



## Job Search Tools for Your Online Search

Prepared & Presented by Coach Roseanne  
Yonkers Riverfront Library Job Search Coach

**WELCOME! ¡BIENVENIDO!**



- Job information on the Yonkers Public Library website: [www.ypl.org/jobinfo](http://www.ypl.org/jobinfo)
- You will find this presentation, a video on how to upload your resume to an online application, resume examples, and a cover letter sample to use as a guide for your personal template.
- Please send your questions and comments to Phyllis Cole at [pcole@ypl.org](mailto:pcole@ypl.org).

# Common Questions when applying online

- Do I need a resume to apply for a job?
- How do I make a resume?
- What resume format do you recommend?
- Do you recommend applying directly to the hiring company website or via a job search platform (Indeed, Simply Hired, or Monster)?
- How do I attach / upload my resume to an application?
- Do I need a cover letter?

# You Need a Resume

- Make one using a template found in your word processing software (Microsoft or Google Drive)
- Or follow the “resume builder” prompts on Indeed (or other job search platforms)

# Four Resume Options

- Chronological Resume - most common resume type
- Functional / Combination Resume - good for workers in the service industry who have worked for several companies over a short time span, doing the same or similar job function
- 1st Job Resume - for students or “return to work” applicants
- Build a Resume on job search platforms, such as Indeed - easiest low-tech option

# What Resume Format Do You Recommend?

- Will address advantages of each format on the next slide.
- Communicate your strongest qualifications while providing employers with your work history.
- List your work history chronologically with most recent employment first.
- Include dates, or your resume may be rejected by applicant tracking systems used by many employers.
- Upload a PDF (permanent document file) version unless application directs otherwise.

# Chronological

- Highlights your employment history.
- Works when you have a solid work history in a particular job or career and you're planning on looking for a similar position.

FIRST NAME LAST NAME

Address · Phone  
Email · [LinkedIn Profile](#) · [Twitter/Blog/Portfolio](#)

To replace this text with your own, just click it and start typing. Briefly state your career objective, or summarize what makes you stand out. Use language from the job description as keywords.

## EXPERIENCE

DATES FROM – TO  
JOB TITLE, COMPANY

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

DATES FROM – TO  
JOB TITLE, COMPANY

Describe your responsibilities and achievements in terms of impact and results. Use examples, but keep it short.

## EDUCATION

MONTH YEAR  
DEGREE TITLE, SCHOOL

It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

MONTH YEAR  
DEGREE TITLE, SCHOOL

It's okay to brag about your GPA, awards, and honors. Feel free to summarize your coursework too.

## SKILLS

- List your strengths relevant for the role you're applying for
- List one of your strengths
- List one of your strengths
- List one of your strengths

## ACTIVITIES

Use this section to highlight your relevant passions, activities, and how you like to give back. It's good to include Leadership and volunteer experiences here. Or show off important extras like publications, certifications, languages and more.

# Combination

Can be especially effective to show how your skills transfer to a new career or industry.

## Combination/Skills resume sample

### James O'Connor

10 Broadway  
Buffalo, New York, 14204  
716-555-5555  
[JamesOConnor@mail.com](mailto:JamesOConnor@mail.com)

#### PROFESSIONAL PROFILE

- Skilled professional with over five years of customer service experience.
- High School Diploma with training in dealing with difficult customers.
- Manage a high-volume workload, resolved an average of 100 calls per day.
- Positive and helpful individual, determined to increase customer satisfaction.
- Proficient in Microsoft Office Word, Customer Service Software, type 50 words per minute.

#### SUMMARY OF SKILLS

- |                        |                       |                             |
|------------------------|-----------------------|-----------------------------|
| ✓ Communication skills | ✓ Conflict resolution | ✓ Manage a multi-line phone |
| ✓ Positive attitude    | ✓ People oriented     | ✓ Empathy                   |
| ✓ Listening            | ✓ Analytical thinking | ✓ Patience                  |

#### WORK EXPERIENCE

##### CUSTOMER SERVICE

- Successfully multi-tasked in a fast paced environment; managed a multi-line phone, difficult callers, and built trusting relationships with customers.
- Resolved customer complaints by listening, identifying problems and taking corrective actions.
- Earned the highest customer satisfaction rating in 2016 at Memories Inc., information based on customer surveys compiled over a year's span.
- Helped achieve the company's retention goal of 85% by achieving a personal goal of 95% retention of customers.
- Assisted with an on- the- job training program that reduced training time from 10 weeks to 8 weeks.

##### SALES

- Consistently generated additional revenue utilizing thorough product knowledge and friendly sales techniques to up-sell products and services.
- Developed a unified sales pitch used by Customer Service Representatives across the company to increase overall sales. After implementation sales increased 25%.

##### BANKING

- Continuously met sales quotas by providing information and recommendations to customers on appropriate services and products after assessing their needs through conversation and account analysis.
- Exceeded production goals by serving an average of 10 customers per hour with efficiency and accuracy.
- Received The Employee of the Month Award for outstanding customer service and transaction accuracy.

#### WORK HISTORY

Customer Service Representative, Memories Inc., Buffalo, NY	February, 2014- Present
Customer Service Representative, ABC Co., Buffalo, NY	May, 2010- February, 2014
Bank Teller, MKB Bank, Lancaster, NY	March 2007- May, 2010

#### EDUCATION / TRAINING

High School Diploma, Buffalo High School, Buffalo, NY  
Certification in 'How to Deal with Difficult Customers', CSR Training Inc, Lancaster, NY  
Notary Public, New York (Commission expires December 2020)

#### VOLUNTEER EXPERIENCE

Business Professionals of Buffalo – Member



# First Resume

Ideal for students or potential employees who do not have paid work experience

---

## Your Name

123 Your Street  
Yonkers, NY 10705  
914-123-4567  
name@gmail.com

### EDUCATION

Month 20XX - Present                      School Name                      City, ST

Expected Graduation: 20XX

List any honors, special achievements, or awards here or in separate sections below

### EXPERIENCE

Month 20XX - Present                      Company Name                      City, ST

Job Title

- Correct spelling and punctuation are essential in a resume.
- One of the keys to writing a good resume is to learn how to write short "snippets" that demonstrate what you did (action) and what you accomplished (result).
- Try not to repeat the same responsibilities for each position even if they are similar jobs.

Month 20XX - Present                      Company Name                      City, ST

Job Title

Bullets are used for two or more listings, so they are not necessary here.

### VOLUNTEER EXPERIENCE (optional - list if have)

Month 20XX - Present                      Company Name                      City, ST

Job Title/Role

Bullets are used for two or more listings, so they are not necessary here.

### INTERESTS / ACTIVITIES

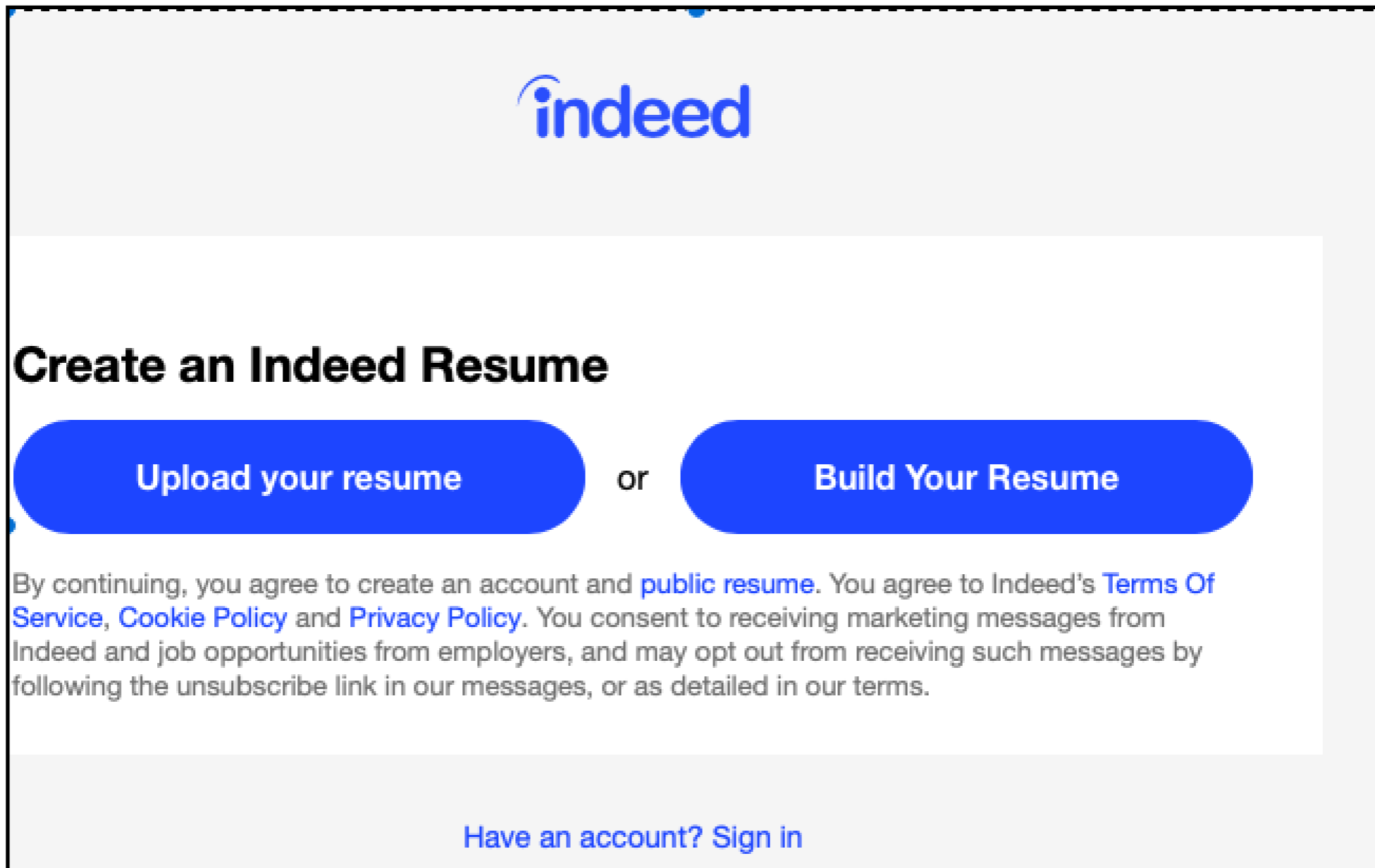
- These can include personal items that relate to the job you are interested in
- Include other interests that you may have in common with an interviewer such as music or a sport
- List sports, clubs, and/or organizations you belong to

### SKILLS

Include languages spoken, computer experience, such as proficient with Microsoft Office, Internet search, and/or Social Media

# Build a Resume

- Online job search platforms provide “resume builders”
- Create a PDF, and email it to yourself for future use.



**indeed**

## Create an Indeed Resume

[Upload your resume](#) or [Build Your Resume](#)

By continuing, you agree to create an account and [public resume](#). You agree to Indeed's [Terms Of Service](#), [Cookie Policy](#) and [Privacy Policy](#). You consent to receiving marketing messages from Indeed and job opportunities from employers, and may opt out from receiving such messages by following the unsubscribe link in our messages, or as detailed in our terms.

[Have an account? Sign in](#)

Submit your application directly to the hiring company on their career portal whenever possible.



---

[Home](#) | [All Open Jobs](#) | [Jobs by Location](#) | [Grand Openings](#)

## **ShopRite - Cashier**

Location: **Yonkers, NY (ShopRite of Greenway Plaza)**

# How to Upload Your Resume



# A Cover Letter MAY Be as Important as Your Resume

Do I really need to include a cover letter?

- YES, if the application requests one
- HIGHLY recommended, if application states optional
- Optional, if not mentioned
- Consider that those who submit a cover letter MAY get preference over you when deciding whether to include it

# Cover Letter Guidelines

- Keep it **Simple** - objective is to communicate:
- **State** name of position applying for and company in first line
- **Include** the best way to reach you and your phone number **EVEN** if it is on your resume
- **Mention** where you learned about the position
- **Proofread** your letter for typos
- **List** why you're qualified based on what you learn from reading the job description
- **Express** interest in getting the job

**Your Name**  
Street Address  
Yonkers, New York 10701  
youreaddress@gmail.com

April 1, 2020

Name of Company  
Address

Dear Hiring Manager,

This letter forwards my resume to be considered for the store associate position at **CVS Health** in one of the locations in Yonkers, NY listed on your companies' website.

I have 3 years of experience as a cashier and store associate working in retail. Prior jobs prepared me for this role because:

- While working at ShopRite I **accurately performed cashier duties** and **offered help finding additional items** when customers asked for my help. Other responsibilities included **completing inventory management tasks**.
- Other jobs at \_\_\_\_\_ taught me \_\_\_\_\_
- I enjoy helping people and working in a fast paced environment where there is always something to do.

I am interested in working at CVS Health because \_\_\_\_\_.

Please let me know what the next steps are. I look forward to hearing from you soon. Thank you for your consideration.

Sincerely,

Your Name  
914-000-000

# Sample Cover Letter

**Your Name**  
Street Address  
Yonkers, New York 10701  
youreaddress@gmail.com

April 1, 2020

Name of Company  
Address

Dear Hiring Manager,

This letter forwards my resume to be considered for the store associate position at **CVS Health** in one of the locations in Yonkers, NY listed on your companies' website.

I have 3 years of experience as a cashier and store associate working in retail. Prior jobs prepared me for this role because:

- While working at ShopRite I **accurately performed cashier duties** and **offered help finding additional items** when customers asked for my help. Other responsibilities included **completing inventory management tasks**.
- Other jobs at \_\_\_\_\_ taught me \_\_\_\_\_
- I enjoy helping people and working in a fast paced environment where there is always something to do.

I am interested in working at CVS Health because \_\_\_\_\_.

Please let me know what the next steps are. I look forward to hearing from you soon.  
Thank you for your consideration.

Sincerely,

# Sending Your Resume & Cover Letter

- Most hiring managers prefer the two items be included in the same email. (You can use a page break to separate them.)
- Name your documents clearly (include last name).
- Some companies want Word documents or PDFs attached to an email.
- Others prefer letter to be in the body of your email.



# Summary

- Companies are hiring now in Westchester County.
- There are immediate openings for jobs as cashiers, delivery drivers, food preparation, packers, stockers, security and more.
- You need a resume to apply and most likely a cover letter.
- There are “low tech” resume builder options available on job search platforms, such as Indeed.
- When applying, follow directions carefully. If you are unable to go to the next page, you have probably left a question blank, so re-read and search for the empty spaces carefully.
- Submit applications online directly to the company whenever possible.
- There are plenty of online resources available to assist your job search efforts.



- [Understanding Applicant Tracking Systems](#)
- [Career One Stop](#)
- [Resume Guide](#)
- [Sharpen Your Resume](#)
- ["Interview Ready" Link](#)