# ADVANCING YOUR CAREER DURING A PANDEMIC

Center for Academic and Professional Performance

#### Emma Browning

Customer Service Representativ

#### Professional Experience

Blue Media

Digital Media Specialist

- Assisted with all digital media inquiries. Understood each client's unique needs, and provided solutions specific to their interests and restrictions
- Explained promotions, extended services; used databases to search for products
- · Used pump trucks and other equipment

#### Great Buy Canada Connected Home Specialist

- Effective sales associate with strong customer service training and relevant certifications
- Explained promotions, extended services; used databases to search for products
- Used pump trucks and other equipment

#### Skills & Proficiencies

- 4+ years of retail sales experience, customer service and stocking
- Experienced using various databases, navigating different software tools
- Adept with Microsoft Office and Google applications (Drive, Docs, Adwords); comfortable with Adobe InDesign
- · Certified to use Forklift, Reach Truck and power tools

### Neptune NJ 07753 Summary

(555) 555-5555

ebrowning@email.com

1090 Raoul Wallenberg Place

Contact

An accomplished, highly professional customer service representative skilled at building rapport with clientele, understanding corporate values and driving sales.

#### Education

University of Ontario B.A. (Honours)

September 2010 - April 2013

#### Double Major in English and Political Science

Learned to prepare concise and informative documents, research effectively and think critically

## Step #1 Update Your Resume

- Take this time to update your resume!
- Things to think about
  - Are your job descriptions updated?
  - Any new accomplishments you've received in the last few months
  - Do you have your top 5 strengths on your resume?
  - Take time to make your resume unique, consider looking at Canva!

## Step #2 Get Your Resume Reviewed!

- Have that resume updated? Great!
  - Send it over to

cappcareers@millikin.edu and someone will be back in touch with feedback



## Step #3 Update Yourself, Professionally

- Update OR create your LinkedIn profile
- o Do you need to clean up your social media?
- Can you attend free webinars and gain more knowledge about your future career?







# Step #4 Start job searching!

- Resume updated and reviewed?
- •Start job searching!
  - Companies are still holding searches during the pandemic
  - Check out: <a href="https://www.collegecentral.com/millikin/">https://www.collegecentral.com/millikin/</a>
  - Check out: <a href="https://www.indeed.com/">https://www.indeed.com/</a>



## Step #5 Need a job...now?

- Consider applying for a temporary job to get you through the pandemic!
- Need ideas?
  - Grocery Stores
  - Pharmacies
  - Delivery companies
  - Restaurants



## Step #6 Practice Your Virtual Interview Skills

- Companies are utilizing virtual interviews more than ever
- Practice makes perfect
  - Write down a few questions and then video yourself answer
  - Or schedule a mock interview with someone in the CAPP, email <u>cappcareers@millikin.edu</u> to schedule



## Questions?

- cappcareers@millikin.edu
- ° 217-362-6424

