



Lawrence Location:
Heritage Place
439 South Union Street
Bldg. 2, Suite 106
Lawrence, MA 01843
(978) 722-7000

Haverhill Location:
Northern Essex Community College
Student Center 1st FL Room # SC 118
100 Elliott Street
Haverhill, MA 01830
(978) 241-4730

RÉSUMÉ WORKSHEET

Name: _____

Address: _____

City/Town: _____

State: _____ Zip Code: _____

Phone: _____

Mobile Phone: _____

Email Address: _____

ValleyWorks Career Center Recommends Updating Your Résumé
Quarterly/Every 3 Months

SAMPLE - BASIC RÉSUMÉ

Fred Brown

111 Main Street
Lawrence, MA 01843
978.722.1234
fredbrown@yahoo.com

Skills

Follows Safety Standards
Maintains Clean Worksite
Solves Problems
Uses Power Tools Safely
Supervises Self and Others
Listens Actively

Performs Math Calculation Correctly
Controls Cost
Orders Supplies Effectively
Estimate Projects Quickly
Handles Customer Relations in Friendly Manner
Communicates Efficiently in Writing and Orally

Computer Skills

Proficient in Microsoft Word, Excel, PowerPoint, Scheduler® and using the Internet

Construction Skills

Painting
Landscaping
General Maintenance and Repair

Tile Setting
Woodworking
Snow Removal

Work Experience

Construction Worker

ABC Construction Co., Haverhill, MA

2010 – 2015

Laborer

Preferred House Products, Chicago, IL

2009 – 2010

Lead Carpenter

Pulte Homes of Florida, Winter Garden, FL

1990 – 1999

Education

Basic Computer Skills Training – Sponsored by the State of Illinois

Certificate in Building Trade Skills – Sponsored by the State of Illinois

GED Adult Basic Education Program – Sponsored by the State of Illinois

What is a résumé?

Your résumé is your primary marketing tool. The purpose of a résumé is to get an interview. Employers request résumés as a structured method to prescreen job candidates for the required skills, experience and abilities needed for a specific job opening.

An effective résumé focuses on the wants and needs of the employer. The goal of your résumé is to tell the employer how your experience, knowledge, abilities and skills meet the specific needs of the job opening.

Do I really need a résumé?

The answer is simple – YES! If you do not have a résumé, you may not get an interview. Without a résumé, the employers at a Job Fair or other recruitment event may not be willing to speak with you about your skills and work experience.

Your résumé will compete with other résumés. In round one of the screening process, employers scan your résumé and compare your qualifications with the qualifications for the job opening. To compete for an interview, your résumé needs to include, at a minimum, your skills, past work history, and your education.

For an interview in a highly competitive industry or higher-level position, your résumé will need to focus on your accomplishments, highlight your strengths, include a format appropriate for the position and a summary of your market value, a headline, and emphasize what you can do for the employer.

Are you sending a résumé to employers and not getting interviews? Look carefully at your résumé. If you do not get the interview, your résumé is not doing its job.

What type of résumé do you need?

The answer to that question depends on the type of work you are seeking. Everyone needs a basic résumé that includes current skills, past work history, and education. If you do not have a résumé, start with a basic résumé and ask your Employment Specialist or a Customer Service Representative for additional information or to recommend a résumé workshop to attend to meet your needs.

If you need help with your résumé, attend a workshop. Our workshops, and/or premium services, can help you update a résumé to address your specific needs and challenging circumstances. We can advise you on matters such as limited work experience, changing careers, veterans – converting military experience into civilian terms, ex-offenders, too many jobs, gaps in employment history, contract or short-term assignments, returning to the workforce after raising a family, other unique situations, or presenting your skills to find a new second career after retirement or job loss.

Résumé Tips

- Include your name, address, phone number, & email address on your résumé and LinkedIn personal URL
- Make sure your résumé is error free – no typographical, spelling or grammatical errors
- List your skills, qualifications, and accomplishments in a primary position on your résumé
- Target your résumé to the position by including all skills and qualifications that are relevant to the position
- Select an appropriate format that includes a clean, professional appearance, and an easy to read font
- Make sure your résumé is brief, well organized, and focused on the position for which you are applying

Common résumé errors to avoid

- Including a date; you should put a date on your cover letter, not your résumé
- Using personal pronouns such as “I” in your résumé
- Using too many abbreviations or industry jargon in the body of your résumé
- Including availability (Wait until the interview or job offer to discuss this point)
- Adding personal information such as height, weight, social security number, driver’s license number, race, religion, marital status or political affiliation
- Adding miscellaneous details such as salary requirements, salary desired, supervisor’s name and title, marital status, number of children, hobbies or sports interests

RÉSUMÉ WORKSHEET

The purpose of this worksheet is to help you gather and write down the information needed to create and type your résumé.

This worksheet is required if you plan to attend any ValleyWorks Career Center Résumé - related workshop **or** if you are seeking assistance with your résumé from staff at a ValleyWorks Career Center location.

Let us begin to assemble the basic information needed in your résumé. Please fill in all of the blanks within the worksheet. Be sure the information is **accurate**. You will use this information to develop or enhance your résumé. Take the time to look up anything you are not sure of: dates, locations, proper titles, or the correct spelling, etc.

Desired Salary (amount you want to earn per/ hour, week, month): _____

Employment Goal or type of work you are seeking: _____

Industry in which you are seeking work: _____



Skills:

List any skills you have that help you do the type of work noted above:

TIP: Look up your job title on *O*NET*, an occupation database at <http://online.onetcenter.org> to get help to identify your skills. Reviewing old job descriptions is another source of job skills.

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Transferable Skills*:

List any skills you have developed in school or in other positions that may help you in a new position.

TIP: Use the TORQ program to find transferrable skills. Set up your TORQ Account by going to <https://jobquest.detma.org/JobQuest/Default.aspx> to create your Personal Employment Plan (PEP).

- Filed Handled Cash Collected Money Set Up Equipment
- Supervised Gathered Data Made Deliveries Met Deadlines

_____	_____
_____	_____
_____	_____

*Transferable skills are skills you learned or used in another position or job that may help you in your next job or career.

Personal Attributes or Characteristics: These may be important to an employer. Think about the traits you may have that an employer would find desirable.

Check those that apply and be sure to add others to the list. You may wish to use these attributes or characteristics as you develop a summary statement.

<input type="checkbox"/> Work well with others	<input type="checkbox"/> Dependable
<input type="checkbox"/> Honest	<input type="checkbox"/> Friendly
<input type="checkbox"/> Enthusiastic	<input type="checkbox"/> Independent Thinker
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Computer Skills or Other Technical Skills: Technology skills, at least basic computer skills, are used in jobs at all levels in today's workplace and may be important to an employer. If you need to learn basic computer skills, improve or upgrade your computer skills, review the Valleyworks Career Center Workshop and Events Calendar for computer related workshops. You can also seek assistance from the staff at a Valleyworks Career Center to sign up for our computer training workshops, use our Self-Paced Learning Lab or Resource Room to learn new skills or update your current skills.

Check the computer skills you have and be sure to include your computer skills in your résumé.

<input type="checkbox"/> MS Word	<input type="checkbox"/> MS Access	<input type="checkbox"/> QuickBooks
<input type="checkbox"/> MS Excel	<input type="checkbox"/> PowerPoint	<input type="checkbox"/> _____
<input type="checkbox"/> Email	<input type="checkbox"/> Outlook	<input type="checkbox"/> _____

Other Skills: Everyone has skills. Review job openings and list any other skills you have that may be important to an employer. **List any other skills that might help you on a job.**

TIP: Review past job descriptions and performance evaluations, ask friends, co-workers, and teachers or look up your job title on *O*NET*, an occupation database, at <http://online.onetcenter.org> if you need help to identify your job skills. Also, a TORQ account within Job Quest is another resource for discovering your skills.

_____	_____
_____	_____
_____	_____
_____	_____



Work Experience: Employers are interested in the type of work you are doing or have done and the name of the companies where you worked, when you worked for those companies, and often the industry in which you gained your experience can be important. Résumés that do not include this information may limit your opportunities for an interview.

You may wish to list only your last four (4) jobs or your work history for the last 10 to 15 years. If you need additional space, use additional paper.

Your most recent work experience should be listed first!

Position, Title or Job you did: _____

Required for Workshop: O*Net Summary Report for this position. To obtain go to <http://online.onetcenter.org>, in the upper right corner, enter your job title, print the results, staple to this worksheet.

Company Name: _____

One sentence description of the company: _____

City/State (location where you worked): _____

Dates Employed: From: _____ To: _____
Year (When job started) Year (When job ended)

List the main duties you performed and the responsibilities you had in this position.

List at least two accomplishments and the business results of each accomplishment.

A business result is how you improved or influenced the business, such as you saved money, increased revenue, increased sales, improved production, increased safety, or other business improvement as a direct result of your work.

Earlier work experience

Position, Title or Job you did: _____

Required for Workshop: O*Net Summary Report for this position. To obtain go to <http://online.onetcenter.org>, in the upper right corner, enter your job title, print the results, staple to this worksheet.

One sentence description of the company: _____

City/State (location where you worked): _____

Dates Employed: From: _____ To: _____
Year (When job started) Year (When job ended)

List the main duties you performed and the responsibilities you had in this position.

List at least two accomplishments and the business results of each accomplishment.

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Earlier work experience

Position, Title or Job you did: _____

Required for Workshop: O*Net Summary Report for this position. To obtain go to <http://online.onetcenter.org>, in the upper right corner, enter your job title, print the results, staple to this worksheet.

One sentence description of the company: _____

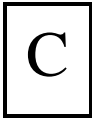
City/State (location where you worked): _____

Dates Employed: From: _____ To: _____
Year (When job started) Year (When job ended)

List the main duties you performed and the responsibilities you had in this position.

List at least two accomplishments and the business results of each accomplishment.

A business result is how you improved or influenced the business, such as you saved money, increased revenue, increased sales, improved production, increased safety, or other business improvement as a direct result of your work.



Education:

College or Vocational Training/Education

Degree/Certificate Completed: _____

Name of School: _____ City/State: _____

Major: _____

Graduated (list year, if in the last 3 years): _____ Class Standing/GPA: _____

Honors, Awards, Achievements or Activities: _____

High School

High School Diploma Yes No HiSet/GED Graduated (list year, if in the last 3 years): _____

Name of School: _____ City/State: _____

Honors, Awards, Achievements or Activities: _____

Other Training:

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates From: _____ To: _____

Current Licenses or Certificates held: _____

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates: From: _____ To: _____

Current Licenses or Certificates held: _____

Other Training:

Note: For Military Training, see our staff for helpful information.

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates: From: _____ To: _____

Current Licenses or Certificates held: _____

List any vocational training, on-the-job training, military training, or other formal training:

Name of Training School: _____

City/State: _____

Courses taken: _____ Dates: From: _____ To: _____

Current Licenses or Certificates held: _____

D

Volunteer Activities, Boards, Service Organizations or Achievements:

E

List your most important achievements to date: _____

RÉSUMÉ SUMMARY STATEMENT – What you can do for the employer

F

A résumé summary statement answers the question: What can you do for the employer? Most potential employers spend very little time reviewing a résumé prior to determining if they will take a closer look at a possible candidate and invite the candidate in for an interview. Therefore, it is very important that your résumé summarizes your work experience and prospective value.

A summary statement consists of several concise statements that focuses the reader's attention on the important qualities, achievements, and abilities you have to offer, related to the position you are targeting on your résumé. Developing a powerful summary including your key skills, achievements, experience and special knowledge related to the job you are targeting, will help you effectively "sell" your value and experience to an employer as your résumé is reviewed. A summary statement draws attention to your unique skills, experience, achievements and should answer the question "What can you do for the employer?"

To develop an effective summary statement, begin by recapping your work experience, your professional skills, recent accomplishments and transferable skills below. Then develop a clear, concise summary statement. **TIP: If you need help writing this statement, attend the "WOW" Factor Workshop.**

Review the recap above, then write a brief (3-4 sentences) statement that captures your strengths, skills, experience and area of expertise as these relate to the position your résumé will target. If you need additional assistance writing a summary statement, we suggest you draft your résumé, then attend our Résumé Writing Beyond Basics or Résumé Write It Right workshop.



References:

Your references should be work-related. Prepare a reference page with the name, title, address and phone number of at least three people (these should be people whom you have worked with and are willing to speak about the quality of your work and your skills; or a teacher or landlord who are willing to speak about your character and your skills). **Family members should not be used as references.** Do not include anyone's name as a reference that you have not checked with first, or anyone who will not give you a good reference!

Name (Mr. Mrs. Ms. Dr.): _____

Job Title: _____

Company Name & Address: _____

City/State: _____ Zip: _____

Phone # Day: _____

Phone # Evening or Mobile: _____

Email Address: _____

Name (Mr. Mrs. Ms. Dr.): _____

Job Title: _____

Company Name & Address: _____

City/State: _____ Zip: _____

Phone # Day: _____

Phone # Evening or Mobile: _____

Email Address: _____

Name (Mr. Mrs. Ms. Dr.): _____

Job Title: _____

Company Name & Address: _____

City/State: _____ Zip: _____

Phone # Day: _____

Phone # Evening or Mobile: _____

Email Address: _____



Organize, Draft, Edit, Format: After gathering your data, take the next step to organize, draft, edit format and prepare to type your résumé. Spending time on drafting and editing before you begin typing will help you produce an excellent résumé.

Résumé Draft Sample

Alvin Gomez

First Name Last Name

980 Swanson St

Address

Lawrence, MA 01843

City, State and Zip Code

agomez@emailaddress.net

Email Address

alvingomez

Skype

978-555-5555

Telephone

www.linkedin.com/in/alvingomez

LinkedIn URL

Summary

Marketing Professional with an ability to innovate and is considered resourceful. Able to devise solutions to problems. Have analytical and research skills, focused on the problem at hand.

Skills

Sales

Marketing

Strong Work Ethic

Dependable

Specialized Skills

Research

Concept Development

Cost Reduction

Entrepreneur

Work Experience

Group Production Manager

Job Title

2005 - 2016

From / To

Galway Studio, Boston, MA

Name of Company or Organization, City and State

World's largest art production in terms of equipment and employees.

- Contributed significantly to account base through aggressive sales and marketing techniques, exceed revenue expectations by 33%
Selected Accomplishments
- Worked with production and design staff to produce layouts and camera-ready art
Selected Accomplishments

Owner and President

Job Title

1990 - 2004

From / To

Gomez Graphics LTD, Lawrence, MA

Name of Company or Organization, City and State

Local art production studio specializing in niche art production.

- Initiated start-up of an art production studio, clearing an average of \$200,00 profit annually
Selected Accomplishments
- Negotiated a lease, purchase equipment, hired and trained employees
Selected Accomplishments

Education and/or Training

BA, Arts Education, Concord College, Concord, CT

Diploma or Degree / Name of School City and State

Awards, Achievements, and/or other Activities

Employer of the Year, Lawrence, MA

DRAFT YOUR RÉSUMÉ

The form below will assist you. Begin by transferring the information you compiled on pages 4 to 11.

First Name	Last Name
_____	_____
Address	Skype or Telephone
_____	_____
City, State and Zip Code	Email and/or linkedin URL

Summary

Skills

Specialized Skills

Work Experience

Job Title

From / To

Name of Company or Organization, City, State

One sentence description of the company.

- _____
Selected Accomplishments
- _____
Selected Accomplishments

Job Title

From / To

Name of Company or Organization, City, State

One sentence description of the Company.

- _____
Selected Accomplishments
- _____
Selected Accomplishments

Education and/or Training

Diploma or Degree / Name of School City and State

Diploma or Degree / Name of School / City and State /

Awards, Achievements, and/or other Activities

SAMPLE CHRONOLOGICAL RÉSUMÉ

With Summary & Accomplishment Statements

Alvin Gomez

980 Swanson St.
Lawrence, MA 12345
agomez@emailaddress.net

Skype: alvingomez
978-555-5555
www.linkedin.com/in/alvingomez

Creative Marketing Professional

Experienced and creative marketing professional with extensive knowledge of corporate communication protocol; possesses a unique sense of innovation and resourcefulness with proven expertise in devising original solutions to complex problems. Excellent research and analytical skills, investigates alternatives, thoroughly focusing on all relevant details.

Strong sales, marketing and customer service orientation. Works effectively with employees at all levels; excellent retention of information, known for a strong work ethic, dependable and the go-to-person for problem solving.

Professional Experience

Group Production Manager

2005 - 2016

Galway Studio, Boston, MA

World's largest production studio in terms of equipment and employees.

- Contributed significantly to account base through aggressive sales and marketing techniques; contacts developed through prior ownership of production art studio resulting in exceeding revenue expectations by 33%
- Prepared cost and time estimates on a timely basis
- Interacted with clients in concept development and throughout various production phases, delivered top quality products and improved client satisfaction ratings
- Oversaw project operations from start to finish ensuring adherence to standards
- Worked with production and design staff in an extremely fast-paced environment to produce comps, layouts and camera-ready art, resulting in quality products & cost reductions

Owner and President

1990 - 2004

Gomez Graphics, LTD, Lawrence, MA

Local production studio specializing in niche art production

- Initiated the start-up of an art production studio for advertising, developing it into a business clearing an average of \$200,000 profit annually through strong abilities in sales and client service
- Located a facility, negotiated a lease space, researched and purchased equipment, hired and trained support staff of one to five
- Interacted with clients to devise optimal design and production solutions ensuring jobs were executed on budget and on schedule

Education

Completed two years of fine arts education, Concord College, Concord, CT

Alvin Gomez

980 Swanson St.
Lawrence, MA 12345
agomez@emailaddress.net

Skype: alvingomez
978-555-5555
www.linkedin.com/in/alvingomez

REFERENCES

Mr. Donald Johnson
Executive Director
The Cube Studios
1 Merrimack St.
Lawrence, MA 01843
978-666-6666
djohnson@cube.net

Alexander Titcomb
Director
The Art Museum of Merrimack Valley
534 Main St.
Haverhill, MA 01830
978-858-8585
titcomalexander@email.com

Thomas A Thompson
Engineer
ABC Local Company
8957 Essex St.
Lawrence, MA 01840
978-999-8888
tathompson@abc.com

IF YOU DON'T GET THE INTERVIEW, YOUR RÉSUMÉ IS NOT DOING ITS JOB

Have you ever thought of your résumé as a personal marketing tool? If not, maybe it is time you do. Your résumé should be designed to excite potential employers by highlighting your most valuable skills and achievements. Get started by using our **valuable tips**.

VALUABLE TIPS:

USE NUMBERS

- Quantify your achievements by using facts and figures that demonstrate results, such as dollars saved, number of accounts managed or a number of people supervised.
- Spell out small numbers (one, two, three...nine) less than ten, and use the numerical form for numbers larger than 11 (12,13,14...).

KEEP IT SIMPLE

- Make certain the job title you use is easily understandable by your reader (i.e., Tax Accountant vs. Accounting Specialist III) or provide a one line explanation of your role.
- Select familiar words. Do not use unfamiliar vocabulary,
- Use clear statements and short phrases.
- Include relevant keywords.

FOLLOW A RECOMMENDED FORM

- Instead of complete sentences, you may use short action phrases to list your accomplishments.
- Avoid repeating the same action verb.
- **Do not use personal pronouns.**
- When describing a current position, use the present tense and use the past tense when describing a past employment.
- Keep the length of your résumé appropriate. Long résumés often go unread. One or two pages is usual.
- Update your résumé every three months, even if you are not actively looking for a job.
- Maintain an electronic copy of your résumé.
- Show your work experience for the last 10-15 years; include experience relevant to the position.

MAKE IT LOOK GOOD IN PRINT

- Use standard 8.5 X 11-inch paper.
- Soft colors such as white or beige are recommended, especially for scanning and copying purposes. Consider using high quality bond paper for a professional printed appearance.
- When mailing or delivering your résumé, use matching envelopes.
- Typeface should be easy to read (Times New Roman, Arial, and Tahoma). Avoid the fancy script-like fonts. Use black ink.
- Font-size should be 11 -12 points.
- Highlight section headers with boldface type for a printed résumé.
- Be consistent by using single spacing for individual sentences and double spacing between sections.
- Make sure your margins are consistent for the top, bottom, left and right. A one-inch margin is recommended.
- When printing your résumé, use high quality paper with a watermark, be sure the watermark is right side up and facing the same direction of the printing once printed.
- Consider mailing your résumé in a 9 X 12 inch envelope to avoid folding your résumé.

TIP: Attend Online Job Applications, or Résumé Critique to learn more about electronic résumés.

WHERE TO FIND ADDITIONAL ASSISTANCE TO IMPROVE YOUR RÉSUMÉ

Once you have completed this worksheet, below are a few suggestions on what to do next:

ATTEND A RÉSUMÉ WORKSHOP

ValleyWorks Career Center has many options to assist you. You can attend one or all of our workshops about résumés. Review the workshop descriptions online at www.valleyworks.cc, or pick up a Workshop and Events Calendar at the membership desk or in the resource room, or ask a staff person to help you select the best workshop to meet your needs.

If you are new to résumé writing or have not written a résumé in many years and need help with a résumé you may want to attend one or all of the workshops on résumés.

- **Résumé Basics Workshop** is designed to help anyone who has completed a résumé worksheet, type a basic one-page résumé. During the workshop, you will use an MS Word software program to draft a basic one-page résumé and draft a reference page. You can use the basic one-page, skills-based résumé when you contact potential employers. Depending on the type of job you are seeking, the draft can also be a foundation document you can take to the next level to create a more competitive résumé.
- **Résumé-Write It Right Workshop:** Be prepared! Come ready to write and draft. Get help gathering & deciding on the best words & information to place on your résumé **before** you type your résumé & send it to employers.
- **Résumé Writing Beyond Basics Workshop** is designed to help anyone with a typed résumé completed during a Résumé Basics Workshop or on their own, update or improve the résumé. The goal is making your résumé more a competitive and fine-tuned résumé. A wise man once said, "*There is not a résumé on paper that could not be improved*". In this workshop you will identify how to highlight your skills and experience, select the best format for your selected job search focus, compose a summary statement, develop accomplishment statements, and enhance your résumé overall to compete in today's marketplace. This workshop includes tips on handling unique career transition situations.
- A **Résumé Critique** is designed to provide one-on-one feedback on your résumé. It offers feedback and suggestions you can make to enhance your résumé. **This is a \$30.00 premium service.** If you are interested in this service, contact the membership desk staff to schedule an appointment, provide a copy of the résumé to be critiqued, and pay the fee to secure an appointment.

RÉSUMÉ SOFTWARE

- **RésuméMaker®** software is available on selected computers in our Resource Room and in our Self-Paced Learning Services Lab. This software helps you create a résumé using the tools many professional Résumé writers use to create résumés, or draft a résumé using RésuméMaker software. RésuméMaker software provides help with phases and formats to target specific jobs, and specific industries. You can enhance an old résumé, update your current résumé, as well as create a new résumé or quickly change the look of a résumé. This powerful software can also help with cover letters, prepare for an interview or salary negotiation, search for job opportunities and help you organize your job search.

USE OUR RESOURCE ROOM

- **RésuméMaker®** Software is available on selected computers in our Resource Room. Check with the Resource Room Desk Representative to get started using this software. The software will guide you through the steps to create a résumé, save the résumé to your electronic storage device, print it, and help you create unique cover letters to mail, email or fax with your résumé to possible employers.

- Selected computers in our Resource Room are equipped with Internet access and the résumé resources on the Internet are almost limitless. Our computers have MS Word to help you draft and complete a résumé on your own, if you prefer to do so.
- **Mavis Beacon** program will teach you to be familiar with the keyboard and become a better typist.
- **Learn to Speak Spanish** program gives the users audio and visual learning features. This program starts with simple words, phrases, and progresses to higher level in learning the language. Also available are games and puzzles to learn Spanish.
- **Learn to Speak English** program gives the users audio and visual learning features. This program starts with simple words, phrases, and progresses to higher level in learning the language. Also available are games and puzzles to learn English.

SELF-PACED LEARNING SERVICES

- ValleyWorks Career Center offers Self-Paced Learning Services for those customers who want to enhance or increase their computer program knowledge. You have the opportunity to learn over 40 different programs such as Microsoft Word, Excel, Outlook, Access, Publisher, and PowerPoint. We offer Microsoft version 2013, Quickbooks 2011, Dreamweaver CS5 and Photoshop CS5 are among other programs available. You will use a tutorial program called **Professor Teaches**.
- Other programs to help our customers are **GED Contemporary** for those studying to pass HiSet [formally GED] exams or if studying for the TABE Test.
- **Mavis Beacon** program will teach you to be familiar with the keyboard and become a better typist.
- **Learn to Speak Spanish** program gives the users audio and visual learning features. This program starts with simple words, phrases, and progresses to higher level in learning the language. Also available are games and puzzles to learn Spanish.
- **Learn to Speak English** program gives the users audio and visual learning features. This program starts with simple words, phrases, and progresses to higher level in learning the language. Also available are games and puzzles to learn English.
- **THE “WOW” FACTOR WORKSHOP**
While attending this workshop you will learn how to develop a powerful and convincing statement about your skills and abilities. You ask “Why do I need this statement?” First it answers a possible interviewing question: “Tell me about yourself”. Secondly, you need to quickly tell people in your network what value you bring to an employer so they can recommend or refer you to opportunities in the hidden market. Finally, this statement is a solid foundation for the summary statement of your résumé. If you do not have an influential introduction, then sign up for The “WOW” Factor Workshop.
- **TORQ Transferrable Occupational Relationship Quotient**
This tool is designed to assist you in discovering skills used in your current or last job where you may easily transfer your skills, knowledge and abilities. The TORQ program uses the O*Net database of occupations developed by the Department of Labor. TORQ compares your skills to other occupations and will define any differences in skills, knowledge and abilities. TORQ will also give real time job postings that match your skills, knowledge abilities and experience. TORQ is easy to use. Each screen has a help video that explains and shows you how to use TORQ. **How do you get started?** Go to <https://jobquest.detma.org/JobQuest/Default.aspx> to set up or log-in to your TORQ account.