



RESUMES THAT **WORK**

Seneca | CAREER
SERVICES

Agenda

- THE RESUME

- Content

- Format

The Resume

- Purpose/End game
- Target Audience
- The Message
 - The Problem
 - The Solution

Position: Mainframe Developer

In this role, you will design, develop, and/or support effective business applications. You will be required to meet the operational and information needs of the respective Business Units and the Company's customers.

Accountabilities:

- * Design, modify/build and test mainframe application components according to one's own or provided design documentation, within an assignment, with some supervision.
- * Participate in reviews as required during the software development life cycle
- * Support test phases executed by Business Analysts or line area representatives.
- * Develop analytical skills by providing analysis support to address problems and requirements.
- * Apply technical and business knowledge to identify, analyze and solve production problems with some support.
- * Comply with systems standards and best practices.

Qualifications:

- * Enrolled in Computer Science, Computer Engineering, Actuarial Science or Finance program
- * Solid programming skills
- * Strong communication skills
- * Customer service orientation
- * Ability to grasp new concepts and information quickly
- * Ability to be flexible and adaptable when dealing with change
- * Ability to work well independently, as well as with others as part of a team
- * Well developed technical documentation and presentation skills
- * Strong problem solving and analytical skills
- * Experience with any of the following technologies is a definite asset:
 - DB2, VSAM
 - Cobol, PL/1, CICS
 - JCL
 - SAS
 - Endeavor, Xpediter, FileAid

POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

E: Technology Support

Smith School of Business – Toronto Campus

NUMBER: TBD

EFFECTIVE DATE: September 20, 2017

Y:

The Manager of Facility Operations, and working closely with Associate Director IT (dotted line), the Technology Support position is responsible for the day-to-day functionality at the Smith Toronto Campus. This position will be required to interact with faculty, students, and support staff at the Smith Toronto Campus to ensure excellent service in the area of technology. The successful incumbent will have a strong understanding of technology, acting as front-line support for technology issues and addressing the audio-visual needs of faculty and students. The incumbent will also be responsible for monitoring and testing technology to minimize downtime and problems. In this position, the incumbent must work well as part of a team that ensures the facility technology runs efficiently.

located in downtown Toronto and will be required to work a varied schedule, including evenings and weekends, to promote excellence during our events and programs.

RESPONSIBILITIES:

• Provide excellent and professional technical services to faculty, students and staff, asking questions and probing questions when investigating problems and liaising with others to manage and resolve issues from referral to completion. Applies technical knowledge to troubleshoot issues.

• Maintain and test all technical equipment on a regular basis to ensure all equipment for the facility is in working order including established check lists and operation procedures in conjunction with the IT department.

• Configure equipment, including individual computers and audio-visual equipment, as needed. Troubleshoot hardware and software on individual computers, perform routine maintenance and correct minor problems. Escalates issues as needed to necessary individuals.

- Set up audio-visual, video-conferencing and for programs and events, as well as provide classroom technical support when needed.
- Assists in providing training for technology used at the Toronto Facility. This may include one-on-one training sessions, or the development of manuals/documents to provide users with appropriate instructions as needed.
- Collaborates and shares information with colleagues, managers and/or other related groups as necessary.
- Maintains resource files for testing equipment, ensuring proper documentation is kept on technical equipment and products.
- Stays current with all technology offerings and processes offered by Smith IT and Videoconferencing, in addition to other technological trends and/or best practices, identifying and pursuing training opportunities as required and approved by Manager of Facility Operations and senior IT management at Smith.
- Provides work direction, and technical/functional guidance to part-time, casual or junior staff.
- Responsible for approving transactions and the administration of the room booking system for the Toronto Facility, and managing the space for all events. Act as the primary contact for communication regarding the logistics of the event.
- Assists with outside contractors hired to make repairs or service equipment and casual staff as it relates to technology.
- Support program managers technology needs during class sessions and ensure necessary arrangements have been made for successful program delivery during evenings and weekends.
- Oversees security access and digital signage to the building.
- Undertakes other duties as assigned in support of the Toronto Facility

REQUIRED BACKGROUND:

- A post-secondary diploma, with a technology emphasis and prior workplace experience.
- Previous experience with client/server applications, operating systems, and networking.
- Proven success in a customer service environment.
- Project experience, inclusive of a general knowledge of audio-visual technology.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Strong communication and relationship management skills to interact with a variety of people with various levels of technology sophistication, in order to effectively explain, provide guidance and instruct. Demonstrated client-service approach.
- Excellent customer service orientation with an ability to respond quickly even under challenging circumstances, being sensitive to client needs and adhering to confidentiality, as required.

“Hard Skills”

- Learned, Defined, Evaluated, Measurable
- A set of tangible skills acquired and practiced over time
- Your ability to perform a specific task or learned activity
- “Technical”

Hard Skills

- Report Writing
- Research, Analysis
- Operating Lab Tools /Office Equipment
- German, French, Spanish, Mandarin
- MS Office – Excel, PP, Word, Outlook
- Java, C++, Smalltalk, PHP, .NET, Cobol
- Operating Systems
- Waterfall, Agile, Gantt Charts, PMP
- Hardware – desktops, printers, servers, routers
- Typing speed

Ways to Present Your Technical Skills on a Resume

Example 1

Technical Expertise	
Programming Language	C, C++
Operating Systems	MS Dos, Unix, AOS/VS
Hardware	Hewlett Packard Workstations, Sun, PC, Control Data Mainframe

Example 2

TECHNICAL SKILLS

MS Word, Access, Excel, PowerPoint, MS FrontPage, Adobe Acrobat, Symantec Norton Antivirus, Internet Explorer, Netscape, Mozilla, WinZip; HTML; LAN/WAN Networks, Data Warehousing; Corporate Email; Telecommunications; Internet / Intranet Operations; Disaster Recovery Planning.

JOB DESCRIPTION LINKS

https://manulife.taleo.net/careersection/external_global/jobdetail.ftl?job=1709067&tz=GMT-04%3A00

[https://cantire.taleo.net/careersection/2/jobsearch.ftl?f=JOB_FIELD\(25000\)&a=null&multiline=false&ignoreSavedQuery](https://cantire.taleo.net/careersection/2/jobsearch.ftl?f=JOB_FIELD(25000)&a=null&multiline=false&ignoreSavedQuery)

https://www.accenture.com/ca-en/careers/jobdetails?id=00428588_en&title=Application+Developer+-+Siebel+EIM*

“Soft Skills”

- Intangible, personal attributes that enable you to interact effectively and harmoniously with other people.
- Complex, difficult to teach, takes time to develop
- When present - Enable increased effectiveness
- Impact all your interactions, your on the job success and personal relationships

10 TOP IT SOFT SKILLS

- Communication Flexibility
- Listening Creativity
- Teamwork Negotiation
- Leadership Presentation
- Mentoring Determination

'Power' Skills

PERSONAL COMPETENCIES:

- Integrity - Honesty, Responsibility, and Reliability; “Doing the right thing” and “Doing what you say you will do
- Agility - Barriers to Change, Adjusting to Changing Priorities and Work Conditions
- Professionalism

PEOPLE-FOCUSED COMPETENCIES

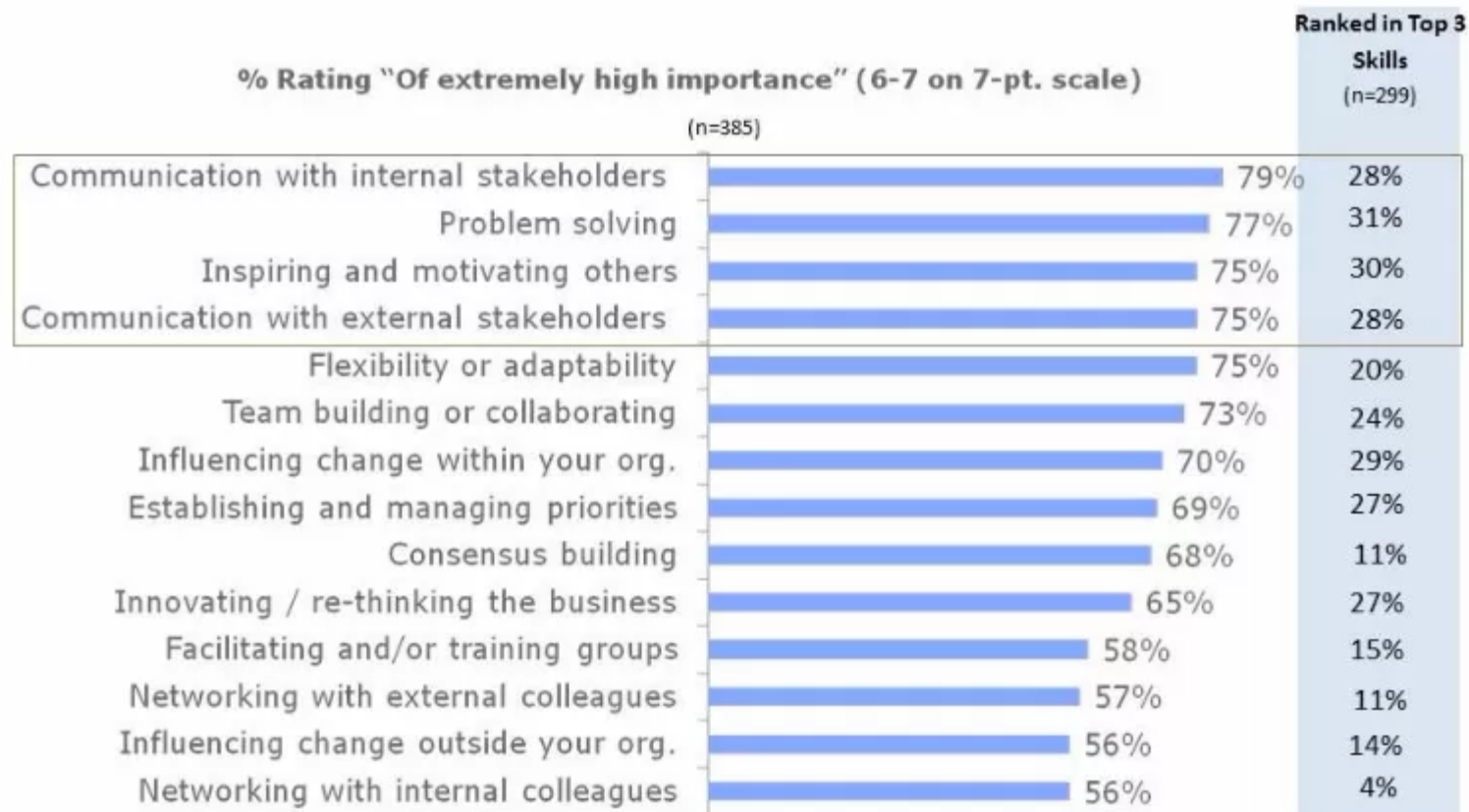
- Communication - Active Listening, Non-Verbal Communication, Receiving Feedback, Communication Channel Etiquette
- Team Work-- Being a Team Player, Relationship Building/Cooperation, Conflict Resolution
- Respect - Appreciation for Diversity, Tolerance, and Multicultural Awareness

WORKPLACE COMPETENCIES

- Customer Focus -- Anticipating and Delivering on Customer Needs; Evaluating Service Effectiveness
- Decision Making /Problem solving - Identifying Problems, Decision-Making Tools and Strategies
- Planning & organizing - Creating and Managing Plans, Prioritizing, Time Management
- Tools -Systems/Technology - Common Business Technologies and Applications, Productivity Tools, Social Tools

Which is more important?

“Soft” Skills Needed for Success Now



Q21. Please rate the importance of each of these skills in terms of how necessary they are for you to be successful as a sustainability professional.

Q22. Please rank your top 3 most important “soft skills” in order of importance.

LinkedIn overused words

Specialized

Leadership

Passionate

Strategic

Experienced

Focused

Expert

Certified

Creative

Excellent

CareerBuilder survey words employers liked...

Achieved	52%
Improved	48%
Trained/Mentored	47%
Managed	44%
Created	43%
Resolved	40%
Volunteered	35%
Influenced	29%
Increased/Decreased	28%
Ideas	27%
Negotiated	25%
Launched	24%
Revenue/Profits	23%
Under budget	16%
Won	13%

FORMAT

Typical Resume Outline

Career Objective

Profile Summary

Technical Skills

Education

Employment

Volunteer

Associations

Accomplishments (optional)

Interests (optional)

References Available Upon Request (optional)



Contact Information

John Smith

Toronto, ON

416-555-5555

j.smith@gmail.com

www.aboutjohnsmith.ca

Career Objective

Be specific



Sample Objectives

A Web Developer position where I can use my programming skills and knowledge of application development to support a busy design company.

or

A Web Developer position where my programming skills and knowledge of application development can contribute to Loblaw Digital's design team.

Profile Summary

4 to 6 points summarizing what you have to offer
– relevant to job you are applying to

SAMPLE JOB DESCRIPTION

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Profile Summary Can Include...

- Diploma - Education
- Transferable Skills
- # years of related work experience
- Computer/Technical Skills
- Language Skills
- Certificates

Sample Profile Summary

- Graduate of the Computer Systems Technology Diploma Program with outstanding **GPA: 3.7/4.0**
- Professional phone manner and good customer relations; developed strong communication skills through volunteering with CIBC Run for the Cure
- 2 years experience as PC Technical Support, Network Administration, and Helpdesk Support
- Maintained IT infrastructure and services for geographically distributed, multi-location companies
- ITIL training and Microsoft Certified Solutions Associate (MCSA)

Ways to Present Your Technical Skills on a Resume

Example 3

Computer Skills

- Operating Systems: Windows9X, Windows2000, Windows ME, Windows XP, Windows Vista, Linux, Unix, MS DOS
 - HTML Editing Tools: Macromedia Dreamweaver, Microsoft FrontPage, Adobe GoLive
 - Graphics Tools: Macromedia Flash, Macromedia Fireworks, Adobe Photoshop, Adobe PageMaker, Adobe Illustrator
 - Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express
 - Programming Language: Pascal, Turbo Pascal, C, C++, Java, Java Swing, Python
-

Example 4

Technical Knowledge:

- Software installation, configuration, repair and troubleshooting
- Installation of Antispyware Antivirus
- Hardware installation, testing, cleaning, troubleshooting, repair and maintenance
- System check-ups, on-site computer setup, tune-ups, assessment and diagnostics
- Email set up and Data Back-up Transfer
- Knowledge of installation, repairing or rebuild Windows 2000, XP Professional Home, Windows 7, Vista LINUX SME Server

Education

- University, college, business or technical schools NOT Highschool
- Projects and relevant courses
- Extra-curricular activities

Sample Education

Bachelor of Technology (Informatics and Security) 2015 – present

Seneca College, Toronto

Expected graduation April 2018

- Demonstrated the ability to design, develop, and implement secure information acquisition, transmission, and storage and retrieval practices with current industry standards
- Understands privacy, security and ethical issues
- Analyzed, designed, and implemented computer systems using current methodologies

Work Experience

- ✓ Reverse chronological order
- ✓ Job title, company name, city and dates
- ✓ Starting with action verb and include result
- ✓ Avoid using the 'I' word

Cash Supervisor, Walmart, Toronto, ON 2015 - Present

- Sold merchandise and assisted customers in locating items in the store
- Exceeded monthly targets by 5% through providing exceptional customer service
- Participated in team meetings and contributed ideas and solutions to improve operational efficiency, customer care and store profitability

Accomplishments = Value

What did YOU do differently?

How did you save money or time? Decrease problems

How did you increase profits or services?

Can you measure any of these results?
(Include % increase, WPM, #'s, \$)

Resume Do's

- Optimize the real estate
- Use the Header - Name and phone number
- Keep verb tenses consistent – past tense
- Intersperse *key words* throughout your resume
- Use point form, bullets, white space, caps, bolding
- 1 - 2 pages
- Ensure resume is error free

- Format

- Layout
- Font
- White space

- Content

- Technical skills
- Soft Skills
- Qualified

Objective

A talented, positive, energetic, enthusiastic and self-motivated person, with excellent coding skills seeking a challenging position which involves problem-solving and interpersonal communication.

Professional Profile

- Languages: C++, JavaScript (jQuery, Node, React), MS SQL Server & MySQL, Python
- Software: Visual Studio, Git, VirtualBox, MAMP, XAMMP, Adobe Photoshop, MS Office
- Strong Math, Algorithms, Analysis, and independent learning skills
- Additional skills: HTML5, CSS3, Bootstrap, RWD, WordPress
- Proven interpersonal, organization, planning skills as well as inventive and original ideas
- Effective performance under pressure, strong decision making and multitask capabilities

Experience

August 2017 – Present

Coordinator, TTC, Toronto, ON

- Providing support to students, staff members, and guests using the Seneca and Google resources
- Answering questions regarding programs and aid students with inquiries and concerns

April 2017 – August 2017

Merchandiser, Walmart, Toronto, ON

- Assign daily tasks for team with daily, weekly, and monthly goals in mind
- Follow-up with staff, correcting and coaching to improve efficiency and confidence of team members
- Make ordering suggestions to the General Manager weekly based on sales
- Visual merchandising of the department based on sales
- Defusing conflict situations between both staff and customers
- Established a friendly environment that has created many repeat customers for the store
- Creating fair, unbiased weekly schedules

- Made suggestions to the Supervisor to increase the average basket using cross-merchandising method
- Visually merchandised the department based on sales and upcoming deal plans
- Creating impactful seasonally relevant entrance displays
- Trained coworkers on technology usage and application
- Working with both developmental checklists and planning
- Supporting customers with their needs and providing helpful suggestions
- Cross and up selling

August 2015 – September 2016

Front End Web design, Internship RBC, Toronto, ON

- HTML, CSS, JavaScript, jQuery
- RWD, Adobe Photoshop
- MySQL

Education

- Seneca College (2020)
Honours Bachelor of Technology – Software Development
- MMSA NTUU KPI (2015)
System Analysis and AI
- Technical lyceum NTUU KPI (2014)
- Vaughan Secondary School (2016)

Awards

- Board of Governor's Scholarship Award, Leadership Award
Seneca College (2017)
- Gold Medal Award
Technical lyceum NTUU KPI (2014)

OBJECTIVE

Seeking a position where I can utilize my great interpersonal and presentation skills to meet the needs of fellow students and staff at RBC, Toronto, ON

WORK EXPERIENCE

Ministry of Transportation

May 2011 – Aug 2011

IT and Administrative Assistant

- Managed paperwork, taking calls, setting up meetings, maintained office equipment and office supplies.
- Provided on-site tech support for various hardware and software issues.

Seneca College

Sep 2014 – Mar 2015

Mentor (SMILE program)

- Offered two new students support in their transition into college life.
- Mentored students in their academic endeavors and therefore developed leadership and communication skills.

SKILLS

Technical Skills:

Languages:	C/C++, C#, JAVA, HTML5, JavaScript, SQL, Python, Visual Basic
Operating Systems:	Windows 7/8/10, Windows Server 2003, Unix/Linux, Android, Mac OSX
Software:	Visual Studio, Eclipse, IntelliJ IDEA, Android Studio, Autodesk, SolidWorks, VMware, GIT, Adobe Photoshop and Illustrator. Microsoft Office Word/PowerPoint/Access/Excel, StarUML
Frameworks:	ASP.NET, Bootstrap
Hardware:	Routers, Switches, NAS drives, Servers, Network Printers

QUALIFICATIONS

- Graduated Computer Engineering Technology program.
- CCNA Routing and Switching: Routing and Switching Essentials.
- Possess excellent interpersonal and communication skills.

PROFILE SUMMARY

- Developed positive, hardworking and 'can do' attitude towards the role of my job.
- Gained experience

EDUCATION

Seneca College, Computer Programmer

May 2016 - Present

- Software developer, information systems specialist, PC specialist, IBM mid-range programmer or UNIX/Linux programmer;
- Learning programming and web programming languages, system methodologies, Internet client and server side development, design and maintenance of data base systems, data communications, security and a variety of operating systems (Windows, UNIX, Linux, IBM Business Computing);

WORK EXPERIENCE

Co-op
RBC
Toronto, ON

December 2016 – present

Key Responsibilities:

- Ability to resolve customers queries in a very short period of time;
- Answering incoming calls with a friendly tone and clear speaking voice;
- Following data protection and security protocol;
- Excellent written and spoken English;
- Sharing knowledge and experience with your team members to ensure best practice and consistency across the department;
- Testing and reporting offer issues or systems faults identified by employees;
- Contributing to the achievement of team targets and service levels;

BESTBUY
Toronto, ON

January 2015 – November 2016

Key Responsibilities:

- Providing extraordinary customer service;
- Achieve monthly targets;
- Training new team members;

COVER LETTERS

COVER LETTER

Agenda

- Content
- ATS vs Email

The Cover Letter

- End Game
- Target Audience
- The Message
 - Problem Solved

Why Have a Cover Letter?

Why Have a Cover Letter?

- ✓ Tells employer the position you are seeking
- ✓ Matches your skill sets to the position
- ✓ Benefits of hiring you specifically
- ✓ Conveys your understanding of the nature of the position and the Company

Blueprint for Creating a Cover Letter

1 page

3-4 paragraphs - MAXIMUM

POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Technology Support

DEPARTMENT: Smith School of Business – Toronto Campus

POSITION NUMBER: TBD

GRADE: 6

EFFECTIVE DATE: September 20, 2017

JOB SUMMARY:

Reporting to the Manager of Facility Operations, and working closely with Associate Director IT Infrastructure (dotted line), the Technology Support position is responsible for the day-to-day technology functionality at the Smith Toronto Campus. This position will be required to interact strongly with faculty, students, and support staff at the Smith Toronto Campus to ensure excellent service in the area of technology. The successful incumbent will have a strong understanding of troubleshooting technical problems, acting as front-line support for technology issues and supporting the audio-visual needs of faculty and students. The incumbent will also be responsible for proactively monitoring and testing technology to minimize downtime and problems. In this position, the incumbent must work well as part of a team that ensures the facility technology runs smoothly and efficiently.

This position is located in downtown Toronto and will be required to work a varied schedule, inclusive of evenings and weekends, to promote excellence during our events and programs.

DUTIES AND RESPONSIBILITIES:

- Provide excellent and professional technical services to faculty, students and staff, asking clarifying and probing questions when investigating problems and liaising with others to manage and resolve issues from referral to completion. Applies technical knowledge to troubleshoot issues and concerns.
- Proactively test all technical equipment on a regular basis to ensure all equipment for the facility is in good working order including established check lists and operation procedures in conjunction with Smith IT.
- Set up and configure equipment, including individual computers and audio-visual equipment, as required. Troubleshoot hardware and software on individual computers, perform routine maintenance and correct minor problems. Escalates issues as needed to necessary individuals.
- Set up audio-visual, video-conferencing and for programs and events, as well as provide classroom technical support when needed.

- Assists in providing training for technology used at the Toronto Campus, including one-on-one training sessions, or the development of manuals/documents, and provide adequate instructions as needed.
- Collaborates and shares information with colleagues, manages resources, and provides necessary.
- Maintains resource files for testing equipment, ensuring proper use of technical equipment and products.
- Stays current with all technology offerings and processes offered by the University, in addition to other technological trends and/or best practices, and provides training opportunities as required and approved by Manager of Facility Operations management at Smith.
- Provides work direction, and technical/functional guidance to staff.
- Responsible for approving transactions and the administration of the facility at the Toronto Facility, and managing the space for all events. Aides in the communication regarding the logistics of the event.
- Assists with outside contractors hired to make repairs or services that are related to technology.
- Support program managers technology needs during class sessions. Various arrangements have been made for successful program delivery during events.
- Oversees security access and digital signage to the building.
- Undertakes other duties as assigned in support of the Toronto Campus.

REQUIRED BACKGROUND:

- A post-secondary diploma, with a technology emphasis and previous experience.
- Previous experience with client/server applications, operating systems, and networking.
- Proven success in a customer service environment.
- Project experience, inclusive of a general knowledge of audio-visual equipment.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Strong communication and relationship management skills to work with clients at various levels of technology sophistication, in order to to effectively instruct. Demonstrated client-service approach.
- Excellent customer service orientation with an ability to respond to changing circumstances, being sensitive to client needs and adhering to policies.
- Knowledge of computer hardware/software, networking concepts, and technology related to audio-visual equipment.

First Paragraph

- ✓ Identify the job you are applying for and how you learned about it
- ✓ Indicate that you have attached enclosures with the letter such as resume and portfolio (optional)
- ✓ Be brief - no more than 2 or 3 sentences

SenecaWorks

TOOLS VIEW

00504106_2017_07_04 Technology Support - Word

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- Collaborates and shares information with colleagues, managers and/or other staff as necessary.
- Maintains resource files for testing equipment, ensuring proper documentation of technical equipment and products.
- Stays current with all technology offerings and processes offered by Smith IT and, in addition to other technological trends and/or best practices, identifying training opportunities as required and approved by Manager of Facility Operations and management at Smith.
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Second Paragraph

- ✓ State that you have the skills required for the position
- ✓ Use examples from your resume/job analysis tool to demonstrate a clear link to the position
- ✓ Pay attention to how you work, the value you can bring to a team as well as your technical skills

SenecaWorks

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00504106_2017_07_04 Technology Support - Word

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- Excellent customer service orientation with an ability to respond quickly even under difficult circumstances, being sensitive to client needs and adhering to confidentiality, as required.
- Knowledge of computer hardware/software, networking concepts, operating systems and technology related to audio-visual equipment.

- You might not have a corresponding experience for all the job ad requirements
- You don't need to list every work experience you've had – just the ones relevant to the ad
- You can include more than one example of your experience for each qualification required

Skills, concepts, keywords from job ad	Evidence of your qualifications

* Note: You should add rows to this table if you need more space for additional keywords.

- 1. Considering the left column, what does the essential need of this company seem to be?**
- 2. Considering the right column, where do you need more evidence of your qualifications?**

Third Paragraph

Do research so that you can refer to what you learn, how it relates to your interest in the organization specifically, your values and goals

RESEARCH CATEGORIES

- INDUSTRY
- COMPANY
- PEOPLE
- POSITION

The Industry

- What industry does the company belong to?
- What are the trends in this industry?
- What are the challenges facing this industry?

The Company

- What are the company's products/services? Who are its customers?
- What are the company's values – these are often stated in a mission or values statement, but what other values might be implied?
- What can you find out about its strategic goals, special projects, or new developments?
- What changes in direction has the company taken? Where might it be headed in the future?
- What is the company's history? How has it evolved, diversified, or specialized over its lifespan?
- If the company is a subsidiary of a larger corporation, what role does the company play within the larger corporation's business(es)?
- What is the company's reputation/industry standing?
- Who are the company's main competitors? Where does your prospective employer stand with respect to these competitors in terms of financial success, and success of its products/services?
- How many people does the company employ?
- What departments/divisions are growing?
- Have there been recent layoffs?

The People

- Who is on the hiring committee? Who is likely to be interviewing you? What can you find out about them, their history with the company, and their current roles?
- What is the makeup of the team you will be working with?
- What is the background of the team members?
- Where did they go to school?
- What companies did they work at before joining this one?

The Position

- Where is the position located?
- Is it a head office role, or out in the field?
- Who holds the position currently?
- What does the department contribute to the larger organization? What is the department responsible for?

Final Paragraph

- ✓ Ask for the sale – request an interview
- ✓ Thank reader for their consideration
- ✓ Make it easy for employer to reach you

Regards,

Marcia

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SUBMITTING YOUR APPLICATION

EMAIL SUBMISSION

VS

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