



All Experience Counts



Korrie Blanchard Smith
Career Services



Entry Level - Customer Support

- Work from home!**
- Perfect for new grads!**





Entry Level - Customer Support

- **Work from home!**
- **Perfect for new grads!**

Requirements:

- **3 years experience
with B2B sales
support.**

A black and white photograph of a group of people in a conference room. Several individuals are seated around a long table, looking down at papers and discussing them. In the background, there are framed certificates on the wall and a sign that reads "SAY H2O 2012".

61%

OF “ENTRY-LEVEL” JOBS REQUIRE
3+ YEARS OF EXPERIENCE

How do I get 3+ years of experience?

WORK EXPERIENCE

Jobs count.
Military counts!

FREELANCE

Experience counts.

IN-CLASS PRACTICE

Practice counts.

VOLUNTEER & ENGAGE

Service counts.



Before we explore these experiences...

HOW do we convey this experience?

- Communication
- Application
- Documentation



Quick Experience Tips

WHEN DESCRIBING ANY EXPERIENCE, FOLLOW THESE GUIDELINES:

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Paragraphs are easily skipped. Use BULLETS to create action statements highlighting what you want the reader to know.

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DESCRIPTION**

This would be too lengthy and not best sell your experience. Use your own words to focus on what really stands out.

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KEEP IT **FRESH**

Avoid repeating the same words or skills for multiple jobs. Think of unique skills or consider combining similar jobs into 1 entry.

Work Experience



FOCUS ON TRANSFERABLE SKILLS

Full Time, Part Time, Internship, etc.

Keep your jobs relevant and timely.

Don't focus on irrelevant skills, programs, or software.

Work experience shows -employability-

It proves you can come to work on time, maintain your job, follow expectations, etc.

Work Experience

Pet Care Associate, PETSMART

August 2016 - present

- Provide and supervise the care of small animals, reptiles, birds and aquatic pets to ensure health and proper handling.
- Assist an average of 40 customers each day, with responsibilities ranging from location of products to the proper care of specific breeds and species.
- Effectively communicate with associates and community members that needed assistance with animal care.

Identify
KEY
transferable
skills.

TRANSFER skills to your NEW profession

Pet Care Associate, PETSMART

August 2016 - present

- ✗• Provide and supervise the care of small animals, reptiles, birds and aquatic pets to ensure health and proper handling.
- ✓• **Train and onboard new staff on policies and procedures; including documentation of work performed. Develop and implement safety guidelines.**
- ✗• Assist an average of 40 customers each day, with responsibilities ranging from location of products to the proper care of specific breeds and species.
- ✓• **Assess client needs and make appropriate recommendations of products and services; Develop performance metric ensuring consistent quality service is delivered to all clients.**

What about Military Experience?

Transportation Specialist

August 2016 - July 2020

United States Army, Fort Bragg, NC

"coordinating the movement of goods and people, ensuring safety, overseeing drivers, finding ways to improve transportation processes, maintaining records, and supporting business objectives"

**Don't be afraid to
show what you:**

- learned
- developed
- gained
- practiced





Freelance

Web Design

Did you help your neighbor build a website?

IT/HelpDesk

Do you always troubleshoot AV/IT issues at your church?

Accounting

Do you make sure your dad sends invoices on time in Quickbooks?

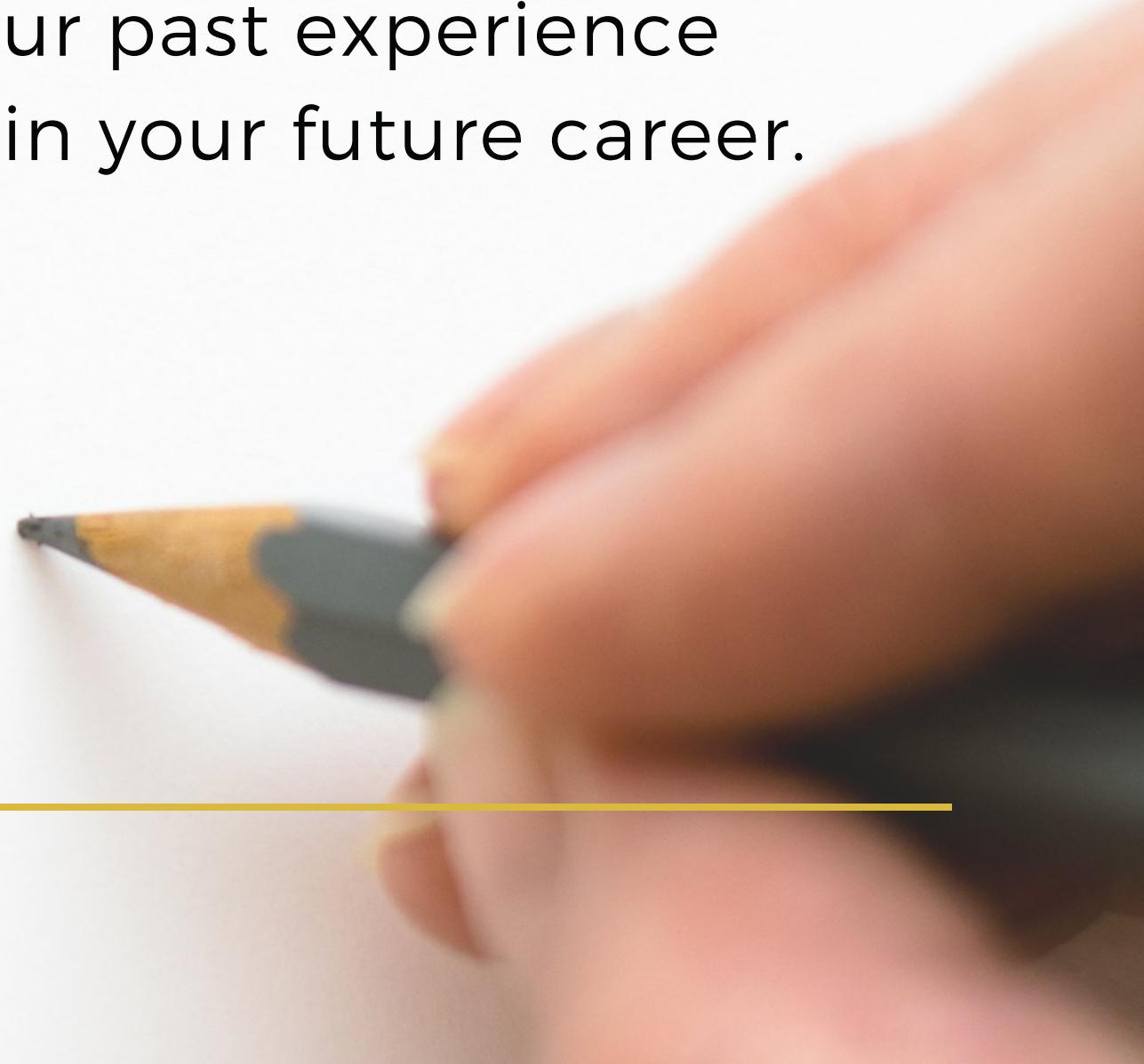
Project Management

Did you set up your child's annual dance showcase? Schedule volunteers? Contact vendors? Order costumes?



Let's try it out!

In the chat, type a "transferable skill" you have from your past experience that you can use in your future career.



In-Class Experience

BUILDING AUTOMATION EXAMPLE

Industrial Automation Training
Wake Technical Community College | Raleigh, NC

June 2021 - Present

- Gained experience with electrical, PLC, pneumatic, and hydraulic circuits.
- Wrote PLC programs using electrical and PLC concepts to interface with electro-hydraulic devices.
- Performed and applied power requirement calculations.

In-Class Experience

TECHNOLOGY EXAMPLE

Cyber Security Student
Wake Technical Community College, Raleigh, NC

Aug 2021-Present

- Action statement about what you did
- (Action verb + what + impact/results/achievements)
- Ex. Construct and implement a comprehensive information security architecture for a financial institution
- Ex. Configure and deployed Snort to detect network intrusions and malicious traffic.

In-Class Projects

WEB DESIGN EXAMPLE

NCHHS Website Redesign 10/2021
Wake Technical Community College

- Optimized state child care website by restructuring site organization and customizing CSS styles.
- Utilized responsive design best practices to develop more mobile-friendly website interface.
- Enhanced online usability by simplifying site navigation and eliminating broken links and on-page clutter.

ACCOUNTING EXAMPLE

“Arachnophobia: Impairment Case” 10/2021
Wake Technical Community College

- Collaborated with a four-person team on FASB Accounting Standards codification.
- Determined classification, proper handling of impairment, and assessed impaired land value.
- Researched and documented factual findings for submission.

Volunteer & Engage

STUDENT CLUBS

PROFESSIONAL AFFILIATIONS

COMMUNITY INVOLVEMENT

They may not be "work" experience
but they are experiences.

It all adds up!





You miss
100%
of the shots
you don't take

WITHIN ± 2 YEARS OF REQUIRED EXPERIENCE

WE'RE HERE TO HELP



CAREER & EMPLOYMENT RESOURCES

CAREERS.WAKETECH.EDU

