

# Remaining Job Ready During COVID-19



## **The Job Connector by MIT**

792 Main Street  
Cambridge, MA 02139  
[jobconnector@mit.edu](mailto:jobconnector@mit.edu)



# Presenters



**Hector Acevedo**



**Ted Downing**



**Junardy Jean-Charles**



# Objectives for Today's Session

- Acknowledge our current state of affairs
- Create an action plan
- Refresh job readiness skills; resumes & cover letters
- Learn how to prepare for remote interviews
- Become familiar with resources



# Impact of COVID-19 Pandemic on the Workforce





# MA Categories of COVID-19 Essential Services

Health Care & Public Health

Law Enforcement, Public Safety & First Responders

Food & Agriculture

Critical Manufacturing

Transportation & Logistics

Energy

Water & Wastewater

Communications and Information Technology

Financial Services

Defense Industry

Chemical Manufacturing & Hazardous Materials

Other Designated Community Based Essential Function & Government

Commercial Facilities (new)

Residential/Shelter Facilities and Services (new)

Hygiene Products and Services (new)

Construction-Related Activities (new)



# Additional Industry Updates

As of May 18th

- **Essential businesses** stay open and continue to operate. Must comply with safety standards, and must self-certify by May 25, 2020
- **Manufacturing**
- **Construction**
- **Worship**
- **Hospitals and community health centers** who attest to specific public health/safety standards can provide high priority preventative care, pediatric care and treatment for high risk patients

As of May 25th

- **Laboratory and life sciences facilities**
- **Offices, excluding those in City of Boston;** work from home strongly encouraged; businesses should restrict workforce presence to <25% maximum occupancy
- **Hair salons and barbershops** by appointment only
- **Pet grooming** by appointment only (curbside pet drop-off and pick-up)
- **Car washes** exterior car washing allowed
- **Recreation and outdoor** with guidelines
- **Other health care providers** who attest to specific public health/safety standards can provide high priority preventative care, pediatric care and treatment for high risk patients
- **Retail** remote fulfilment and curbside pickup

On June 1st

- **Offices in the City of Boston,** following applicable guidelines for the rest of the Commonwealth



# For more information:

## [www.mass.gov/reopening](https://www.mass.gov/reopening)

- More detailed information on businesses, services, and activities that will open in each phase
- Resources for employers and employees
  - Mandatory Workplace Safety Standards
  - Sector-Specific Protocols and best practices
  - Template COVID-19 control plans and workplace posters
- Copies of this presentation, as well as additional information about the Reopening Advisory Board



# **Job Readiness Check: Creating an Action Plan**



# Action Plan



## Job Search Prep

- Identify weekly prospects
- Tailor resume & cover letter
- Practice interview skills

## Apply

- Target 3 jobs per week
- Have references ready
- Save application

## Interview

- Identify interview specifications
- Prepare interview notes
- Have resume and cover letter available

## Follow-up/ Next Steps

- Send a thank you note
- Inquire about next steps
- Ask questions you forgot to ask

# **Job Readiness Check: Cover Letter & Resume**



## Summary of Qualifications:

Provided customer services daily to ensure a positive experience for each individual. Coaching and development in the team member. Collaborated on a team to ensure overall efficiency. Utilized problem solving skills to arrive at corrective solution when needed. Demonstrated flexibility in all aspects of the job. Customer services Skills including communication in retail. Bilingual Fluency in Spanish and English.

## Objective:

Seeking Sales Position and Customer Service. Challenge and be challenged. Long term Job that offers growth opportunities and allows me to learn more in the future.

## Experience:

Dunkin Donuts - Cashier (Salem, MA). Food preparation and safety responsibility. Maintained store to meet health standards and a clean environment. Team player. Aug 2013 – June 2015.

Zales The Diamond Store - Jewelry consultant (Peabody, MA) - Customer services of understanding their needs. Have to learn of offering extended services plans and financing options to customers. Sept 2015 – Feb 2017

ALDO Shoes - Sales Lead Manager (Peabody, MA)- Coaching and development team. Always teaching team member to up sales (Goals for the day). Writing business plan & operation management. Analyzing & critically decision making. Ensuring that staff performance training & product knowledge is kept up to date with new produce and policy of company. Payroll analyzing/staff hours with store schedules.

Sept 2017 – Present

## Additional Experience:

Customer services skills.

## Education & Certification :

- Salem High School-Diploma

Sept 2009- June 2013 (Salem, MA).

- North Shore Community College -Massachusetts Cosmetology Licenses

Sept 2015 – June 2016 (Middleton, MA) Certificate in Hair Extension.



Summary of Qualifications

Provided excellent customer service daily to ensure a positive experience for each individual. Upheld leadership and management status for team members. Collaborated on a team to ensure overall efficiency. Utilized problem-solving skills to arrive at corrective solutions when needed. Demonstrated flexibility in all aspects of the job. Customer service skills including communication in retail. Bilingual Fluency in Spanish and English.

Experience

- Sales Lead Manager—

ALDO Shoes (Peabody, MA)

2017 – Present

  - Coached and developed teams, teaching team members to up their sales to reach daily goals.
  - Wrote and implemented business plan— managed operations.
  - Analyzed and made critical decisions.
  - Ensured that staff were trained on product knowledge and remained updated on new products and new company policies.
  - Managed payroll and employee schedules.
- Jewelry consultant—

Zales the Diamond Store (Peabody, MA)

2015 – 2017

  - Acquired knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
  - Performed customer services at a level of understanding customer’s needs.
  - Advised and offered extended service plans and financing options to customers.
- Cashier—

Dunkin Donuts (Salem, MA)

2013 – 2015

  - Promoted and sold new and existing products to customers
  - 100% customer satisfaction average in a fast-paced environment
  - Prepared and organized products for efficient service delivery
  - Efficiently prepared and organized products
  - Maintained work area in adherence to company standards

Education & Certification

North Shore Community College -Massachusetts Cosmetology Licenses (Middleton, MA)  
Certificate in Hair Extension

Salem High School-Diploma (Salem, MA)



# Resume Best Practices



## Do not:

- start with an “Objective”
- blend dates into experience
- list experience from old to new
- keep experience in paragraph form
- have random line indentation
- leave too much extra white space
- list education dates



## Do:

- start with a professional summary
- include bullets, bolding and clean format
- keep dates clear, visible and in reverse chronological order
- add accomplishments/numbers that indicate successful performance
- start statements with action verbs



## Full Name

Middleton, MA 01949 | 999.999.9999 | Email@address.com

Today's date

Your addressee's name

Professional title

Organization name

Mailing address

City, state zip

Dear Mr. (or Ms.) last name (or Hiring Manager, if you don't know the name):

**Re:** Job Title or Job ID

Start your letter with a grabber—a statement that establishes a connection with your reader, a probing question, or a relatable quote. Briefly name the position you are applying for.

The mid-section of your letter (the core) should be one or two short paragraphs that make relevant points about your qualifications. You should *not* summarize your resume! You can incorporate a table or bullet points here.

Your last paragraph should initiate action by explaining your interest in next steps and/or providing your availability. In this paragraph you can also ask the reader to take specific action (ex., contact you to set up an interview). This is also a good place to thank the reader for his or her attention.

Sincerely,

Your name (signed)

Your name (typed)

Enclosure: Resume

# Cover Letter Tips

- Be creative
- Keep it short and concise
- You should have an intro, core and conclusion
- Your core paragraph/s should discuss your “fit” and interest in the job
- Finish strong and assertive
- Be humble
- Keep it professional and not personal
- Mirror the way the organization talks about itself

# Job Readiness Check: Remote Interviews





**Cheat sheet**

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**Access to “virtual mirror”**

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**Less time consuming**

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**Possibility for multiple interviews in a day**

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**Interview across the globe**

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## **Remote Interviews (Virtual/Phone)**



**Possibility for distractions & interruptions**

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**Reliability of Internet/phone connection**

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**Inability to convey facial expressions if it's a phone interview.**

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## Remote Interview Checklist

- Login 5 mins early if possible
- Check internet and sound quality
- Check lighting/Test webcam
- Have resume and notes handy
- Dress professionally
- Set up professional, quiet space
- Turn off notifications on phone and computer
- Always stay within camera frame
- Don't forget to charge!



## Remote Interview Example: Zoom

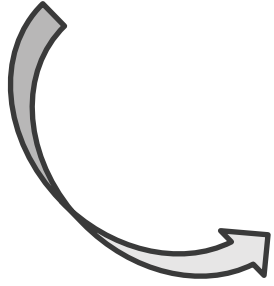
- Choose a quiet, bright and tidy location
- Wear solid colors. Avoid wearing blue and green.
- Enable the HD Video setting (if your internet speed allows) and mirror video.
- Do a tech walkthrough before your interview



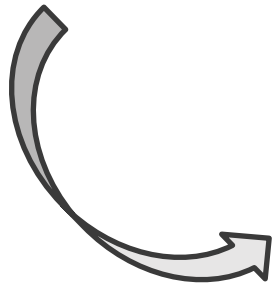
# Quick Review



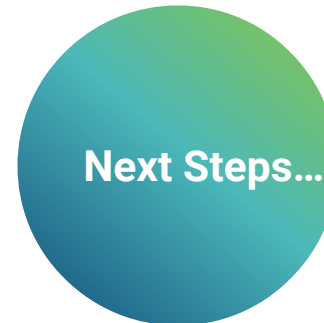
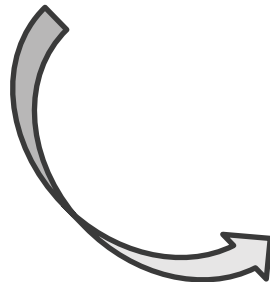
A plan of action will make your goals attainable and doesn't take much to create.



Have your job search portfolio (resume/ cover letter, interview skills) ready to go at all times.



Network, research, apply and do it all over again. Don't miss a beat!



Send your thank yous, inquiries, and additional info if needed. It's important to stay connected throughout the process!

## Remember

- Stay up to date on government guidelines
- If you're not planning, you're not job searching
- Opportunity is all around you

# Resources



<https://jobconnector.mit.edu/helpful-resources>



## Unemployment Assistance Contact Request

### Government Benefits

Contact request form for individuals who have issues filing for unemployment and wish to speak to a representative.



## Cambridge Works Program

Transitional jobs program designed to serve 18-35 year olds who have had difficulty finding or keeping

jobs.

[More](#)



## Cambridge Nonprofit Coalition

### Local Services

Financial resources for nonprofit organizations and volunteer opportunities for local residents.



## Cambridge Public Library eLibrary

### Local Services

Provides access to a variety of digital services available to Cambridge residents with a Cambridge Public Library card.



## Margaret Fuller Neighborhood House Food Pantry

### Local Services

Provides emergency food to over 16,000 individuals and families each year. The emergency food pantry provides low to moderate income individuals a two week



## Cambridge Economic Opportunity Committee

### Free Tax Prep

Provides free tax preparation for individuals and families with low to moderate income.

# Resources




- Employment Opportunities
- Government Benefits
- Local Services
- Educational Opportunities
- Working from Home
- Food Resources



# Need Support?

## ➔ Online Office Hours

- 1-1 Assistance
- Career coaching
- Resume building
- Unemployment resources

 Request an Appointment

Day Week Month

May 2020

Today

◀ ▶

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Open Open	26	27 Open Open	28	29	30
31	1 Open Open	2	3 Open Unavailable	4	5	6

# Thank You



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