks
- Answered phones, dispatching drivers to various locations, and expediting food to the kitchen
- Trained all new staff and interviewed all potential new hires
- Counted down all cash registers, collecting money from delivery drivers and calculating their money
- Handled any customer questions, concerns, or complaints with the courtesy and professionalism
- Responsible for daily financial transactions through the Domino's PULSE system
- Managed a weekly team of 6-10 employees

United States Postal Office	2009–2010
------------------------------------	-----------

Mail Carrier	Oak Lawn, IL
---------------------	--------------

- Delivered mail to all patrons on my route |
- Responsible for casing all packaged (which is organizing all packages per household to expedite delivery)
- Ensured all packages arrived to each household undamaged

Jack's Seal Coating	2008–2009
Laborer	South Holland, IL

- Responsible for seal coating, edging driveways of houses and parking lots of hotels
- Maintained all equipment in optimum working condition
- Ensured that all patrons received high quality work and driveways and parking lots were completed to their satisfaction

EDUCATION

Diploma, May 2005 • Marist High School, Chicago, IL

Chronological Resume

When you have a steady work history with few or no gaps
 If your work history shows a steady rise in employment in a similar field in which you are applying.
 This format is also a simple format for students with limited work history as it is easy to change and edit over time.

JAYSON PHAROH

JAY.RIGATONI@GMAIL.COM

(708) 269-xxxx

123 MAIN ST. HOME, IL

RELEVANT SKILLS

- | | |
|---|------------------------------------|
| Black-topping | Experience driving a forklift |
| Data entry and processing | Seal Coating experience |
| Maintaining a work schedule for employees | Cashier Experience |
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PROFESSIONAL EXPERIENCE

- | | |
|---|-------------------|
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| Warehouse Stocker/Driver | Naperville, IL |
| <ul style="list-style-type: none"> Loading/Unloading and pulling/stocking items from inventory Delivered a variety of items and materials throughout Chicagoland areas and surrounding suburbs Counted and checked all inventory daily and reported any errors to management (cycle counting) Received UPS and FedEx shipments Responsible for keeping the warehouse clean and manageable Operated a forklift on a weekly basis Primary intake person who personally communicated with each customer receiving deliveries and was responsible for greeting them when they came into the shop. Maintenance (replacing AC vents , washing windows, changing tires, replacing light bulbs etc....) Creating and maintaining room in the warehouse for new stock and inventory. | |
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| Driver/Supervisor | Palos Heights, IL |
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| Mail Carrier | Oak Lawn, IL |
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EDUCATION

Diploma, May 2005 • Marist High School, Chicago, IL

Functional Resume

Functional Resume
 Allows a job applicant to highlight specific skills, accomplishments, and responsibilities

Shifts the employer away from recent employment or gap in employment history

15601 S. Trebar		Markham, IL 60428		(708) 299-9999	
emunz23@yahoo.com					
ELLE MUNOZ					
PROFESSIONAL ACHIEVEMENTS	<p>CARTOGRAPHY</p> <p>Support the reproduction of cartographic material.</p> <p>Deliver cartographic package to the Project Leader, which will be used by the Update Technicians Process and Edit the information urban and rural cartography.</p> <p>Prepare reports of activities and present the results of the project to the Head of Department.</p> <p>Support in training on the digitization process.</p> <p>Validate the layers of the Geostatistical Framework as a result of the incorporation of new geostatistical areas.</p> <p>Correction of inconsistencies in each of the new and / or updated objects related to the geo-referencing and shape of the vector elements. And in this way guarantee its correct location, orientation, adjustment and scale.</p> <p>Attribution of each of the vector elements with the geographic data that corresponds to them.</p> <p>Validation of the localities to guarantee the integrity of the Information.</p> <p>Relocation of Establishments and Housing.</p> <p>SALESPERSON</p> <p>Responsible for selling property</p> <p>Managed and ran community property sales and land deals of, areas that had been examined by the cartography division</p>				
SKILLS	<p>Certified Engineer</p> <p>Cartographer</p> <p>Sales Experience</p> <p>Land Measurement skills</p> <p>Bilingual – English/Spanish</p>				
WORK HISTORY	<p>National Institute of Statistics and Geography (INEGI- Instituto Nacional de Estadística y Geografía)</p> <p>Aguascalientes City, in Aguascalientes, Mexico</p> <p>Maps and Measurement Advisor</p> <p>1993-1997</p>				
EDUCATION	<p>AUTONOMOUS UNIVERSITY OF SAN LUIS POTOSI</p> <p>San Luis, SLP, Mexico</p>				

Hybrid Resume

BISMARCK HERRING

3064 Nottingham Ave. • Linddale, IL 60428 • Phone: (708) 999-5858 • bherring1980@yahoo.com

EXPERIENCED WAREHOUSE PROFESSIONAL

- Combines the Functional and Chronological resume formats
- This demonstrates how your skills directly resulted in accomplishments within the company in both the skill sets and work history section
- Shows progression over similar job field

Education:

South Suburban College
Adult Basic Education Program.
GED expected Fall 2013

High School Diploma
Tinley Park High School
Tinley Park, IL
1999

Achievements:

Superior Customer Service
Sam's Club
Provided product recommendations/reviews to undecided customers, managed conflict

Additional

Experience:
Worth Steel & Machinery
Forklift Operator
1/2010-3/2011
Alsip, Illinois
- Load and unload freight
- Inspect pallets for damage

Sam's Club
Team Leader
8/2002-8/2004
Evergreen Park, Illinois
- Lead a team of eight
- Interacted with 20-30 customers per day

Skills Summary:

- Supervisory
- Customer Service
- Training
- Detailing
- Forklift Operation
- Lift up to 100 lbs
- Certified Fork-lift driver
- Flexible Schedule

Work Experience:

M&M Mars Candy Factory
June 2012-December 2012

Fork Lift, Assembly Operator
Manteno, Illinois

- Inspected forklift to ensure safety precautions were properly executed prior to each shift
- Inspected 8-10 pallets loose items, rebuilt damaged pallets
- Cleaned area of debris (e.g. swept, mopped, picked up trash) to prevent employee injuries
- Created call-and-response techniques to effectively communicate with 15 team members for on-the-job safety purposes
- Manually loaded and unloaded freight from trailers weighing 50-100lbs
- Logged and reported shift injuries, mechanical failures, and/or workplace concerns to manager on duty

All Pro-Mobile
October 2004-May 2012

Detail Technician
Markham, Illinois

- Communicated with 15-20 heavy haul drivers to attain the extent of services needed/required for their truck (e.g. buffing, paint repair, spot/stain removal, etc.)
- Worked with various cleaning materials (e.g. spot/stain resistant, wax, cleaning solutions, etc.) to enhance detailing
- Pressure washed 18-wheeler trucks
- Applied wax to auto body, buff surface to protect surface and preserve shine
- Swept, vacuumed, and washed interior and exterior of vehicle
- Applied touch up paint to chipped body surfaces
- Applied dyes and reconditioning chemicals to vinyl tops of vehicles to restore color and condition

REFERENCES AVAILABLE UPON REQUEST

Service Integration

- You do not have to reinvent the wheel
- There are plenty of tools to assist you and your clients with career exploration
 - [Illinois workNet](#)
 - [O*Net Online](#)
 - [My Next Move – Partner of the American Job Center](#)
 - [CareerOne Stop](#)



Service Integration

Illinois worknet has many fantastic tools to assist the Career Navigator, Instructor, and student in Career Exploration

- Resume writing
- Career Inventory
- Interview Help
- Job Seeking
- Many others!!!



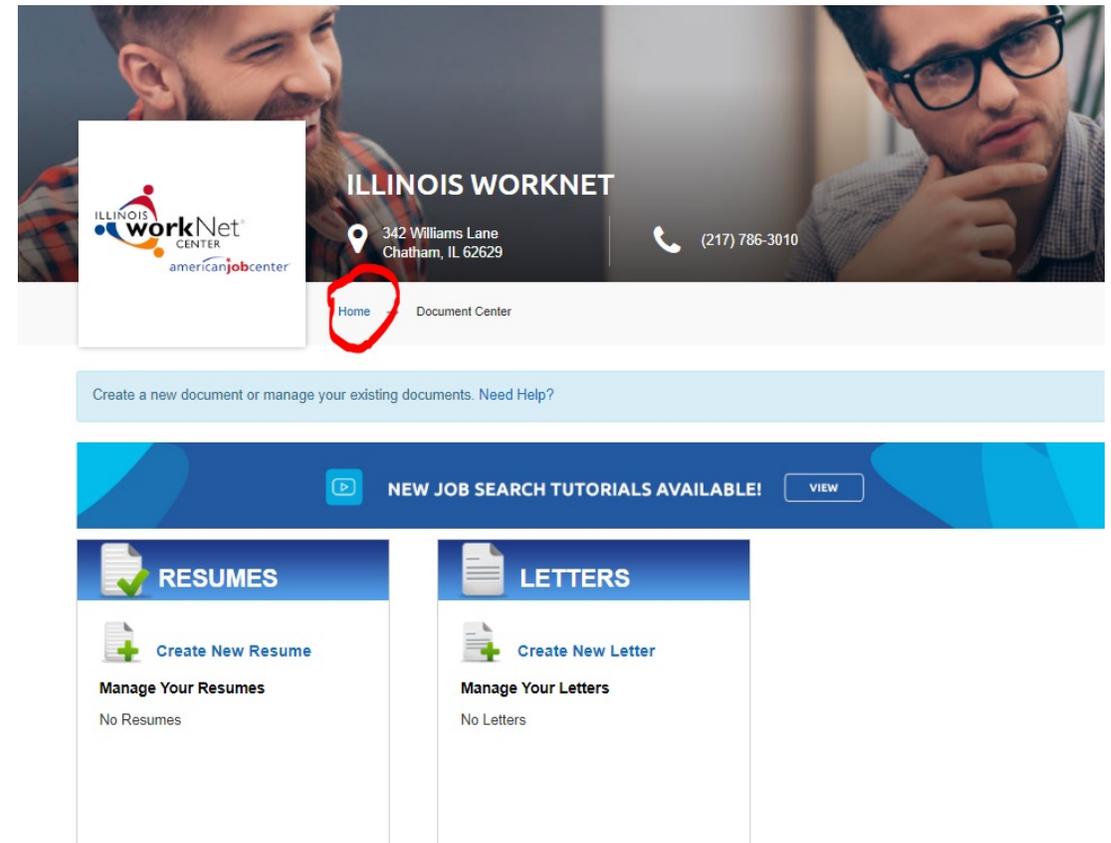
STATE OF ILLINOIS
WORKFORCE PORTAL



Service Integration



STATE OF ILLINOIS WORKFORCE PORTAL



Service Integration

The screenshot displays the OptimalResume website interface. At the top, there is a navigation bar with the 'ILLINOIS WORKNET' logo on the left, contact information (342 Williams Lane, Chatham, IL 62629 and phone number (217) 786-3010) in the center, and a search bar on the right. Below the navigation bar, a 'Welcome' section features a heading and a paragraph: 'Welcome to OptimalResume, a career management platform brought to you in partnership with ILLINOIS WORKNET'. A 'READ MORE' button is positioned below the text. The main content area is titled 'INSIDE' and contains a grid of nine service tiles. The tiles are: 'VIDEO TUTORIALS' (blue), 'RESUME BUILDER' (green with 'SAMPLES' tag), 'LETTER BUILDER' (grey with 'SAMPLES' tag), 'PORTFOLIO BUILDER' (purple with 'NEW' tag), 'INTERVIEW PREP' (orange with 'NEW' tag), 'SKILLS ASSESSMENT' (light blue), 'PITCHES' (dark blue with 'NEW' tag), and 'WEBSITE BUILDER' (grey). A 'GET STARTED' button is located at the bottom left of the 'INSIDE' section.

ILLINOIS WORKNET

342 Williams Lane
Chatham, IL 62629

(217) 786-3010

Welcome

Welcome to OptimalResume, a career management platform brought to you in partnership with ILLINOIS WORKNET

[READ MORE](#)

INSIDE

Inside you'll find a variety of career tools to help you CREATE, PRESENT, MANAGE and SHARE your professional credentials.

[GET STARTED](#)

- VIDEO TUTORIALS
- RESUME BUILDER **SAMPLES**
- LETTER BUILDER **SAMPLES**
- PORTFOLIO BUILDER **NEW**
- INTERVIEW PREP **NEW**
- SKILLS ASSESSMENT
- PITCHES **NEW**
- WEBSITE BUILDER

Illinois workNet

Illinois workNet has one of the most robust resume creators

FOR FREE!

The screenshot shows the Illinois workNet resume creator interface. At the top, there is a navigation bar with the Illinois workNet logo on the left, contact information (342 Williams Lane, Chatham, IL 62629 and phone number (217) 786-3010) in the center, and a breadcrumb trail (Home → Document Center → Christopher McElroy) on the right. Below the navigation bar, a light blue banner contains the text: "Select an option below to get started building your resume. Click here for help." Below this banner are three main options, each with a magnifying glass icon and a "CONTINUE" button:

- Browse Samples**: Select a sample and edit it with your information. The preview shows a resume for David R. Murry.
- Browse Section Sets**: Select a set of sections and build your resume. The preview shows sections for Work Experience, Education, and Honors and Awards.
- Start From Scratch**: Start adding sections and create your resume from scratch. The preview shows a blank resume form with a pencil icon.

Illinois Worknet Sample Resume Section

ILLINOIS workNet CENTER americanjobcenter

342 Williams Lane
Chatham, IL 62629

(217) 786-3010

Home → Document Center → Christopher McElroy

Browse the samples below and choose one to edit with your information.
Click here for help.

- Browse Samples**
Select a sample and edit it with your information
- Browse Section Sets**
Select a set of sections and build your resume
- Start From Scratch**
Start adding sections and create your resume from scratch

BROWSE RESUME SAMPLES

Categories

- Maintenance (6)
- Business and Financial Operations (27)
- Community and Social Service (16)
- Computer and Mathematical (22)
- Construction and Extraction (28)
- ✓ Education, Training, and Library (25)
- Farming, Fishing, and Forestry (7)
- Federal (4)
- Food Preparation and Serving Related (17)
- Healthcare Practitioners and Technical (55)

Experience Levels

- Entry-level (12)
- Mid-Career (8)
- ✓ Experienced (5)

TOP 5 TIPS FOR WRITING BEST-IN-CLASS RESUMES

1. Describe the "institution" that you work for. Teaching in an elementary school is an entirely different job than teaching in a secondary school, which is an entirely different job than teaching at a college. Be certain to explain the "institution" in which you work and the students that you teach, train and/or support.
2. Education matters. For people in education, corporate training, library sciences and re... [Read More](#)

5 Samples

Adult Basic and Secondary Educ

Alexis Lopez

Address: 1234 Main St, Chicago, IL 60601
Phone: (312) 555-1234

Profile

Highly motivated and detail-oriented professional with a strong background in customer service and administrative support. Proven ability to manage multiple tasks efficiently and effectively. Seeking a challenging position where I can utilize my skills and contribute to the success of the organization.

Professional Experience

Senior Customer Service Representative | ABC Company | Chicago, IL | 2018 - Present

- Managed a portfolio of 50+ customer accounts, ensuring high satisfaction and retention.
- Resolved complex customer issues, resulting in a 15% increase in repeat business.
- Collaborated with cross-functional teams to improve service quality and efficiency.

Administrative Support | XYZ Corp | Chicago, IL | 2015 - 2018

- Managed office operations, including scheduling, correspondence, and record keeping.
- Assisted in the recruitment and onboarding of new employees.

Education

High School Diploma | Lincoln High School | Chicago, IL | 2014

Professional Certifications

- Customer Service Excellence Certificate (2019)
- Administrative Management Certificate (2017)

Criminal Justice and Law Enfor

CANDACE BINGLAIR

Address: 5678 Oak St, Springfield, IL 62761
Phone: (217) 555-5678

Profile

Dedicated and detail-oriented professional with a strong background in law enforcement and public safety. Proven ability to manage high-pressure situations and ensure the safety and well-being of the community. Seeking a challenging position where I can utilize my skills and contribute to the success of the organization.

Professional Experience

Police Officer | Springfield Police Department | Springfield, IL | 2015 - Present

- Enforced state and local laws, maintaining public order and safety.
- Investigated criminal offenses, gathering evidence and interviewing witnesses.
- Provided community outreach and education on crime prevention.

Education

Bachelor's Degree in Criminal Justice | State University | Springfield, IL | 2014

Professional Certifications

- Police Officer Certification (2015)
- Community Policing Certificate (2018)

Self-Enrichment Education Teac

Mike McCann

Address: 9012 Pine St, Peoria, IL 61614
Phone: (309) 555-9012

Profile

Passionate and dedicated educator with a strong background in self-enrichment and professional development. Proven ability to design and deliver engaging learning experiences that empower individuals to reach their full potential. Seeking a challenging position where I can utilize my skills and contribute to the success of the organization.

Professional Experience

Self-Enrichment Educator | ABC Learning Center | Peoria, IL | 2018 - Present

- Designed and delivered self-enrichment programs for adults, focusing on career development and personal growth.
- Provided individualized coaching and support to students, resulting in a 20% increase in program completion rates.
- Collaborated with other educators to develop innovative learning strategies.

Education

Master's Degree in Education | State University | Peoria, IL | 2016

Professional Certifications

- Self-Enrichment Educator Certificate (2018)
- Adult Education Specialist Certificate (2019)

Illinois Worknet Sample Resume Section



BROWSE RESUME SAMPLES

Categories

- Community and Social Service (16)
- Computer and Mathematical (22)
- Construction and Extraction (28)
- ✓ Education, Training, and Library (25)
- Farming, Fishing, and Forestry (7)
- Federal (4)
- Food Preparation and Serving Related (17)
- Healthcare Practitioners and Technical (55)
- Healthcare Support (14)
- Installation, Maintenance, and Repair

Experience Levels

- Entry-level (12)
- Mid-Career (8)
- Experienced (5)



TOP 5 TIPS FOR WRITING BEST-IN-CLASS RESUMES

1. **Describe the “institution” that you work for.** Teaching in an elementary school is an entirely different job than teaching in a secondary school, which is an entirely different job than teaching at a college. Be certain to explain the “institution” in which you work and the students that you teach, train and/or support.
2. **Education matters.** For people in education, corporate training, library sciences and re... [Read More](#)

25 Samples

Illinois Worknet Sample Resume Section

5 Samples

Adult Basic and Secondary Educ

Anna Lugo
 9002 Canyon Dr
 Phoenix, AZ 85019
 (480) 555-2722
 alugo@domain.com

Profile
 Highly experienced adult education instructor with over 20 years of experience working at community colleges, workforce boards, and nonprofit organizations. Proficient in leading adult basic education (ABE), English as a second language (ESL), and high school equivalency diploma (HSED) classes, with a proven record of helping students achieve positive results in literacy and career skills. In recent years, have influenced the development of adult education curriculum at Optimal Community College, utilizing prior teaching experience and knowledge of trends and best practices in the field.

Classroom Instruction	Student Assessment	Individual Tutoring
English and Spanish Fluency	Curriculum Development	Community Outreach

Professional Experience

Optimal Community College Phoenix, AZ 20XX - Present
Adult Education Instructor
 Teach literacy, ESL, and HSED preparation courses to adults across two area campuses. Responsible for all aspects of courses, including lesson planning, student assessment, and tutoring. Tasked with reviewing existing adult education curriculum and providing recommendations for ongoing changes, including adoption of new software tools for supplementing literacy programs.

The Opportunity Center Mesa, AZ 20XX - 20XX
Program Developer
 Worked for a nonprofit organization focused on providing adults with access to education, training, and career opportunities in the Phoenix, AZ area. Primarily led ESL, life skills, and literacy classes, occasionally assisting other instructors in job training courses. Participated in outreach programs to raise awareness of adult education services and encourage completion of HSED programs.

Phoenix Area Workforce Center Phoenix, AZ 20XX - 20XX
Trainer
 Led training courses and workshops for adults in workforce development programs. During tenure, branch achieved state benchmarks for literacy training and competency.

Mesa College Mesa, AZ 20XX - 20XX
Evening Program Instructor
 Taught ESL courses 2 nights per week, and performed English language competency assessments of students seeking admission into college programs. Advised department on improvements to ESL curriculum and resources.

Criminal Justice and Law Enfor

CANDACE SINCLAIR
 sinclaircandace@gmail.com • 773-475-1847

Optimal Community College
 Department of Criminal Justice Studies
 4000 Central Expressway
 Room 101
 Chicago, IL 60607

EDUCATION

University of Illinois 2011 - 2013
 Bachelor of Science in Criminal Justice

MS in Forensic Psychology 2013 - Present

LEADS CHAIRITY CHIRAGO 2011 - 2013
 Student Assessment
 Curriculum Development
 Community Outreach

SALES CHIRAGO 2011 - 2013
 Supervisor of Sales Operations

TEACHING EXPERIENCE

Optimal Community College, IL 2013 - Present
Faculty Supervisor of Criminal Justice Studies

- Central Justice Administration
- Forensic Psychology
- Police in Criminal Justice
- Criminal Justice

THE UNIVERSITY OF ILLINOIS 2011 - 2013
Faculty Supervisor of Criminal Justice

- Introduction to Criminology
- Age and the Criminal Justice System
- Police in Criminal Justice

THE UNIVERSITY OF ILLINOIS 2011 - 2013
Assistant Professor of Criminal Justice

CRIMINAL JUSTICE DEPARTMENT

Self-Enrichment Education Teac

MIKE MCCANN
 9002 Canyon Dr
 Phoenix, AZ 85019
 (480) 555-2722
 mmccann@domain.com

EXPERIENCED TASKWORKING INSTRUCTOR

Over 20 years of experience planning and teaching Literacy, ESL, and HSED preparation for students with varied and unique backgrounds. Specialized in teaching students with varied backgrounds and needs, including students with limited English proficiency and students with learning disabilities. Responsible for reviewing existing adult education curriculum and providing recommendations for ongoing changes, including adoption of new software tools for supplementing literacy programs.

EDUCATION

University of Illinois 2011 - 2013
 Bachelor of Science in Criminal Justice

MS in Forensic Psychology 2013 - Present

LEADS CHAIRITY CHIRAGO 2011 - 2013
 Student Assessment
 Curriculum Development
 Community Outreach

SALES CHIRAGO 2011 - 2013
 Supervisor of Sales Operations

TEACHING EXPERIENCE

Optimal Community College, IL 2013 - Present
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- Police in Criminal Justice

THE UNIVERSITY OF ILLINOIS 2011 - 2013
Assistant Professor of Criminal Justice

- Introduction to Criminology
- Age and the Criminal Justice System
- Police in Criminal Justice

USE THIS SAMPLE

Anna Lugo
 9002 Canyon Dr.
 Phoenix, AZ 85019
 (480) 555-2722
 alugo@domain.com

Profile

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- | | | |
|-----------------------------|------------------------|---------------------|
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| English and Spanish Fluency | Curriculum Development | Community Outreach |

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Program Instructor
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- Phoenix Area Workforce Center** Phoenix, AZ 20XX - 20XX
Trainer
 Led training courses and workshops for adults in workforce development programs. During tenure, branch achieved state benchmarks for literacy training and competency.
- Mesa College** Mesa, AZ 20XX - 20XX
Evening Program Instructor
 Taught ESL courses 2 nights per week, and performed English language competency assessments of students seeking admission into college programs. Advised department on improvements to ESL curriculum and resources.



This tool will auto fill a resume. Based upon experience.

You can edit and change anything you like.

The tool itself is free to sign up and use!!

Christopher McElroy
15705 Drexel Ave
Dolton, IL 60419
7087698529
cjmcelroy1@gmail.com

Profile

Highly experienced adult education instructor with over 20 years of experience working at community colleges, workforce boards, and nonprofit organizations. Proficient in leading adult basic education (ABE), English as a second language (ESL), and high school equivalency diploma (HSED) classes, with a proven record of helping students achieve positive results in literacy and career skills. In recent years, have influenced the development of adult education curriculum at Optimal Community College, utilizing prior teaching experience and knowledge of trends and best practices in the field.

Classroom Instruction	Student Assessment	Individual Tutoring
English and Spanish Fluency	Curriculum Development	Community Outreach

Professional Experience

Employer name Optimal Community College	Employer Location Phoenix, AZ	Date range 20XX – Present
Employer URL (Optional)		

Company Description

B I U abc [bullets] [globe] [link] [text color] [table] [undo] [redo]

Job Title
Adult Education Instructor

B I U abc [bullets] [globe] [link] [text color] [table] [undo] [redo] **Examples** **Action Verbs** **Infobytes**

Teach literacy, ESL, and HSED preparation courses to adults across two area campuses. Responsible for all aspects of courses, including lesson planning, student assessment, and tutoring. Tasked with reviewing existing adult education curriculum and providing recommendations for ongoing changes, including adoption of new software tools for supplementing literacy programs.

Digital Literacy

A basic level of Digital Literacy is required to obtain employment

- How to apply for jobs on line
- How to spot fake jobs
- How to create a proper e-mail
- How to respond to e-mails



Digital Literacy

- According to the National Skills Coalition (2020)
 - Nearly 1 out of 3 workers have limited or no foundational digital skills needed to do their current jobs



Digital Literacy



- GCF Learn Free is a great resource for those just getting started.
- <https://edu.gcfglobal.org/en/topics/computers/>
- It shows you and students step by step how to use any computer function
- Step by step basic computer skills

Computers

If you're new to computers, we can help. These tutorials will help empower you to be more comfortable with this type of technology, from learning the parts of a computer to using a mouse.

 Computer Basics If you're new to computers or just want to update your skills, you've come ... Tutorial >	 Basic Computer Skills Looking to learn basic computer skills or upgrade the skills you already ha... Tutorial >	 Mouse Tutorial Use this interactive tutorial to learn how to use a computer mouse. Tutorial >
 Typing Tutorial In this free interactive course, learn the basics of touch typing, then pra...	 Computer Science Learn about basic computer science concepts like algorithms, binary, progra...	 Tech Savvy Tips and Tricks In this free tutorial, get tips and tricks to use your devices as efficient...

Email

Use our free Email Basics tutorials to learn the essentials of creating and maintaining email accounts so you can communicate online with friends, family, and colleagues.



Email Basics

In this free tutorial, learn how to use common email features and practice...

[Tutorial >](#)



Gmail

In this free tutorial, get an introduction to Gmail and learn how to manage...

[Tutorial >](#)



Beyond Email

Learn the various ways beyond email of communicating and sharing online....

[Tutorial >](#)



Gmail

4 videos • 35,728 views • Last updated on Jan 22, 2019



In this video playlist, you'll learn the basics of using Gmail more effectively. Visit <https://www.gcflearnfree.org/gmail/> for our text-based tutorial.

With this video series, you'll learn how to get started with Gmail, manage and respond to email, create filters, and do more.

- 
Gmail: Sending Email
 GCFLearnFree.org
 3:35
- 
Gmail: Responding to Email
 GCFLearnFree.org
 4:07
- 
Gmail: Managing Email
 GCFLearnFree.org
 3:03
- 
Gmail: Creating Filters
 GCFLearnFree.org
 2:38

Job related computer skills

Work & Career			
Looking for a job? Interested in switching to a new career? Either way, you've come to the right place. Use our work-focused lessons to help get ahead in your career or start a new one entirely.			
	Money	<ul style="list-style-type: none"> Money Basics Online Money Tips 	<ul style="list-style-type: none"> QuickBooks Resources
	Career Planning	<ul style="list-style-type: none"> Job Search and Networking Career Planning and Salary 	<ul style="list-style-type: none"> Beginning a New Career Careers Without College
	Job Search	<ul style="list-style-type: none"> Job Search and Networking Resume Writing Cover Letters 	<ul style="list-style-type: none"> Job Applications Interviewing Skills Indeed
	Workplace Skills	<ul style="list-style-type: none"> Job Success 	<ul style="list-style-type: none"> QuickBooks Resources

Email violations can jeopardize your job

Embarrassing or inappropriate communications sent via company email can damage professional credibility, reputations, and careers. Employees who violate their companies' email policies can face penalties ranging from disciplinary action to termination.

Many employers monitor email, and some employees have even been fired for violating their companies' email policies. Violation of company email policy and messages containing inappropriate or offensive language are the two most common causes for email-related firing. While workers may be disciplined or fired because of inappropriate email messages, companies can face the risk of lawsuits.

It's important to find out what your company's email policies are, and make sure you comply. But in general, there are a few guidelines to keep in mind when it comes to handling email at work.

Keep it professional

Never send or receive work-related emails on your personal email account. Remember

Digital Literacy – COABE Resources

- Going Deeper with Digital Literacy
- COABE has a multitude of resources to help Clients and Student learn digital literacy

The screenshot shows the COABE Adult Educator Resources website. At the top, there is a navigation bar with links for Home, Browse, Contribute, COABE, Community of Practice, and Need Help?. Below this is a search bar with a 'Browse' button and a search icon. The main content area is titled 'Browse' and features two resource cards. The first card is for 'Creating Easy Teaching Videos Using Microsoft PowerPoint', which includes a red PowerPoint icon, a description, and metadata: Subject Area: COVID-19, Program Level: Adult Basic Education, Material Type: Presentations/Slideshows, and Author: Yecsenia Lorenzo. A 'Download Resource >>' button is located to the right of the card. The second card is for 'Best Practices for Teaching Online', which includes an icon of a laptop and books, a description, and metadata: Subject Area: COVID-19, Program Level: Adult Basic Education, Material Type: Presentations/Slideshows, and Author: Yecsenia Lorenzo.

<https://adulthoodresource.coabe.org/>

Digital Literacy – COABE Resources

- Use Google Digital Skills to enhance job potential

OUR STORY STRATEGIC INITIATIVES PARTNERSHIPS MEMBERSHIP COVID-19 RESOURCES AWARDS WEBINARS & RESOURCES COABE JOURNAL LEGISLATIVE CONFERENCES

Google's Applied Digital Skills



What is Google Applied Digital Skills?

Applied Digital Skills is Google's free, online digital literacy curriculum. Applied Digital Skills has lessons for a wide range of students, from late elementary-school students to independent adult learners. Instead of teaching digital skills with an instructional manual, the curriculum uses a series of videos to guide students through creating a project from scratch. This means that students who complete a lesson leave with a useful project such as a resume, a monthly budget, a project plan, and more. Read our press release for more information [here](#).

Google Applied Digital Skills and COABE Partnership

Introducing an Exciting New Partnership Between Google's Applied Digital Skills Curriculum and COABE Where You Can:

- Get an edge in the job market with Google's Applied Digital Skills training.
- Local program coordinators, please submit your program's testimonials to receive your \$1,000 grant.



“Yesterday’s webinar was the best I have ever attended. Ann Ditto was warm and engaging and kept us interested throughout the three hours. Her choice of a financial budget spreadsheet exercise was perfect to get us thinking about how we could integrate the Google Technology to lessons pertaining to our students’ everyday lives. I am grateful for being included in this webinar.”

-Robert Anderson 1199SEIU Level 6 ESL Instructor

<https://coabe.org/google-applied-skills/>

Job Seeking

Where should students find and look for jobs?



Job Seeking

Clients have a hard time looking for work

Most job applications have moved online

- Fake jobs
- Spam
- Lack of feedback or results

Tips for avoiding fake job advertisements

Job Scams to watch out for

- a) **Pay for Start-up kit Scams** - Companies may offer to sell you a kit you can use to assemble products to sell. You'll most likely end up paying for a kit and you won't make any money.
- b) **Bait and Switch Scam: Door to Door** - This job description isn't what it seems: Start entry-level, develop transferable skills, work with the world's leading corporations, advance to new positions, make money, and along the way figure out what you really want to be when you grow up. It sounds good, but the job is actually door-to-door sales.
- c) **Work from Home Scam-**
 - (1) **Here is an example :** Healthcare Admin Assistant: *“This is a work from home job. Work hours is from 9am-4pm Monday-Friday You will earn \$45 per hour for this position, you are also expected online at Yahoo Messenger during working hours. We also offer flexible hours....”*

Recognizing predatory security ads

Microsoft Security Essentials
WINDOWS VIRUS WARNING!
Identity Theft and Hacking Possibilities.
Contact emergency virus support now.
0-800-051-3723

The system have found (4) viruses that

Threat	Alert
Trojan.FakeAV-Download	
Spyware.BANKER.ID	
Trojan.FakeAV-Download	
Trojan.FakeAV-Download	

Message from webpage

Microsoft Detected Security Error, Due to Suspicious Activity Found On Your Computer. Contact Microsoft Certified Live Technicians 0-800-051-3723 (Toll Free)

OK

Your personal and financial information is compromised call 0-800-051-3723 to be secured.

(1) System Virus Warning:
Your Computer May Have A VIRUS!

Your Location: United States
Your IP Address: 199.231.208.116
Date: Wednesday, March 11, 2015

What to do:
Call **844-373-0540** immediately (toll-free) for assistance on how to remove malicious pop-ups and **VIRUSES**. This call is prioritized and 100% free

about the threat:
Seeing these pop-up means that you may have **MALWARE** /adware on your computer which puts the security of your personal data at a serious risk. We strongly advise you call **844-373-0540** (toll-free) immediately and get your **COMPUTER FIXED** before you continue using the internet, especially for watching movies and shows.

Possible network damages from potential threats: **UNKNOWN**

Data exposed to risk:

1. Your **CREDIT CARD** details and banking information
2. Your e-mail passwords and other **ACCOUNT** passwords
3. Your Facebook, Skype, AIM, ICQ and other chat logs
4. Your private photos, family photos and other sensitive files

COMPUTERLIVEHELP **LIVE CHAT** **Toll Free : (855) 637-1114**

Instant Tech Support for Virus Removal
Talk Directly to a Technician, No Waiting!

100% Customer Satisfaction > **FREE** Diagnosis - no **CREDIT CARD** required!

30 Days Gauranteed! > **Hassle Free TECH SUPPORT**

CALL FREE - (855) 637-1114

Service Integration can help!

- Help students navigate the following job search websites
 - [Illinois workNet](#)
 - [O*Net Online](#)
 - [My Next Move – Partner of the American Job Center](#)
 - [CareerOne Stop](#)
 - [USA Jobs](#)

The screenshot shows the CareerOneStop website interface. At the top, there is a logo for 'careeronestop Employment Recovery' with a tagline 'Sponsored by the U.S. Department of Labor. A proud partner of the americanjobcenter network.' A search bar is located in the top right corner. Below the header is a navigation menu with options: Home, Unemployment and Other Benefits, Find a Job Now, Explore a New Career, and Resources For. The main content area features a 'Who's hiring?' section with a sidebar menu on the left containing links: Find a job now, Who's hiring? (highlighted), Remote jobs, Find local help, Networking now, Update your resume, Virtual interviews, Plan for success, and Need to switch careers?. The main text area contains two articles: 'Looking for a job you can start right away?' and 'What jobs are employers hiring for right now?'. The second article has a sub-section titled 'Health care' with detailed text about job openings in the industry.

Job interview

Why clients don't get the job?

- Having a poor personal appearance
- Inability to communicate clearly, poor voice, and grammar
- Lack of purpose or goals
- Lack of enthusiasm and confidence in the interview
- Negative comments about past employers
- Failure to look the interviewer in the eye
- Weak handshake
- Arriving late to the interview
- Does not thank the interviewer for his/her time
- Asks no questions



Job interview

- Do your homework on the organization that you are about to interview with.
- Learn as much as you can about the company before the interview.
- Do some research: ask people who work there, look up the job description on internet.
- Find out what services/products the company provides
- How long they have been in business, whether the company is growing or downsizing, the company's reputation, etc.
- An interviewer should be impressed that you have made an effort to learn about the company.

Mock Interviewing is Key

- Clients should participate in a mock interview if possible
 - No matter how much you review nothing is better than practice
- Career Navigators should perform frequent mock interviews and produce best job interview questions and answers
- Best Job Interview Questions and Answers
 - <https://www.thebalancecareers.com/job-interview-questions-and-answers-2061204>

JOB INTERVIEWS ► INTERVIEW Q&A

Job Interview Questions, Answers, and Tips to Prepare

BY ALISON DOYLE | Updated July 18, 2021



Do you have a job interview coming up? Are you prepared? The best way to get ready

Prepare for a Virtual Interview

- A virtual interview is a possibility
 - This requires more thought than a face to face interview
 - Career Navigators should prepare students for virtual interviews
 - Helpful tips such as
 - Have a clean, uncluttered background
 - Good Lighting
 - Rehearse
 - Use the platform before interview
 - Look at camera
- Virtual Interview tips
 - <https://hbr.org/2021/03/4-tips-to-nail-a-virtual-job-interview>



The End of the Interview

Ask the job-related questions you prepared for the interview

- You may be offered the job immediately. In that case, you should ask about specific salary, benefits, and work hours. You do not have to give them an immediate answer. Ask for a day to think about it.
- If you are told you will be contacted, ask about how long it will be. Offer to call in a few days to find out the decision.
- This shows your continued interest.
- Make sure the interviewer knows how best to contact you and that you are available for any additional information that may be needed.
- Thank the person for the interview and their interest in you as a potential employee or student. Shake hands firmly on the way out.

The follow-up

- Send the interviewer a thank-you letter soon after the interview.
- Call the company about a week after the interview to find out if they have made a decision. If they have not, find out when they expect to have a decision.

Career Exploration

Begin Career Exploration should begin after the client feels comfortable

Career Exploration

Before beginning a career inventory use the Occupational Outlook Handbook with clients

- The handbook tracks and measures all occupations in the United States
- Students can enter any job or occupation and see qualifications and job trends

U.S. BUREAU OF LABOR STATISTICS

Search BLS.gov

HOME ▾ SUBJECTS ▾ DATA TOOLS ▾ PUBLICATIONS ▾ ECONOMIC RELEASES ▾ CLASSROOM ▾ BETA ▾

Bureau of Labor Statistics > Publications > Occupational Outlook Handbook

OOH HOME | OCCUPATION FINDER | OOH FAQ | OOH GLOSSARY | A-Z INDEX | OOH SITE MAP

OCCUPATIONAL OUTLOOK HANDBOOK

Search Handbook

Home

NEW! Check out our latest video, [Using the Occupational Outlook Handbook for Your Career Search](#).

OCCUPATION GROUPS

- Architecture and Engineering
- Arts and Design
- Building and Grounds Cleaning
- Business and Financial
- Community and Social Service
- Computer and Information Technology
- Construction and Extraction
- Education, Training, and Library
- Entertainment and Sports
- Farming, Fishing, and Forestry
- Food Preparation and Serving
- Healthcare
- Installation, Maintenance, and Repair
- Legal
- Life, Physical, and Social Science
- Management
- Math
- Media and Communication
- Military
- Office and Administrative Support
- Personal Care and Service
- Production
- Protective Service
- Sales

SELECT OCCUPATIONS BY

2020 Median Pay Entry-Level Education On-the-job Training

Number of New Jobs (Projected) Growth Rate (Projected)

FEATURED OCCUPATION



Veterinarians

Veterinarians care for the health of animals and work to protect public health.

[view profile »](#)

A-Z INDEX

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

BROWSE OCCUPATIONS

Highest Paying

Fastest Growing (Projected)

Most New Jobs (Projected)

Field of Degree

Additional Helpful links

- Free* Websites can help you incorporate digital literacy
 - <https://edu.gcfglobal.org/en/>
 - <https://coabe.org/google-applied-skills/>
 - <https://adulthoodresource.coabe.org/>
- Resume Builder
 - <https://illinoisworknet.optimalresume.com/>
- Spotting Fake Job Postings
 - <https://www.thejobnetwork.com/how-you-can-spot-a-fake-job-posting/>
 - <https://www.indeed.com/career-advice/finding-a-job/how-to-know-if-a-job-is-a-scam>
- Job Interview Questions and Answers
 - <https://www.thebalancecareers.com/job-interview-questions-and-answers-2061204>
- Helpful Workforce Service Sites
 - [Illinois workNet](#)
 - [O*Net Online](#)
 - [My Next Move – Partner of the American Job Center](#)
 - [CareerOne Stop](#)
 - [USA Jobs](#)



THANK YOU!