



**STATECIVILSERVICE**  
COMPREHENSIVE PUBLIC TRAINING PROGRAM

# CORE CAPSTONE

**PARTICIPANT  
TRAINING MANUAL**

REVISED 11/29/2021

# CORE CAPSTONE

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This course is the culmination of the 2015 Core Supervisory program and is required to receive credit for completion. In this workshop, participants will actively engage with each other in cooperative learning experiences through discussions, simulations, and group activities.

## INTERVIEWING SUCCESS

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### LEARNING OUTCOMES

- Analyze targeted strategies for each stage of the employee lifecycle
- Evaluate opportunities for improved employee motivation
- Implement recommended practices for disciplinary issues

## PREPARING FOR AN INTERVIEW

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### CRITICAL BEHAVIORS

What are critical behaviors?

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What are good sources to help you collect information to determine critical behaviors for a position?

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Sample critical behaviors:

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# PREPARING FOR AN INTERVIEW

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## CRITICAL BEHAVIOR ACTIVITY

1. This will be a class discussion.
2. Individually, create a list of critical behaviors that will help a person be successful as an Administrative Assistant.
3. Share your list of critical behaviors.

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# BEHAVIOR-BASED INTERVIEWING

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## QUESTION TYPES

Theoretical/Hypothetical

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Leading

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Behavior-based

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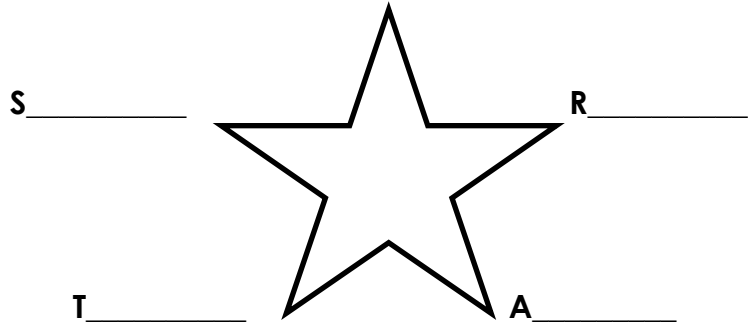
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# BEHAVIOR-BASED INTERVIEWING

## STAR METHOD



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## BEHAVIOR-BASED INTERVIEW QUESTIONS ACTIVITY

1. In your groups, develop one behavior-based interview question based on the assigned critical behavior for an Administrative Assistant.
2. Select a spokesperson to share your question with the class.
3. Record each group's question on page 7.

## SAMPLE FOLLOW-UP QUESTIONS

- Could you tell me more about that?
- What other factors contributed to your decision, success, or failure?
- Can you take me through each step you took?
- Why did your solution work?
- What was your specific part of the project?

# APPLICATION REVIEW

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## APPLICATION REVIEW ACTIVITY

1. In your groups, compare the applications of two applicants.
2. Both have applied for an Administrative Assistant position.
3. Your spokesperson should be prepared to explain: Whom would you interview? Why?

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# RECOGNIZING BIAS

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## STRATEGIES FOR RECOGNIZING BIAS

Here are some questions that will help you in discovering biases:

- Do I have a preference for people who are like me?
- Do I look for information to confirm my decision?
- When I make decisions, am I trying to keep group harmony and avoid conflict?
- Do I seek advice or opinions from someone who thinks differently from myself?



# BEHAVIOR-BASED INTERVIEWING MATRIX

Applicant Name:

Interview Date:

Interview Panel:

Interview Question	Critical Behavior/Skill	Does the applicant demonstrate behavior? Yes (Y) or No (N)	Is this skill Trainable (T) or Non-trainable (N)?	Does the applicant require additional training? Yes (Y) or No (N)

# BEHAVIOR-BASED INTERVIEWING

## INTERVIEW DON'TS

What practices should we avoid when setting up and conducting interviews?

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## INTERVIEW DO'S

What are some best practices we can do when setting up and conducting interviews?

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## PRACTICE INTERVIEW ACTIVITY

### INTERVIEW OBSERVATIONS

1. As the observer, answer the following questions:
  - Did the interviewer make the applicant feel comfortable?
  - What phrases or practices did you like?
  - Did interviewer use any follow-up questions?

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### INTERVIEW REFLECTIONS

1. After the interview, answer the following questions:
  - Which of the practices used in this activity do you plan to use in any interviews that you conduct?
  - How could the findings from this activity help you in the future when you are an interviewee for a position?

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# 12 ELEMENTS OF ENGAGEMENT

Gallup uses *12 Elements of Engagement* to determine the national average level of engagement among employees. The following survey results data are from Gallup's *2017 State of the American Workplace Report*.

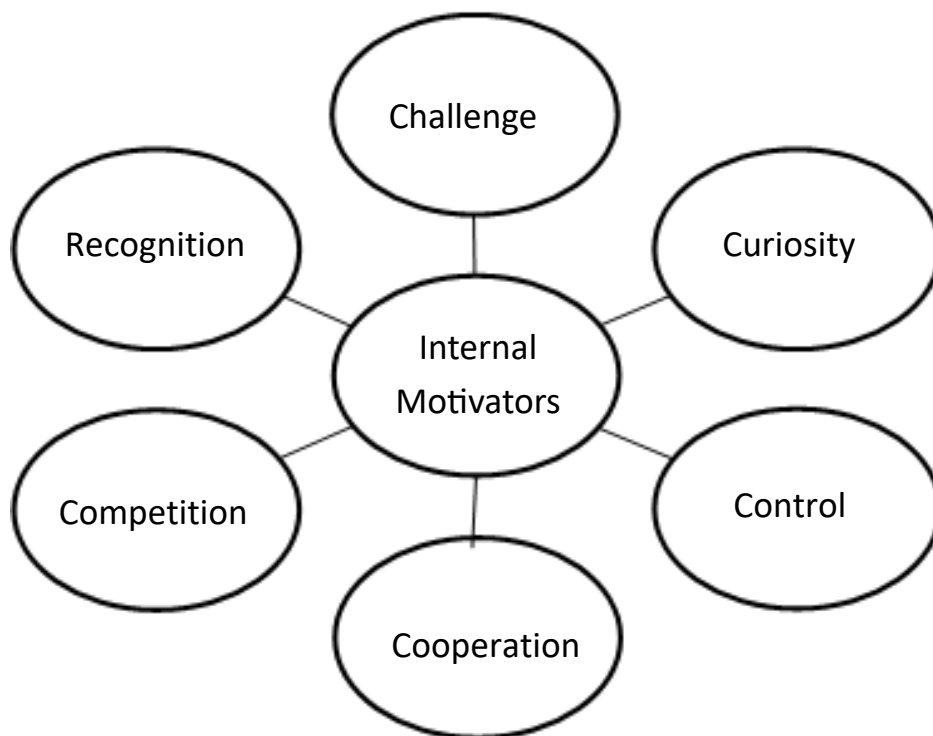
What percentage of your employees would strongly agree with the following statements?	Percentage of my employees that would strongly agree:	National survey results:
I know what is expected of me at work.		
I have the materials and equipment I need to do my work right.		
At work, I have the opportunity to do what I do best every day.		
In the last seven days, I have received recognition or praise for doing good work.		
My supervisor or someone at work, seems to care about me as a person.		
There is someone at work who encourages my development.		
At work, my opinions seem to count.		
The mission or purpose of my organization makes me feel my job is important.		
My fellow employees are committed to doing quality work.		
I have a best friend at work.		
In the last six months, someone at work has talked to me about my progress.		
This last year, I have had opportunities at work to learn and grow.		

# MOTIVATION STRATEGIES

## THINGS THAT MOTIVATE YOU PROFESSIONALLY

- 1.
- 2.
- 3.
- 4.
- 5.

## INTERNAL MOTIVATORS



## INTERNAL MOTIVATORS ACTIVITY

1. In your groups, come up with at least three ideas of motivational practices or activities. The only rule is that they must fulfill at least one of the internal motivational factors listed above.

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# MOTIVATION STRATEGIES

## STRATEGIES FOR MOTIVATING EMPLOYEES

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### MOTIVATION PRACTICE

1. Supervisors, hold a discussion with your employees regarding their motivation level. Use the Sample Motivation Questions to assist in your conversation.

### NOTES

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### SAMPLE MOTIVATION QUESTIONS

- What do you like about what you do?
- What do you like about those you work with?
- What do you like about where you work?
- What do you like best?
- What do you like least?
- Are you using your talents fully?
- Is there more you can do or offer?
- What is something new or different that you would like to learn?
- What keeps you excited or interested in what you do?
- What kind of recognition would be meaningful to you?
- How can I support and encourage you?
- What would you change about what you do?
- Are there things you would change about your work team or where you work?

### OBSERVATIONS

1. Did the supervisor listen more than he/she talked?
2. Was the supervisor clear about what he/she could or couldn't control?
3. Do you have any other ideas about how the supervisor could motivate the employee?

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# MOTIVATION DISCUSSION CASE STUDIES

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## A. Supervisor – Administrative Assistant

- You have scheduled a meeting with one of your employees. Your job is to have a motivation discussion with your employee; find out what motivates him/her and develop a motivation plan for the employee. Be honest about what you can and can't control. Sample questions are listed in your manual. Use these questions to find relevant internal motivators for your employee.
- **Employee:** 1.5 years at agency, beginner level, feeling discouraged

## B. Supervisor – Corrections Lieutenant

- You have scheduled a meeting with one of your employees. Your job is to have a motivation discussion with your employee; find out what motivates him/her and develop a motivation plan for the employee. Be honest about what you can and can't control. Sample questions are listed in your manual. Use these questions to find relevant internal motivators for your employee.
- **Employee:** 1 year at agency, beginner level, frustrated

## C. Supervisor – Registered Nurse

- You have scheduled a meeting with one of your employees. Your job is to have a motivation discussion with your employee; find out what motivates him/her and develop a motivation plan for the employee. Be honest about what you can and can't control. Sample questions are listed in your manual. Use these questions to find relevant internal motivators for your employee.
- **Employee:** 1 year at agency, beginner level, underappreciated

## D. Supervisor – Mobile Equipment Operator

- You have scheduled a meeting with one of your employees. Your job is to have a motivation discussion with your employee; find out what motivates him/her and develop a motivation plan for the employee. Be honest about what you can and can't control. Sample questions are listed in your manual. Use these questions to find relevant internal motivators for your employee.
- **Employee:** 1.5 years at agency, beginner level, feeling discouraged

## E. Supervisor – Accountant

- You have scheduled a meeting with one of your employees. Your job is to have a motivation discussion with your employee; find out what motivates him/her and develop a motivation plan for the employee. Be honest about what you can and can't control. Sample questions are listed in your manual. Use these questions to find relevant internal motivators for your employee.
- **Employee:** 1 year at agency, beginner level, feeling inexperienced.

# DEALING WITH DISCIPLINARY ISSUES

## CIVIL SERVICE RULE 12.3

The four disciplinary actions:

1. Suspension (without pay)
2. Reduction in pay
3. Involuntary demotion
4. Dismissal

## PROGRESSIVE DISCIPLINE\*

\*Not required by Civil Service Rules. (May be required by Agency policy.)

### Possible Responses

- Informal Talk
- Formal Counseling
- Written Improvement Plan
- Final Warning
- Disciplinary Action

## NOTES

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### **Rule 12.1 Authority to Discipline, Remove, and Separate**

*This rule empowers the appointing authority to discipline, remove, or separate employees under his jurisdiction. Every action authorized by Chapter 12 must be taken by an appointing authority.*

### **Rule 12.3 Discipline; Restrictions**

*(a) Discipline includes only: suspension without pay, reduction in pay, involuntary demotion and dismissal.*

# DEALING WITH DISCIPLINARY ISSUES

## TOP ADVICE ABOUT DOCUMENTING FOR A NEW SUPERVISOR

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## DOCUMENTATION CASE STUDY NOTES

**What are the facts? Who? What? When? Where? Why? How?**

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**What action has already been taken?**

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**What information do you need from the individual?**

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**What information do you need from other sources?**

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**Your group's response:**

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You supervise a grounds crew. Responsibilities include:

Caring for the grounds and maintaining the equipment.  
Keeping a maintenance list and knowing how long cleaning each piece of equipment should take.

Your team generally meets this timeline, except for Tom. Tom consistently takes much longer to complete routine maintenance tasks than the other team members and longer than you think is acceptable.

*Examples of Tom's Behavior:*

It should only take an employee two hours to mow and edge the facility's lawn, but Tom took three hours to complete this task yesterday.

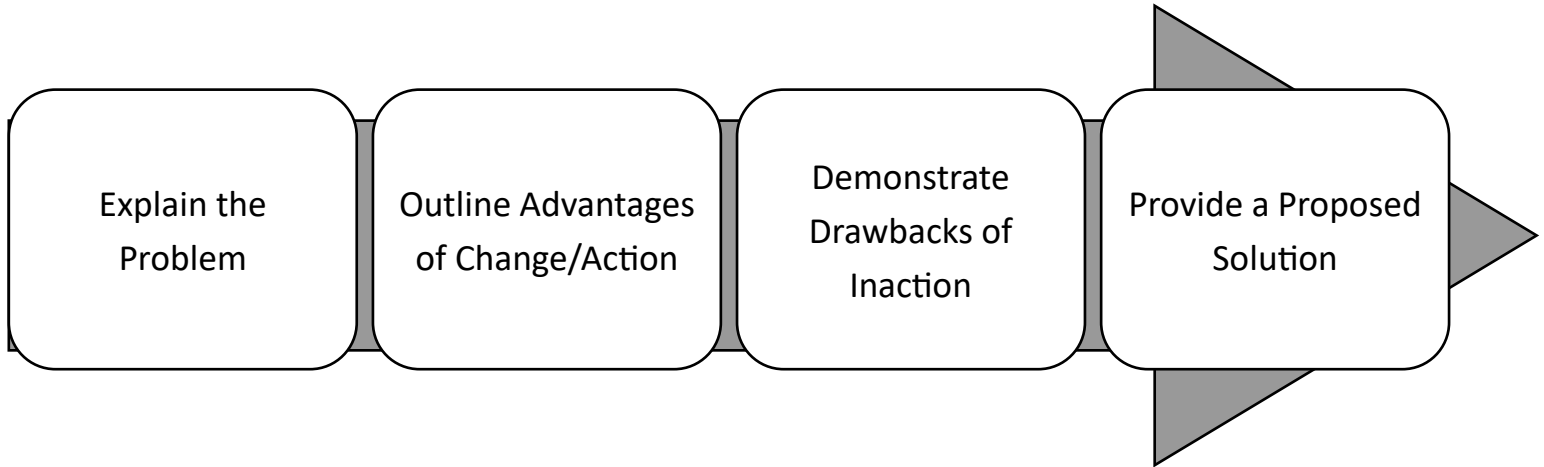
Cleaning the equipment for the day should take no more than 90 minutes, but Tom takes over two hours for this. As a result, your team is often behind schedule. The others on the team are complaining about having to pick up Tom's slack.





# GET YOUR CHAIN'S SUPPORT!

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## CLASS NOTES & RESOURCES

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### COURSE PREREQUISITES

- Civil Service Essentials (WBT)
- Hiring and Retaining Top Talent (WBT)
- Common Myths of Good Supervision (WBT)
- Leave Management (WBT)
- Validating Employee Performance (WBT)

### ADDITIONAL NOTES

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**STATE CIVIL SERVICE**  
COMPREHENSIVE PUBLIC TRAINING PROGRAM

# **CORE CAPSTONE APPENDIX**

**EMPLOYMENT APPLICATION ACTIVITY – Group 1**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456  
<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Jamal Jackson		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-5722
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 1010 Canal St, New Orleans, LA		<b>EMAIL ADDRESS:</b> Jamal@aol.com
<b>HOME PHONE:</b> (555) 219-2913		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 002164344	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day

**OBJECTIVE:** To obtain a full-time Administrative Assistant position with Louisiana State Civil Service.

**EDUCATION**

<b>DATES:</b> 09/2013– 05/2016	<b>SCHOOL NAME:</b> Baton Rouge Community College	
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 120 semester hours

**WORK EXPERIENCE**

<b>DATES:</b> 09/2016 - Present	<b>EMPLOYER:</b> Black Commerce	<b>POSITION TITLE:</b> Front Desk Clerk
<b>ADDRESS:</b> 1200 Poydras Street New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 735-9821	<b>SUPERVISOR:</b> Darius Jenkins	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Technological skills necessary to perform data entry, manage team calendars, and create company reports. Use of Microsoft Office software like Excel, Word, PowerPoint, Outlook, and more.		
<b>REASON FOR LEAVING:</b> Still employed		

<b>DATES:</b> 08/2013 – 05/2016	<b>EMPLOYER:</b> Platinum Tours	<b>POSITION TITLE:</b> Office Manager
<b>ADDRESS:</b> 700 Tulane Avenue, New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 293-1233	<b>SUPERVISOR:</b> Angela Davis	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Communication Skills, Attention to Detail, Clerical Skills, and Customer Service

**ADDITIONAL INFORMATION**

Nothing entered for this section.

**EMPLOYMENT APPLICATION ACTIVITY- Group 1**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456

<http://agency.governmentjobs.com/Louisiana/default.cfm>

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DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Mary Smith		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-1932
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 2300 Edenborn Ave, Metairie, LA		<b>EMAIL ADDRESS:</b> MLSmith@aol.com
<b>HOME PHONE:</b> (555) 571-7832		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 006709323	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day

**OBJECTIVE:** To obtain a full-time position with your organization.

**EDUCATION**

<b>DATES:</b> 01/2012 – 12/2014		<b>SCHOOL NAME:</b> Delgado Community College
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60-semester hrs.

**WORK EXPERIENCE**

<b>DATES:</b> 01/2017 - Present	<b>EMPLOYER:</b> Sell Sweep	<b>POSITION TITLE:</b> Front Desk
<b>ADDRESS:</b> 711 Airline Dr. Metairie, LA 70001		
<b>PHONE NUMBER:</b> (555) 354-1239	<b>SUPERVISOR:</b> William Landry	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Understanding of computer software, browsers, and operating systems in order to perform the job. Help input data into a customer relationship management (CRM) system, customer service platform, or virtual help desk.		
<b>REASON FOR LEAVING:</b> Still employed		

<b>DATES:</b> 01/2011 – 12/2015	<b>EMPLOYER:</b> Geaux, LA	<b>POSITION TITLE:</b> Receptionist
<b>ADDRESS:</b> 2378 Division St, Metairie, LA 70001		
<b>PHONE NUMBER:</b> (555) 643-8642	<b>SUPERVISOR:</b> Michael Richard	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Having a positive attitude when interacting with customers, guests, and other employees.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Detail-Oriented  
Written and Verbal Communication  
Problem Solving  
Secretarial

**ADDITIONAL INFORMATION**

Nothing entered for this section.

**EMPLOYMENT APPLICATION ACTIVITY – Group 2**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456  
<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> John Smith		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-5722
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 1010 Sherwood Forest, Baton Rouge, LA 70806		<b>EMAIL ADDRESS:</b> John@aol.com
<b>HOME PHONE:</b> (555) 519-2913		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 002164344	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day/Evening

**OBJECTIVE:** To obtain a full-time Administrative Assistant position with Louisiana State Civil Service.

**EDUCATION**

<b>DATES:</b> 09/2012 – 05/2016	<b>SCHOOL NAME:</b> Louisiana State University	
<b>LOCATION: (City, State/Province)</b> Baton Rouge, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60 semester hours

**WORK EXPERIENCE**

<b>DATES:</b> 09/2016 - Present	<b>EMPLOYER:</b> Baton Rouge Commerce	<b>POSITION TITLE:</b> Front Desk Clerk
<b>ADDRESS:</b> 1200 N 3rd Street Baton Rouge, LA 70806		
<b>PHONE NUMBER:</b> (555) 735-9821	<b>SUPERVISOR:</b> David Jones	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Technological skills necessary to perform data entry, manage team calendars, and create company reports. Use of Microsoft Office software like Excel, Word, PowerPoint, Outlook, and more.		
<b>REASON FOR LEAVING:</b> Still employed		

<b>DATES:</b> 08/2013 – 05/2016	<b>EMPLOYER:</b> Capital City Tours	<b>POSITION TITLE:</b> Office Manager
<b>ADDRESS:</b> 700 Florida Blvd, LA 70806		
<b>PHONE NUMBER:</b> (555) 293-1233	<b>SUPERVISOR:</b> Elizabeth Williams	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Communication Skills, Attention to Detail, Clerical Skills, and Customer Service

**ADDITIONAL INFORMATION**

Nothing entered for this section.

**EMPLOYMENT APPLICATION ACTIVITY- Group 2**



**STATE OF LOUISIANA**

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<http://agency.governmentjobs.com/Louisiana/default.cfm>

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-Other: \_\_\_\_\_

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<b>NAME:</b> Mary Smith		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-1932
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 2300 Edenborn Ave, Metairie, LA		<b>EMAIL ADDRESS:</b> MLSmith@aol.com
<b>HOME PHONE:</b> (555) 963-9231		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 006709323	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day

**OBJECTIVE:** To obtain a full-time position with your organization.

**EDUCATION**

<b>DATES:</b> 01/2012 – 12/2014		<b>SCHOOL NAME:</b> Delgado Community College
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60-semester hrs.

**WORK EXPERIENCE**

<b>DATES:</b> 01/2017 - Present	<b>EMPLOYER:</b> Sell Sweep	<b>POSITION TITLE:</b> Front Desk
<b>ADDRESS:</b> 711 Airline Dr. Metairie, LA 7001		
<b>PHONE NUMBER:</b> (555) 354-1239	<b>SUPERVISOR:</b> William Landry	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
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<b>REASON FOR LEAVING:</b> Still employed		

<b>DATES:</b> 01/2011 – 12/2015	<b>EMPLOYER:</b> Geaux, LA	<b>POSITION TITLE:</b> Receptionist
<b>ADDRESS:</b> 2378 Division St, Metairie, LA 70001		
<b>PHONE NUMBER:</b> (555) 643-8642	<b>SUPERVISOR:</b> Michael Richard	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
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<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Detail-Oriented  
Written and Verbal Communication  
Problem Solving  
Secretarial

**ADDITIONAL INFORMATION**

Nothing entered for this section.

**EMPLOYMENT APPLICATION ACTIVITY – Group 3**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information  
above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456  
<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Melissa Nugent		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-5722
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 1010 Canal St, New Orleans, LA		<b>EMAIL ADDRESS:</b> melissa@icloud.com
<b>HOME PHONE:</b> (555) 746-2913		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 002164344	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day

**OBJECTIVE:** To obtain a full-time Administrative Assistant position with Louisiana State Civil Service.

**EDUCATION**

<b>DATES:</b> 09/2012 – 05/2016		<b>SCHOOL NAME:</b> Baton Rouge Community College
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60 semester hours

**WORK EXPERIENCE**

<b>DATES:</b> 09/2016 - Present	<b>EMPLOYER:</b> Crescent City Commerce	<b>POSITION TITLE:</b> Front Desk Clerk
<b>ADDRESS:</b> 1200 Poydras Street New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 735-9821	<b>SUPERVISOR:</b> Larry Wells	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Technological skills necessary to perform data entry, manage team calendars, and create company reports. Use of Microsoft Office software like Excel, Word, PowerPoint, Outlook, and more.		
<b>REASON FOR LEAVING:</b> Still employed		
<b>DATES:</b> 08/2013 – 05/2016	<b>EMPLOYER:</b> New Orleans Haunted Tours	<b>POSITION TITLE:</b> Office Manager
<b>ADDRESS:</b> 700 Tulane Avenue, New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 293-1233	<b>SUPERVISOR:</b> Angela Daniels	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Communication Skills, Attention to Detail, Clerical Skills, and Customer Service

**ADDITIONAL INFORMATION**

Student Government Association (SGA) –Treasurer

**EMPLOYMENT APPLICATION ACTIVITY- Group 3**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456  
<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Mary Smith		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-1932
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 2300 Edenborn Ave, Metairie, LA		<b>EMAIL ADDRESS:</b> MLSmith@bellsouth.net
<b>HOME PHONE:</b> (555) 571-3192		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 006709323	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day

**OBJECTIVE:** To obtain a full-time position with your organization.

**EDUCATION**

<b>DATES:</b> 01/2012 – 12/2014		<b>SCHOOL NAME:</b> Delgado Community College
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60-semester hrs.

**WORK EXPERIENCE**

<b>DATES:</b> 01/2017 - Present	<b>EMPLOYER:</b> Technology King	<b>POSITION TITLE:</b> Front Desk
<b>ADDRESS:</b> 711 Airline Dr. Metairie, LA 7001		
<b>PHONE NUMBER:</b> (555) 354-1239	<b>SUPERVISOR:</b> William Landry	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	

**DUTIES:** Understanding of computer software, browsers, and operating systems in order to perform the job. Help input data into a customer relationship management (CRM) system, customer service platform, or virtual help desk.

**REASON FOR LEAVING:** Still employed

<b>DATES:</b> 01/2011 – 12/2015	<b>EMPLOYER:</b> LA Hospitality	<b>POSITION TITLE:</b> Receptionist
<b>ADDRESS:</b> 2378 Division St, Metairie, LA 70001		
<b>PHONE NUMBER:</b> (555) 643-8642	<b>SUPERVISOR:</b> Betsy Richard	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	

**DUTIES:** Having a positive attitude when interacting with customers, guests, and other employees.

**REASON FOR LEAVING:** Graduated

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Detail-Oriented  
Written and Verbal Communication  
Problem Solving  
Secretarial

**ADDITIONAL INFORMATION**

Mu Alpha Theta (2 yrs.); President



**EMPLOYMENT APPLICATION ACTIVITY – Group 4**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456  
<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> James Smith		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-5722
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 1010 Canal St, New Orleans, LA		<b>EMAIL ADDRESS:</b> james@aol.com
<b>HOME PHONE:</b> (555) 647-2913		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 002164344	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day/Evening

**OBJECTIVE:** To obtain a full-time Administrative Assistant position with Louisiana State Civil Service.

**EDUCATION**

<b>DATES:</b> 09/2012 – 05/2016	<b>SCHOOL NAME:</b> Baton Rouge Community College	
<b>LOCATION: (City, State/Province)</b> Baton Rouge, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60 semester hours

**WORK EXPERIENCE**

<b>DATES:</b> 09/2016 - Present	<b>EMPLOYER:</b> Black Commerce	<b>POSITION TITLE:</b> Front Desk Clerk
<b>ADDRESS:</b> 1200 Poydras Street New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 735-9821	<b>SUPERVISOR:</b> Darius Jenkins	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Technological skills necessary to perform data entry, manage team calendars, and create company reports. Use of Microsoft Office software like Excel, Word, PowerPoint, Outlook, and more.		
<b>REASON FOR LEAVING:</b> Still employed		

<b>DATES:</b> 08/2013 – 05/2016	<b>EMPLOYER:</b> Platinum Tours	<b>POSITION TITLE:</b> Office Manager
<b>ADDRESS:</b> 700 Tulane Avenue, New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 293-1233	<b>SUPERVISOR:</b> Angela Davis	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Communication Skills, Attention to Detail, Clerical Skills, and Customer Service

**ADDITIONAL INFORMATION**

NAACP President (2 years)

**EMPLOYMENT APPLICATION ACTIVITY- Group 4**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456

<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
 QUAL: \_\_\_\_\_  
 DNQ: \_\_\_\_\_  
 -Experience  
 -Training  
 -Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Michael Jones		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-1932
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 2300 Edenborn Ave, Metairie, LA		<b>EMAIL ADDRESS:</b> Jones@aol.com
<b>HOME PHONE:</b> (555) 674-2391		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 006709323	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day/Evening

**OBJECTIVE:** To obtain a full-time position with your organization.

**EDUCATION**

<b>DATES:</b> 01/2012 – 12/2014		<b>SCHOOL NAME:</b> Delgado Community College
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60-semester hrs.

**WORK EXPERIENCE**

<b>DATES:</b> 01/2017 – 11/2020	<b>EMPLOYER:</b> Sell Sweep	<b>POSITION TITLE:</b> Front Desk
<b>ADDRESS:</b> 711 Airline Dr. Metairie, LA 7001		
<b>PHONE NUMBER:</b> (555) 354-1239	<b>SUPERVISOR:</b> William Landry	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Understanding of computer software, browsers, and operating systems in order to perform the job. Help input data into a customer relationship management (CRM) system, customer service platform, or virtual help desk.		
<b>REASON FOR LEAVING:</b> Management		

<b>DATES:</b> 01/2011 – 12/2015	<b>EMPLOYER:</b> Geaux, LA	<b>POSITION TITLE:</b> Volunteer
<b>ADDRESS:</b> 2378 Division St, Metairie, LA 70001		
<b>PHONE NUMBER:</b> (555) 643-8642	<b>SUPERVISOR:</b> Michael Richard	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Having a positive attitude when interacting with customers, guests, and other employees.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Detail-Oriented  
 Written and Verbal Communication  
 Problem Solving  
 Secretarial

**ADDITIONAL INFORMATION**

Nothing entered for this section.

**EMPLOYMENT APPLICATION ACTIVITY – Group 5**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456  
<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Muhammad Abdullah		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-5722
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 1010 Canal St, New Orleans, LA		<b>EMAIL ADDRESS:</b> Quaran@icloud.com
<b>HOME PHONE:</b> (555) 647-2913		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA      Number: 002164344	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time

**SHIFTS YOU WILL ACCEPT:** Day

**OBJECTIVE:** To obtain a full-time Administrative Assistant position with Louisiana State Civil Service.

**EDUCATION**

<b>DATES:</b> 09/2012 – 05/2016		<b>SCHOOL NAME:</b> American Islamic College
<b>LOCATION: (City, State/Province)</b> Baton Rouge, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60 semester hours

**WORK EXPERIENCE**

<b>DATES:</b> 09/2016 - Present	<b>EMPLOYER:</b> Black Commerce	<b>POSITION TITLE:</b> Front Desk Clerk
<b>ADDRESS:</b> 1200 Poydras Street New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 735-9821	<b>SUPERVISOR:</b> Darius Jenkins	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Technological skills necessary to perform data entry, manage team calendars, and create company reports. Use of Microsoft Office software like Excel, Word, PowerPoint, Outlook, and more.		
<b>REASON FOR LEAVING:</b> Still employed		

<b>DATES:</b> 08/2013 – 05/2016	<b>EMPLOYER:</b> Platinum Tours	<b>POSITION TITLE:</b> Office Manager
<b>ADDRESS:</b> 700 Tulane Avenue, New Orleans, LA 70130		
<b>PHONE NUMBER:</b> (555) 293-1233	<b>SUPERVISOR:</b> Angela Davis	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Handling incoming correspondence from customers, suppliers, or partners in a timely and professional manner.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Communication Skills, Attention to Detail, Clerical Skills, and Customer Service

**ADDITIONAL INFORMATION**

NAACP President (2 years)

**EMPLOYMENT APPLICATION ACTIVITY- Group 5**



**STATE OF LOUISIANA**

For agency contact information, please refer to the supplemental information  
above. Louisiana State Civil Service, Louisiana 70802  
(555) 123-456

<http://agency.governmentjobs.com/Louisiana/default.cfm>

**Received:**  
**For official Use Only:**  
QUAL: \_\_\_\_\_  
DNQ: \_\_\_\_\_  
-Experience  
-Training  
-Other: \_\_\_\_\_

**PERSONAL INFORMATION**

<b>POSITION TITLE:</b> Administrative Assistant 5		<b>EXAM ID#:</b> Alt Core Capstone Workshop I Activity
<b>NAME:</b> Robert Lee		<b>SOCIAL SECURITY NUMBER:</b> XXX-XX-1932
<b>ADDRESS: (Street, City, State/Province, Zip/Postal Code)</b> 2300 Edenborn Ave, Metairie, LA		<b>EMAIL ADDRESS:</b> RealRepublican@aol.com
<b>HOME PHONE:</b> (555) 674-2391		<b>NOTIFICATION PREFERENCE:</b> E-mail
<b>DRIVER'S LICENSE:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DRIVER'S LICENSE:</b> State: LA    Number: 006709323	<b>LEGAL RIGHT TO WORK IN THE UNITED STATES?:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**PREFERENCES**

**WHAT TYPE OF JOB ARE YOU LOOKING FOR?** Full-Time

**TYPES OF WORK YOU WILL ACCEPT:** Full-Time/Part-Time

**SHIFTS YOU WILL ACCEPT:** Day/Evening

**OBJECTIVE:** To obtain a full-time position with your organization.

**EDUCATION**

<b>DATES:</b> 01/2012 – 12/2014		<b>SCHOOL NAME:</b> University of Phoenix Online
<b>LOCATION: (City, State/Province)</b> New Orleans, LA	<b>DID YOU GRADUATE?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>DEGREE RECEIVED:</b> Associate's Degree
<b>MAJOR:</b> Business Administration		<b>UNITS COMPLETED:</b> 60-semester hrs.

**WORK EXPERIENCE**

<b>DATES:</b> 01/2017 – 11/2020	<b>EMPLOYER:</b> Sell Sweep	<b>POSITION TITLE:</b> Front Desk
<b>ADDRESS:</b> 711 Airline Dr. Metairie, LA 7001		
<b>PHONE NUMBER:</b> (555) 354-1239	<b>SUPERVISOR:</b> William Landry	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Understanding of computer software, browsers, and operating systems in order to perform the job. Help input data into a customer relationship management (CRM) system, customer service platform, or virtual help desk.		
<b>REASON FOR LEAVING:</b> Management		

<b>DATES:</b> 01/2011 – 12/2015	<b>EMPLOYER:</b> Geaux, LA	<b>POSITION TITLE:</b> Volunteer
<b>ADDRESS:</b> 2378 Division St, Metairie, LA 70001		
<b>PHONE NUMBER:</b> (555) 643-8642	<b>SUPERVISOR:</b> Michael Richard	<b>MAY WE CONTACT THIS EMPLOYER?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>HOURS PER WEEK:</b> 40	<b># OF EMPLOYEES SUPERVISED:</b> 0	
<b>DUTIES:</b> Having a positive attitude when interacting with customers, guests, and other employees.		
<b>REASON FOR LEAVING:</b> Graduated		

**CERTIFICATES AND LICENSES**

Nothing entered for this section.

**SKILLS**

Detail-Oriented  
Written and Verbal Communication  
Problem Solving  
Secretarial

**ADDITIONAL INFORMATION**

Nothing entered for this section.