



JOB SEARCH SUCCESS GUIDE



Our guide will help you:

- Become familiar with Kirkwood's in-person and online career resources
- Understand tips for résumé writing, cover letter writing, and interviewing
- Search for internships, part-time positions, and full-time jobs

**To talk with our career coaches
call 319-398-5540.**

CAREER SERVICES

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SUCCESSFUL JOB SEARCH STRATEGIES

Networking is about building relationships with people who can support your job search. It helps you learn about opportunities before they're posted and increases your chances of getting hired.

85% of jobs are filled via networking with personal & professional connections.

<https://www.zipppa.com/advice/networking-statistics>

Your Elevator Pitch

An elevator pitch is a concise, 30-second introduction that highlights who you are, what you seek, and the value you bring. It's a key tool for networking and making strong first impressions.

Structure of Your Elevator Pitch:

1. Introduction: Start with a strong opener. Offer a handshake and introduce yourself.

"Hi, my name is Jax Stone."

2. Current Status: Share relevant details about your education, work, or training.

"I'm currently completing Kirkwood's Business Administration: Management program while working as a cashier at Hy-Vee Food Stores."

3. Your Goal: State the type of opportunity you're seeking and highlight key strengths or skills.

"I'm looking for a management opportunity where I can apply my training, along with my strengths in communication and customer service."

4. Combined, you get your Elevator Pitch!

YOUR TURN

I am:

I am currently:

I am looking for:

Career Conversations

Career conversations, also known as informational interviews, are an opportunity to learn from an experienced professional about their career. You may ask about their career journey, their experience at their current employer, details about their occupation, and more.



Finding Contacts

Usually, you'll be reaching out to someone you don't know personally, but they've been referred to you by a career coach at Kirkwood, a family member, a friend, a professor, or even a classmate. The best way to start setting up an informational interview is by sending an email to the person you want to talk to. See the following examples:

Example Email to New Contact
To: okoyeb@cric.net
Subject: Request for Informational Interview
<p>Dear Ms. Okoye,</p> <p>I'm a business student at Kirkwood and am currently researching project management career paths. While researching your company, I found your LinkedIn profile and I'm interested in learning about your career journey. I believe hearing your experiences and expertise would be very beneficial for a young professional like me.</p> <p>I am requesting 30 minutes of your valuable time if you are open to a career conversation. I would greatly appreciate an opportunity to meet with you. Thank you in advance for your time and consideration.</p> <p>Sincerely, Liam Jones</p>

Example Email Request to a Mutual Connection
To: m.brooks@drbiz.com
Subject: Request for Informational Interview
<p>Dear Mr. Brooks,</p> <p>I'm a business management student at Kirkwood and am currently researching project management career paths. My professor, Sharon Blanchard, shared your name with me because of your expertise in the field. Professor Blanchard mentioned that you have agreed to a brief meeting with me. I greatly appreciate the opportunity to learn about your career journey.</p> <p>Is there an upcoming date and time that works best with your schedule? My availability is open on Tuesdays, Thursdays, and Fridays. Thank you again for your time and help. I look forward to hopefully meeting with you soon.</p> <p>Sincerely, Lina Velazquez</p>

Planning Ahead

- Conduct some basic research about your contact, their field, and their employer Select appropriate clothing (according to industry standards)
- Ensure your appearance is professional (body and clothing are clean, well-groomed, and orderly) Create a list of questions or areas you would like to explore



Plan Ahead

TIARA QUESTIONS - Example questions include:

Trends

- What trends are impacting this industry most right now?
- How has this profession changed most since you started?
- How do you think the industry will change most dramatically in the next several years?

Insights

- What surprises you the most about your job / field / employer?
- What's the best lesson you've learned on the job?
- If you had to attribute your success to one skill or trait, what would it be?

Advice

- What do you know now that you wish you'd known when you were preparing to enter this field?
- If you were me, what would you be doing right now to maximize your chances of success?

Resources

- What resources should I be sure to look into next?
- What are the sources you use to stay up-to-date in this industry?

Assignments

- What projects have you done that you felt added the most value to your career?
- Have you had interns / new graduates in the past at your organization? If so, what sort of projects have they completed?

Source: Steve Dalton's TIARA Framework, outlined in his book, The 2-Hour Job Search.

Stay Connected!

You might not always get the maximum benefit from just one visit. Keep in touch by sending them an article on a related topic, offering to assist them in some way with their work or research and / or connecting with them on LinkedIn.

Example Thank You Email

To: okoyeb@cric.net

Subject: Thank You

Dear Ms. Okoye,

Thank you for taking the time to meet with me on Friday, June 10th to share your professional advice.

It was a pleasure to meet you and hear more about your experience as a Kirkwood Alumnus. I appreciated your advice and will definitely look into the internship program you recommended at ABC Company.

I hope that I can reach out to you for further advice if I have questions in the future. Thank you again for your time.

Sincerely,
Liam Jones

BUILDING RELATIONSHIPS

Reflect On Your Career Conversation

What did you learn from this conversation? List at least 5 things:

Of these, which is the most helpful and why?

Based on what you've learned, what can you do in the next 24 hours for your job search?

Next month? Next 6 months?



www.linkedin.com

LinkedIn is important for career development due to its powerful networking capabilities, extensive job listings, and opportunities for personal and professional branding. It helps you connect with peers, expand your network, find new opportunities, and build your professional presence.

Optimize Your Profile:

- *Profile Picture:* Choose a professional, clear photo that reflects your work attire.
- *Headline:* Don't just list your job title; describe your expertise and what you do.
- *Summary:* Write a compelling summary that highlights your key skills, experience, and career goals.
- *Experience:* Clearly outline your job history, including responsibilities and achievements.
- *Skills:* List your relevant skills and seek endorsements from connections.
- *Customized URL:* Personalize your profile URL for easier sharing and recognition.
- *Keywords:* Incorporate relevant keywords throughout your profile to improve search visibility.

Build Connections:

- *Connect Strategically:* Network with people in your field, potential employers, and industry influencers. Using the search bar in the top left hand corner, using specific key words and selecting "people" is most effective!
- *Personalize Connection Requests:* Craft a personalized message when connecting to show genuine interest.
- *Join Groups:* Participate in relevant LinkedIn groups to engage with your network and learn about industry trends. Using the search bar in the top left hand corner, using specific key words and selecting "groups" is most effective!

Engage with the Platform:

- *Post/React Regularly:* Share your thoughts, insights, and relevant content to stay visible and engaged.
- *Engage with Others:* Comment on posts, participate in discussions, and show appreciation for your network's work.

**Want more
LinkedIn Guidance?**

Learn more by scanning the QR code.



Additional Job Search Resources

3 Reasons You Need **Handshake** An Online Recruiting Platform

1

Opportunities

Find opportunities relevant to your education and experience. These can include full-time, part-time, internships, and volunteering.

2

Connections

Connect to employers by easily messaging hiring managers, asking about a position that sparks your interest. Reach out to Kirkwood alumni who work for an employer you are interested in.

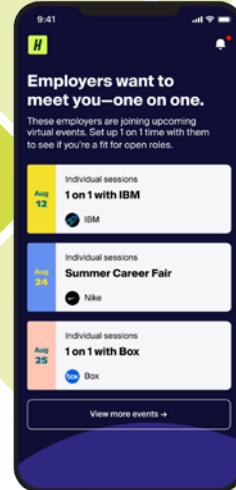
3

Be Discovered

Create your profile and fill out your interests to increase the chances of recruiters reaching out to you.

Questions?

Contact Career Services:
Iowa Hall 3rd Floor
careerservices@kirkwood.edu
319-398-5540



Handshake

DOWNLOAD THE HANDSHAKE APP TODAY
AND MAKE JOB SEARCHING A BREEZE.



Corridor Careers www.corridorcareers.com

IowaJobs www.workiniowa.jobs

LinkedIn www.linkedin.com/jobs

USA Jobs www.usajobs.gov

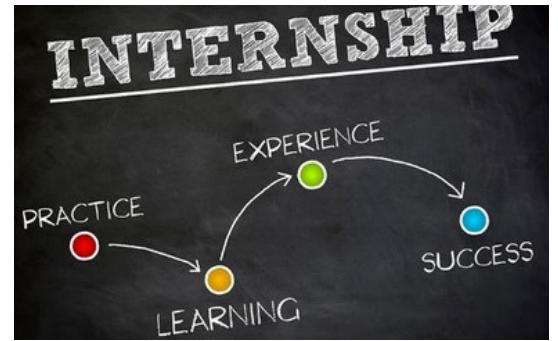
FlexJobs www.flexjobs.com

Diversity Jobs www.diversityjobs.com

**** Identify companies you'd like to work for and check their websites for new listings ****

Why Participate in an Internship?

The purpose of an internship is to give you the chance for additional career development. It offers the opportunity to use the skills you already have and build upon them. PLUS- it's a great way to open doors and build valuable connections.



1 Confirm Your Intentions

- Discuss internship options (credit vs. non-credit, paid vs. unpaid) with faculty
- Establish learning objectives aligned with your career field
- Register on Handshake and know how to search for opportunities

2 Get Ready for the Search

- Begin searching the semester before the internship
- Create and review a resume and cover letter(s) with Career Services.
- Practice interview skills with Career Services or Standout
- Prepare to articulate your skills and qualifications in interviews
- Develop a “30-second elevator pitch” for professional interactions
- Acquire appropriate interview attire
- Set up a professional voicemail message
- Build a professional LinkedIn profile and understand its use
- Secure 3 references

3 Conduct Your Search

- Apply to multiple internships with necessary documentation
- Organize a system to track applications and interviews
- Learn to follow up with thank-you letters after interviews
- Meet with Career Services for progress updates

IMPORTANT!

As you complete your internship, be sure to keep track of what you do and add it to your résumé. Allow employers to see the extra experience and commitment to your field!

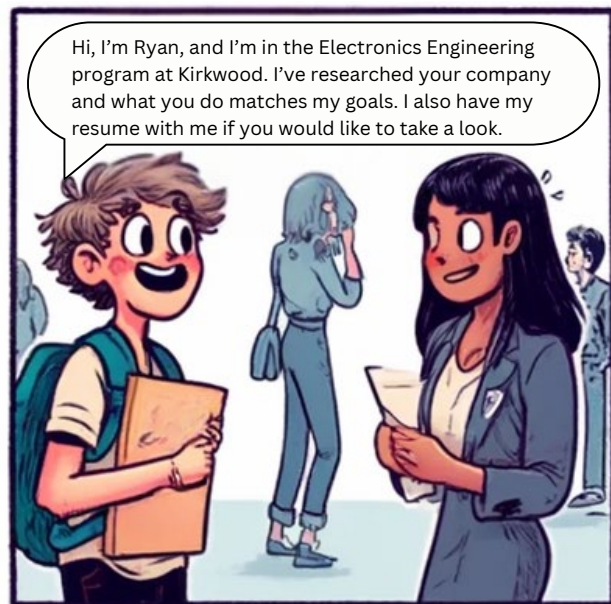
JOB FAIRS & NETWORKING EVENTS

Do Research on the Companies, including:

- Number of locations and employees
- Age of the company and length of time in the community
- Services or products provided
- Types of positions for which they hire

Be Prepared and Confident:

- Bring updated copies of your résumé
- Dress to impress
- Prioritize visiting companies of interest, give a firm handshake and introduce yourself
- Request a business card from professionals and follow up with a thank you



JOB SEARCH PLAN

Job Titles

Which roles will you search for?

EXAMPLES	<i>Project Manager Marketing Specialist</i>
1. 2.	

Employers to Target

Identify at least three employers that hire those roles.

Tip: Find employers on job search sites (listed on page 9) or in the Member Directory for the Cedar Rapids Metro Economic Alliance: www.cedarrapids.org/membership/directory/

EXAMPLES	<i>Collins Aerospace de Novo Marketing Crystal Group</i>
1. 2. 3.	

Your Connections

List three people you know and how each connection could support your career growth. Think about what this person knows, who they know, or what experience they might share with you.

EXAMPLE	<i>Joe M., request informational interview to get their professional advice</i>
Connection 1 How might this connection support your career goals or professional growth?	
Connection 2 How might this connection support your career goals or professional growth?	
Connection 3 How might this connection support your career goals or professional growth?	

JOB SEARCH PLAN

Expanding Your Network

Choose three networking activities to add connections to your network. Share some specifics about each one.

EXAMPLES	
Networking Strategies	Specific Plans
Attend events such as career fairs, campus activities, and Kirkwood club events / meetings	<i>Attend the Etiquette Luncheon on 10/17</i>
Join a professional association	<i>Join Society for Ecological Restoration</i>
Ask an instructor to connect you with an alum from your program	<i>Ask Jim T. in class on Tuesday</i>
Join a group on LinkedIn	<i>Search "Project Management Students" and check out the results</i>
Connect with employers and professionals	<i>Search for PMI Eastern Iowa and connect with the guest speaker from Sharon's class</i>
Conduct informational interviews on LinkedIn	<i>Ask Mom to introduce me to her friend with a construction business to learn how they got started</i>

What are 3 specific things you'll do to expand your network?

WRITING A RÉSUMÉ



YOUR RÉSUMÉ IN 7 STEPS

1 Choose the Right Format

- Start with a format that is clean and use bullet points and section headers
- Use easy-to-read font in sizes 10, 11, or 12
- Be sure to make it your own and stay consistent throughout
- Ideally, your resume should be one page. If you have extensive experience in your field, a two-page resume may be acceptable

2 Create a Professional Header

- Include your full name, phone number, professional email, and LinkedIn profile (if complete). Avoid personal information like birth date or a photo

3 Craft a Strong Summary or Skills Section

- Write a brief statement at the top to highlight your skills and what you bring to the role
- Tailor it to each job application and what they are seeking in an employee

4 Showcase Education and Certifications

- List the exact titles of your degrees, certifications, and relevant coursework
- Place recent achievements higher up, especially if they relate to the job

5 Include Relevant Projects or Volunteer Work

- Projects, clinicals, internships, and volunteer experiences can showcase transferable skills if you have limited job experience

6 List Work Experience

- Include recent roles, starting with the most current. Describe your accomplishments using action verbs and quantify results where possible
- List up to the last 3 jobs you've held or 10-15 years, whichever comes first
- Even if a job seems unrelated, discuss relevant skills that were used

7 Proofread, Proofread, Proofread

- Spell-check and grammar-check thoroughly, then ask someone to proofread for you

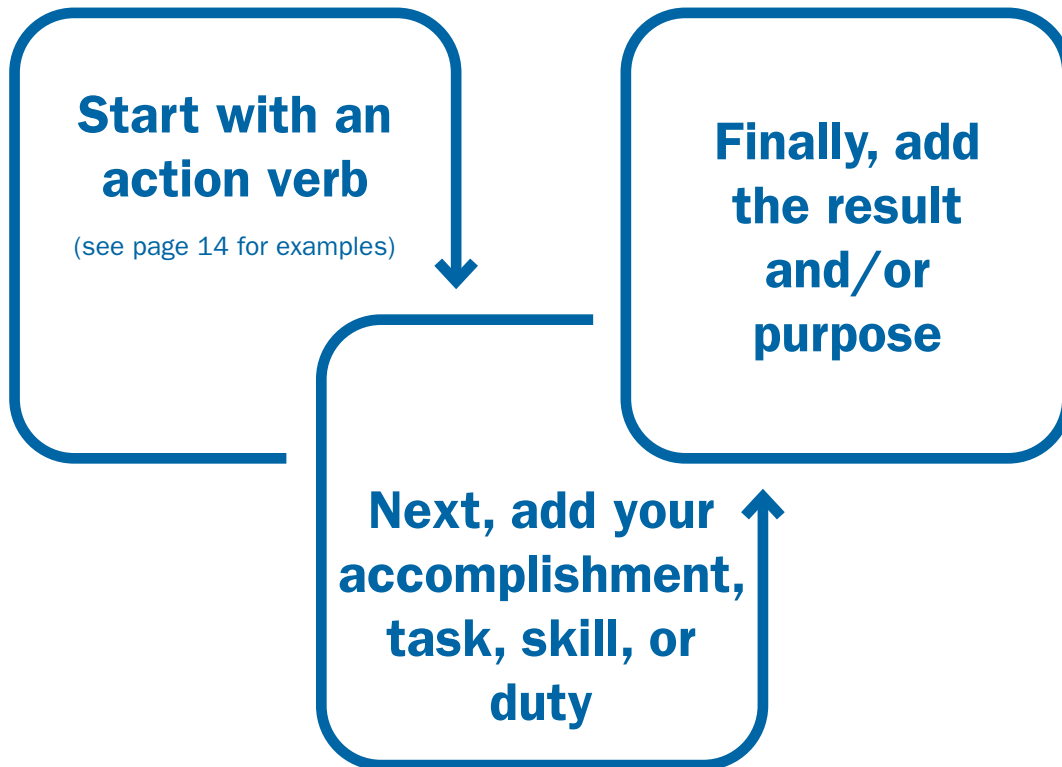


IMPORTANT!

Match keywords from the job description and customize sections for each role to show how you meet specific needs.

Writing Résumé Bullet Points

There are 3 parts to a solid bullet point. Follow this formula to ensure you are telling your story and employers understand your abilities.



WHO?

Who did my job help?

WHAT?

What resulted from this task?

WHY?

Why was this important?

WHEN?

When did it happen? How often?

HOW?

How did this get accomplished?

Examples:

- Maintained 98% of sales portfolio during organizational restructuring process
- Implemented filing system to improve organization and efficient access to client records
- Completed 100+ precision welds while maintaining a 95% quality rate
- Demonstrated attention to detail by promptly reporting safety concerns for compliance
- Conducted over 50 therapeutic sessions per week, aiding in overall recovery rates
- Communicated complex information to patients and families with clarity and empathy

ACTION VERB EXAMPLES

Administrative

Example: Organized patient records according to hospital policies

Adjusted	Classified	Eliminated	Maintained	Prepared	Scheduled
Altered	Collected	Established	Monitored	Processed	Selected
Arranged	Compiled	Forwarded	Obtained	Purchased	Simplified
Calculated	Coordinated	Generated	Operated	Recorded	Straightened
Catalogued	Dispatched	Implemented	Orchestrated	Retrieved	Updated
Charted	Distributed	Inspected	Organized	Screened	

Communication

Example: Drafted monthly customer newsletters using Microsoft Publisher

Adapted	Communicated	Drafted	Interviewed	Presented	Suggested
Addressed	Cooperated	Edited	Motivated	Promoted	Summarized
Arranged	Developed	Influenced	Negotiated	Reported	Wrote
Collaborated	Directed	Interpreted	Persuaded	Represented	

Getting Results

Example: Generated 40 percent increase in sales during first year and maintained this trend each year

Accomplished	Constructed	Entered Excelled	Grew	Labored	Produced
Achieved	Contributed	Exercised	Guaranteed	Launched	Proved
Acted Added	Decreased	Expanded	Handled	Minimized	Received
Administered	Delivered	Expedited	Improved	Modernized	Reduced
Advanced	Demonstrated	Extended	Increased	Obtained	Restored
Built	Displayed	Finalized	Integrated	Opened	Shipped
Collected	Distributed	Forwarded	Installed	Operated	Sold
Combined	Earned	Fulfilled	Introduced	Orchestrated	Stocked
Completed	Eliminated	Gained	Invented	Performed	Targeted
Conducted	Ensured	Generated	Joined	Processed	

Helping

Example: Demonstrated proper techniques to trainees and won “Trainer of the Month” award 4 times

Accommodated	Coached	Enabled	Guided Helped	Relieved	Sustained
Advised	Demonstrated	Enhanced	Listened Protected	Represented	Taught
Alleviated	Diagnosed	Enriched	Provided	Served	
Assisted	Educated	Expedited	Referred	Supported	

Organization/Detail

Example: Scheduled appointments for 4 physicians and 7 technicians in a facility with over 3,000 active patients

Adjusted	Charted	Distributed	Inspected	Organized	Screened
Altered	Classified	Eliminated	Maintained	Prepared	Scheduled
Arranged	Collected	Established	Monitored	Processed	Selected
Calculated	Compiled	Generated	Obtained	Recorded	Simplified
Catalogued	Coordinated	Implemented	Operated	Retrieved	Updated

Problem Solving

Example: Repaired complex industrial machinery quickly to limit production delays

Alleviated	Developed	Formulated	Repaired	Satisfied
Debugged	Evaluated	Inspected	Resolved	Solved
Determined	Fixed	Remedied	Revamped	

Technical

Example: Fabricated various metal structures per customer specifications while ensuring quality standards

Assembled	Edited	Installed	Merchandised	Processed	Repaired
Built	Engineered	Logged	Operated	Programmed	Shipped
Constructed	Fabricated	Maintained	Overhauled	Proofed	Solved
Designed	Inspected	Mapped	Performed	Remodeled	Stocked

RÉSUMÉ SAMPLES



Gonzalo Hernandez

(555) 555-5555 | hernandez_gonzalo@yahoo.com

SUMMARY

Nurse with comprehensive experience in inpatient, outpatient, and emergency care. Skilled in working with multidisciplinary teams to deliver evidence-based, patient-centered care. Proficient in utilizing electronic health records including EPIC and fostering a safe and supportive environment for patients. Hold certifications in Basic Life Support (BLS), HIPAA, ACLS, and PALS.

EDUCATION

Kirkwood Community College, Cedar Rapids, IA

Anticipated December 2024

Associate of Applied Science, Nursing

- Dean's List Student Nursing Association
 - Vice President
- Approved to sit for NCLEX exam February 2025

CLINICAL EXPERIENCE

Burn/Trauma Unit (Preceptorship, 178 hours), University of Iowa Hospital, Iowa City, IA

- Managed care for critically injured patients, including wound care and monitoring for signs of infection or complications

Telemetry (72 hours), Mercy Hospital, Iowa City, IA

- Monitored patients with cardiac conditions, interpreting telemetry data to inform care decisions and improve outcomes

Surgical (72 hours), St. Luke's Hospital, Cedar Rapids, IA

- Assisted in postoperative care by administering medications, monitoring recovery from anesthesia, and maintaining surgical site integrity.

Adult Psychiatric (48 hours), University of Iowa Hospitals and Clinics, Iowa City, IA

- Provided emotional support and therapeutic interventions to patients with mental health conditions in a structured inpatient setting.

General Medical-Surgical (96 hours), St. Luke's Hospital, Cedar Rapids, IA

- Delivered comprehensive care to patients with diverse medical needs, ensuring accurate documentation and timely interventions.

Long-Term Care (96 hours), Crestview Specialty Care, West Branch, IA

- Supported residents with activities of daily living and coordinated care plans to enhance quality of life.

WORK EXPERIENCE

Patient Care Technician

Mercy Medical Center, *Orthopedics/Neurosurgery*, Cedar Rapids, IA

October 2023-Present

- Collaborate effectively with healthcare team to meet care goals, resulting in measurable improvements in patient recovery and care quality.
- Monitor and document patient vitals, intake/output, and other key health indicators in EPIC
- electronic health records to support accurate, timely clinical decisions
- Assist up to 15 patients per shift with activities of daily living (ADLs), including repositioning, transferring, and ensuring physical comfort to maintain dignity and independence
- Recognized by colleagues for maintaining a safe environment by strictly adhering to infection control protocols and patient safety standards

Patsy Kirkwood

(555) 555-5555 | Pkirkwood@yahoo.com

CAREER PROFILE

Patient-focused Dental Assistant with strong foundation in dental procedures and infection control. Knowledgeable in Dexis, Schick, Pyxis, EPIC, Centrex, and governmental computer training.

EDUCATION

Kirkwood Community College, Cedar Rapids, IA

Associate of Applied Science-Dental Assisting

Pending August 2024

- Relevant Coursework: Dental Terminology, Dental Anatomy, Oral Pathology for Dental Assisting, Dental Assisting Clinic I and II, Preventive Dentistry, Dental Radiography, Dental Assisting I, II and III.

CLINICAL ROTATION:

Clinic I- College of Dentistry

January-April 2023

- Periodontics, Endodontics, Geriatric Clinic, Special Care, Orthodontics, Pedodontics, Operative Dentistry, Family Dentistry, and Radiography

Clinic I, Rotation 1- Dr. Carl Cavity - General Practice, 48 hours

January-April 2023

- Took inventory, stocked supplies, instruments, medications, and ordered said items
- Exposed, developed, and processed dental x-rays and maintained x-ray machinery, digital / analog

Clinic II, Rotation 2- Dr. Mike Molar - General Practice, 84 hours

July 2023

- Performed required laboratory procedures, including taking dental impressions, pour plaster models
- Used fourhanded assisting technique.
- Maintained dental equipment and operatory in good, clean condition in accordance to OSHA guidelines

Clinic II, Rotation 3 - Dr. Sarah Cuspid - Orthodontics, 84 hours

July-August 2023

- Cross-trained in other dental support positions including reception, orthodontics, oral surgery
- Educated patients in oral hygiene and plaque control programs to ensure proper at-home care

CERTIFICATIONS:

Laser Safety Training

Registered Dental Assistant (RDA)

August 2023

CPR (Cardiopulmonary Resuscitation), American Heart Association

August 2022-2024

CDA (Certified Dental Assistant-Dental Assisting National Board)

To Complete August 2023

WORK EXPERIENCE:

System Unlimited, Iowa City, IA

Direct Support Professional

July 2021-present

- Promote clients' independence by assisting with daily living activities, mobility, and communication
- Collaborate with fellow DSPs to coordinate care plans, share insights, and provide consistent care

Pathfinder Services, Huntington, IN

Direct Support Professional

November 2018-July 2021

- Documented client progress and changes in behavior, and communicate updates to the care team
- Managed challenging behaviors through behavior modification techniques and crisis intervention strategies

PROFESSIONAL AFFILIATIONS & VOLUNTEER EXPERIENCE:

American Dental Assistants Association (ADAA) – Member

January 2023-present

IMOM-Educated community members in oral care

University District Mouthguard Clinic

September 2021

Anita Job

101 Eagle Lane
Cedar Rapids, IA 52404

(555) 555-5555
anita.job@kirkwood.com

EDUCATION

Kirkwood Community College, Cedar Rapids, IA

Associate of Arts, Early Childhood Education Transfer

Anticipated 5/26

Relevant Coursework:

Child Growth & Development	Infant/Toddler Care & Education	Developmental Psychology
Educational Psychology	Child Health, Safety, & Development	Behavior Management
Autism Spectrum Disorder	Support Cultural and Linguistic Diversity	Technology in Early Childhood

RELEVANT EXPERIENCE

Teaching Assistant, College Community School District, Cedar Rapids, IA 1/23 – Present

- Improved first grade students' math skills through consistent, creative teaching and curriculum development
- Designed curricula with focus on individualized methods

President, Eagle Educators Association, Cedar Rapids, IA 8/22 – Present

- Lead weekly meetings and preside over club activities and events
- Establish short- and long-term goals and objectives
- Mentor club members to develop new leaders and next club president
- Approve financial decisions and communications

Tutor and Teacher's Aide, Viola Gibson Elementary School, Cedar Rapids, IA 8/18 – 05/22

- Developed and implemented year-long project for ESL students, resulting in a journal of autobiographical works for use as a learning tool for ESL instructors
- Contributed to drafting of grant proposal, resulting in full funding for district project

OTHER EXPERIENCE

Assistant Night Shift Manager, Wendy's, Marion, IA 6/16 – 8/18

Communications Intern, Kirkwood Community College, Cedar Rapids, IA 1/22 – Present

Co-Editor & Contributor, Cedar Valley Divide, Cedar Rapids, IA 1/22 – Present

LEADERSHIP

Forward, Women's Club Soccer Team, Kirkwood Community College, Cedar Rapids, IA 8/22 – Present

CERTIFICATIONS

Elementary Education License, State of Iowa Board of Education Anticipated 5/26

CPR/First Aid, American Heart Association 8/18 – Present

COMPUTER SKILLS

Experienced with Windows and Mac operating systems. Proficient with HTML and in Microsoft Office Word, Excel, Access, and PowerPoint. Typing speed 70 wpm.

NABILA HASAN

nabilah@google.mail | 319-337-7447 | Iowa City, IA

SUMMARY

Adaptable operations specialist with a background in project management, logistics, and process improvement. Collaborative leader skilled in motivating teams and using Agile frameworks to streamline operations.

EXPERIENCE

Hawkeye Contact Solutions Center | Iowa City, IA

August 2024 to Current

Collections Specialist

- Arrange payment plans for overdue balances from internal and external customers.
- Document all communication and ensure all parties have written records of mutually agreed terms.
- Follow up with customers to offer support for unanticipated issues and ensure continued payment.
- Returned to company after military service; promoted after two weeks to current role.

Defense Logistics Center | New Cumberland, PA

November 2021 to July 2024

Transportation Management Coordinator, Staff Sergeant

- Monitored and coordinated transportation of personnel and equipment according to each mission's goals, ensuring timely arrival within US and abroad.
- Ensured continuous operations for projects requiring complex coordination by serving as liaison between multiple military departments and external organizations.
- Supported and empowered subordinates to manage their responsibilities, delegating tasks and supervising overall project progress.
- Analyzed data and collaborated with colleagues to determine process improvements.
- Advised military and Department of Defense (DoD) civilians on supply chain issues, corrective actions, and preventative measures.
- Reviewed DOD commercial transportation contracts for accuracy and quality control.

Hawkeye Contact Solutions Center | Iowa City, IA

February 2018 to July 2021

Inbound Customer Experience Associate

- Consistently exceeded sales goal by 25%, averaging 12 sales per shift, and maintained productivity levels after shift to remote work during COVID-19 pandemic.
- Fostered positive customer relationships by actively listening and promoting relevant products.
- Collaborated with team members to share and learn best practices and strategies.
- Efficiently handled high volume of inbound calls while maintaining friendly demeanor aligned with company quality standards.
- Accurately documented customer interactions and sales, ensuring seamless follow-up and data integrity.

EDUCATION

Kirkwood Community College | Cedar Rapids, IA

AAS: Business Management

Expected May 2026

U.S. Army | Ft. Gregg-Adams, VA & Ft. Leonard Wood, MO

Diploma: Transportation Management Coordinator (88N)

November 2021

AWARDS

Army Commendation Medal (ARCOM)

February 2024

- Meritorious service recognition for exemplary leadership beyond the call of duty.

Army Meritorious Service Ribbon

June 2022

- Earned for dedication and process improvements.

WONDER WOODS

125 Deer Run LN | Cedar Rapids, Iowa 52402 | (319)-867-5309 | wonder.woods@gmail.com

EDUCATION

Kirkwood Community College

Parks & Natural Resources A.A.S.

GPA- 3.38-4.0

Anticipated May 2027

RELEVANT COURSEWORK

GPS, Natural Resources Interpretation, Park Maintenance, Plant Material Maintenance, Soil and Water Conservation, Wildlife Identification & Management

EXPERIENCE

Conservation Corps Iowa

Field Crew Member

Seasonal May 2026-August 2026

- Learned environmental principles from county conservation workers
- Worked on various conservation projects in county parks
- Maintained nature trails and constructed new trails
- Implemented techniques to prevent erosion on hillsides within area parks

Rocky Mountains National Park

Backpacking Trip Leader

June 2025- August 2025

- Led 6 groups of people on backpacking trips through the Rockies
- Educated group members about the geology, plants, and wildlife of the area
- Planned routes, coordinated meals, and gathered necessary equipment
- Taught group members hiking techniques, water purification & cooking methods, wilderness safety, and environmental consciousness

Seasonal Laborer

June 2024-August 2024

- Operated lawn mowers, hand tools such as shovel, pruners & lawn edging equipment
- Maintained buildings, grounds, and trails included painting 20 picnic tables and trimmed deciduous and evergreen trees and shrubbery
- Coordinated with the laborer crew to ensure coverage of truck delivery & unloading and weekly routine trail sweeping

PROJECTS

Kirkwood Community College campus

Prairie Burn

September 2025

- Observed and assisted classmates with a 5-acre prairie burn
- Used backpack sprayers to control specific areas to prevent spreading

INVOLVEMENT

Conservation Club | Kirkwood Community College

August 2026-present

NAI National Conference | St. Augustine, FL

December 2026

Women in Natural Resources | Kirkwood Community College | President

September 2026-present

Terry Johnson

443 6th St. SW Cedar Rapids, IA 52404 | (319) 555-5555 | terry.johnson@googlemail.com

EDUCATION

Kirkwood Community College, Cedar Rapids, IA

Architectural Technology Associate of Applied Science

Pending 05/26

- GPA 3.31/4.00

COURSE HIGHLIGHTS

Architectural CAD, Building Construction Systems, Architectural Drafting, Construction Estimating & Practices, Drawing, Human Relations, American Architecture

COMPUTER PROFICIENCY

Experience in AutoCAD 10-14/2016, Arc View, 3D home, 2020 Kitchen, MS 16/19 Word, Excel, PowerPoint, Photoshop and Windows 10

RELATED EXPERIENCE

Omni Technologies, Inc., Cedar Rapids, IA

2024 – Present

Drafting Intern

- Create CAD drawings for steel fabrication
- Collaborate with clients and engineers to aid in initial design development
- Assist with documentation of certification for government projects

Habitat for Humanity, Iowa City, IA

Summer 2023

Drafting Assistant (Volunteer)

- Worked with architect and drafter to create drawings of housing plans for low-income families
- Helped volunteer lay-workers understand blueprints
- Assisted with construction of 5 new homes

OTHER WORK EXPERIENCE

Cannon Engineering, Cedar Rapids, IA

Summer 2022

Office Assistant (PT)

- Organized various support projects for small firm of engineers
- Answered telephone and directed callers appropriately
- Communicated effectively with clients and engineers

Cargill Steel, Jonesville, IL

2018-2022

Steel Factory Worker

- Operated bundling machine and attached bundles to crane
- Worked 10-12 hours each day in physically demanding environment

Blaze Metals

blaze.metals@gmail.com

(098) 765-4321

OBJECTIVE	To obtain a welding internship for Spring 2027		
EDUCATION	Kirkwood Community College (Cedar Rapids, IA) Advanced Welding Technologies 08/2025 – Current Associate of Applied Science <ul style="list-style-type: none">GPA: 3.83 / 4.00		
CERTIFICATION	American Welding Society	04/2026	
	SENSE 1 & SENSE 2		
	OSHA	10/2025	
SKILLS	Blueprint reading	Detail oriented	GMAW
	GTAW	Physical stamina	Problem solver
	SMAW	Task prioritization	Welding safety
WORK HISTORY	The Smith Family 03/2024 – Current Farm Hand <ul style="list-style-type: none">Fabricated SMAW welds on various farm equipmentAssisted with planting and harvesting cornOperated forklifts, skid loaders, tractors and a semi		
	City of Cedar Rapids 05/2023 – 08/2023 Groundskeeper <ul style="list-style-type: none">Used hand-held tools to maintain green spacesChecked machinery and performed routine maintenance to prevent malfunctionUsed heavy equipment, mowers and trimmersProvided support during special events held at the Amphitheater		
PROJECTS	Car rebuild 06/2023-08/2023 <ul style="list-style-type: none">Rebuilt a 1967 Mercury Cougar using SMAW welds to repair the body of the car Swing set build <ul style="list-style-type: none">Designed and assembled a swing set for 4-H project using GMAW welds		
AWARDS	Dean's List (3 semesters) 08/2025-Present Rotary Scholarship August 2025		

Cecelia Castillo

(333) 222-1111 | cecec@gmail.net

Profile

Bilingual biology student and aspiring STEM researcher with hands-on lab experience and skills in data collection, statistical analysis, and basic laboratory techniques. Seeking summer research internship related to microbiology, biochemistry, or genetics.

Education

Bachelor of Science: Biology (Accepted Admission for August 2025) Anticipated May 2027
University of Northern Iowa, Cedar Falls, IA

Associate of Science: Biology Anticipated May 2025
Kirkwood Community College, Cedar Rapids, IA

Skills

Specimen Processing & Analysis	Quantitative & Qualitative Analysis
Lab Instrument Calibration	Statistical Calculations
Sterile Procedures	Detailed Data Entry
Bilingual (English & Spanish)	CPR / First Aid Certified

Work History

Lab Assistant, Kirkwood Biology Lab, Cedar Rapids, IA September 2024 – Present

- Set up equipment and supplies at each station to prepare for class demonstrations according to faculty instructions
- Maintain, clean, sterilize, and organize lab and equipment
- Follow safety policies and protocol at all times

Caregiver, Montgomery Family, Cedar Rapids, IA November 2023 – Present

- Care for three children aged 6-10 years, including one diabetic child
- Assess diabetic child's blood sugar levels via continuous glucose monitor (CGM) wearable device, then determine snacks and meals accordingly
- Prepare meals and maintain detailed food consumption records
- Follow sanitation guidelines to maintain sterile environment when using medical equipment
- Complete monthly review of detailed safety plan and insulin injection procedures for emergency preparedness
- Report activities and updates to parents after each shift

Professional Affiliations

<i>American Society for Microbiology</i> , Member	October 2024 – Present
<i>Association for Women in Science</i> , Member	January 2024 – Present
<i>Kirkwood STEM Club</i> , Vice President (2024 – Present)	September 2023 – Present

Volunteering

<i>Barista</i> , Mercy Hospital Cafe, Cedar Rapids, IA	Summers 2021 – Present
<i>Race Day Water Table Attendant</i> , Relay for Life, Cedar Rapids, IA	June 2017 – June 2019
<i>Kennel Assistant</i> , Cedar Valley Humane Society, Cedar Rapids, IA	April 2013 – March 2020

WRITING COVER LETTERS



The Purpose of a Cover Letter

The cover letter gives you a chance to have more of a human voice, use your communication skills, and highlight specific qualities as discussed in your resume and the job description.



The Sections of a Cover Letter

Introduction

- Capture their attention with a strong opening that introduces who you are and why you're excited about the role and company. Be specific with the job title
- Include how you heard about the position

Body

- Highlight your key skills and experiences, providing examples that align with the job requirements
- Emphasize how you can add value, showcasing what sets you apart from others
- Do not copy what's on your resume; instead, this is a place to expand

Closing

- Restate why you are a good match for the job
- End with a confident call to action, such as expressing interest in an interview
- Include a thank-you statement

Things to Note

- Use the same formatting as your resume (for example, font size)
- Follow instructions. The employer may request that specific information is included in the cover letter
- Whenever possible, address the letter to an actual person. When in doubt, use "Dear Human Resources" or "Dear Hiring Manager"
- This is a good place to address special circumstances such as relocating or making a career change



IMPORTANT!

If a job application says the cover letter is optional, assume it is **required** and provide it.



Cliff Hanger

Myemail@email.com | 555-555-5555

December 15, 2024

Frank Einstein, Human Resources Generalist
International Paper
4600 C St. SW
Cedar Rapids, IA 52404

Dear Frank Einstein:

Imagine a workplace where safety, teamwork, and innovation drive every success—that's exactly why I'm drawn to the Maintenance Technician position at International Paper. With a proven track record in maintenance and a passion for problem-solving, I'm eager to contribute my skills to your team. Your commitment to employee development and fostering an inclusive culture makes this opportunity even more inspiring.

Having graduated from Kirkwood Community college with a degree in Industrial Maintenance Technology, I have up-to-date knowledge in this field. In my previous roles, I have consistently demonstrated expertise in performing preventive and emergency maintenance, troubleshooting complex systems, and collaborating with cross-functional teams to ensure equipment operates efficiently. My ability to interpret blueprints, schematics, and technical manuals has allowed me to diagnose and resolve issues effectively, minimizing downtime and ensuring continuous operations.

I am eager to discuss how my experience aligns with the Maintenance Technician role. Please feel free to contact me at 555-555-5555 or myemail@email.com to schedule an interview. Thank you for considering my application, and I look forward to the opportunity to contribute to International Paper's success.

Sincerely,

Cliff Hanger

Cliff Hanger

Ella Vator

555-555-5555

Myemail.email.com

December 15, 2024

Ali Katt, Human Resources
Mercy Medical Center
701 10th St SE
Cedar Rapids, IA 52403

Dear Ali Katt:

Empowering others to reclaim their independence isn't just my profession—it's my calling. As an Occupational Therapy Assistant, I've turned challenges into opportunities for patients. The moment I read about the opening at Mercy Medical Center, I knew it was the perfect place to contribute my skills to exceptional care, blending compassion with measurable progress to help patients thrive.

Your job description highlights several responsibilities that align perfectly with my skills and experience:

Job Responsibilities:

- Collaborates with hospital departments and community agencies to deliver coordinated care.
- Assists with patient/client interventions, including delegating and supervising support staff.
- Provides patient and family education and training to support care goals.

My Qualifications:

- Cooperated with interdisciplinary teams to develop care plans integrating therapy and family input
- Supported patient interventions by implementing treatment plans and guiding support staff
- Educated patients and families to empower active participation in care and therapy goals

I look forward to the opportunity to bring my skills and enthusiasm to Mercy, delivering on your mission to improve the health of the people and communities you serve. Thank you for considering my application, and I welcome the opportunity to discuss how I can support your team.

Regards,

Ella Vator

Ella Vator

REFERENCES

Choose Relevant People:

- Select professional references who can speak to your skills, work ethic, and achievements, such as former managers, colleagues, or mentors
- Avoid using family members or personal friends

Keep Them Informed:

- Tell your references about the job you're applying for and highlight skills or projects they might mention

Prepare a Reference Sheet:

- Create a well-organized document listing your references, including names, titles, companies, contact details, and your relationship with them

Follow Up and Show Gratitude:

- Thank your references after they've been contacted and let them know the outcome of your application

Keep in Touch:

- Maintain good relationships with your references, even after getting a job. Connections are valuable for future opportunities

REFERENCE 1

Name: _____

Title: _____

Company: _____

Phone number: _____

Email: _____

REFERENCE 2

Name: _____

Title: _____

Company: _____

Phone number: _____

Email: _____

REFERENCE 3

Name: _____

Title: _____

Company: _____

Phone number: _____

Email: _____



IMPORTANT!



ALWAYS ask someone before listing them as a reference. This ensures they are prepared, you have their correct contact information, and it shows respect for their time assistance.

INTERVIEW TIPS AND PRACTICE



Congratulations, you have an interview!

The employer likes your resume and qualifications-- now it's your task in convincing them they are correct.



Before the Interview

- *Research:* Visit the company's website to understand their work and values
- *Practice:* Rehearse answers with a friend, focusing on your skills and experiences
- *Attire:* Choose and try on a professional outfit that fits well, boosts confidence, and makes sense for your chosen field
- *Logistics:* Know the location. Do a practice run or check directions in advance
- *Materials:* Bring extra resumes, references, a pen, and paper in a folder or padfolio

During the Interview

- *Arrival:* Be 10–15 minutes early
- *Phone:* Leave your phone behind or turn it off completely
- *Politeness:* Treat everyone respectfully, including the receptionist
- *First Impressions:* Greet with a firm handshake, eye contact, and a smile
- *Conversation:* Keep it professional and relevant to the role
- *Closing:* Thank the interviewer, offer another handshake, and smile

After the Interview

- *Next Steps:* Clarify the follow-up process
- *Contact Info:* Request a business card for accurate communication
- *Reflection:* Note your impressions and key takeaways immediately
- *Thank You:* Send a thank-you email or card within 24 hours to reinforce a positive impression



IMPORTANT!



Always back up your answers with specific evidence and examples. This is what sets you apart from the the other candidates and helps the interviewer truly understand your abilities.

Strengths & Skill Sets Practice

What do you want the employer to remember about you? Why do your skills and strengths make you a good fit for the position? List examples of how you demonstrated each of these.

Strengths & Skill Sets	Example 1	Example 2
EXAMPLE Skill: Adaptable	“I am highly adaptable to change. During my internship a new payroll system was introduced. While some other members of staff were unhappy about it, I taught myself the system in my own time and was then able to train others how to use it.”	

Area(s) for Improvement	How am I currently improving on it?
EXAMPLE Area: Epic software HINT: Share a professional area for improvement that you are working on. The job advertisement may contain clues for skills you have not yet mastered. Be careful not to share a weakness so crucial to the job that it will be a red flag (e.g., time management for nursing roles, customer service for hospitality jobs, etc.).	While I am familiar with Epic software due to my training at Kirkwood and my clinical experiences, it is a system that I am working to become more proficient in. I am using Epic more frequently during my preceptorship at the University of Iowa Hospitals and Clinics, where I also have the opportunity to ask questions of the other RNs.

Behavioral/Situational Interviews:

Answer like a STAR!

In a behavioral or situational interview, you will be asked to respond to a specific situation you might face on the job. When answering behavioral/situational questions, **it is important to give specific examples and to talk about the results.** Use the STAR method to help structure your answers.



S Situation	Begin by giving some context: Describe the situation or challenge you faced.
T Task	Explain your role in the situation. What was the task you needed to accomplish?
A Action	Detail the action(s) you took to complete the task or solve the problem.
R Result	Conclude by sharing the outcome of your action(s). This could also include what you learned about the situation.

STAR Method Example

"Tell me about a time when you have handled conflict."

S Situation	At my previous job as a customer service representative, I received a call from an angry customer who received a damaged product. The customer demanded an immediate refund and wanted to speak to a manager.
T Task	As the first point of contact for the customer, it was my responsibility to de-escalate the situation, find a solution, and satisfy the customer while maintaining the company's policies and procedures.
A Action	I took a deep breath, listened to the customer's concerns, and empathized with their frustration. I reviewed the company's return policy and offered a replacement that would be shipped overnight at no cost.
R Result	The customer was satisfied with the solution and thanked me for resolving the issue quickly and professionally. The company was able to keep the customer's business and avoid negative reviews or social media backlash.

Your Turn!

“Tell us about a time when you...”



...used good communication skills

S Situation	
T Task	
A Action	
R Result	

...needed to use your problems solving skills

S Situation	
T Task	
A Action	
R Result	

Traditional Interview Questions

The following questions are commonly asked in interviews. Use this space to practice your answers.

Remember: it is important to tailor your answers based on the job! Provide relevant evidence and examples.

“Tell me about yourself.”

Tips: 1. Focus on your abilities, achievements, and skills 2. Keep your answer to 1-2 minutes

“Why are you interested in our company?”

Tips: 1. Mention their mission, products, achievements, and/or reputation 2. Highlight how their work aligns with your abilities

“Why are you interested in this position?”

Tips: 1. Explain how your experiences matches the job 2. Express genuine excitement about the role

“Tell me about your strengths and weaknesses.”

Strength Tips:

1. 1-2 strengths that can be job related
2. Provide specific examples on how you’ve used them

Weakness Tips:

1. Pick one real but manageable weakness.
2. Provide evidence on how you’re improving.

“Why should we consider you over other qualified candidates?”

Tips: 1. Focus on what sets you apart and give proof 2. Express that you know you can do the job and do it well

Questions to Ask an Interviewer

At the end of an interview, you will be asked, “Do you have any questions for me/us?” Your answer should always be “Yes.” Asking questions allows you to gain more understanding of the role, company culture, and even more about the interviewers themselves. Having at least 3 questions is a good place to start.

Role / Expectations

- Can you describe a typical day in this role?
- What are some challenges a new employee might face in this role?
- What are key qualities that make someone successful in this job?

Team / Culture

- Can you share more about the team?
- What do you like most about working here?
- How would you describe the culture of the company?

Performance / Success

- How is success measured in this role?
- What are your goals for this role?
- Can you share an example of someone who did this role well in the past?

Next Steps

- What are the next steps in the process?
- Is there anything about my experience you would like me to further explain?

Growth / Development

- How does the company support employee goals?
- Are their mentorship or training programs available?
- What opportunities does the company offer for professional development?

IMPORTANT!

While knowing about salary and benefits is important, keep your questions focused on the company and the job. Make sure employers know you want to do the job, not just what it can give to you.

How to Use STANDOUT®

<https://kirkwood.standout.com/login>



1.

After signing up with your K-number and password, you'll be met with the homescreen. You can edit the fields you're interested in to change the questions and topics you'll discuss in your mock interviews.

Career and Industry Interests

Select categories you are interested in for recommended interviews.

Filter on interests

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Accounting | <input type="checkbox"/> Actuary |
| <input type="checkbox"/> Administrative Assistant | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Agriculture | <input type="checkbox"/> Animation |
| <input type="checkbox"/> Architecture and Planning | <input type="checkbox"/> Art |
| <input type="checkbox"/> Artificial Intelligence | <input type="checkbox"/> Arts |
| <input type="checkbox"/> Arts Management | <input type="checkbox"/> Banking |

Save Interests



Create your own practice

- Mix and match questions to create your own practice
- Find questions at all difficulties to try your skills
- View data on your performance

Get Started >>

2.

You can start a practice interview by clicking on the "practice" tab on the top of the screen. You can either choose one of the templates for a mock interview, or custom make your own

3.

When you finish your interview, you can view your statistics. This can help you improve for your next mock interview. Clicking "share" at the top of the screen will allow you to seek feedback from Career Services and Faculty.

Discussion with Reviewers

Please share with reviewer to begin a discussion.

Share

New comment (required)

Drag and Drop Image, Document or Pdf (max-size 10MB)

Add Attachment

Add Video

Thank You Tips & Samples

- Sending a thank you after an interview expresses gratitude and is a good way to follow up
- Send it no later than 24 hours after the interview
- Each person you interviewed with should get their own thank-you note.
- Thank you notes can be sent via email or regular mail
- Proofread your note before sending

Dear Mr. Smith,

Thank you for taking the time to meet with me on Monday. I enjoyed speaking with you regarding opportunities with XYZ Company, particularly those where I can contribute my skills in marketing and social media. I am very excited about the possibility of interning with you this summer and look forward to hearing from you soon.

Sincerely,
Jane Taylor
555-555-5555
jane.taylor@email.com

J. Sender
456 Everywhere Blvd
Cedar Rapids IA 52406



Terrance Smith
XYZ Company 123
Somewhere Place SW
Cedar Rapids, IA 52402

*Thank
You!*

To: t.smith@xyzcompany.com,

Subject: Thank you for the interview

Dear Mr. Smith,

Thank you for taking the time to meet with me on Monday, June 10th to discuss the Sales Representative position at XYZ company. I enjoyed learning more about the role and was especially excited about how the organization encourages teamwork.

I am confident that my skills in customer retention and meeting goals align well with your team's goals. Please let me know if I can provide any additional information.

Thank you again for the opportunity; I look forward to the possibility of contributing to XYZ Company's success.

Sincerely,
Jane Taylor

JOB APPLICATION TIPS



APPLICATION PROCESS

Follow Exact Instructions

- Never write “see attached resume.” Even if you have already included your resume, some applications require you to fill out the information manually.
- Include all requested information. If something does not apply to you, put “N/A” or “Not Applicable”. This shows you didn’t just skip this information.
- When attaching your resume, use a PDF format unless otherwise noted.
- Be sure the name of your file is labeled with your name and what document it is. For example: **Sammy Eagle Resume**

Take Your Time

- Gather all necessary information beforehand and fill out the application carefully to avoid missing details.
- Remember to save the information if you need to return to it later.

Check for Errors

- Proofread for spelling and grammar mistakes to present a polished application.

No Experience? No Problem

- Include details about volunteer work, projects, or informal jobs. Not all experience has to be paid experience.

Answering “Reason for Leaving”

- Be honest but tactful. Use positive or neutral language like “Seeking new opportunities,” “School schedule conflicts,” “The position was temporary,” or “Released from position.”

Answering Salary Expectations

- Research typical pay for the position and location beforehand. O-Net Online (www.onetonline.org) is a great, accurate resource for this.
- If possible, provide a salary range based on your research.



IMPORTANT!



When listing the duties from your experiences, be sure to include relevant language based on the job description. Think of things you have done that are similar to what the job entails.

Previous Employment Information- Write and Remember!



There are certain items needed on every job application.
Use this space to write down your information to help you stay current.

Company	Job Title	Dates of Employment	Reason for Leaving

Want more practice?

This QR code takes you to the Career One Stop online practice application! Use it as much as needed to help you feel comfortable when filling out applications.



<https://www.careeronestop.org/Toolkit/Jobs/practice-job-application.aspx>

SALARY NEGOTIATION STRATEGIES

All of your hard work paid off, and you received a job offer!
Here are things to consider when negotiating a starting salary.



Evaluate Your Value:

Consider factors like geographic location, years of industry and leadership experience, education level, career level, specific skills, and any relevant licenses or certifications to determine the value you bring to the employer.

Research Market Average:

Find out the national and local average salaries for the position and what similar companies pay. This data will serve as a strong basis for your negotiation. O-Net Online (www.onetonline.org) is a great resource to learn about salaries locally or in different states, as well as related occupations.

Prepare Talking Points:

Outline reasons why you deserve a higher salary, supported by one or two solid examples from your past experiences that demonstrate your value to the company.

Be Confident:

Convey confidence in your request to foster a positive response from the employer. Avoid over-explaining or apologizing during the negotiation.

Ask for the Top of Your Range:

Present a salary request that is at the higher end of your desired range to leave room for negotiation.

Prepare for Tough Questions:

Be ready for challenging questions from recruiters about your interest and motivation, and respond honestly.

Be Flexible:

If the salary is non-negotiable, consider alternative forms of compensation like health care benefits, additional vacation days, bonuses, or work-from-home options.

Ask Questions:

If your request is met with resistance, use open-ended questions to gather more information and keep the conversation going. Examples include asking about budget considerations or other negotiable aspects.



IMPORTANT!



If you decide to decline the job offer, do so respectfully. Let the employer know that you appreciate the opportunity but have decided to go in another direction.



Career Services

319 -398 - 5540

www.kirkwood.edu/careerservices

It is the policy of Kirkwood Community College not to discriminate in its programs, activities, or employment on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential family, parental or marital status. If you have questions or complaints related to compliance with this policy, please contact the Vice President, Human Resources and Institutional Effectiveness (employees) or the Vice President of Student Services (students), 6301 Kirkwood Blvd. SW, Cedar Rapids, IA 52404, 319-398-5572, equity@kirkwood.edu, or the Director of the Office for Civil Rights, U.S. Department of Education, Cesar E. Chavez Memorial Building, 1244 Speer Boulevard, Suite 310, Denver, CO 80204-3582, Telephone: (303) 844-5695 FAX: (303) 844-4303, TDD 800-877-8339 Email: OCR.Denver@ed.gov.