



# NEXT STEPS

**TOOLS & RESOURCES**  
for Transitioning to Your Next Job



*Rapid Response  
Team Presentation*

## Rapid Response – What’s in it for you?

Every year, thousands of workers become unemployed through no fault of their own. Rapid Response services and programs are intended to help those who have received notice of layoff due to downsizing or facility closure. Services focus on ensuring that affected employees, like you, know how to take advantage of the many resources available to help you transition to a new job as quickly as possible.

Connecticut’s Rapid Response Team is here to assist you as you move through the process, beginning with this Rapid Response resource book, which is full of helpful information and tips for understanding the resources that are available, including:

- How to file for Unemployment Insurance
- Tips for finding your next job
- Programs and resources available to get you through this transition

You will also want to connect with your local Connecticut American Job Center. The centers are strategically located throughout the state and offer a variety of free services either in person or virtually, such as:

- Career counseling, job search and job placement assistance, and other re-employment services
- Assessment of skill levels, aptitudes, and supportive service needs
- Access to training for a new occupation
- Information on supportive services like transportation, childcare, and referral to other services
- Short-term skill building, individually or in a group setting

We wish you success in your job search.

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# **Part 1**

## **Unemployment Insurance**

# Unemployment Insurance

Filing your claim is quick and easy!

## When to file your new claim

- Claims can be filed once you have physically worked your last day or if your hours have been reduced
- Claims are effective the Sunday of the week you file the claim

## Information you will need to file an unemployment claim

- Your Social Security Number
- If you are not a US Citizen, Alien Registration Number with expiration date (“green card” or immigration work authorization)
- Valid address and phone number
- Valid personal email address
- If claiming dependents, your spouse’s wages and Social Security Number, your children’s names, dates of birth, school attending, and dates of attendance for dependents over 18
- Company name and complete address for all employers for whom you have worked in the last 18 months
  - The company name should be the name as it appears on your paystub or W-2 form, and the address is the address where work was performed
  - Start and end dates of employment
  - The amounts of any notice pay, severance, vacation, or bonuses to be paid upon separation
- Banking information – account and routing numbers – if you want Direct Deposit

## Claims must be filed online

Internet access is available at your nearest Connecticut American Job Center or your local public library. The system is mobile-friendly, and a new claim for benefits can be submitted with a smartphone, tablet, laptop, or computer, but Chrome is generally the preferred browser.



## Filing online through the [www.ReEmployCT.com](http://www.ReEmployCT.com) website

- Go to [www.ReEmployCT.com](http://www.ReEmployCT.com) to create a User ID and password or to log in with a User ID and password you already created in [www.ReEmployCT.com](http://www.ReEmployCT.com). The site is available 24 hours a day, seven days a week. Only use the website listed above – we will NEVER ask for your credit card information
- Once logged in, click on the “Unemployment Benefits” tab, then select “File Unemployment Claim”
- You will be prompted to answer a series of questions and provide information regarding jobs you’ve held and your availability for work
- After each page, click “Next” to save your information and move to the next section. Do not use the enter button to advance to the next page
- Answer all questions fully and truthfully. If you cannot complete the entire application, you can click “Finish Later” to save the information you’ve entered. You must return to complete the application no

later than the Saturday following the day you started application otherwise the system will erase any saved information, and you'll have to start from scratch

- You will be asked if you want to have taxes withheld from benefits and whether you would like to set up Direct Deposit for payments or have a debit card issued
- When you land at the Benefit Rights Information page, click the attestation box allowing the Department to send you benefit information by email, then enter the last four digits of your Social Security Number and the date and then hit "Submit"
- An estimated monetary determination page will indicate the start and end dates of your unemployment claim along with both an estimated weekly unemployment rate and total amount of unemployment benefits that are available
- You will receive an email confirmation that your claim has been received
- You will be instructed to begin filing weekly certifications the Sunday following the date you applied

## Basic Eligibility Requirements

Unemployment is not an entitlement program. You must meet certain eligibility requirements to qualify to collect.

### **1 Monetary Eligibility. You must have earned enough wages during the base period.**

**The Base Period** – The base period is the time period used to determine your monetary eligibility for unemployment benefits. The base period is the first four of the last five completed calendar quarters. The alternate base period, which is only used when you do not qualify using the regular base period, consists of the four calendar quarters immediately preceding the quarter in which the new claim is filed.

### **2 Your separation from employment was through no fault of your own – the law imposes disqualifications for certain types of separations.**

### **3 You must be able, available, and actively seeking full-time work**

However, under certain conditions, a person who has a long-term impairment may be able to limit his or her availability for work to part-time only

### **4 Participate in reemployment services if selected**

If requested, provide required documentation, proof of weekly job search efforts, or participate in assessment interviews, orientations, or referred reemployment services

### **5 Agree to share your information with the Workforce Development System**

You must register with the CTHires employment services system [www.cthires.com](http://www.cthires.com)

You may complete this requirement at any time; you do not have to wait until you file your claim for unemployment benefits

# How much will I collect?

## The Monetary Determination

- A monetary determination (benefit statement) will be issued to you once the claim is filed
- The determination should include wage information for all employers for whom you worked during the base period. Please review and verify the accuracy of the wages reported
- If you have military, federal government, or wages earned in another state, you may be asked to provide additional information, and the issuance of your monetary determination may be delayed until these wages are obtained by the Connecticut Department of Labor
- Your weekly benefit rate is one twenty-sixth (1/26) of the average of the total wages paid during the two (2) highest quarters in your base period, but no more than our maximum weekly benefit rate of \$721
- Individuals classified as “construction workers” will be entitled to a benefit rate based on 1/26 of the total wages paid during the highest quarter of wages in the base period.
- You are allowed a \$15 dependency allowance for a non-working spouse and each child for whom you are the whole or main support. There are conditions and a maximum number of dependents that can be claimed
- Generally, you are able to receive 26 full weeks of unemployment benefits over a 52-week period

## Taxes

- Unemployment benefits are taxable
- You can choose to have federal and state of Connecticut taxes withheld from your benefits
- The Internal Revenue Service has set the amount to be withheld at 10% rounded to the nearest whole dollar, of your weekly benefit payment. Connecticut Law has set the amount of state withholding at 3%, to be applied in the same manner
- **State law requires that a choice to withhold or not applies to both taxes, not one or the other**
- If you have questions concerning your tax liability, you may contact the Internal Revenue Service and/or the State of Connecticut Department of Revenue Services at the following numbers:
  - IRS toll-free number 1-800-829-1040
  - CT Department of Revenue Services 860-297-5962
- Form 1099-G will be available by January 31<sup>st</sup> of each calendar year, indicating the dollar amount of benefits received during the preceding year and the amount of federal and state taxes withheld, if any. You will need to go to [www.ReEmployCT.com](http://www.ReEmployCT.com) and log in with your User ID and password to download the document

## Payment Methods

- Unemployment benefits are paid either by Direct Deposit or Debit Card
- You will be asked which payment method you prefer when you file your initial application, but you can change your method of payment any time by logging into your [www.ReEmployCT.com](http://www.ReEmployCT.com) account, selecting the “Benefits Maintenance” tab, “Update Claimant Profile”, and “Payment Options”
- If you select Debit Card as your method of payment, a U.S. Bank ReliaCard debit card will be mailed to you once your first payment is processed unless you had a U.S. Bank ReliaCard debit card issued for unemployment payments within the last three years in which case payments would be loaded onto the existing card.

- While the direct deposit option is free (subject to the rules of your bank), there may be fees and surcharges associated with the debit card option
- For questions or concerns with your card you debit card, call U.S. Bank ReliaCard at 1-866-328-1265

## Weekly Certification Filing

 **Online at [www.ReEmployCT.com](http://www.ReEmployCT.com)**

- Once your new claim has been submitted, you are advised that you must file weekly certifications through the [www.ReEmployCT.com](http://www.ReEmployCT.com) website in order to request payment for each week you are fully or partially unemployed
- Weeks run Sunday through Saturday
- You may start filing your first weekly certification the Sunday following the date you submitted the initial application. The website is available 24/7
- When you file your weekly certification, you are claiming benefits for the prior week
- Log into your [www.ReEmployCT.com](http://www.ReEmployCT.com) account with your User ID and password, then click on “Weekly Certifications” then “File weekly certification”
- Follow the prompts to report work search activities and answer the series of eligibility questions
- Enter the last four digits of your Social Security Number and click the “Submit” button on the final page
- Should you forget to file one week, the system will allow you to put in weekly certifications for the past two weeks
- Stop filing weekly certifications when you start a full-time job
- Payments are generally available two banking days from the day the weekly certification is submitted provided there were no eligibility issues detected

## Weekly Eligibility Requirements

### ❶ Be able and available to work

- Individuals must be able and available to seek and accept full-time work. However, under certain conditions, a person who has a disability may be able to limit his or her availability for work to part time only. **You are not available for work if you are on vacation or if you are unable to work because of the need to care for others. You are not able to work if you are sick or hospitalized the majority of any week**

### ❷ A minimum of three (3) work search efforts are required each week

Work search efforts include, but are not limited to, applying for employment, attending a job search workshop or a job fair, creating a resume or online profile for a networking site, or attending a job interview

- At least one of the work search efforts has to be contacting an employer and inquiring or applying for work for which you are reasonably suited based upon prior work experience, skills, knowledge, and ability. You may initiate contact online, in person, by phone, or by mail and ensure the employer is able to reach them for hiring purposes



- All efforts may be performed on a single day
- You will be required to document all work search efforts made each week

There are some exceptions to the work search requirement. You may be exempted from the work search requirement if you:

- Are part of a trade union and are connected to a Union Hiring Hall
- Are participating in the Shared Work program
- Have a return to work date within 13 weeks of filing of your initial claim
- Have obtained a new job that starts within 13 weeks of a particular week ending date
- Are required to participate in jury duty , or
- Are in training/education that has been approved by the Connecticut Department of Labor

### **Severance, retirement, and other payments may affect your benefits**

- Your weekly benefit payment **may** be reduced or denied if you receive certain types of income or payments that arise out of past or present employment
- These include wages in lieu of notice, severance pay, retention bonuses, vacation pay, holiday/personal day pay, workers' compensation, employer-sponsored pensions, and part-time employment
- You will be required to complete a supplemental questionnaire to provide dismissal pay details

### **Pensions**

- If you are receiving or begin receiving a pension from an employer that you worked for in the last 18 months, **and** all or part of that pension was paid by the employer, you must report receipt of that pension when you receive the first payment
- Pensions include retirement pay, 401K distributions, profit sharing and annuities
- Only the employer's part of the pension is deductible from unemployment – any monies that you contributed are not deductible
- Benefits extend more than 26 weeks, since you are not collecting your full payment each week
- Should the employer's pro-rated weekly pension amount exceed your weekly benefit rate, no benefits would be payable
- If roll over your pension into a 401k or other qualified plan, there is no deduction to your weekly benefit rate

### **Social Security**

- Social Security benefits are not deductible from unemployment benefits

### **Working Part-Time**

- You are allowed to work part-time and collect **partial** unemployment benefits as long as you are still able, available, and actively looking for full-time work
- **Report all hours worked and gross wages the week they are earned not when you get paid**
- Your weekly benefit payment will be reduced by two-thirds (2/3) of your gross part-time wages
- While working part-time, benefits extend longer than 26 weeks, since you are not collecting your full payment each week

### **Additional Requirements**

- You may receive notice by mail or email requesting your participation in a Reemployment and Eligibility Assessment (RESEA) or a random Benefit Accuracy Measurement (BAM) federally mandated audit
- If you are scheduled to participate in such activities, be sure to follow the instructions outlined in the letter. Attendance and completion of the activity is mandatory
- Failure to attend and complete the activity will result in a delay or denial of benefits

### **Approved Training**

- Dislocated Workers who have been approved and funded for training under the Workforce Innovation and Opportunity Act (WIOA) or Trade Adjustment Assistance Act (TAA) are exempt from weekly work search requirements while in training
- Training programs funded through personal or other means could possibly waive work search requirements during dates of attendance, but you must receive approval from the Administrator prior to enrollment
- Unemployment benefits are not extended if you are in training except through Trade Adjustment Assistance Act approval

### **Change in Personal Information**

- You must notify the CT Department of Labor if you change your address, email address, phone number, or name. Changes can be made by going to the “Benefit Maintenance” tab or “Update Address” tab on the [www.ReEmployCT.com](http://www.ReEmployCT.com) website or by submitting a case online through [www.filectui.com](http://www.filectui.com)

### **Need Help?**

- If you have questions, assistance can be obtained by reaching out to the CT Department of Labor Consumer Contact Center. Monday - Friday: 7:30 am – 4:30 pm, at 1-203-941-6868, 1-860-967-0493, or 1-800-956-3294 or by scheduling an appointment through the [www.filectui.com](http://www.filectui.com) website.
- You can also submit a case online through the [www.filectui.com](http://www.filectui.com) website

## **Part 2**

# **Finding your Next Job**

## Finding your Next Job

There are 20 American Job Centers across the state. The goal at these Centers is to provide you with resources to assist with your job search, job placement, and career development. The staff at the American Job Centers can provide the following services:

### Career Services

- Career counseling and job search support
- Interviewing tips and techniques
- Résumé writing/critiques with Certified Professional Résumé Writers
- Employer recruitment events, regional job fairs
- On-line job bank for posting résumés, searching for jobs, visiting career sites: [www.cthires.com](http://www.cthires.com)

### Workshops and Seminars

- Résumé and Cover Letter Preparation
- Job Search Strategies
- Interviewing Techniques
- Using LinkedIn for Today's Job Search
- Career Exploration
- Over 40 and Looking for Work
- Networking Groups

### Information and Referrals

- Labor Market Information
- Apprenticeship Programs
- Veterans Services
- Supportive Services
- Training Programs

### Resources

- Computers with Internet access to support your job search
- Résumé bond paper/matching envelopes
- Fax and copy machines
- Assistive technology for persons with disabilities



## American Job Center Locations

American Job Centers offer no-cost services to jobseekers, in convenient locations throughout the state. If you do not live in Connecticut, visit [www.careeronestop.org](http://www.careeronestop.org) to find your nearest American Job Center.

### Comprehensive Offices

*Sites that offer a full range of services*

<b>Bridgeport</b>	2 Lafayette Square <b>(GPS Users: 350 Fairfield Avenue)</b>	(203) 455-2700
<b>Hamden</b>	37 Marne Street	(203) 859-3200
<b>Hartford</b>	60 Weston Street	(860) 256-3700
<b>Montville</b>	601 Norwich-New London Turnpike., Suite 1 <b>(GPS Users: Uncasville)</b>	(860) 848-5200
<b>New Haven</b>	370 James St., Suite 404 (scheduled to open soon)	(203) 624-1493
<b>Waterbury</b>	249 Thomaston Avenue	(203) 437-3380

### Affiliate Offices

*Limited services are available at these sites*

<b>Ansonia</b>	4 Fourth Street	(203) 397-6647
<b>Bristol</b>	430 North Main Street at Tunxis CC	(860) 899-3620
<b>Danbury</b>	185 Main Street	(203) 730-0451
<b>Danielson</b>	562 Westcott Road	(860) 774-4077
<b>Derby</b>	101 Elizabeth Street	(203) 734-3443
<b>East Hartford</b>	417 Main Street at Goodwin University	(860) 929-3880
<b>Enfield</b>	170 Elm Street at Asnuntuck CC	(860) 899-3514
<b>Manchester</b>	893 Main Street	(860) 643-2222
<b>Meriden</b>	87 West Main Street, 2 <sup>nd</sup> Floor	(203) 238-3688
<b>Middletown</b>	398 Main Street	(860) 200-6815
<b>New Britain</b>	260 Lafayette Street	(860) 899-3500
<b>Stamford</b>	141 Franklin Street, 2 <sup>nd</sup> Floor	(203) 353-1702
<b>Torrington</b>	62 Commercial Blvd., Unit 1	(860) 496-3500
<b>Willimantic</b>	1320 Main Street, Tyler Square	(860) 450-7603

## CTHires.com

CTHires.com is an employment resource that matches job seekers with employers based on experience, education, skills, certifications, and licenses, among other criteria. The website also allows Connecticut employers to search for talent in a single place.

The virtual one stop provides services to individual customers and employers 24 hours a day, seven days a week. Registered users are able to access services virtually from computers and mobile devices.

### Services for Individuals and Employers

- Search for work, explore careers and apply for services
- Create multiple résumés allowing for employers to search by key skills indicated in your résumé (s)
- Create a virtual recruiter which will search for jobs based on job titles and skills. Potential matches will automatically be routed to your inbox. Potential matches are rated by how well skills match
- Match using a number of methods including quick job search, advanced job search, by skills or by employer
- Sign up for workshops, trainings, meetings, and other services provided at the American Job Centers
- Explore statewide training and education programs
- Access to up-to-date Labor Market Information
- Access to on-line learning courses with **Alison's integrated on-line learning**. Courses are free of charge, as are on-line records. (There is a charge to print the course completion)
- Employers are able to post jobs openings and search for candidates

### Registering for CTHires

- You may register with CTHires at any time. You do not have to be unemployed to access services
- Go to [www.cthires.com](http://www.cthires.com) and click on “**Sign In**” at the top of the page
- First-time users will click on Option 3 – “Create a User Account”, and choose “Individual” and select “Comprehensive Registration”
- Complete all the required information

## Helpful Job Search Websites

RÉSUMÉ POSTING AND JOB SEARCH SITES	
CAREER BLISS	<a href="http://www.careerbliss.com">www.careerbliss.com</a>
CAREER BUILDER	<a href="http://www.careerbuilder.com">www.careerbuilder.com</a>
CAREER LINK	<a href="http://www.careerlink.com">www.careerlink.com</a>
COLLEGE RECRUITER	<a href="http://www.collegerecruiter.com">www.collegerecruiter.com</a>
CTHIRES (Jobs posted through CT DOL'S free job bank)	<a href="http://www.cthires.com">www.cthires.com</a>
DICE – Primarily Tech job site	<a href="http://www.dice.com">www.dice.com</a>
DIVERSITY JOBS	<a href="http://www.diversityjobs.com">www.diversityjobs.com</a>
GLASSDOOR*	<a href="http://www.glassdoor.com">www.glassdoor.com</a>
GOOGLE	<a href="http://www.google.com">www.google.com</a>
HELP WANTED	<a href="https://www.helpwanted.com">https://www.helpwanted.com</a>
INDEED*	<a href="http://www.indeed.com">www.indeed.com</a>
JOBING.COM	<a href="http://www.jobing.com">www.jobing.com</a>
JOBS.CT.GOV	<a href="http://www.jobs.ct.gov">www.jobs.ct.gov</a>
JUJU JOB SEARCH ENGINE*	<a href="http://www.jobsearchengine.com">www.jobsearchengine.com</a>
LINKEDIN*	<a href="http://www.linkedin.com">www.linkedin.com</a>
LINKUP	<a href="http://www.linkup.com">www.linkup.com</a>
MONSTER	<a href="http://www.monster.com">www.monster.com</a>
NATIONAL LABOR EXCHANGE	<a href="https://usnlx.com">https://usnlx.com</a>
NONPROFIT CAREER NETWORK	<a href="http://www.nonprofitcareer.com">www.nonprofitcareer.com</a>
RETIREMENT JOBS (Jobs for people over 50)	<a href="http://www.retirementjobs.com">www.retirementjobs.com</a>
SIMPLY HIRED*	<a href="http://www.simplyhired.com">www.simplyhired.com</a>
SNAGAJOB	<a href="http://www.snagajob.com">www.snagajob.com</a>
TOP USA JOBS*	<a href="http://www.topusajobs.com">www.topusajobs.com</a>
TWITTER	<a href="http://www.twitter.com">www.twitter.com</a>
ZIPRECRUITER	<a href="http://www.ziprecruiter.com">www.ziprecruiter.com</a>

\* Indicates a one-stop shopping site for any electronically posted jobs

<b>GOVERNMENT EMPLOYMENT</b>	
<b>STATE OF CT JOBS</b>	<a href="https://www.jobapscloud.com/ct/">https://www.jobapscloud.com/ct/</a>
<b>USA JOBS</b> Official job site of the U. S. Federal Government	<a href="https://www.usajobs.gov">https://www.usajobs.gov</a>
<b>CAREER PLANNING &amp; JOB SEARCH ADVICE</b>	
<b>AARP - Career advice/ guidance for mature workers</b>	<a href="http://www.aarp.org">www.aarp.org</a>
<b>JOB &amp; CAREER CONNECTION</b>	<a href="https://www1.ctdol.state.ct.us/jcc/index2.asp">https://www1.ctdol.state.ct.us/jcc/index2.asp</a>
<b>JOBS.CT.GOV</b>	<a href="https://jobs.ct.gov/">https://jobs.ct.gov/</a>
<b>CANDOGRAM</b>	<a href="http://www.candogram.com">www.candogram.com</a>
<b>CAREER ONESTOP</b>	<a href="http://www.careeronestop.org">www.careeronestop.org</a>
<b>CONNECTICUT'S REEMPLOYMENT PORTAL</b>	<a href="http://www1.ctdol.state.ct.us/CTReP/">http://www1.ctdol.state.ct.us/CTReP/</a>
<b>CAREER PERFECT</b>	<a href="http://www.careerperfect.com">www.careerperfect.com</a>
<b>LIVE CAREER</b>	<a href="http://www.livecareer.com">www.livecareer.com</a>
<b>MY NEXT MOVE</b>	<a href="https://www.mynextmove.org/">https://www.mynextmove.org/</a>
<b>MY PERFECT RESUME</b>	<a href="http://www.myperfectresume.com">www.myperfectresume.com</a>
<b>MY SKILLS, MY FUTURE</b>	<a href="http://www.myskillsmyfuture.org">www.myskillsmyfuture.org</a>
<b>NATIONAL CAREER DEVELOPMENT ASSOCIATION</b>	<a href="http://www.ncda.org/">www.ncda.org/</a>
<b>JOB HUNTER'S BIBLE</b>	<a href="http://www.jobhuntersbible.com">www.jobhuntersbible.com</a>
<b>THE BALANCE</b>	<a href="http://www.thebalancecareers.com">www.thebalancecareers.com</a>
<b>BUSINESS/COMPANY RESEARCH</b>	
<b>GOOGLE</b>	<a href="http://www.google.com">www.google.com</a>
<b>HOOVER'S</b>	<a href="http://www.hoovers.com/company-information.html">www.hoovers.com/company-information.html</a>
<b>LINKEDIN</b>	<a href="http://www.linkedin.com">www.linkedin.com</a>
<b>INFORMATION ON OCCUPATIONS</b>	
<b>OCCUPATIONAL OUTLOOK HANDBOOK</b>	<a href="http://www.bls.gov/ooh/">www.bls.gov/ooh/</a>
<b>AMERICA'S CAREER INFONET</b>	<a href="http://www.acinet.org">www.acinet.org</a>
<b>CT DEPARTMENT OF LABOR'S OFFICE OF RESEARCH</b>	<a href="https://www1.ctdol.state.ct.us/lmi/index2.asp">https://www1.ctdol.state.ct.us/lmi/index2.asp</a>
<b>JOB &amp; CAREER CONNECTION</b>	<a href="https://www1.ctdol.state.ct.us/jcc/index2.asp">https://www1.ctdol.state.ct.us/jcc/index2.asp</a>
<b>HEALTH AND TECH CAREERS IN CT</b>	<a href="http://www.healthcareersinct.com">www.healthcareersinct.com</a>
<b>O*NET ON-LINE</b>	<a href="http://www.onetonline.org">www.onetonline.org</a>
<b>THE RILEY GUIDE</b>	<a href="http://www.myperfectresume.com/how-to/career-resources/about">www.myperfectresume.com/how-to/career-resources/about</a>
<b>DECIDING ON A CAREER PATH – ASSESSMENT TOOLS</b>	
<b>ASSESSMENT MAPP MOTIVATION</b>	<a href="http://www.assessment.com/">www.assessment.com/</a>
<b>JOB &amp; CAREER CONNECTION</b>	<a href="https://www1.ctdol.state.ct.us/jcc/index2.asp">https://www1.ctdol.state.ct.us/jcc/index2.asp</a>
<b>MY NEXT MOVE</b>	<a href="https://mynextmove.org">https://mynextmove.org</a>



## **Additional Resources – Career Transition Networking Groups**

Networking Groups are a great way to meet with other job seekers and professionals who can help connect you to opportunities and provide support and information to help with the transition to new opportunities.

Always confirm with the group the meeting time and location as they are subject to change.

### **Avon – Farmington Valley Reemployment Group**

- St. Ann’s Church, 270 West Avon Road
- Contact: John Drake for schedule, 860-989-2377, [Johndrake.humancapital@live.com](mailto:Johndrake.humancapital@live.com)

### **Danbury – Networking Group**

- Bethel Library, 189 Greenwood Ave 2<sup>nd</sup> Floor
- Contact: Ellen Janpol, 203-794-8756 x-8
- Meeting: Every Other Tuesday 10:00am – 12:00pm

### **Guilford – Guilford Job Network**

- Currently meets virtually via Zoom
- Meets the 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of the month, 7:00 pm – 8:30 pm
- Contact: Russ Allen, 203-457-0121, [russallen2@aol.com](mailto:russallen2@aol.com)

### **Hartford – Friends in Search**

- Location varies
- Meets quarterly, call or email for details
- Contact: Matt Fenichel, 860-716-1156, [mfen651@aol.com](mailto:mfen651@aol.com)

(A) Small Business & Side Hustle Support and Best Practices (Planning to maturity scale)

Meets virtually weekly

In-person monthly

Inquire for schedule [mfen651@aol.com](mailto:mfen651@aol.com)

(B) Affording Finances Support

Meets virtually bi-weekly

In person on occasion

Inquire for Schedule [mfen651@aol.com](mailto:mfen651@aol.com)

### **Milford – Housatonic River Job Network**

- Margaret Egan Center, 35 Matthew Street
- Meets in person two evenings per month, email or call for schedule
- Contact: Alex Yaworowski, 203-260-7054, [alex56@hotmail.com](mailto:alex56@hotmail.com)

### **Milford – Job Search Work Team**

- Meets virtually, Mondays 6:30 pm – 8:00 pm
- Contact: Craig Cunningham, SPHR, 203-915-6116, [cecunningham1@comcast.net](mailto:cecunningham1@comcast.net) or Andrea Molster, 203-606-1177, [amolster1@gmail.com](mailto:amolster1@gmail.com)

## Continued: Career Transition Networking Groups

### **Newtown – Northern Fairfield Professionals (NFP)** <https://www.linkedin.com/groups/74193/>

- Meets virtually via Zoom the 2<sup>nd</sup> Tuesday of every month, 6:00 pm – 7:30pm
- Contact: John Barry, 203-270-0051, [john@itechcp.com](mailto:john@itechcp.com)

### **Shelton – The Schegg Group**

- The Schegg Group LLC, 2 WillowBrook Rd, Trumbull, CT 06611
- Refer to Monthly Calendar on [www.schegggroup.com](http://www.schegggroup.com) for meeting schedule
- Contact: Paul Mayer, 203-645-6070, [pmayer@schegggroup.com](mailto:pmayer@schegggroup.com)

### **South Windsor – Job Search Work Team**

- South Windsor Public Library, 1550 Sullivan Avenue
- Meets virtually, call or email for schedule
- Contact: Pam Frois, 860-371-5071, [froispam@gmail.com](mailto:froispam@gmail.com)

### **Southbury – Career Transitions**

- Sacred Heart Church, 910 Main Street
- Call for schedule
- Contact: Peter Fitzpatrick, 516-287-0441, [peterfitzpatrick711@yahoo.com](mailto:peterfitzpatrick711@yahoo.com)

### **West Hartford – Job Search Work Team**

- Jewish Family Services, 36 Simsbury Road
- Meets virtually, call or email for schedule
- Contact: Pam Frois, 860-371- 5071, [froispam@gmail.com](mailto:froispam@gmail.com)

### **Westport – Mondays @ 7**

- Meets virtually every Monday 8:00 am – 10:00 am
- Contact: Howard Altmann [mondaysseven@yahoo.com](mailto:mondaysseven@yahoo.com)

To locate additional Networking Groups, call 2-1-1 or search the website at [www.211ct.org](http://www.211ct.org).  
Also, explore job seeker events at your local library at [www.publiclibraries.com/connecticut.htm](http://www.publiclibraries.com/connecticut.htm)

## **Part 3**

# **Re-Employment Services**

# Federal Funds for Re-employment Services

## Workforce Innovation and Opportunity Act (WIOA)

If you have been laid off or received a notice of layoff, you may be eligible for additional free services through the **Workforce Innovation and Opportunity Act (WIOA)** which may include one-on-one job development, retraining funds, on-the-job training, or other supportive services.

**To see if you qualify for these services, take the following steps:**

**Step 1** - Complete a full CTHires registration through [www.cthires.com](http://www.cthires.com).

**Step 2** - Complete a WIOA pre-application through the “My Benefits” widget on CTHires or call the phone number below to speak with a WIOA representative nearest to you.

**Please note that funds for training are not an entitlement and are limited.**

NORTHWESTERN CONNECTICUT		NORTH CENTRAL CONNECTICUT	
Danbury	(203) 730-0451	Bristol	(860) 899-3620
Torrington	(860) 496-3500	East Hartford	(860) 929-3880
Waterbury*	(203) 574-6971	Enfield	(860) 899-3514
		Hartford*	(860) 656-2500
		Manchester	(860) 643-2222
		New Britain	(860) 899-3500
SOUTH CENTRAL CONNECTICUT		EASTERN CONNECTICUT	
Hamden*	(203) 859-3200	Danielson	(860) 774-4077
Meriden	(203) 238-3688	Montville*	(860) 848-5240
Middletown	(860) 200-6815	Willimantic	(860) 450-7603
New Haven*	(203) 624-1493		
SOUTHWESTERN CONNECTICUT			
	Bridgeport*	(203) 333-5129	
	Derby; Ansonia	(203) 734-3443; (203) 397-6647	
	Stamford	(203) 353-1702	

Outside Bridgeport Calling Area Toll Free 1-866- 859-8818

\* Indicates a comprehensive office that offers a full range of services

# Connecticut Workforce Development Board Regions

When inquiring about training services, some agencies give preference to residents within their region

<b>Southwest Workforce Development Board:</b>	<b>North Central Workforce Development Board:</b>	<b>Northwest Regional Workforce Development Board</b>	<b>Eastern Connecticut Workforce Development Board</b>	<b>South Central Workforce Development Board:</b>
Ansonia	Andover	Barkhamsted	Ashford	Bethany
Beacon Falls	Avon	Bethel	Bozrah	Branford
Bridgeport	Berlin	Bethlehem	Brooklyn	Chester
Darien	Bloomfield	Bridgewater	Canterbury	Clinton
Derby	Bolton	Brookfield	Chaplin	Cromwell
Easton	Bristol	Canaan	Colchester	Deep River
Fairfield	Burlington	Cheshire	Columbia	Durham
Greenwich	Canton	Colebrook	Coventry	East Haddam
Monroe	East Granby	Cornwall	Eastford	East Hampton
New Canaan	East Hartford	Danbury	East Lyme	East Haven
Norwalk	East Windsor	Goshen	Franklin	Essex
Oxford	Ellington	Hartland	Griswold	Guilford
Seymour	Enfield	Harwinton	Groton	Haddam
Shelton	Farmington	Kent	Hampton	Hamden
Stamford	Glastonbury	Litchfield	Killingly	Killingworth
Stratford	Granby	Middlebury	Lebanon	Madison
Trumbull	Hartford	Morris	Ledyard	Meriden
Weston	Hebron	Naugatuck	Lisbon	Middlefield
Westport	Manchester	New Fairfield	Lyme	Middletown
Wilton	Marlborough	New Hartford	Mansfield	Milford
	New Britain	New Milford	Montville	New Haven
	Newington	Newtown	New London	North Branford
	Plainville	Norfolk	North Stonington	North Haven
	Plymouth	North Canaan	Norwich	Old Saybrook
	Rocky Hill	Prospect	Old Lyme	Orange
	Simsbury	Redding	Plainfield	Portland
	Somers	Ridgefield	Pomfret	Wallingford
	Southington	Roxbury	Preston	Westbrook
	South Windsor	Salisbury	Putnam	West Haven
	Stafford	Sharon	Salem	Woodbridge
	Suffield	Sherman	Scotland	
	Tolland	Southbury	Sprague	
	Vernon	Thomaston	Sterling	
	West Hartford	Torrington	Stonington	
	Wethersfield	Warren	Thompson	
	Windsor	Washington	Union	
	Windsor Locks	Waterbury	Voluntown	
		Watertown	Waterford	
		Winchester	Willington	
		Wolcott	Windham	
		Woodbury	Woodstock	

## Trade Adjustment Assistance (TAA)

- Individuals whose jobs are lost due to increased imports, foreign competition, or a shift of work to another country may be eligible for additional services under the Trade Adjustment Assistance Program (TAA)
- The program is currently in termination mode, awaiting reauthorization from Congress. This means we can only serve workers whose companies were determined eligible prior to termination.
- Contact 860-263-6580 or [dol.rapidresponse@ct.gov](mailto:dol.rapidresponse@ct.gov) if you feel your job was impacted due to international trade or simply complete the questionnaire found on this link: [Worker- Potential Eligibility Questionnaire \(jotform.com\)](https://www.jotform.com/worker-potential-eligibility-questionnaire)
- Additional information on the program can be found at [Trade Adjustment Assistance for Workers | U.S. Department of Labor \(dol.gov\)](https://www.dol.gov/eis/taaworkers)

## Free Online Training

- Metrix Learning and Alison are two programs that provide free online training to anyone who is receiving unemployment insurance or has applied for unemployment insurance
- Metrix Learning is a web-based learning management system designed to help unemployed, under-employed and dislocated workers who require new skills, enhanced skills, and certification training programs to prepare them for new employment opportunities
- A Metrix Learning license provides 180 days of free and unlimited access to more than 5,000 online Skillsoft courses aligned to the needs of Connecticut employers.
- For more information on Metrix Learning, please visit: [Metrix Learning Free Online Training](https://www.metrixlearning.com/free-online-training)
- Alison is the world's leading free online learning resource for basic and essential workplace skills. ALISON provides high-quality, interactive multimedia courseware to individual learners.
- For more information on Alison, please visit: [Alison | Free Online Learning with Certificate & Diploma Courses](https://www.alison.ac.uk/free-online-learning-with-certificate-diploma-courses)

## Career Connect

- [CareerConneCT](https://www.careerconnectct.com) helps eligible people access and participate in free short-term (typically 5- to 20-week) training programs that allows you to earn industry-recognized credentials and find entry-level employment in a high-quality career pathway. If you are eligible, CareerConneCT participants may also receive a skills inventory, case management, and job placement support, as well as supportive services such as transportation, childcare, housing, food, technology, benefits counseling, stipends, and/or other

services needed to attend job training and care for your family during training.

- In-person training programs are offered in locations across Connecticut. Some programs are offered completely online, and some combine online classes with in-person, hands-on learning.
- Programs are offered during the daytime and/or in the evening. Your case manager or career coach can provide more details about when trainings are held. Classes and schedules will be available in the CareerConneCT portal for your information.
- CareerConneCT offers training for entry-level and middle-skill jobs on career pathways in industries including manufacturing, healthcare, information technology (IT), green jobs, infrastructure/construction, life sciences, business services, and transportation (such as a commercial driver's license (CDL)).
- The Connecticut Office of Workforce Strategy (OWS) intends to fund [these CareerConneCT programs](#). The programs will be operated by regional workforce development boards and community-based organizations.

## **Part 4**

# **Helpful Resources**



# Health Insurance Options

If you lose your job-based health coverage, you have two main options for staying covered. You can buy an individual plan through the Marketplace, or you may be able to keep your employer's group health coverage for a limited time through a program called COBRA continuation coverage.

## Option 1: Get an individual Marketplace plan

- If you leave your job for any reason and/or lose your job-based coverage, you qualify for a Special Enrollment Period and can choose to buy coverage from the Marketplace
- You may qualify for a tax credit that can lower your monthly premiums and out-of-pocket costs (like deductibles, copayments, and coinsurance) depending on your household size and income
- You'll have 60 days to enroll in the Marketplace from the time your coverage ends or when your employer stops paying their part of the monthly premium
- Keep any documents from your current coverage and effective dates—you may need them when you request a Special Enrollment Period. Note: This option doesn't apply if you voluntarily gave up your job-based health coverage even though you stayed in your job
- Connecticut residents can inquire about plans through the marketplace at [www.accesshealthct.com](http://www.accesshealthct.com) or 1-855-805-4325
- If you live outside of Connecticut, you can inquire about plans through the marketplace at [www.healthcare.gov](http://www.healthcare.gov) or 1-800-318-2596. TTY users should call 1-855-889-4325

## Option 2: Get COBRA coverage

- Continuation of your job-based health coverage (for you and your family members), usually for up to 18 months
- You usually have to pay the entire monthly premium yourself, plus a small administrative fee
- Your former employer no longer pays any of your insurance costs, which means the premium is usually much higher than what you were paying before
- If you are paying the entire COBRA payment and you voluntarily drop your COBRA coverage or if you fail to pay your COBRA premiums, you won't get a Special Enrollment Period through the Marketplace

# Access Health CT - Connecticut's Official Health Insurance Marketplace

Access Health CT [www.accesshealthct.com](http://www.accesshealthct.com) or 1-855-805-4325

- You can shop and compare a variety of products offered by trusted insurance partners
- The marketplace is the only place where you may qualify for financial help paying for health care coverage

## When Can I Enroll?

- During Open Enrollment (Begins November 1st)
- During a Special Enrollment Period or qualifying life event. Within **60 days** of loss of coverage due to job loss, expiration of COBRA, cancellation of employer contributions towards coverage and other circumstances

## Do I qualify for Financial Help?

- Family size and household income are used to determine eligibility for financial help
- Financial help could come in one, possibly two forms – premium tax credits and cost-sharing reductions
- Premium tax credits can be distributed monthly or when you file your federal income taxes. When used in advance, Premium Tax Credits can help lower your monthly payments (known as premiums) when you enroll through Access Health CT
- Cost-sharing reductions lower the amount you pay out-of-pocket for deductibles, co-insurance, and co-payments when you get medical services

## What do I need to enroll?

Have this information for yourself and anyone in your household applying for insurance

- Social Security numbers
- Visa, green card, or immigration documents
- Most recent tax return
- Employment information
- Current insurance coverage

## Need Help?

- Contact Access Health CT (AHCT) through the web: [www.accesshealthct.com](http://www.accesshealthct.com) or 1-855-805-4325 (TTY) 1-855-789-2428, M-F 8am – 4pm



Connecticut's Health Insurance Marketplace

## **Community Health Center Association of Connecticut**

Provides medical, dental, and behavioral health services to people regardless of age, insurance, immigration status, and ability to pay.

- In Connecticut there are 17 Community Health Centers, all with multiple sites
- Health care services are conveniently located, coordinated, and tailored to meet patients' needs
- Community health centers offer "one-stop shopping" for the whole family for: primary and preventive health care visits, lab services, dental, behavioral health services, and case management
- All health centers offer a sliding fee scale for the uninsured and underinsured (e.g., people with high deductible health plans) to enable patients of all income levels to access services
- Contact: [www.chcact.org](http://www.chcact.org) 860-667-7820

## **Connecticut Office of the Healthcare Advocate (OHA)**

If you need healthcare or healthcare coverage or have problems with your coverage and don't know where to turn OHA may help. The Office of the Healthcare Advocate (OHA) is an independent agency to help you understand what options you have, how to get and fight for your healthcare coverage, including coverage for mental health or substance use treatment, and to make sure you get covered for your healthcare needs.

- OHA 's only interest is consumers
- Services are free and confidential and provided in real time
- Contact: 1-866-466-4446 or [www.ct.gov/oha](http://www.ct.gov/oha)

## **United States Department of Labor – Employee Benefits Security Administration (EBSA)**

The Employee Benefits Security Administration enforces and administers the Employee Retirement Income Security Act (ERISA), which provides rights and protections for private-sector health and retirement plan participants and their beneficiaries.

- The Health Insurance Portability and Accountability Act (HIPAA) provides special enrollment rights in other group health coverage for workers and their family members (for example, in a spouse's employer-provided plan)
- The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides workers with the right to continue their health coverage in their former employer's plan for a limited time after they lose their jobs
- Contact: 1-866-444-3272 [www.dol.gov/agencies/ebsa](http://www.dol.gov/agencies/ebsa)

## **ArrayRx Prescription Drug Discount Card**

The ArrayRx Discount Card is brought to you by ArrayRx. ArrayRx is a collaboration of state partners with one common goal — to create pharmacy solutions that are accessible to the people in our communities. All Connecticut, Nevada, Oregon and Washington residents can enroll for free. There are no age or income limits.

- Contact: <https://arrayrxcard.com/>

## Health & Human Services Digital Portal

Confused about your health insurance options? Take the health and benefits prescreener to explore health care and other supportive services that you may qualify for.

- Contact: <https://health.ct.gov>

## Community Resources

### 211 Connecticut

211 Connecticut is a free 24-hour community resource helpline that connects residents with important community resources seven days a week, every day of the year. This hotline has a wealth of information, from financial assistance to childcare to personal counseling.

- Contact: by phone dial 211 [www.211ct.org](http://www.211ct.org)

### CTRides

Free program that helps commuters find the best way to get to work or school. Provides resources for choice commuting options throughout CT including rail, bus, carpools, vanpools, biking, walking, and teleworking.

- Contact: 877-287-4337 [www.ctrides.com](http://www.ctrides.com)

### Credit Counseling Service – Money Management International

Provides free financial guidance, credit counseling, community-wide educational programs, debt management plan assistance, bankruptcy counseling and education services, and housing counseling assistance to consumers via phone, Internet and in-person sessions.

- MMI is a HUD-approved housing counseling agency and offers mortgage default and reverse mortgage counseling
- Contact: 866-889-9347 [www.moneymanagement.org](http://www.moneymanagement.org)

### Connecticut Department of Social Services

The Connecticut Department of Social Services offers health care and other services for low-income residents. Eligibility is determined based on income.

- To see if you may qualify for programs, you can visit [www.connect.ct.gov](http://www.connect.ct.gov) and use the eligibility checker
- Contact: 800-842-1508 (recorded information) [www.ct.gov/dss](http://www.ct.gov/dss)

### Supplemental Nutrition Assistance Program (SNAP)

- Enables low-income families to buy eligible food in authorized retail food stores

### Temporary Assistance for Needy Families (TANF)

- Provides cash assistance on a time-limited basis in meeting basic needs, training leading to employment, employment services and childcare for qualified families with children

### Child Care Subsidy

- Helps ensure training supervision, nutrition, and education for children while their parents or caregivers are at work, in training or receiving an education

## Connecticut Department of Aging and Disability Services

- The Department of Aging and Disability Services provides many programs and services to maximize opportunities for the independence and well-being of people with disabilities and older adults in Connecticut.
- Contact: 860-424-5055 (recorded information) <https://portal.ct.gov/AgingandDisability>

## Resources for Veterans

A number of resources are available for veterans seeking employment.

- Contact: Your local American Job Center (phone numbers on page 13) and request to speak with a Veteran's Service Representative
- Web information: [www.ct.gov/dol](http://www.ct.gov/dol) and click on the Veterans Services link on the lower right side of the page

## Training and Education

### Connecticut Office of Higher Education

Assures students have access to postsecondary institutions which meet the highest standards of academic quality. Administers the state's student financial aid programs and serves as an information and consumer protection resource.

- Contact: [www.ctohe.org](http://www.ctohe.org)

### Connecticut State Colleges & Universities

Provides affordable, innovative, and rigorous programs for students to achieve their personal and career goals as well as contribute to the economic growth of Connecticut.

- Tuition waivers are available at our public colleges and universities for Connecticut veterans and residents over 62 years of age.
- Free Community College funding is available through the PACT program for Connecticut High School graduates attending college for the first time
- Contact: [www.ct.edu](http://www.ct.edu) and [www.uconn.edu](http://www.uconn.edu)

### CT Department of Labor

Provides information on apprenticeship, labor market information and several publications to assist in career planning, searching for college options and career decision making.

- Contact: [www.ct.gov/dol](http://www.ct.gov/dol)

# **Part 5**

## **Preparing for the Job Search**

# Preparing for your Job Search

## Create an Effective Résumé

A well written résumé is crucial to securing a job interview. Today's résumés must be written specifically for each job you apply for and should include keywords and information contained in the job posting.

- Choose your words carefully, avoid personal pronouns. Begin each sentence with action verbs
- Describe current duties in present tense; use past tense to describe past jobs
- Quantify duties and achievements by detailing information such as; How many? How often? How quickly?
- Post your résumé on CTHires. Visit [www.cthires.com](http://www.cthires.com) to upload your résumé, search for jobs and find local employer recruitment events
- Have your résumé professionally critiqued at your local American Job Center
- If you are not sure how to begin, attend a Résumé Writing workshop at your local American Job Center

## Sections to Include in your Résumé

**Contact Information:** Include your name, address, phone number, email, and LinkedIn (if appropriate) Make sure you have a professional voice mail message and email address.

**Target Job Title:** Target one position or industry. Create separate résumés for different jobs.

**Profile Statement:** Make your value immediately visible to the reader in the top half of your résumé. What experience, skills, or credentials do you have to offer that make you a top candidate for the job.

**Core Skills:** List several skills you possess that relate to the job you are seeking. Combine from your career history, training, and computer knowledge.

**Work History:** Detail places you have worked for at least the past ten years. Provide the city, state, company name, dates of employment, and any other responsibilities related to the job you are seeking.

**Education:** List all educational degrees, certifications and training related to the job you are targeting. If you completed your education several years ago you should leave off the date of completion.

## Create a Cover Letter

A well-written cover letter is equally important as your résumé. It is an opportunity to sell your skills that fit the job description. Whether you are sending a letter and résumé by mail or email or uploading it to an on-line application these tips will help you make a good impression.

- Be concise, accurate and polite. Use short sentences and keep the letter to one page. Carefully proofread your letter
- Thank the reader for his or her time and be sure to sign the letter

## Sections to Include in your Cover Letter

**Heading and greeting:** include the date, your name, and your contact information. Address the letter to a specific person and/or title whenever possible.

**Opening:** Explain who you are, the reason for writing, and how you found out about the position.

**Body:** Sell yourself. Reveal why you are a perfect match for the position and explain why you have chosen the employer and identify specific information about the position and employer to show you researched the company.

**Assertive closing:** Politely take initiative toward further action and next contact.

## Social Media

These days, employers are looking to social networks to check up on potential employees. What you have on your accounts may determine whether you get the job.

**Search for Yourself:** Type your name and city into a search engine and see what comes up.

**Comment Cleanup:** Read through your social media posts from the past and delete or hide comments or pictures you think might not go over well with a potential employer.

**Keep photos G-rated:** Look through your pictures and remove or limit privacy on photos that others might find offensive.

**Keep it private:** In lieu of deleting photos or comments from your account, you can change your account privacy settings to allow only your followers or friends to view your full profile or photos. Check the settings occasionally, as some social media networks change their privacy settings fairly frequently.

## Where to look for a Job

Searching for work has changed drastically over the past several years. With changes in technology, many companies require you to complete an on-line job application. However, you should vary your methods of searching for work as not all jobs are posted on-line.

- Network with family, friends, former employers, and colleagues. Referrals from others are still the number one way people find work
- Post your résumé on as many job sites as possible. Never pay to post your résumé and make sure the site you are posting on is legitimate
- Search and apply for jobs directly on the company website. When able, follow up with an in person visit or email
- Set-up job alerts from several job search websites. Having jobs sent to your email will lessen the time you have to spend searching the internet
- Search newspapers, make direct contact with companies and attend job fairs
- Visit your local American Job Center or CTHires.com to view recruitment events in your area

## Preparing for the Job Interview

Having a successful interview is essential to being offered the job for which you have applied

**Research the Company:** Learn as much as you can about the company where you will be interviewing. Review the company's website for more information, such as the company's history and annual reports

**Attention to Detail:** Dress appropriately for the interview. Arrive 10 minutes before the interview. Be professional and courteous, keeping in mind that first impressions count. Also, bring extra copies of your résumé, a notebook, and a pen.

**Stay Positive:** Do not complain about the company you previously worked for or your former boss. Instead, emphasize accomplishments.

**Anticipate Tough Questions:** Prepare and practice interviewing and get comfortable talking about yourself and your accomplishments. Attend a workshop at your local American Job Center on Interviewing Techniques to gain confidence on the interviewing process.

**Ask the Right Questions:** The questions you ask should demonstrate your interest in the job. Ask for job-related details and never discuss pay or benefits unless you are offered the job.

**Follow Up:** Take notes on important points you have discussed and get the interviewer's contact information. Ask how the hiring process will proceed and send the interviewer a handwritten or email thank you note.



# Sample Targeted Résumé

*Excellent style to use as the top third can be targeted to match job openings.*

Jan L. Doe

123 Main Street ♦ Anytown, CT 06479 ♦ 860-123-4567 ♦ janldoe@gmail.com

~ *Results-Oriented Administrative Professional* ~

## PROFILE

Well-organized and adept at multi-tasking, prioritizing and goal setting. Troubleshooter skilled at identifying and solving problems. Excellent customer service aptitude. Outstanding interpersonal and communication skills. Team player who easily establishes rapport and trust. Computer skills include Microsoft Word, Excel, and PowerPoint.

## CORE SKILLS

- Office Support
- Customer Service
- Scheduling
- Correspondence
- Research & Analysis
- Event Planning
- Record Keeping
- Bookkeeping
- Shorthand

## EMPLOYMENT HISTORY

AAA LEGAL SERVICES                      Hartford, CT                      2022 to Present  
*Legal Secretary*

- ❑ Process and prepare legal correspondence and documents.
- ❑ Organize new client intake files.
- ❑ Maintain and update existing files and records.
- ❑ Respond to client in person and phone inquiries.
- ❑ Disseminate information to clients and lawyers.
- ❑ Orchestrate administrative functions including scheduling, filing, and faxing.
- ❑ Handle client status calls to determine progress and update case information.

THE COFFEE BEANERY                      Waterbury, CT                      2015 to 2022  
*Shift Supervisor/Sales Associate*

- ❑ Oversaw activities, efforts, and training of 10 Sales Associates.
- ❑ Assisted with processing customer orders, cleaning, and stocking.
- ❑ Administered balancing of cash registers, bank deposits and daily paperwork.
- ❑ Addressed and corrected shift problems.

## EDUCATION

TUNXIS COMMUNITY COLLEGE, Farmington, CT  
**Office Support Certificate**

Ensure your voice mail message and email addresses are professional. You may include your LinkedIn address as well.

Targeted Job Titles make it clear as to the position you are seeking.

Detail your overall value from your career history, training, and relevant skills for the position you are targeting. Convey your experience credentials and skills.

Detail related experience in reverse chronological order. Detail a minimum of 10 years of work experience.

Provide the employer's name, city, state, and employment dates. Explain job duties, skills and accomplishments in detail and quantify when possible. Start sentences with action verbs and use past tense for past jobs.

Include education for the job you are targeting. Leave off dates if you graduated over 5 years ago. List formal education, certificates, and professional development. If you are a recent graduate, you can list this before the Employment History.

# Cover Letter Outline

Your name  
Your mailing address  
Your phone number, including area code

Date

Name and title of specific person  
Company name  
Mailing address

Dear Mr./Ms./Mrs. Last name:  
(If the person has a unisex first name, use her or his full name. For women, use Ms. unless you know they use the prefix Mrs.)

**First Paragraph:** State the reason for the letter, the specific position or type of work for which you are applying and indicate how you learned about the job. Catch the reader's attention and reflect your interest in the company.

**Second Paragraph:** Provide specifics about what you can do for the employer. If you are a recent graduate, explain how your academic background qualifies you for the position. If you had some practical work experience, point out your specific achievements or unique qualifications. **Try not to repeat the same information the reader will find in your résumé.**

**Final Paragraph:** Refer the reader to the enclosed résumé. Indicate your desire for a personal interview. If the job announcement requests no phone calls, repeat your phone number in the letter. If no such request is made, state that you will call on a certain date to schedule an interview. Salary information should only be provided upon request.

Sincerely yours,

(Your signature)  
Your typed name