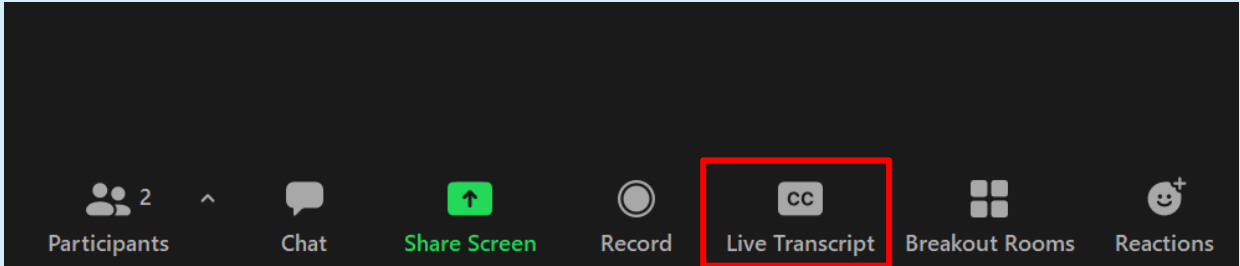

WELCOME. THE SESSION WILL BEGIN IN A MOMENT.

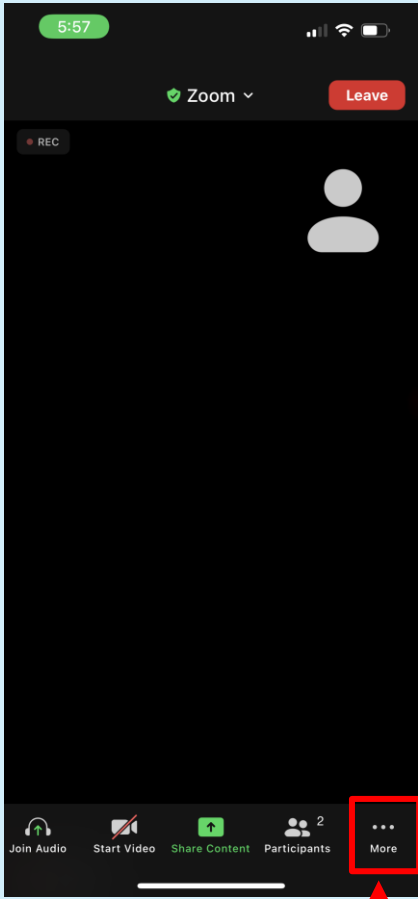
Please note:

- All participants are muted. Should you experience any technical difficulties, please send private message using chat feature to **Stephen A. [Event Tech]** or send text **718-635-2188**
- Once the video begins, confirm your volume is up and the **mic is muted**.
- The presentation can be adjusted by clicking on the 'View' link at the top right of the Zoom meeting window. You may hear double sound or an echo if you dialed in via phone and on your computer / tablet device. Remember to mute sound on one of the two windows if there is an opportunity to ask direct questions.
- Q&A Session via chat function will be available towards the end of the presentation. Your virtual comment(s) will be entered into the official project record, may be read aloud or displayed on screen, and will be responded to -- either live or post-event by the project team.
- The presentation can be viewed with live transcript in the default language set on your computer.
- Language support provided by our ESCR Community Construction Liaisons: **Joyce Xin and Parker MacLure**

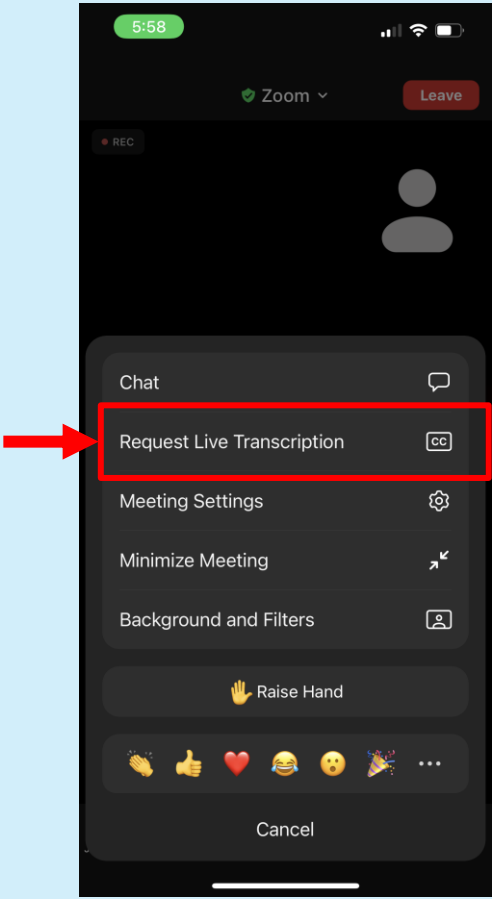
LIVE TRANSCRIPT ACCESS



Live transcript on
Computer or Mobile
Phone



Live transcript Mobile Phone



East Side Coastal Resiliency Work With Us

Winter Virtual Information Session New Year, New Career - Tips To Secure New Opportunities

**February 2023
5:00pm to 6:00pm**



AGENDA

1. Welcoming Remarks
2. East Side Coastal Resiliency (ESCR) Project Overview
3. ESCR Website and Contact Information
4. Workforce1 Services Overview
5. Local Resource and Services
6. Question and Answer

WELCOME REMARKS



OFFICE OF DIVERSITY AND INDUSTRY RELATIONS

OVERVIEW

EAST SIDE COASTAL RESILIENCY PROJECT

EAST SIDE COASTAL RESILIENCY PROJECT



The East Side Coastal Resiliency (ESCR) project will protect 110,000 New Yorkers from the impacts of climate change by reducing flood risk to communities, properties, businesses, critical infrastructure, and public open spaces. In addition to providing flood protection, the project will strengthen and enhance waterfront spaces on Manhattan's East Side by improving accessibility, increasing ecological diversity, and delivering improved recreational amenities to a vibrant and highly diverse community.

www.nyc.gov/escr

PROJECT AREA 2

Contractor: Perfetto Contracting Corporation (PCC)

Construction Start: Fall 2020

E 15th Street north to E 25th Street

- Asser Levy Playground (reopened 5/13/22)
- Stuyvesant Cove Park
- Murphy Brothers Playground

Scope of Work:

- Floodwall & Gates
- CSO & utility work
- Coordination with ConEd



PROJECT AREA 1

Contractor: IPC Resiliency Team

Construction Start: Fall 2021

E 15th Street south to Montgomery St.

- East River Park
- Corlears Hook, Delancey and 10th Street Bridges
- Houston Street Overpass
- Park Buildings

Scope of Work:

- Raise park 8-9 feet
- Floodwall & Gates
- Esplanade reconstruction
- CSO & utility work
- Coordination with ConEd



ESCR WEBSITE

www.nyc.gov/escr/contact



The screenshot shows the NYC East Side Coastal Resiliency (ESCR) website. The header includes the NYC logo, the project name "The East Side Coastal Resiliency Project", and navigation options for language (Simplified Chinese) and text size. A main navigation bar contains links for Home, About, Project Updates, Community Engagement, and Contact (which is highlighted). A search bar is located on the right. The main content area features a large blue banner with the text "Work With Us". Below this, there are sections for "Emergency Preparedness" and "Work With Us" with social media sharing and print options. The central text describes the ESCR project as a public investment to help drive the City's economy and create jobs. It encourages individuals and local M/WBE and Section 3 firms to review opportunities and resources. A blue button labeled "Have a question now?" is present. Below this, a message states the team is continually working to make hiring events helpful and relevant, with a blue button labeled "Take Survey". The "Featured Announcements" section highlights a "Work With Us Virtual Quarterly Information Event: New Year, New Career: Tips to secure new opportunities | Spanish | Chinese" on Tuesday, February 28, 2023, from 5:00pm to 6:00pm. A description of the event is provided. On the right side, there is a "Subcontracting/Hiring Goals" section with an overview of hiring goals and a list of goals: Minority/Woman Owned Business (M/WBE), Section 3, and Sandy Local Hiring. An image shows a group of people at a community meeting. At the bottom right, there is a banner for the "Work With Us Virtual Quarterly Information Event New Year, New Career" with an image of a construction site.

NYC East Side Coastal Resiliency 311 Search all NYC.gov websites

NYC
The East Side Coastal Resiliency Project

简体中文 Select Language Text-Size

Home About Project Updates Community Engagement Contact Search

Work With Us

Emergency Preparedness

Work With Us

Share Print

The East Side Coastal Resiliency (ESCR) project is a public investment that will help drive the City's economy and create jobs in New York City neighborhoods. As the ESCR project is launched, information on training, careers and contracting opportunities will be posted here. We encourage individuals and local M/WBE and Section 3 firms to review the opportunities and resources below, as well as the factsheet outlining the **ESCR Subcontracting and Hiring Goals**.

Our ESCR M/WBE and Section 3 representatives are available at **community board meetings** and project events to provide updates and respond to questions.

Submit an inquiry through our **Public Inquiry Tool**.

Have a question now?

We are continually working to make our hiring events helpful and relevant to the community. **Please take this short survey to help inform upcoming events.**

Take Survey

Featured Announcements

Work With Us Virtual Quarterly Information Event: New Year, New Career: Tips to secure new opportunities | Spanish | Chinese

Tuesday, February 28, 2023, 5:00pm to 6:00pm

Looking to start a new career or secure new opportunities? Learn from Workforce1 experts about updating your resume, highlighting your experience, interviewing for success, and increasing your stand-out

Subcontracting/Hiring Goals

Overview of ESCR Hiring Goals

The ESCR project is a public investment that will help drive the City's economy and create jobs in New York City neighborhoods. The project team is committed to promoting and ensuring an inclusive and competitive environment to meet M/WBE, Section 3, and local hiring goals, and has a dedicated compliance subcommittee to monitor these goals and assist in outreach to the community in partnership with NYCDOT's Office of Diversity and Inclusive Business (ODIB) and community living partners.

There are four program goals related to hiring, contracting and subcontracting on the ESCR project which may affect the Contractor and the Program: Management/Construction Management (PMCM) team:

- Minority/Woman Owned Business (M/WBE)
- Section 3
- Sandy Local Hiring

The ESCR hiring compliance team holds quarterly public sessions focused on hiring opportunities and provides regular updates at Community Board and Community Advisory Group (CAG) meetings.

Additional Resources on ESCR Hiring Goals:
ESCR website Work With Us page: www3.nyc.gov/site/escr/contract/work-with-us-page
To Submit an Inquiry: www3.nyc.gov/site/escr/contract

NYC Department of Transportation NYC DOT

EAST SIDE COASTAL RESILIENCY

Work With Us
Virtual Quarterly Information Event
New Year, New Career

ESCR CONTRACTOR RESOURCES



IPC
RESILIENCY PARTNERS

Tiffany Asberry
Compliance Coordinator

Email: Jobs@IPCRP.com

Phone: 646-813-6693

IPCRP.com

Project Area 1 Contractor



PCC
PERFETTO CONTRACTING CO. INC.

Rosemarie Treanor

Email: rtreanor@perfettocontracting.com

Phone: 718-858-8600

Perfetto Contracting Co. Inc.
www.perfettocontracting.com

Project Area 2 Contractor

RESOURCE:

Resume and Interview tips

RESOURCE:

Resume and Interview tips

Tip #1

Strategies to update your resume

- **Present** and highlight employment qualifications by order of importance, relevant to the industry and position.
- **Spark** interest for more senior positions by emphasizing leadership and increased responsibilities in current role and previous ones.
- **Provide** first impressions before landing an interview by selecting a resume that is neat, easy to read, and properly configured.
- **Organize** employment history, education, skills, and qualifications with the most current position at the top of the list.

RESOURCE:

Resume and Interview tips

Tip #2

Prepare and interview for success

- **Research** the company online
- **Know** the job description.
- **Learn** all you can about the interviewer.
- **Bring** a pen, paper, work tools, and work clothing.
- **Familiarize** yourself with the location of the interview.
- **Confirm** the time and place of the interview.
- **Prepare** copies of your resume, cover letter, and references.
- **Present** your best self the minute you reach the interview location.
- **Arrive** 10-15 minutes before the scheduled interview time.

RESOURCE:

Resume and Interview tips

Tip #3

Increase your standout potential

- **Have** an elevator pitch
- **Maintain** eye contact during interview
- **Use** proper posture – don't slouch
- **Build** rapport with your potential employer by being personable, and asking questions that shows your interest in learning and working with your future colleagues
- **The magic is in the follow-up:** Be sure to send a thoughtful thank-you note after the interview. A handwritten note will separate you from the pack.

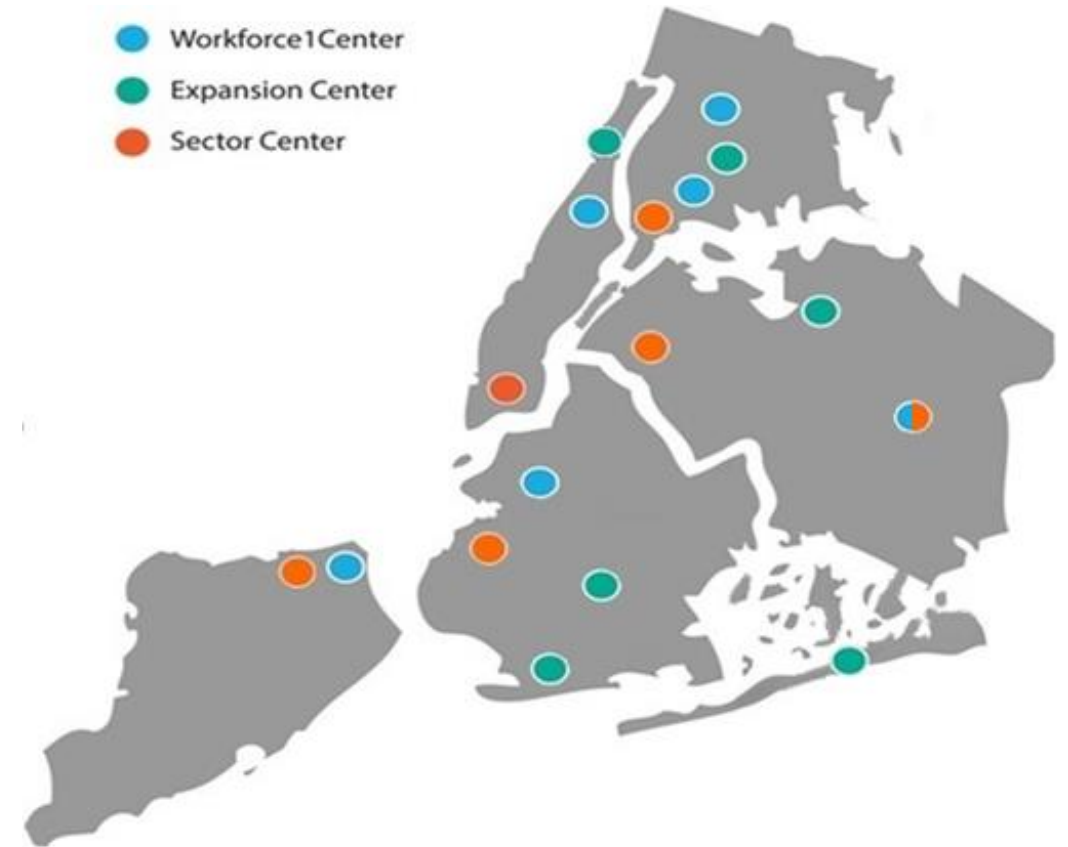
FEATURED PRESENTATION

Workforce1

Who we are

NYC Department of Small Business Services

- **18** Workforce1 Career Centers.
These include:
 - **6** main “hub” centers
 - **6** expansion centers
 - **6** sector centers



- **We** know the employers and can get you an interview.
- **We** will refer you to the job that best fits your skills, which gives you the highest chance to land the job.
- **We** will prepare you for the interview with tips and employer-specific advice.
- **We** can identify why you might not be getting the job, address the challenges, and refer you to another opportunity.

What we do & How we do it

Recruitment Screening



Jobseekers



Employer Interview



Candidate Development Services

Interview and Resume Workshops	<ul style="list-style-type: none">• Develop skills to become more marketable to employers
Career Advisement	<ul style="list-style-type: none">• Define your career goals, learn job search techniques, or get connected to Community Partners for additional assistance.
Training Opportunities	<ul style="list-style-type: none">• Apply for Individual Training Grants in growth occupations and learn about Workforce1 Sector Center training programs
Recruitment Events Calendar	<ul style="list-style-type: none">• Centers publish a paper calendar of recruitment events each week, which is also available on the Workforce1 Website Friday afternoon: www.nyc.gov/workforce1
Resource Room	<ul style="list-style-type: none">• Our Resource Rooms contain computers, printers, copiers, phones, and fax machines for your job search needs.

Priority **1**

- **Veterans** receive priority of service
- **Translate** your military experience and training
- **Identify** jobs with hundreds of businesses committed to hiring talented veterans
- **Access** one-on-one support from dedicated Veteran Specialists throughout your job search
- **Connect** with veteran service organizations and other community partners for resources



careers
businesses
neighborhoods



A PROUD PARTNER OF THE AMERICAN JOB CENTER NETWORK

Workforce1 Career Center
**Industrial and
Transportation Career
Center**

The Workforce1 Industrial & Transportation Career Center is a sector-based approach to Workforce Development.

The ITC focuses on:

- **Transportation** sector, including the Ground, Trucking, Air and Support subsectors;
- **Manufacturing** sector, and all its subsectors;
- **Wholesale** Trade sector, and all its subsectors;
- **Construction** sector and all its subsectors.
- **Administrative** and Support with a focus on the Waste Management subsector,
- **Automotive** Maintenance and Repair sector





**Construction
Laborer**



Electrician



Plumber

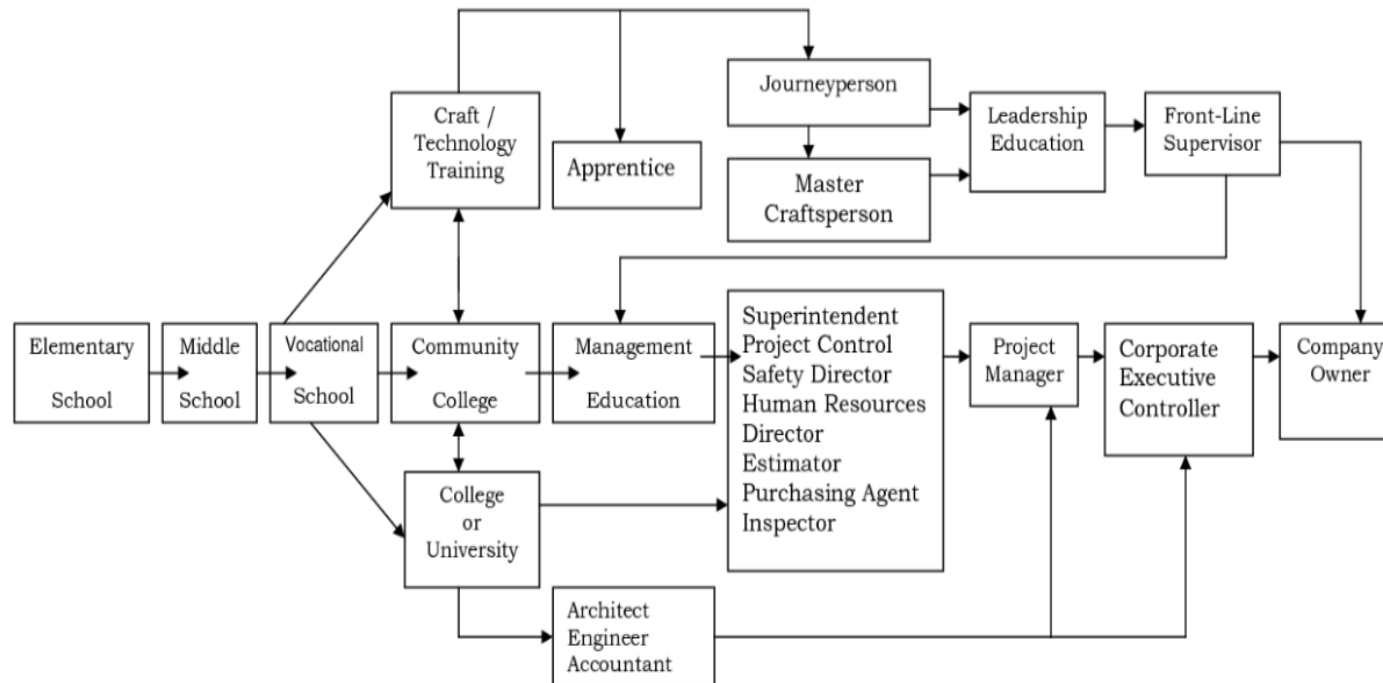


Carpenter

Construction Statistics

- Employment opportunities in construction are expected to rise through 2023 because the number of job openings is expected to exceed the number of qualified people.
- Employment in construction is expected to increase at a rate of approximately **10% through 2028** providing a projected **10,740 jobs per year in construction laborer roles in New York State.**
- Industries in skilled and construction laboring may present opportunities to obtain good paying employment

Pathways in the Construction Field



Electrical Plumbing Sheet Metal
 Carpentry HVAC Pipefitting
 Bricklayer Sprinkler Fitter Commercial Interior
 Heavy Equipment Mechanic Heavy Equipment Operator

Important Qualities for Construction Workers:

- **The** Physical strength and health- ability to safely bend, twist, and lift repetitively without straining or injuring oneself
- **Manual** dexterity & coordination – must possess multi-limb coordination, or the ability to work with both arms, both legs or one leg and one arm.
- **Dedication** to mastery of skill & machinery – extensive experience using tools involved in construction, repair and restoration
- **Commitment** to safety- must demonstrate ability to follow necessary safety procedures and regulations
- **Strong** Math & Reading Skills- must be able to read and interpret blueprints and work-related documents. Good math skills are essential for calculating measurements and angles and for determining accurate adjustments.

Cool Roofs

Trainees undergo 10-11 weeks of full-time, paid work experience installing energy saving reflective rooftops at a starting wage of \$15 per hour. Can earn credentials in the construction sector, including OSHA 30, Site Safety Training Card (SST), 4-Hour Flagger, 4-Hour Scaffold User, and CPR/First Aid certifications at no cost.

Requirements:

- Age 18 or older
- New York City resident
- Able to navigate New York City and travel to installation sites throughout the five boroughs
- Committed to pursuing a career in construction
- Able to perform manual labor, such as climbing stairs, carrying 50-pound buckets, and working on a roof in all weather conditions
- Able to wear a mask for a 7-hour in-person shift and follow safety protocols

Advanced Manufacturing- LaGuardia Community College

Trainees are prepared for jobs such as Lathe & Milling Operators, CAD Technicians, 3D printing engineer and more. Trainees will receive: 135 hours of instructor lead training, 98.5 hours of lab time which includes use of 3D Printer, CNC Routers and Laser Cutters, 34 hours of Lab Test Preparation and Introduction to AutoInventor – Autodesk Software.

Requirements:

- Must be Workforce1 Member
- NYC Resident
- Authorized to work in the U.S
- Age 18 years or older
- High School Diploma or Equivalency

Brooklyn Networks (BN) - Cable Networking

Training entails a 6 weeks long, full time program that is offered Monday through Friday from 8:30 am to 4:30 pm. It includes an Introduction to Basic Electricity, EMT Pipe Bending and OSHA Construction 10 Hour Certification.

Requirements:

- New York City resident (6+ months)
- Legally eligible to work in the U.S
- 18 years or older
- Be physically fit and able to lift 50-70lbs, and cannot be color-blind
- Take a reading and math test at the information session, and score at or above the 8th grade level.
- Able to attend class Monday-Friday 8:30 AM to 5:00 PM online via Zoom and inperson
- Be unemployed, low-income, or receiving public assistance
- Comfortable with heights and crawl spaces

CDL ITG

CDL Individual Training Grants only cover your training up to \$2,000 for commercial classes A and B. You will be responsible for the cost of your abstract, permit (when told to obtain), DOT medical card, and associated fees such as entry-level driver training (ELDT). Due to the rising cost of CDL training, please also expect some out-of-pocket expenses for training.

Requirements:

- CDL A: You must have a minimum of 2 years of recent truck (heavy and/or straight truck) driving experience with CDL B License. No exceptions.
- CDL B and CDL C: No experience needed, but some professional driving is preferred.
- Must make \$63,928 or less annually.
- Must be able to provide proof of public assistance (if applicable)
- Must be able to provide an updated resume showing relevant driving experience.
- Must be a Resident of NYC (one of the 5 Boroughs).
- Must have an unrestricted U.S. driver's license for at least 3 years.
- Must have 4 points or less displayed on a valid Abstract dated within 30 days.
- Must have no more than 2 convictions within the past 3 years on abstract.
- Must have no suspensions of any type within the past 3 years (including due to scofflaw and non-driving related infractions) on abstract.
- Must have no At-Fault accidents within the past 5 years.
- All candidates must be registered at www.nyc.gov/workforce1

Screening Interview

- ✓ **Identify** your career goal and discuss your work history.
- ✓ **Review** the position description, qualifications and other information specific to your employment opportunity of interest.
- ✓ **Connect** to additional services that will help you reach your goal.

Schedule a time to meet with us:

<https://calendly.com/oandrews/resume-workshop-clone>

Thank you for your time!



Website | nyc.gov/workforce1

Telephone | (718) 577-2194

Normal Hours of Operation | 9:00am – 5:00pm

LOCAL RESOURCE AND SERVICES

LOCAL RESOURCE AND SERVICES

THE LOWER EASTSIDE GIRLS CLUB

CENTER FOR WELLBEING & HAPPINESS ☺

AT 101 AVENUE D

Website: centerforwellbeing.nyc

Center for Wellbeing & Happiness Programs

Workforce & Business Development Programs

- Building Automation Certification
- Doula Certification
- Home-Based Childcare Business Support
- Entrepreneurship Support

Personalized Support

- Get Individual appointments with our Community Wellness Coordinator
- Develop a plan to achieve your professional (and personal) goals
- Track progress together!

Special Events

- Learn about growing industries
- Meet potential employers
- Access financial education

Center for Wellbeing & Happiness Programs

Who is Eligible?

- Live on the LES
- Grew up on the LES
- Work on the LES
- Go to school, or child goes to school, on the LES
- Member of a LES-based nonprofit organization

How to Register for Membership

- Online at centerforwellbeing.nyc/join
- On the MindBody app (available in the Apple Store and on Google Play)
- In-person via a paper form. Our current hours of operation are:
- Wednesday: 11:00 AM - 6:00 PM
- Thursday: 12:00 PM - 8:00 PM
- Saturday: 10:30 AM - 3:30 PM

How to Register for Classes

- Online at centerforwellbeing.nyc/classes (Special applications required for job training programs)

Center for Wellbeing & Happiness Programs

THE LOWER EASTSIDE GIRLS CLUB

**CENTER FOR
WELLBEING &
HAPPINESS** ☺

AT 101 AVENUE D

- ☐ **Job** Search Support
- ☐ **Training** Support
- ☐ **Referrals** to Training & Job Readiness Programs

Contact:

Email: cwbh@girlsclub.org

Phone: 212-287-9355

Website: centerforwellbeing.nyc

LOCAL RESOURCE AND SERVICES



REES
RESIDENT ECONOMIC EMPOWERMENT & SUSTAINABILITY

www.opportunitynychc.org

NYCHA Resident Services:

Economic Empowerment & Sustainability

REES Partners:



www.opportunitynycha.org

NYCHA Resident Services:

Economic Empowerment & Sustainability

REES supports residents to increase their income & assets through programs, policies & collaborations



REES
RESIDENT ECONOMIC EMPOWERMENT & SUSTAINABILITY

- Employment and Career Advancement
- Adult Education and Vocational Training
- Financial Empowerment
- Resident Business Development
- 18–65-Year-Old NYCHA Residents

www.opportunitynycha.org

NYCHA Resident Services:

Economic Empowerment & Sustainability

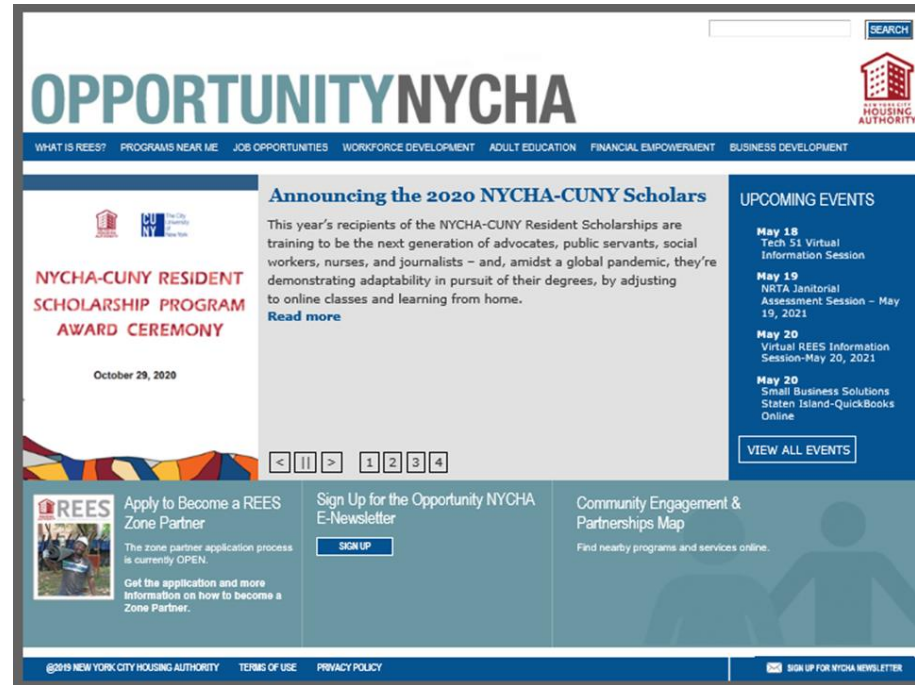
March 2023 REES Opportunities:

- REES Info Session (Thurs 3/9 & 3/23 10am; Wed 3/15 6pm)
 - NMIC Security Guard Training Info Session (Wed 3/1 11am)
 - Business Finances Webinar (Fri 3/3 12pm)
 - Grace Institute – Office & Healthcare Admin Info Session (Wed 3/8 2pm)
 - Money Management Workshops - 2 parts (Wed 3/8 & Wed 3/15 6pm)
 - Business Finances – Profitability Webinar (Fri 3/10 12pm)
 - Adult Ed: BMCC HSE / GED – Intake Session (Mon 3/27 6pm & Wed 3/29 9:30am)
 - Social Media Marketing Webinar w/SBS (Tues 3/28 4pm)
- *Ongoing Recruitment: NRTA Construction, Lead Renovator, Clean Energy Academy, SYEP, Case Manager

www.opportunitynycha.org

NYCHA Resident Services: Economic Empowerment & Sustainability

Opportunity NYCHA is NYCHA's Office of Resident Economic Empowerment & Sustainability (REES's) microsite which provides information to our NYCHA residents about programs, job opportunities, education, training, and other resources available.



Contact Email:
shanmuga.jayakumar@nycha.nyc.gov

Phone: (718) 218-1159

REES Hotline: (718) 289-8100

www.opportunitynycha.org

LOCAL RESOURCE AND SERVICES



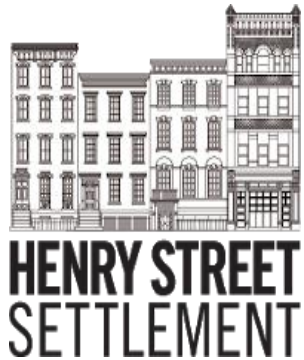
www.lesemploy.org

www.henrystreet.org

LESEN, Partners and Services



LESEN, Partners and Services



+

**Job Essentials Training (JET)
Program**

- ❑ **Jobs** placement and Career Advancement support
- ❑ **ESOL** Job Readiness
- ❑ **Financial** Literacy Counseling and Workshops
- ❑ **GED/HSE** Classes
- ❑ **Free** Tax Prep
- ❑ **Access** to Legal Services
- ❑ **Benefits**–Entitlement Screening

Contact:

ESOL/JET:

jsanchez@henrystreet.org

Jobs Plus:

[Anthony Guachichulca](#)

Outreach and Engagement Coordinator

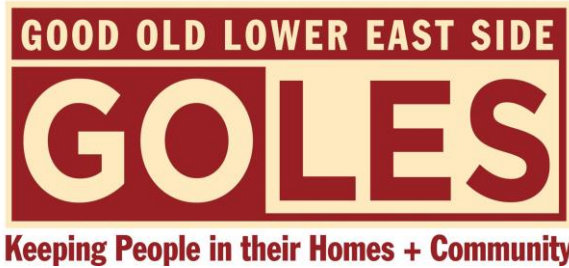
(212) 254-4333

JobsPlusLowerEastSide@HenryStreet.org

Jet Program: <https://www.henrystreet.org/programs/employment/job-essentials-training-jet>

Jobs Plus: <https://www.henrystreet.org/programs/employment/jobs-plus-employment-and-training-services>

LESEN, Partners and Services



- Resume Development
- Mock Interviews
- Job Search Support
- Training Support
- Case Managers

Contact:

jorge@goles.org
(732) 806-0184

Website: <https://www.goles.org>



- Individualized Employment Planning
- Resume Writing And Interview Workshops
- Job Referrals And Placement
- Post-Hire Support

Contact:

vwong@cpc-nyc.org
(212) 941-0041

Website: <https://www.cpc-nyc.org/about-us>

Q & A

- ✓ This session is for general questions
- ✓ Submit resume to our [online portal](#) for complementary review and feedback.
- ✓ Further resume review questions can be addressed during **WORKFORCE 1** follow-up.

REMINDERS

- ✓ Live recording will be added to ESCR
Work With Us page: www.nyc.gov/escr/contact

THANK YOU, PRESENTERS AND SUPPORTERS



JOINT VENTURE



END OF EVENT



ADDITIONAL RESOURCE: **RESUMES FORMATS**

Resumes' Importance

Spark interest in an employer

Present and highlight employment qualifications

Provide first impressions before landing an interview

Organize employment history, education, skills, and qualifications

Resume Do's →

Joe Applicant

Huntington Station, NY 11746
joe.applicant@email.com
123-456-7890

Having worked in the construction and engineering fields, I aspire to focus my knowledge in these areas, and strong attention to detail in order to further my experience. Gaining knowledge, and technical experience is a goal that will allow for mutual benefits.

→ Add area, contact information, and introductory summary with keywords relevant to the industry.

Skills

- Computer Skills: Computer literate, with high level of competence in the use of AutoCAD, and the Microsoft Office Suite, including Microsoft Excel/Project/Power Point
- CAD
- Construction Management

Certifications and Licenses

- New York State Home Inspector: certified to perform residential and commercial inspections and provide written reports on findings.
- OSHA 30

→ Add skills and certifications.

Construction Manager - MEP Superintendent

Barr & Barr - New York, NY
October 2015 to October 2017

- Providing financial and technical updates of any known issues/risks to Senior Manager
- Writing detailed and summarized project progress reports/ Project documentation
- Tracking activities against the detailed project plans
- Reviewed and approved project documentation

→ 3 to 4 bullet points.

Resume Don'ts:

→ Multiple types of bullet points.

→ Multiple sentences for each point.

CORE COMPETENCIES

- ✓ Operational Leadership
- ✓ Project Management
- ✓ Workflow Optimization
- ✓ Revenue Growth
- ✓ Process Improvement
- ✓ Business Development
- ✓ Account Management
- ✓ Financial Analysis
- ✓ Policy & Procedure Development
- ✓ Client Satisfaction & Retention
- ✓ Relationship Management
- ✓ Business Development
- ✓ Records Management
- ✓ Budget Analysis
- ✓ Market Trends
- ✓ Employee Relations
- ✓ Team Building & Training
- ✓ Performance Management
- ✓ Communication
- ✓ Vendor Negotiations

increase customer satisfaction.

CAREER HIGHLIGHTS

- Served high-profile clients and C-Level Executives; developed strong working relationships and drove retention and renewals resulting in a 5% revenue growth directly attributed to customer retention.
- Facilitated change management initiatives and professional development opportunities that increased employee retention, enabled staff to grow within their profession, and elevated service delivery; grew team from 7 to 15 and provided oversight to a department with 50 employees.
- Successfully and simultaneously managed programs and departments with high-demand; provided first-class management and customer service to a broad range of customers from high-end clientele to social services departments with vastly different setups and needs.
- Inherited a department that was losing money and operating at a high cost with unsustainable staff turnover; hired or retrained existing staff, renewed partnerships, and rebuilt the foundation to grow the department and boost annual revenue exceeding expectations.
- Maximized training for team members, implemented employee development initiatives enabling staff members to solve issues with an individual increase of problem resolution of 5% and 10% overall profit increase due to repeat customers.
- Strong work ethic, excellent analytical abilities, self-motivated with robust problem-solving methods. Achieved team-level collaboration and earned trust with numerous marketing promotions. Ability to see the big picture as well as get down to business details.

CAREER SUMMARY

Administrator | Executive Charge | Jun 1996-Apr 2020

- Inherited an international corporate transportation department replete with issues; led a major departmental restructuring and achieved a new level of efficiency and alignment.
- Developed business strategy, operational leadership, and financial management activities that analyzed market trends and company performance to formulate projections and develop pricing models; reduced consumer prices through effective inventory management, price negotiations, and workflow optimization.
- Oversaw and managed the transportation services for the Medicaid Travel Program by coordinating the safe day to day transport and support of up to 100 patients per day; established and maintained constant communication with drivers and clients to improve quality of service and customer satisfaction.
- Expanded profitability through in-depth financial analysis; implemented an excel-based pricing tool to formulate quotes that balance multiple factors.
- Increased client retention by formulating a client database to track demand and streamline business

Resume Don'ts:

→ Lengthy paragraphs.

NYSDOT Korean War Veterans Parkway Overpass - Construction Inspector

Performed construction inspection services for a new \$7.5 million, 370-foot pedestrian overpass that crosses the Korean War Veterans Parkway near Jefferson Boulevard in Staten Island, NY. Led the inspections for all maintenance and protection of traffic (MPT) and safety inspections, including inspecting existing superstructure and substructure demolition. In addition, inspected the mechanically stabilized earth system, temporary shoring, storm drainage system, and street lighting. Managed several contractors and made sure all New York State Department of Transportation (NYSDOT) specifications were followed. (5/08 - 2/10) [Project Reference: George Hanna (Super), Telephone: (347) 233-1901]

COMMERCIAL

NYCDDC WTC Campus Security Plan REI - Construction Inspector

Inspecting water and sewer installations for a \$28 million contract with the New York City Department of Design and Construction (NYCDDC) to provide resident engineering and inspection (REI) services for infrastructure improvements around multiple security centers at the new 16-acre World Trade Center (WTC) campus in Lower Manhattan. Project efforts involve the relocation of existing public and private utilities and the installation of operational security barriers and electronic surveillance systems (of a confidential nature) to control vehicular access and egress into the WTC site at four locations. The firm is also inspecting roadway and streetscape improvements during preconstruction, construction, and post-construction. In order to create space in the roadway for the security elements, the project includes the installation and relocation of sewers and drainage structures; water mains, hydrants and valves; Con Edison gas and electric utilities; Empire City Subway (ECS) communication facilities, street lighting, and traffic signals. The work also includes new pavement, curbs, and sidewalks with architectural details, signage, and delineation. Inspected excavation work around the No. 1 line subway station and the Port Authority Trans-Hudson (PATH) station for installation of an upgraded water main and sewer system. Performed inspections for the installation of the main catch basin, water and sewer mains, and sewer connections. Fast-tracked, staged construction is required to meet the milestones of other agencies and facilities for occupancy of the WTC campus. (9/13 - 3/19) [Project Completion May 2015; Reference: Iyad Marzouq, NYCDDC, (212) 442-1890]

Deputy Program Manager (September 2016 – October 2017)

The Liro Group, Louisiana Shelter at Home Program, LA Flood 2016
Manager of the Louisiana Shelter at Home Program that provided temporary emergency repairs to over 10,000 homes in four months. Provided leadership to four managers and 68 staff members assigned to Call Center, Scheduling, QA/QC, Site Inspection Team and Senior Inspectors assigned.

Disaster Recovery Lead (September 2006 – September 2016)

Governor's Office of Homeland Security & Emerg. Preparedness (GOHSEP)
Utilizing the Stafford Act and FEMA PA Policy, led a team of PA Specialists. Under my leadership, St. Bernard Parish received over \$936 million to recover from Hurricane Katrina. Selected to manage several struggling sub-grantees. Reduced backlog from 928 projects to 54 projects in 18 months, which netted over \$800 Million in reimbursements. Analyzed and interpreted project worksheets, to include scopes of work and costs, validated procurement, monitored funding to prevent overpayments and facilitated meetings with Local, State and Federal officials to foster and maintain open and effective communication.

Resume Type: Chronological

- Emphasizes professional experience
- Best for those with years of experience
- Ideal for similar positions
- Highlights duration of employment
- Highlights notable employers

James Applicant

17017 Home Blvd. • Edmond, OR 00222 • (555) 555-1212 • james.applicant@email.com

OVERVIEW

Energetic and motivating leader with a proven ability to effectively manage both staff and long and short-term projects. A self-starter and strong independent worker who excels at analyzing products and procedures in order to generate new ideas that improve efficiency and production quality.

PROFESSIONAL EXPERIENCE

COMFORT, INC., *Edmond, OR*
MANAGER (2014-Present)

Manage daily operations of a \$1 million foam insulation company.

- Train and supervise work crews in more efficient product installation techniques resulting in reduced material waste by 20 percent and labor hours by 43 percent.
- Instrumental in developing sales team's knowledge in the areas of building science and energy conservation in order to provide customers with the information to successfully plan for, and utilize, spray foam insulation.

MILITARY BASE, *Edmond, OR*
DATA NETWORK MANAGER (2012-2014)

Managed command and control data network used to generate video representation of geographic area surrounding the ship. The team consisted of 38 individuals from four departments.

- Production Control Officer - Coordinated the efforts of 135 personnel utilizing 37,000 man hours. Completed 520 jobs totaling over \$4 million during a 13-month refurbishment period.
- Assistant Command Duty Officer - Directed daily routine utilizing a duty section of 600 personnel from 12 different departments.

MILITARY BASE, *Edmond, OR*
INSTRUCTOR PILOT (2008–2012)

Administered, coordinated, and supervised flight and academic training for the United States flight training program that encompassed over 200 instructors and 600 students in five units.

- Coordinated and supervised four Flight Commanders to ensure that pilot completion rates met quarterly and annual goals.
- Managed and scheduled 11 instructor pilots and 38 flight students to complete primary and intermediate level flight training.

EDUCATION

AUBURN UNIVERSITY, MBA in Finance, 2018
UNIVERSITY OF COSTA RICA, Bachelor of Arts in Business Economics, 2004
Aviator - Advanced Flight Training, United States Flight Patrol

Resume Type: **Functional**

- Emphasizes skills & core qualifications
- Best for those with less work experience
 - Students and recent graduates
 - Candidates with noticeable gaps
- Highlights transferable skills & expertise

John A. Doe

999 Main Street, Ann Arbor, MI 99999
(123) 555-1234
johndoe@email.com

CAREER OBJECTIVE

Experienced and versatile professional with strong urban planning as well as people, management, and research skills seeks a position in urban planning and environmental impact analysis with a major city or Fortune 500 company.

CORE QUALIFICATIONS

- Background managing direct transportation planning and programs
- Adept at managing programs and people
- Able to anticipate and project organizational change
- Background as administrator of office operations

EXPERIENCE AND SKILLS

Skilled in Government Guidelines • Quality Control • Urban Planning • Environmental Impact Mitigation and Research • Urban Planning • Geology/Hydrology • Site Evaluations • Computer Software Tools • Scientific and Business Grant Writing

Administrative: Lead coordinator for the daily processing of thousands of checks for payment and the mailing of confidential reports, meeting strict deadlines, and avoiding late fees.

Problem Solving: Designed a waste-management program involving Recycle Ann Arbor and a major book company, intended for the efficient handling of tons of paper, cardboard, plastic, metal, and glass, achieving net savings of \$20,000 per building annually and reducing company disposal obligations.

Management: Oversaw operations of an expanding research lab, providing expertise, commitment, and quality control during a time of significant transition.

EMPLOYMENT HISTORY

Senior Process Engineer, September 2016-Present, Zezee Corp., Ann Arbor, Mich.

Process Engineer: Technical Support, September 2012-September 2016, Zezee Corp., Ann Arbor, Mich.

Technical Professional, September 2010-September 2012, City of the Stars, Mich.

EDUCATION

Master of Business Administration (2015); GPA 3.9
Southern Nazarene University, Bethany, Okla. (Online Program)

Bachelor of Science (Emphasis: Ecosystem/Environmental Business) May 2012
Eastern Michigan University, Ypsilanti, Michigan

Resume Type: Combination

- Emphasizes professional experience
- Best for those with years of experience
- Best for similar positions
- Highlights duration of employment
- Highlights notable employers

Joe Applicant

123 Main Street • Oakland, CA 12345 • (123) 456-7890 • joe.applicant@email.com

EDUCATION COORDINATOR/SUPERVISOR

Effectively managing staffs in both the blood bank and business arenas

Results-oriented, high-energy, hands-on professional with 10+ years' experience and a successful record of accomplishments in the blood banking, training, and communication transmission industries.

Key skills include:

- Experience in Quality Assurance and Customer Service in Two Industries.
- Team Building & Leadership
- Internal & External Communications
- Excellent Communication Skills
- Experience in Training and Payroll

PROFESSIONAL EXPERIENCE

AMERICAN RED CROSS, *Oakland, Calif.*

EDUCATION MANAGER / EDUCATION COORDINATOR (February 2013 – Present)

Facilitated successful educational project over the past five years for Northern California blood centers, with FDA regulated manufacturing equipment, as pertaining to CGMP, CFRs, Calif. State and American Association of Blood Bank (AABB) regulations.

Notable accomplishments:

- Provide daily operational review/quality control of educational accountability to meet regulations.
- Responsible for assuring uncompromised compliance with 23 organizational quality systems.

CORE COMMUNICATION INC., *Sunnyvale, Calif.*

CABLE TELEVISION SUPERVISOR (May 2008 – February 2013)

Supervised contract support for six AT&T Broadband systems located in the Bay Area.

Notable Accomplishments:

- Provided customer support/resolution, training in telephony and customer care.
- Handled quality control, payroll, special projects/plant extensions, and staff evaluations.

EDUCATION & CREDENTIALS

SAN JOSE STATE UNIVERSITY, San Jose, Calif.

Bachelor of Science (GPA; 3.8; Major: Administration of Justice; Graduated Cum Laude), May 2008

Certifications

NCCT Phlebotomy Technician Certification • NCCT Certified • CATV System Technician

Information Technology Skills

Microsoft Office Suite • ADP / Workforce Now • Proficient in Various Payroll Software Systems