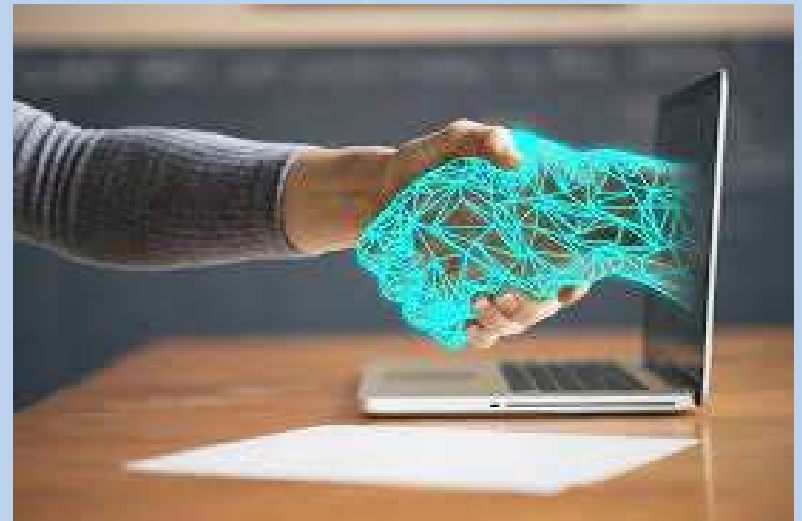


A.I. Technology and Return to Work Strategies and Trends

**Presented By John M. Wedl
President and Founder of
WEDL Placement Services Inc.**



A.I. Technology and Return to Work Strategies and Trends

01 Current Employment Stats

National Data and New Realities!

02 A.I. (Artificial Intelligence)

How A.I. is impacting job searching and hiring trends.

03 Job search Tips and Strategy

A.I. can't get you the job all by itself!

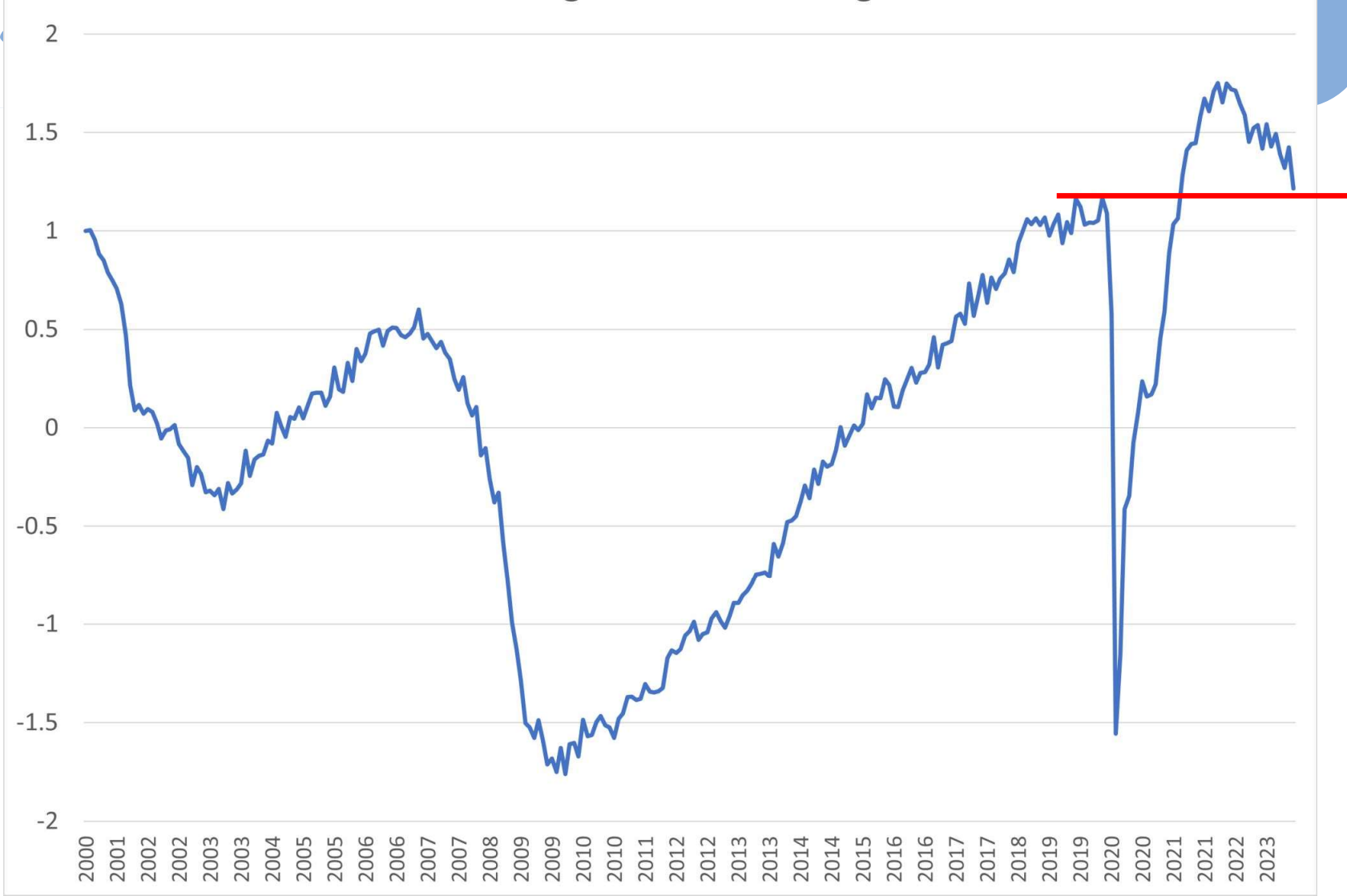
04 Ethical Issues and Bias

How why A.I. is far from perfect



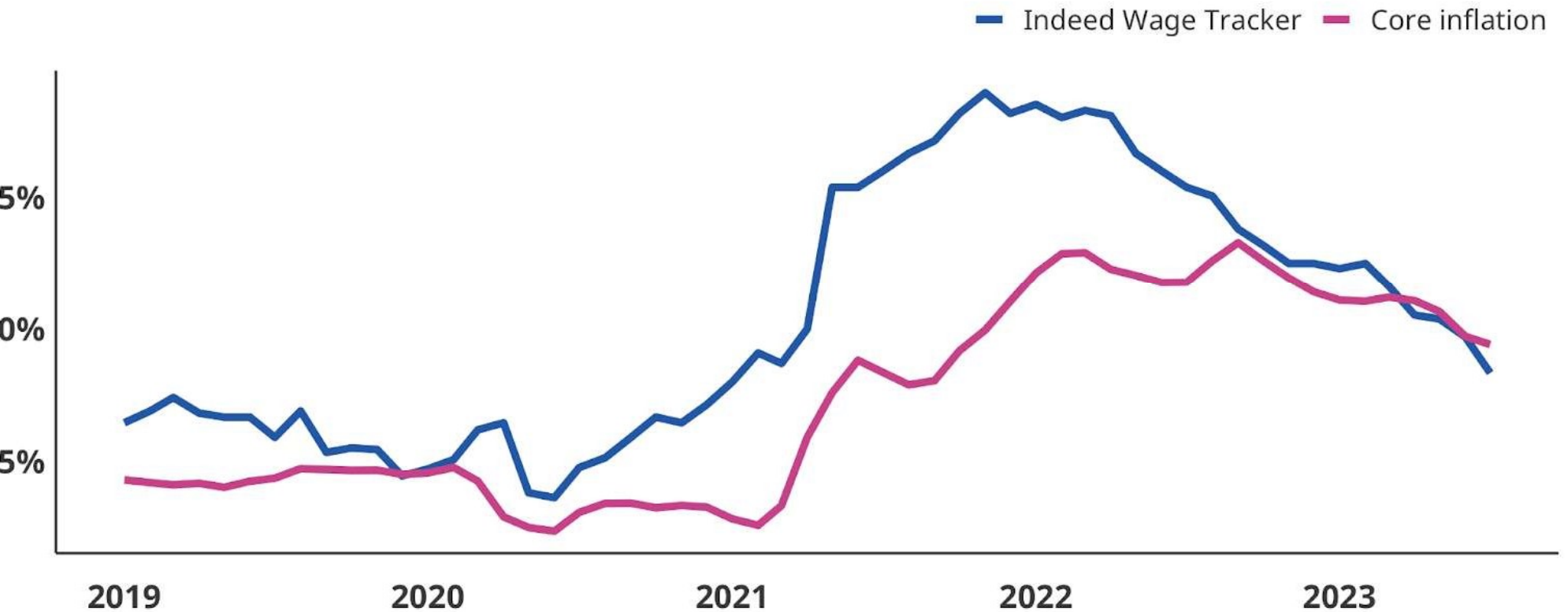


Labor Market Tightness Index - August 2023



Posted wages are slowing more quickly than prices

Year-over-year growth, Jan 2019 — Jul 2023

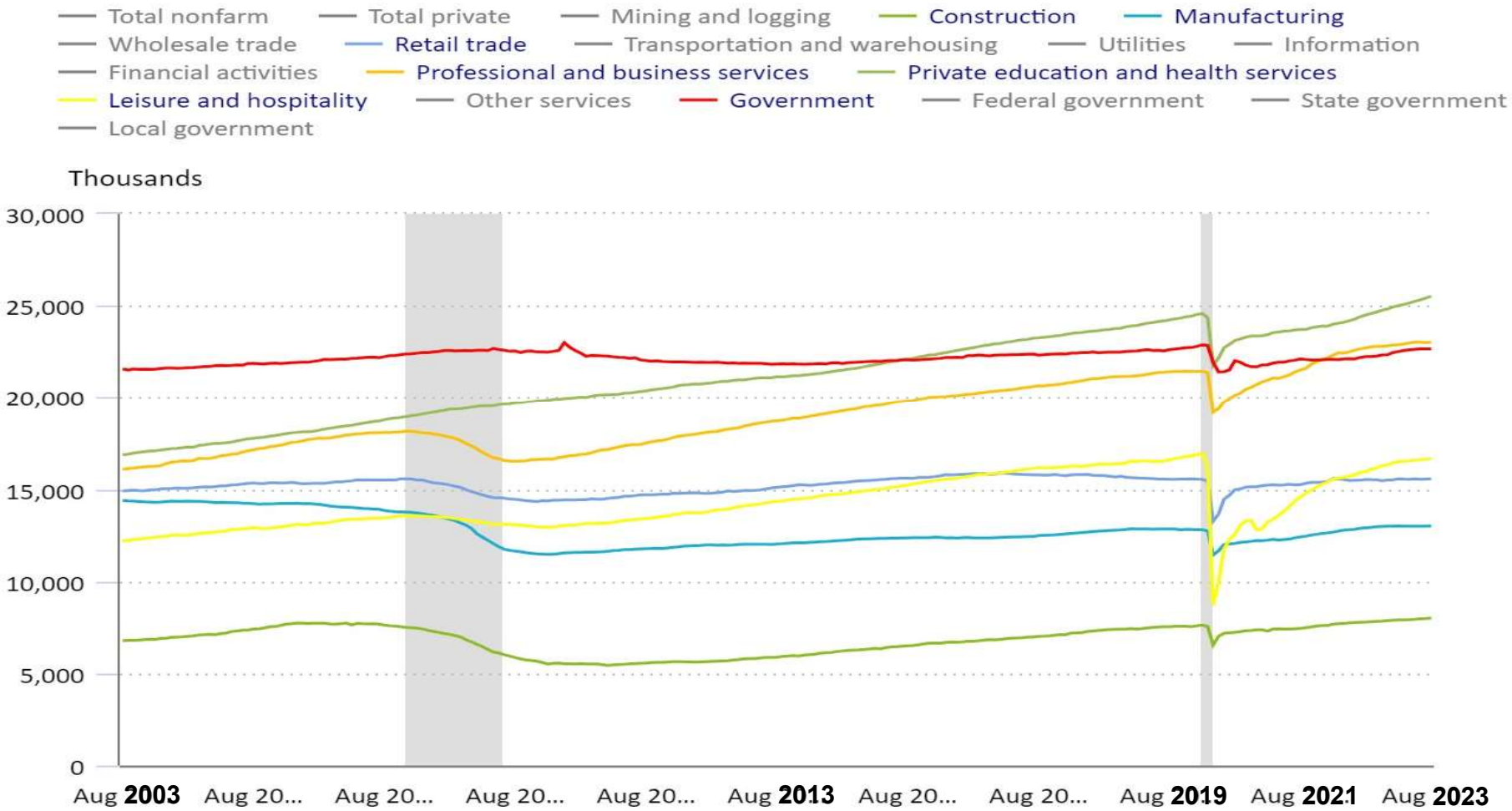


Source: Indeed Wage Tracker, Consumer Price Index



Employment levels by industry, seasonally adjusted

Click and drag inside chart to change dates displayed



Source: U.S. Bureau of Labor Statistics.

History of Tech Trends in Employment

1980's

1990's

2000's

2010's

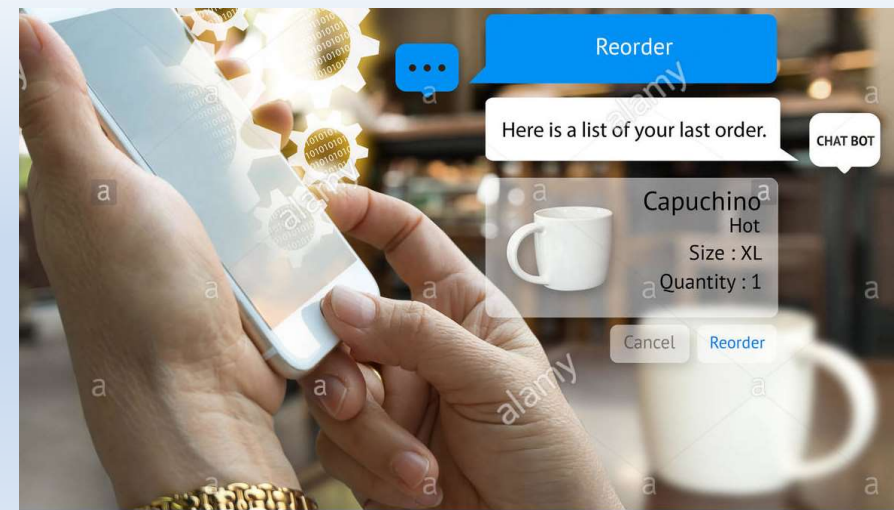
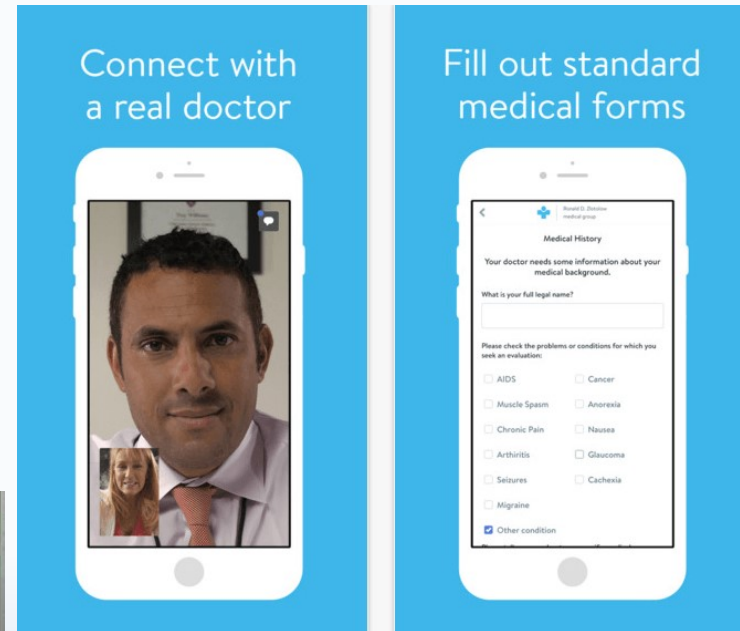
2020's

Future



Job Search is Changing and Getting Confusing







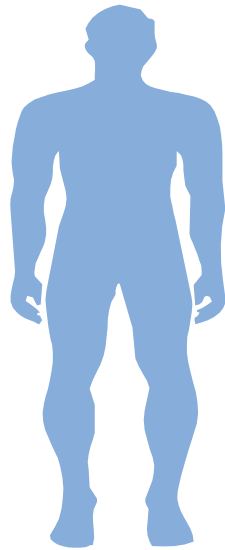
What is Artificial Intelligence (AI)

Artificial intelligence (AI) is a set of technologies that enable computers to perform a variety of advanced functions, including the ability to see, understand and translate spoken and written language, analyze data, make recommendations, and more.

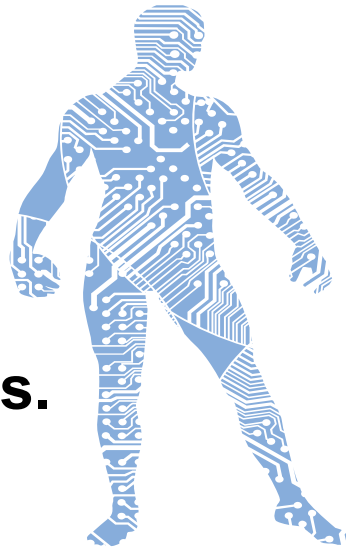
How A.I. Can help with Recruiting

Recruiter: **Human Intelligence**

- Search for candidates manually
- Review based on own opinion
- Play phone tag for phone screen
- Send out invites to complete employment assessments
- Set up / schedule interviews
- **1-2 weeks**



Vs.



Recruiter: **Artificial Intelligence**

- Search virtually for candidates 24-7
- Review based on algorithms
- Automatically set up video interviews
- Auto send employment assessments
- Set up live video interviews
- Automated in-person interview sched.
- **1-2 Days**



Key Benefits of Artificial Intelligence (AI)

Reducing Human Error: Helps to save both time and resources and helps in achieving accurate and efficient results.

Automates Repetitive Tasks and Processes: Employees get time to focus on such tasks which require human abilities.

Facilitates Quick Decision-Making: AI systems are always available (24-7-365) thus helping in faster decision making.

AI-Enabled Digital Assistants: Chatbots smartly handle customers and provide timely and accurate information on demand.

Assist in Medical Applications: AI based surgery stimulators monitor and detect neurological disorders and stimulate brain functions.

<https://www.forbes.com/advisor/in/business/software/advantages-of-ai/>

How A.I. can make a difference for job seekers?

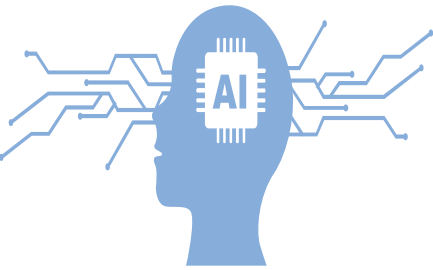
A.I. can improve the speed and probability of a candidate getting hired.

A.I. improves Candidate Nurturing.

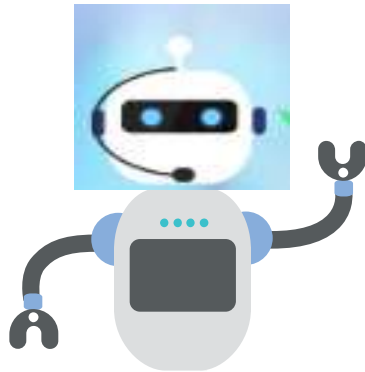
A.I. helps with a more transparent job search experience.

A.I. Can help improve writing, research, and communication.

A Where A.I. Will Show Up in Job Search?



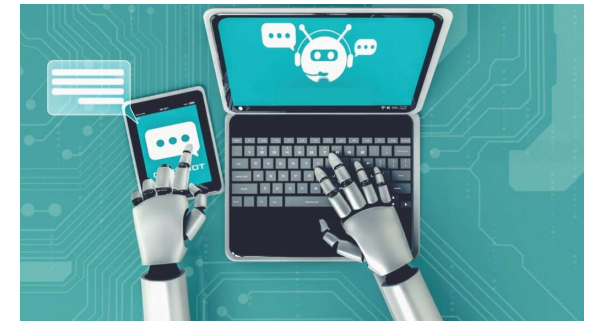
Bots



Chat Bots

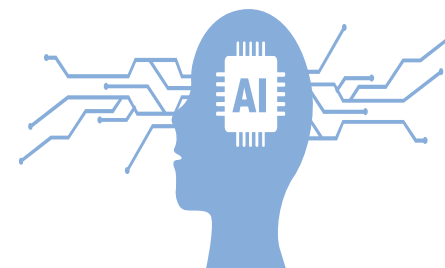


**Video
Interviewing**



Communication Tools

AI Applicant Tracking Systems



A

Why do you need an ATS-friendly resume?

Because up to 75% of submitted resumes never make it into the hands of an actual recruiter! A lot of these failed resumes aren't formatted correctly or don't include the proper keywords.

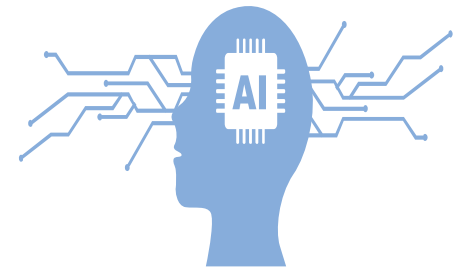
How to create an ATS-compliant resume:

Find the job title and put it in your resume headline

Find relevant skills and add them to your resume

Choose an ATS-friendly resume format

Make your resume easy to scan



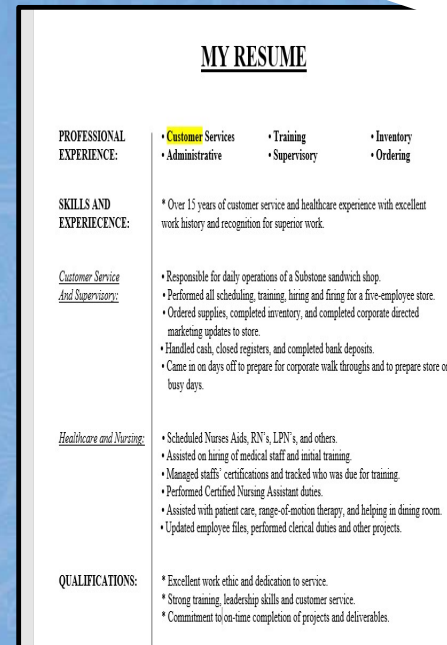
How do ATS Bots Work?

Bots are programmed to:

- 1) Understand job descriptions and requirements
- 2) Screen and read resumes and social media profiles

Bots then:

- Grade, Rank, and Screen resumes
- Send top resumes to recruiters.





Bots – KEY WORDS

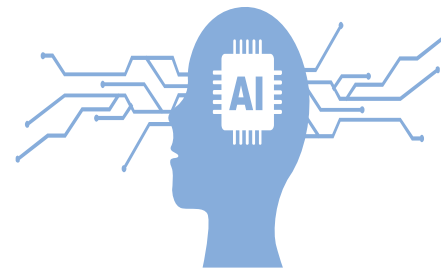
JOB OPENINGS

Customer Liaison

DESCRIPTION: A **customer liaison** acts as a focal point for customer **problems, questions or concerns**. They **coordinate** with the proper company **personnel** to provide timely and accurate answers for the customers.

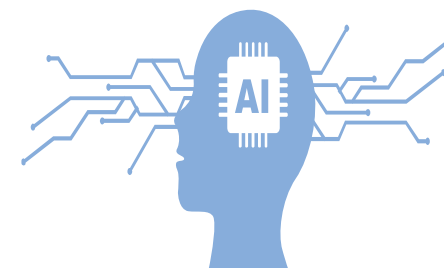
REQUIREMENTS: Handle **complaints**, **Communicate Telephonically** at times, Ability to **work nights and weekends**

APPLY NOW!



AI Bots — KEY WORDS

<u>MY RESUME</u>	
PROFESSIONAL EXPERIENCE:	<ul style="list-style-type: none">• Customer Services• Administrative• Training• Supervisory• Inventory• Ordering
SKILLS AND EXPERIENCE:	<p>* Over 15 years of customer service and healthcare experience with excellent work history and recognition for superior work.</p> <p><u>Customer Service And Supervisory:</u></p> <ul style="list-style-type: none">• Responsible for daily operations of a Substone sandwich shop.• Performed all scheduling, training, hiring and firing for a five-employee store.• Ordered supplies, completed inventory, and completed corporate directed marketing updates to store.• Handled cash, closed registers, and completed bank deposits.• Came in on days off to prepare for corporate walk throughs and to prepare store on busy days. <p><u>Healthcare and Nursing:</u></p> <ul style="list-style-type: none">• Scheduled Nurses Aids, RN's, LPN's, and others.• Assisted on hiring of medical staff and initial training.• Managed staffs' certifications and tracked who was due for training.• Performed Certified Nursing Assistant duties.• Assisted with patient care, range-of-motion therapy, and helping in dining room.• Updated employee files, performed clerical duties and other projects.
QUALIFICATIONS:	<ul style="list-style-type: none">* Excellent work ethic and dedication to service.* Strong training, leadership skills and customer service.* Commitment to on-time completion of projects and deliverables.



Bots — KEY WORDS

JOB OPENINGS

Customer Liaison

DESCRIPTION: A **customer** liaison acts as a focal point for customer **problems, questions or concerns**. They **coordinate** with the proper company **personnel** to provide timely and accurate answers for the customers.

REQUIREMENTS: Handle **complaints**, **Communicate Telephonically** at times, Ability to **work nights and weekends**,

APPLY NOW!

MY RESUME

PROFESSIONAL EXPERIENCE:

- **Customer** Services
- Administrative

- Training
- Supervisory

- Inventory
- Ordering

SKILLS AND EXPERIENCE:

Customer Service And Supervisory:

- * Over 15 years of customer service and healthcare experience with excellent work history and recognition for superior work.

- Responsible for daily operations of a Substone sandwich shop.
- Performed all scheduling, training, hiring and firing for a five-employee store.
- Ordered supplies, completed inventory, and completed corporate directed marketing updates to store.
- Handled cash, closed registers, and completed bank deposits.
- Came in on days off to prepare for corporate walk throughs and to prepare store on busy days.

Healthcare and Nursing:

- Scheduled Nurses Aids, RN's, LPN's, and others.
- Assisted on hiring of medical staff and initial training.
- Managed staffs' certifications and tracked who was due for training.
- Performed Certified Nursing Assistant duties.
- Assisted with patient care, range-of-motion therapy, and helping in dining room.
- Updated employee files, performed clerical duties and other projects.

QUALIFICATIONS:

- * Excellent work ethic and dedication to service.
- * Strong training, leadership skills and customer service.
- * Commitment to on-time completion of projects and deliverables.

A.I. Tool #1





MATCH RATE

[Guide Me](#)

Add more missing skills (indicated by ✖) into your resume to increase your match rate to 80% or above. [?](#)



ATS FINDINGS

✓ 3 / 7



✖ 4 / 7

RECRUITER FINDINGS

✓ 3 / 4



⚠ 1 / 4

SKILLS MATCH

✓ 5 / 13



✖ 8 / 13

PREMIUM FORMAT CHECKS [?](#)

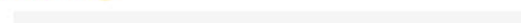
✓ 1 / 2



⚠ 1 / 2

COVER LETTER CHECKS [?](#)

✓ 0 / 0



✖ 0 / 0

ATS FINDINGS [?](#)

Skills and Keywords



You are missing **1 important high-value skill** on your resume.
For example, *Customer Service Representative* appears on the job description 1 times and is not on your resume.
You are additionally missing **4 other hard and soft skills**.
Review your [missing skills below](#).

Job Title



The 'Customer Service Representative' job title provided or found in the job description was not found in your resume. We recommend having the exact title of the job for which you're applying in your resume. This ensures you'll be found when a recruiter searches by job title. If you haven't held this position before, include it as part of your summary statement.
[Incorrect job title in the job description?](#)

Education



This job doesn't specify a preferred degree.

Employment



Adding this job's company name and web address can help us provide you ATS-specific tips.
[Add Company Name](#) | [Add web address](#)



Upload & rescan

Power Edit

Searchability 3 issues to fix

Skills 8 issues to fix

Recruiter tips 1 issue to fix

Formatting

Cover letter

Guide me



Hard skills HIGH SCORE IMPACT

Hard skills enable you to perform job-specific duties and responsibilities. You can learn hard skills in the classroom, training courses, and on the job. These skills are typically focused on teachable tasks and measurable abilities such as the use of tools, equipment, or software. Hard skills have a high impact on your match score.

Tip: Match the skills in your resume to the exact spelling in the job description. Prioritize skills that appear most frequently in the job description.

Skills Comparison

Highlighted Skills

Skill	Variations ?	Resume	Job Description
human resources		×	1

Soft skills MEDIUM SCORE IMPACT

Soft skills are your traits and abilities that are not unique to any job. Your soft skills are part of your personality, and can be learned also. These skills are the traits that typically make you a good employee for any company such as time management and communication. Soft skills have a medium impact on your match score.

Tip: Prioritize hard skills in your resume to get interviews, and then showcase your soft skills in the interview to get jobs.

Skills Comparison

Highlighted Skills

Skill	Variations ?	Resume	Job Description
multi-task		×	1
collaborating		×	1
detail oriented		×	1

Upload & rescan

Power Edit

Searchability 3 issues to fix

Skills 8 issues to fix

Recruiter tips 1 issue to fix

Formatting

Cover letter

Guide me



Other keywords

LOW SCORE IMPACT

Other keywords are words included in the job description more than 3 times and not hard skills or soft skills. These words are typically buzzwords, industry lingo, or company specific jargon that may be unique to the specific company and help your resume get noticed. Other keywords have a low impact on your match score.

Tip: Spend less time including these in your resume on a case-by-case basis.

Skills Comparison

Highlighted Skills

Skill	Variations ?	Resume	Job Description
hiring		×	3
organization		×	3

Recruiter tips

IMPORTANT

Word count

?



There are 511 words in your resume, which is under the suggested 1000 word count for relevance and ease of reading reasons.

Measurable results

?



There are five or more mentions of measurable results in your resume. Keep it up - employers like to see the impact and results that you had on the job.

[View Measurable Results](#)

Job level match

?



You are applying to a(n) junior level role, but you held senior or higher level positions in the past. If you are a career changer in a new field, we recommend adding a summary statement to explain your shift in trajectory.

Words to avoid

?



We've found some negative phrases or cliches in your resume:

[View Negative Words](#)

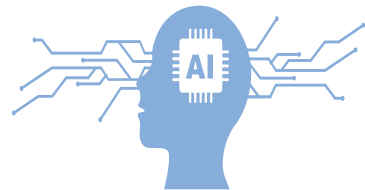
RESUME KEY WORDS

Customer Service - Customer Care - Client Services

Account Manager - Account Executive - Account Representative

Janitor - Maintenance - Custodian

Resume Keywords Tip: Tense and Format Matters
schedule, scheduled, scheduler, scheduling





RESUME KEY WORDS

A.I. Tool #2





A RESUME KEY WORDS



“What key words should I use in a customer service resume?”

A.I. Tool #2



Via Chat GPT:

- Customer satisfaction
- Problem-solving
- Conflict resolution
- Communication skills
- Active listening
- Patience
- Empathy
- Multitasking
- Adaptability
- Relationship building
- Rapport building
- Time management
- Diplomacy

RESUME Writing Chat GPT



CHAT GPT PROMPT:



"Write me a Receptionist Resume"

Front Desk Receptionist [Company Name] [City, State] [Month Year - Month Year]

- Welcomed and checked in visitors, verified identification, and issued visitor passes.
- Managed a busy lobby, ensuring all guests were attended to promptly and efficiently.
- Coordinated with security personnel to ensure the safety of the premises.
- Assisted with administrative tasks such as data entry, filing, and photocopying.
- Maintained and updated the employee directory and phone extension list.

ADDING VALUE is Critical for Strong Resumes



Value Statements = Differentiation

ADDING VALUE is Critical for Strong Resumes



Value Statements = Differentiation

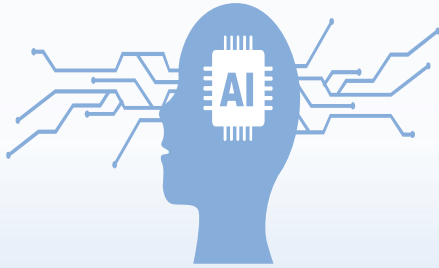
“In my previous position as a receptionist, I saved our company over \$10,000 a year in office expenses by researching, negotiating and updating our current supply vendors”

How to help Bots help you

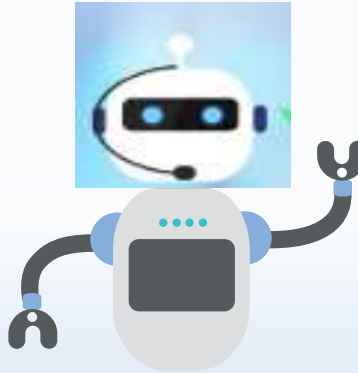
- Always Customize Resume for Keywords—Don't Use “Easy Apply”
 - 25 versions of your resume if applying to 25 jobs!
- Use Key Words directly from job descriptions and industry lists.
- No Resume Stuffing and no White Fonting!
- Keep the Style Simple (Less is More. Fewer Lines, No Graphs, Shading, or Pictures)
- Don't Leave it all up to the Bots! (Network! Referred Candidates get Interviews 5x as often as “Cold Applicants”)



A Where A.I. Will Show Up in Job Search?



Bots



Chat Bots



**Video
Interviewing**

A Engage with Chat Bots




“John, I’d like to set you up with a few skills assessments on Payroll, 10-key, and Accounts Payable. Would that be ok with you?”

AI Engage With Chat Bots

CAREERS THAT CHANGE LIVES

Do meaningful work, make a difference, and improve lives - starting with your own.

SEARCH



TRACK YOUR OPPORTUNITIES.

MY SUBMISSIONS

CREATE AND MANAGE PROFILES FOR FUTURE OPPORTUNITIES.

GO TO PROFILE

CHANGE BEGINS WITH YOU

We look for bold ideas and fresh insights - that's what drives innovation. Come drive the future of healthcare with us.

Hello! How can we help?



AI Engage With Chat Bots



Ways Chat Bots are helpful to job seekers

Cheesecake Factory: Using bi-lingual chatbot technology that guides candidates through the application process

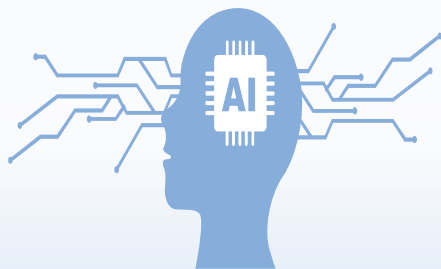


At McDonalds, Their Bots will follow up with applicants on their 18th birthday with an application if they tried applying to a job with them prior

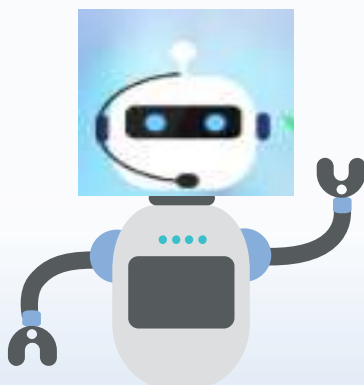
“Silver Medalists” is a term that is being used to describe all the candidate that finished second in the interview process.

The #1 request from job seekers is “more communication.”

A Where A.I. Will Show Up in Job Search?



Bots



Chat Bots



**One-Way Video
Interviewing**



**Communication
Tools**

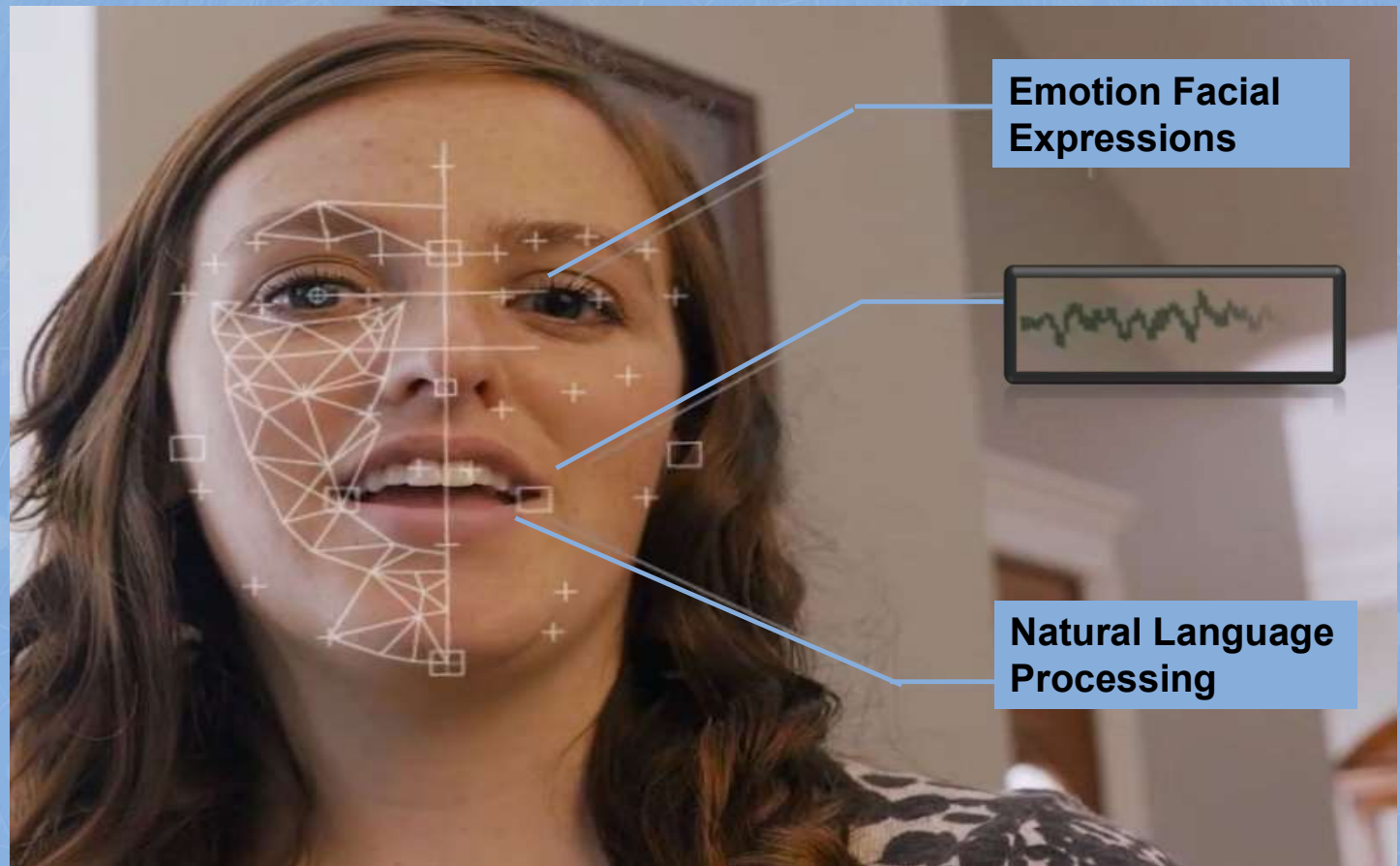
Job Search Trends.



- Virtual “One-Way” Interviews are the new Resume.

“Screen People, Not Resumes”

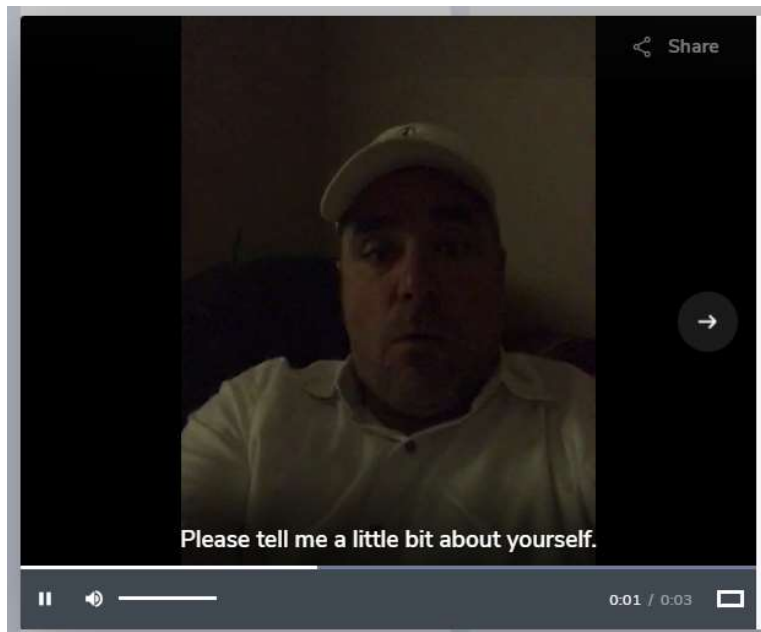
A.I. Tool #3



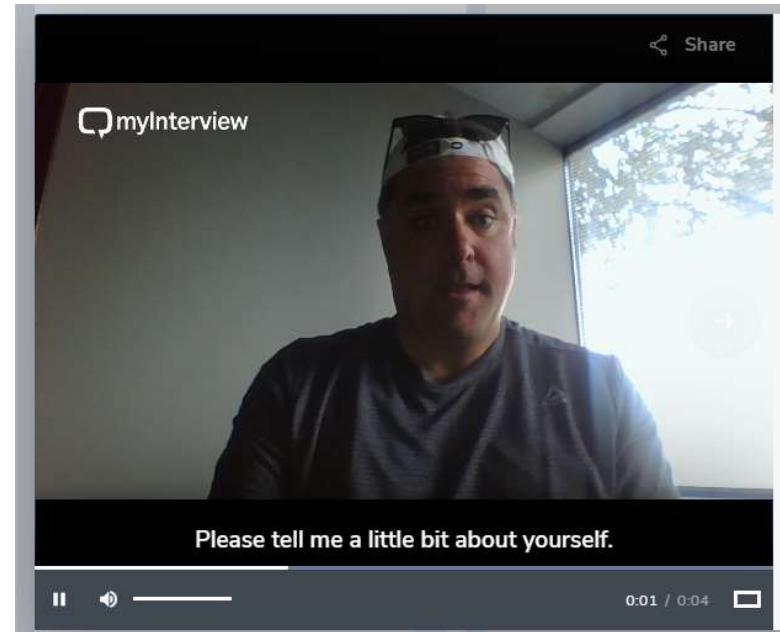
“Screen People, Not Resumes”

A One-Way Video Interviewing

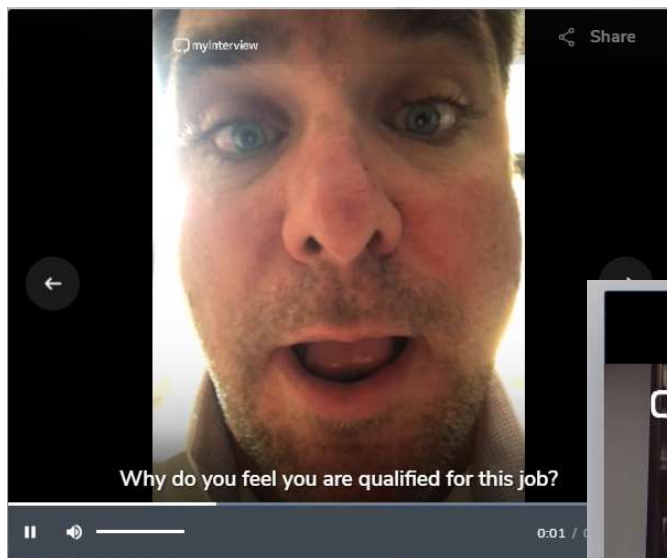
2 AM TV Watcher Too Dark



After Softball Practice Too Casual

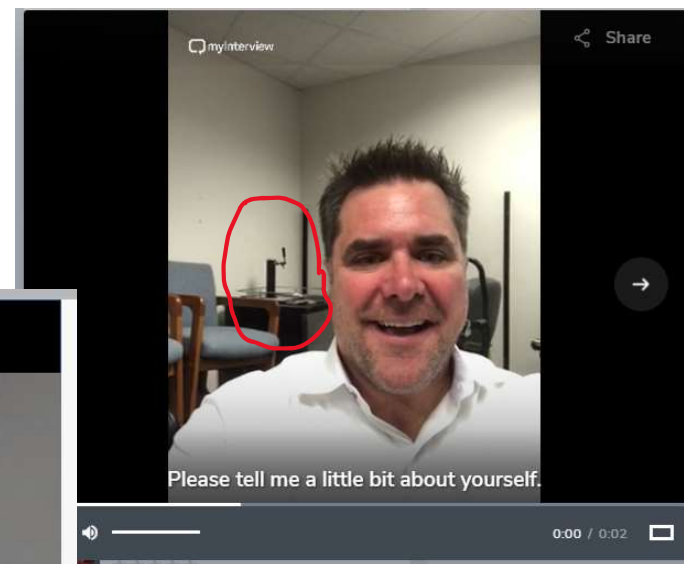
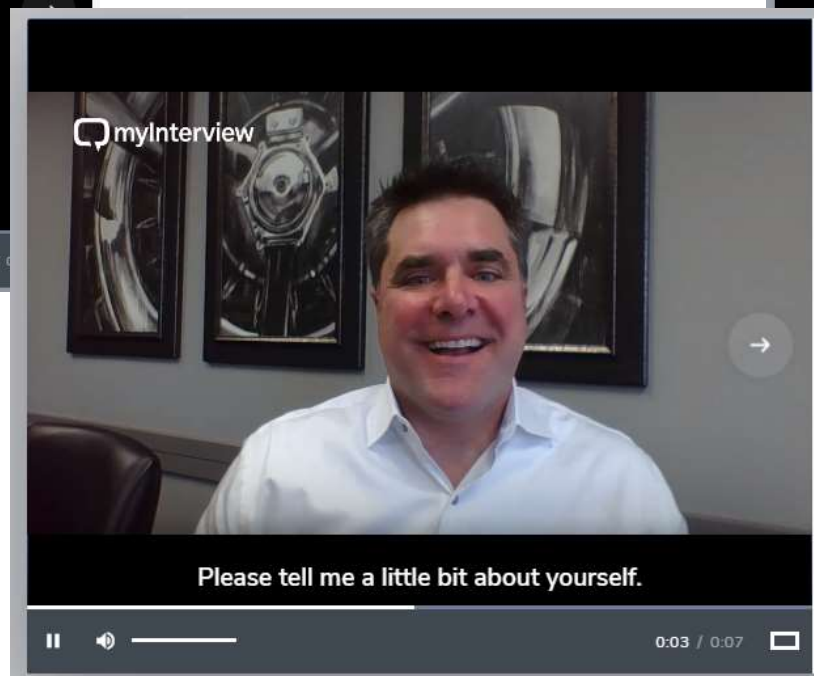


A Video Interviewing



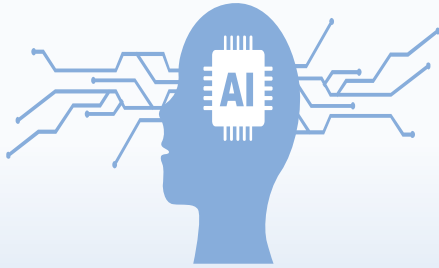
**Not Sure How to
do This
Too Close**

**Best First
Impression!**

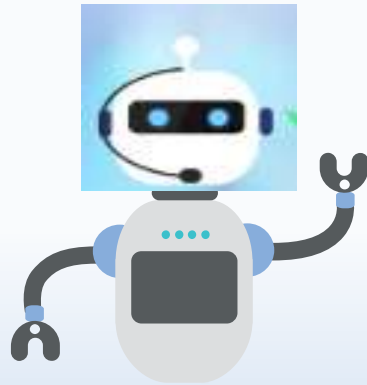


**Just not Thinking
Too Messy**

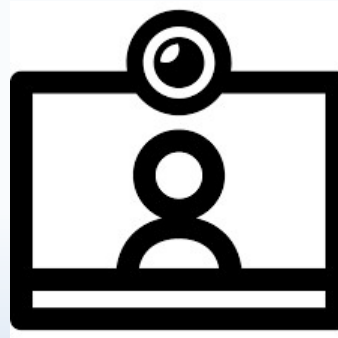
A Where A.I. Will Show Up in Job Search?



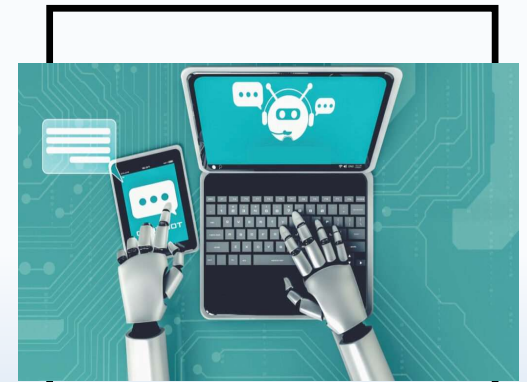
Bots



Chat Bots



**One-Way Video
Interviewing**



**Communication
Tools**

A.I. Tool #4



Coaching (5)

Analytics

See less ^

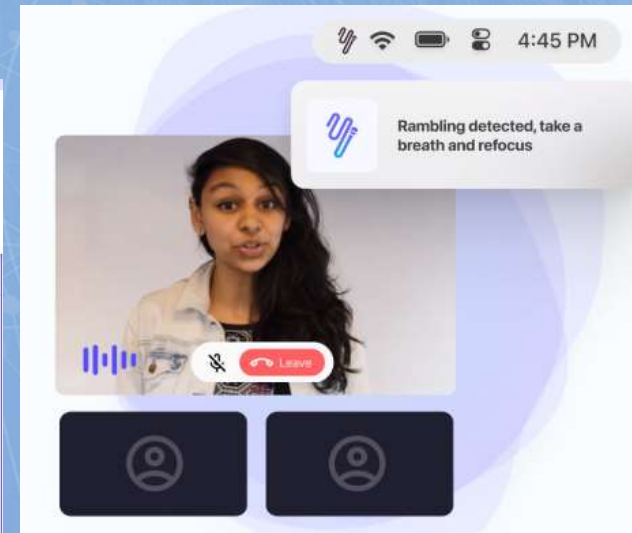
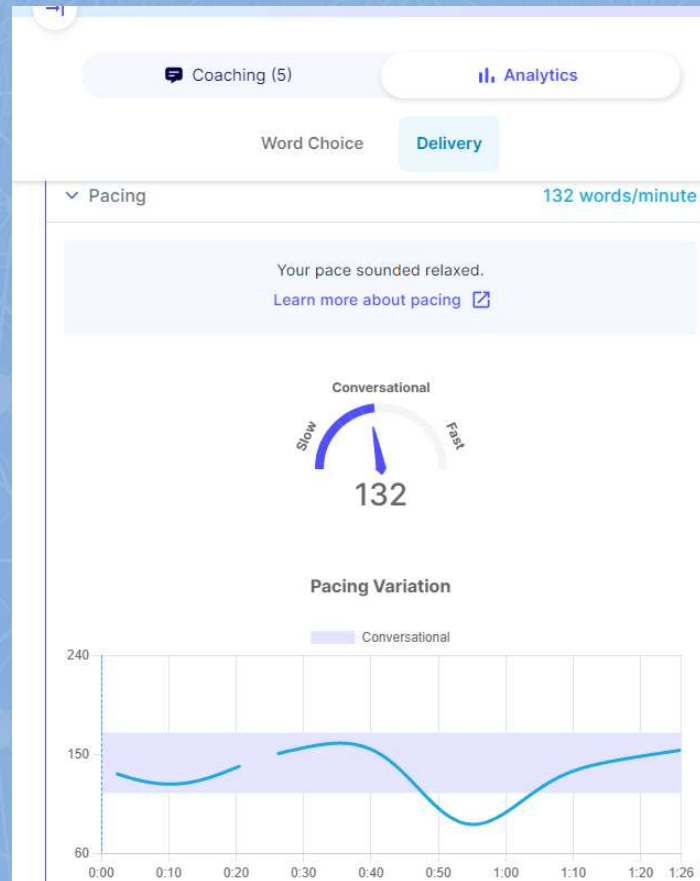


Here's some feedback on question 1:

Overall, you did a good job describing a time when you had to persuade someone in your previous sales role. You mentioned that you worked with customers and talked them into purchasing your products by highlighting the benefits and how it could save them time and money. However, there are a few areas where you can improve your response. First, try to provide a specific example or scenario to make your answer more impactful. Additionally, consider mentioning any challenges you faced during the persuasion process and how you overcame them. Lastly, try to emphasize the outcome or result of your persuasion efforts to showcase your effectiveness.

- Provide a specific example or scenario to make your answer more impactful.
- Mention any challenges you faced during the persuasion process and how you overcame them.
- Emphasize the outcome or result of your persuasion efforts to showcase your effectiveness.

See less ^

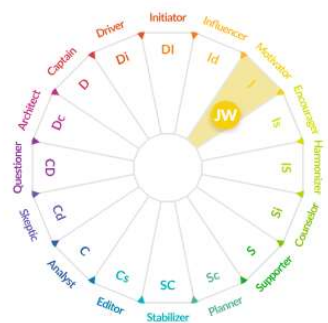


A.I. Tool #5



My Personality

Print ...



Map

DISC

My Personality

Motivator (I) - This profile was made via prediction on Aug. 25, 2023

John and is most likely an optimist who strives to leave a positive impact on those around them. They may appreciate spending a lot of time talking with others. There's a chance they may occasionally be late to a meeting, but when they arrive, they will likely bring a lively, colorful story.

ENTHUSIASTIC

PERSONABLE

ADAPTABLE

Want to improve your profile's accuracy?
Take the DISC assessment



Hello John,

I saw the form you submitted to get a quote for our services. Let's discuss your needs.

To be conversational, replace with:
Let's chat about

Remove

Ignore

ar back from you; thanks for your
me.

Be casual



Hey Jessica,

I'm just following up to ask if you received my last message about our upcoming leadership summit. We

To be direct, replace with:

Checking to see

Remove

Ignore

!

have any questions.

Send

A

△

□

Be objective

CD



Helpful ideas on how to use Chat GPT with your job search

- Help with new job title ideas
- Help find similar job titles in new industry
- Help with writing your resume or cover letter (Industry lingo and key words)
- Help with researching companies or people
- Help develop top 10 lists

The logo features a large white letter 'A' on a blue background, with a white silhouette of a human head profile facing right, containing the word 'ChatGPT' in white.

ChatGPT



“What job titles utilize similar skills as a construction worker?”

Via Chat GPT:

- Project Mgr
- Facilities Mgr
- Estimator
- Inspection
- Facilities planning
- Safety
- Procurement



A ChatGPT



“What are jobs a construction worker could do in another industry with sedentary restrictions?”

Via Chat GPT:

If a construction worker has a sedentary restriction due to health concerns or personal preference but still wants to transition to a different industry, there are various office-based or sedentary job opportunities available. Here are some options:

Construction Cost Control
Insurance Claims Adjuster
Machinery Sales
Estimator





Post Pandemic Job Search Trends.

Remote / Virtual Work

- Jobs that CAN'T be done Remotely:



Retail

Entertainment

Hospitality

Medical

Automotive

Manufacturing

Food /Beverage

Construction

Banking

Transportation

Many of these people left for
white collar jobs

- Most Popular Remote Jobs:



<u>Customer Serv.</u>	<u>Recruiting</u>
<u>Admin Asst.</u>	<u>Accounting/Bookkeep.</u>
<u>Account Exec.</u>	<u>Call Center Rep</u>
<u>Billing Specialist</u>	<u>AP/AR</u>
<u>I.T. Related</u>	<u>Marketing Coord.</u>

<https://www.cnn.com/2022/05/10/the-10-most-in-demand-entry-level-remote-jobs-to-land-right-now.html>

Job Search Trends



- Remote work is here to stay!
What does this mean for our clients?

Remote Work Skills.

- Computer Training
- Skills Assessments

<https://fortune.com/2022/08/31/employers-return-to-office-labor-day/>

-Skills Assessments

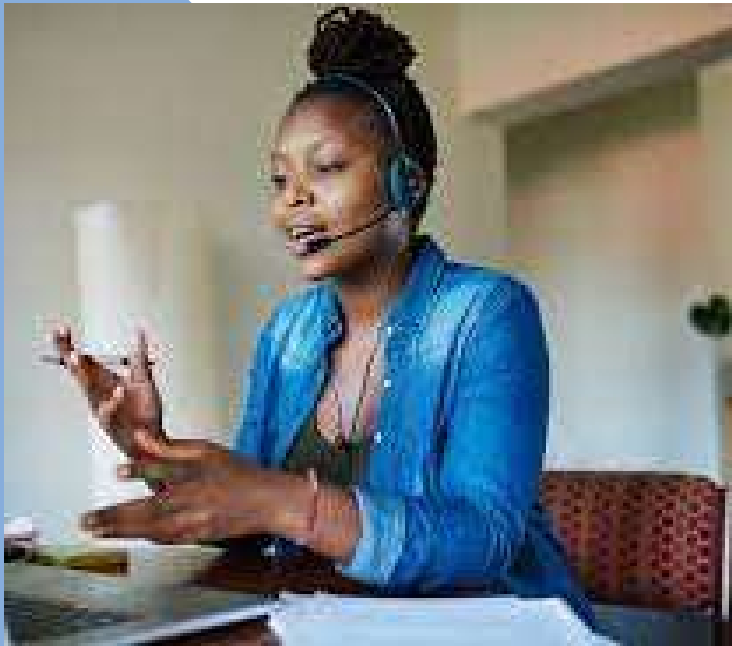


Assess skills on 100's of skill sets:

- Computer Software Skills
- Accounting / Bookkeeping/ Skills
- Call Center Ind. Skills
- Healthcare Ind. Skills
- Education Ind. Skills
- Primary Work Skills

Job Search Trends

- Remote Customer Support Rep Jobs are up 112% since 2019



Banking
Insurance
Hospitality
Retail
Food Service
Government
Health and Wellness

<https://www.makeuseof.com/industries-with-demand-for-remote-workers/>

New jobs being created due to pandemic and new work from home jobs



Bite Ninja



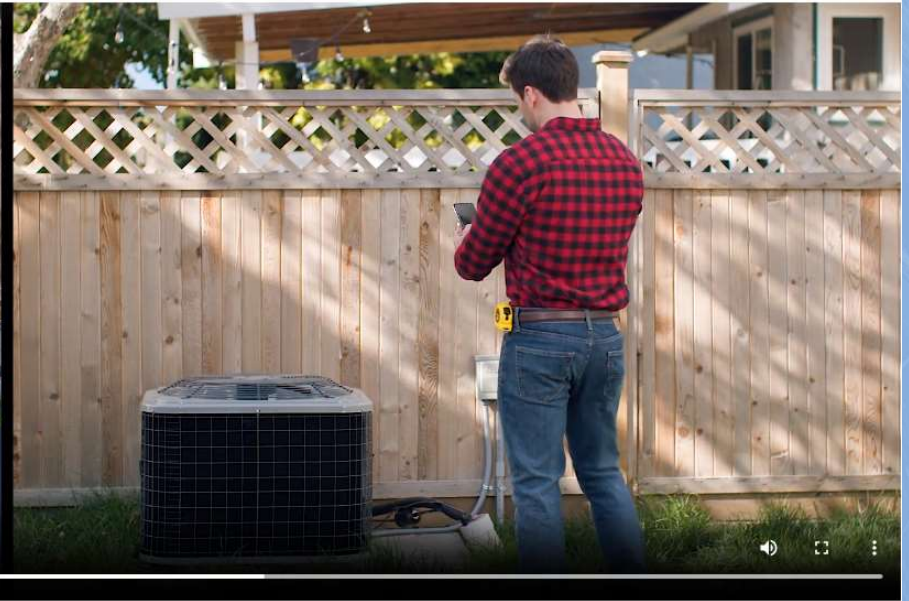


Bite Ninja





REQUEST A DEMO



App-Free Remote Video Inspections and Support

Inspections And Auditors



Heavy Machinery Inspections



Supplier Compliance Audits



Asset Audit

Customer Support Teams



Remote Expert to Field Tech



Automotive Troubleshooting



Manufacturing

Job Search Trends



Soft Skills > Hard Skills

Soft Skills=Transferable skills

It used to be that hard skills were valued more than soft skills in the workplace. But that has changed significantly over the last several years.



What are Hard Skills?



Hard skills are specific competencies, skills, knowledge, and abilities needed to perform a specific task or role. They can be learned through education and professional development.

Based on recent LinkedIn data, “Hard skills can help you get a recruiter's attention, but soft skills can help you land the job.”

Soft skills are:



personality traits, social competencies and skills, knowledge, and abilities used to perform interpersonal activities and unique tasks. Sometimes they are also called human skills.

Soft skills are essential for remote work

93% of employers want to see soft skills on your resume—here are 8 most in-demand

HARD skills	SOFT Skills	Number of Jobs (Soft Skills)
Web Development	Communication skills	6.1 Million
Microsoft Office	Customer Service	5.5 Million
Bookkeeping	Scheduling	5 Million
Financial Planning	Time Management	3.6 Million
Copywriting	Critical Thinking	2.7 Million
Artificial Intelligence	Independent Working	2 Million
Cloud Computing	Project Management	1.8 Million
Computer Programming skills	Flexibility	1.3 Million

<https://www.cnbc.com/2022/07/13/in-demand-soft-skills-to-put-in-your-resume.html>



AI and Ethics: Balancing progress and protection





Modern Hire's Six Principles for Ethical AI and Algorithms in Hiring

AI should benefit both organizations and individuals, including candidates.

AI should avoid and verifiably reduce bias.

AI must be as transparent as possible in its operation.

AI must respect the privacy of candidates and organizations.

AI is accountable to candidates and organizations, meaning its outputs must make sense and be auditable.

AI research and applications must uphold scientific standards, including the use of representative samples and peer review.



Amazon's recruiting algorithm discriminated against women

When it comes to bias in AI, examples all have one thing in common –
data.

AI learns bias from the data it's trained on, which means researchers have to be really careful about how they gather and treat that data.

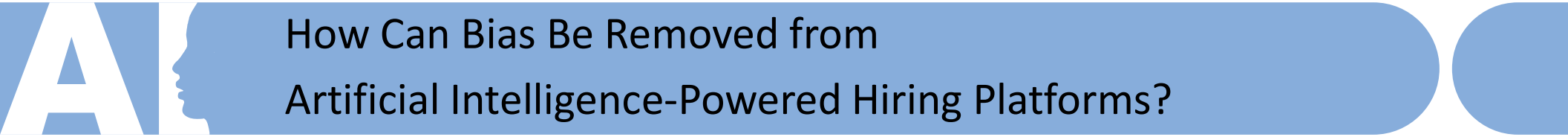


Amazon's algorithm discriminated against women

Despite progress over the past couple of decades, women are still underrepresented in roles relating to STEM (science, technology, engineering and mathematics). According to Deloitte, for example, women accounted for less than a quarter of technical roles in 2020.

The system learned how to judge if someone was suitable for a role by looking at resumes from previous candidates.

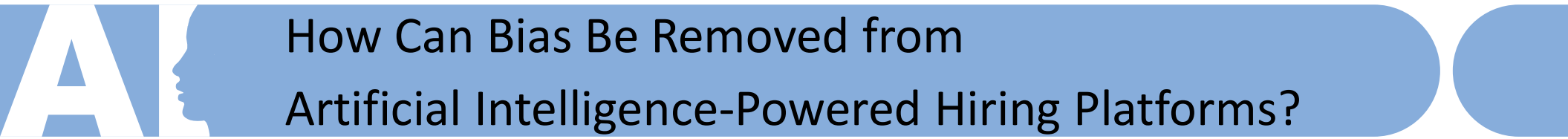
Because women had previously been underrepresented in technical roles, the AI system thought that male applicants were consciously preferred.



How Can Bias Be Removed from Artificial Intelligence-Powered Hiring Platforms?

Harvard-led institute to pursue fairness in online systems

- Today, 80% of companies use automated applicant tracking systems to find and hire talent, according to industry estimates.
- The initiative will explore AI and other techniques hiring platforms could employ to enable even-handed comparisons between candidates.



How Can Bias Be Removed from Artificial Intelligence-Powered Hiring Platforms?

- Poorly worded job descriptions can lead to the exclusion of qualified Job candidates, and applicants' own language can contain cultural biases.
- In-person and digital networking and referrals play an oversized role in how people get jobs. But these informal structures reinforce inequality. The researchers will test ideas for how hiring platforms can level the networking playing field.



Security and Privacy

One of the most pressing privacy and security issues in AI is the handling of personal data.

- Artificial intelligence systems should be designed with transparency and explainability in mind to ensure accountability and mitigate security issues.
- Organizations should not rely solely on artificial intelligence for security and should also invest in other security measures to address security issues.



Rule #1, If it seems too good to be true, it probably is! We all know good job offers don't usually happen after a 5 minute texting interview session.

Rule #2, If the pay seems exceedingly high for the job, it might be a red flag.

Rule #3 The company links (sometimes they don't even have any) link to poorly designed websites. Also, "recruiter" emails don't match the company name.

Rule #4, If the interview is only 5 minutes and their questions are not typical interview questions (more geared towards getting the candidate to like them by complimenting them and asking about weather...)

Rule #5 If the grammar in the text message is not perfect--big red flag.



People will need to get more comfortable with interacting with machines in their day-to-day living and in their job search.



LEAD and
INSPIRE!





Baby Boomers
1945-1965



Gen-X
1966-1980



Millennials
1981-1996



Gen-Z
1997-2012

For the first time in modern history, our workforce consists of four separate generations working side by side



Generational Slang

Delicious

Bussin'

Yes (to confirm something)

Bet (Millennials might say "word")

Groovy or Cool

Lit

Nice Threads

Sheesh! (Said with a high to low tone)

Have a "crush" on someone

"Living Rent Free" in your head

Bread

Guap

Generational Differences

Baby Boomers
1945-1965



Gen-X
1966-1980



Millennial
1981-1996

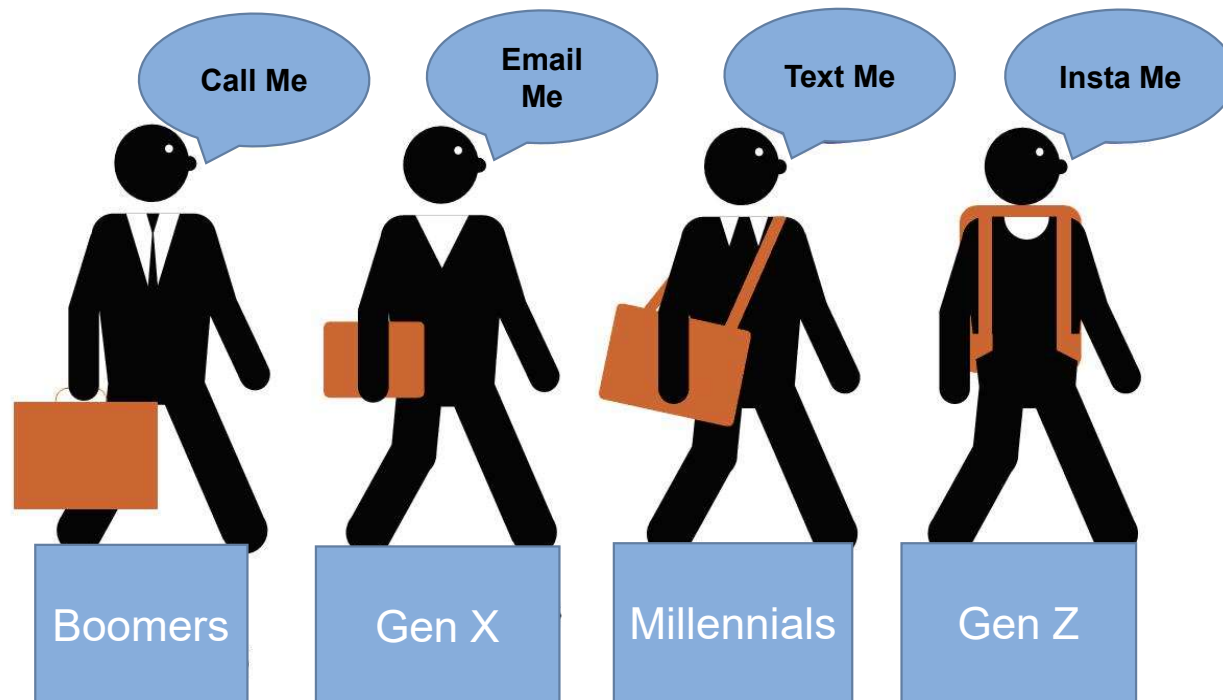


Gen-Z
1997-2012



Four generation workforce provides challenges

Our four generation workforce provides challenges



Older Workers in HIGH Demand



Since 2019-with new employer:

88 claimants were in their 60's--33% RTW

8 claimants were in their 70's--38% RTW

2 claimants were in their 80's--50% RTW!!

Especially in today's employment market, employers are very willing to hire older workers!!

- **John Wedl 952-270-3817**
john@wedlplacement.com



Value Proposition Statements



Preparing for the interview:

Situation interview questions focus on how you'll handle real-life scenarios you may encounter in the workplace, and how you've handled similar situations in previous roles. Asking these types of questions helps employers better understand your thought process and assess your problem-solving, self-management and communication skills.

Before the interview, prepare success stories from a variety of experiences that highlight your skills, qualities, strengths, and characteristics. Use the job description to anticipate some questions the interviewer may ask. Be specific and detailed in your responses using a specific situation.

Use the STAR method (see below) to form your example based answer. Interviewers may probe further into your stories by asking, "Tell me more about that situation," or "Lead me through your decision process." Make sure to answer all parts of the question. A good answer is focused and directly related to the question asked but also tells the potential employer other positive qualities about you and how you approach your work.

S **SITUATION** *(Describe the situation.)*

T **TASK** *(What needed to be done? Discuss your responsibilities or your role in the situation.)*

A **ACTIONS** *(What did you do? Outline the steps you took. First I... then I... lastly, I...)*

R **RESULTS** *(What was the measurable result of your actions? Be as specific as possible.)*

(S) Warehouse Manager was hired and realized the end-of year ordering and shipping process was very costly due over night and express delivery cost as a result of staff not being able to keep up with orders on time.

(T) The woman realized that most companies made Nov. and Dec. orders out of old habit, but could just as easily make them as early as October.

(A) She came up with a program to encourage customer to order early in October for a discount.

(R) She ended up saving the company over \$25,000 in expensive express shipping costs by getting orders out much earlier in their year-end season.

"In my previous position as a warehouse manager, I saved the company over \$25,000/yr by developing an early-order program."

LinkedIn.com



Your LinkedIn Headline

The headline is the most searched section on LinkedIn's platform.

Work Experience And Job Titles

Do you have only job titles and company names with dates of employment listed? Are you emphasizing industry keywords and your top achievements?

LinkedIn—It's Who You Know!

The screenshot displays the LinkedIn job search interface. The top navigation bar includes the LinkedIn logo, a search bar with 'customer service' entered, and filters for 'United States'. Below the navigation bar, there are tabs for 'Jobs', 'Date Posted', 'Experience Level', 'Company', 'Job Type', 'On-site/Remote', 'Easy Apply', and 'All filters'. The main content area is divided into two columns. The left column shows a list of job results for 'Customer service in United States' with 1,811,747 results. The right column shows a detailed view of a 'Customer Service Specialist' job at CNA Insurance in Bloomington, MN. A red arrow points to the text '2 connections · 2 school alumni' in the job details.

Customer service in United States
1,811,747 results

Customer Service Team Leader - Returns and Resolutions
IKEA
Bloomington, MN (On-site)
Actively recruiting
Promoted • 1 applicant

Customer Service Specialist
CNA Insurance
Bloomington, MN (On-site)
2 connections work here
Promoted • 0 applicants

Customer Service Representative
Würth Baer Supply Company
Vernon Hills, IL (On-site)
Vision, Dental, 401(k), +1 benefit
Actively recruiting
Promoted

Customer Service Manager
LEON CYCLE
Irvine, CA (Hybrid)
Actively recruiting
Promoted • Apply easily

Customer Service Representative
Hypertherm
New Brighton, MN
Actively recruiting
Promoted • 0 applicants

Manager, Corporate Training

Customer Service Specialist
CNA Insurance · Bloomington, MN (On-site) · 3 days ago

Full-time
5,001-10,000 employees · Insurance
2 connections · 2 school alumni
Actively recruiting

Apply Save

Job Summary
Under direct supervision answers routine incoming service calls and emails.

Essential Duties & Responsibilities

- Performs a combination of duties in accordance with departmental guidelines.
- Receives and responds to calls and emails by providing responses in writing and/or by telephone within designated timeframes.
- May utilize logs or other tools to track and update issues.
- Provides user assistance within applications.

Reporting Relationship
Supervisor or above

Skills Knowledge And Abilities

- Strong written verbal and interpersonal communication skills including professional phone etiquette and the ability to work with internal and external customers at all levels.
- Strong analytical skills with the ability to work independently and proactively to identify and resolve problems.
- Solid computer skills including Microsoft Office Suite and other business related software.
- Strong organizational skills including the ability to handle multiple tasks and prioritize work.
- General knowledge of the insurance industry.
- Acts with a sense of urgency to provide superior service to our customers and

LinkedIn

The screenshot shows the LinkedIn search interface. At the top, the search bar contains 'best buy'. Navigation icons for Home, My Network, Jobs, and Messaging are visible. Below the search bar, filters are applied: 'People' (selected), '1st' (1 result), 'Locations' (dropdown), 'Current company' (dropdown), 'All filters' (button), and 'Reset' (button). A dropdown menu for 'Locations' is open, showing options: '1st' (checked), '2nd', and '3rd+'. Below this, a list of locations is shown with checkboxes: 'Minnesota, United States', 'United States', 'Greater Minneapolis-St. Paul Area' (checked), 'Minneapolis, MN', and 'St. Paul, MN'. A 'Show results' button is at the bottom of the dropdown. The search results list shows five profiles, each with a 'Message' button. The profiles are: Jennifer Sch (Employee at Minneapolis), Jennifer B (Consultant at Minneapolis), Shawn Murnan (Client Strategy at SellCheck, Minneapolis, MN), Josh Kahn (Director of Experience Design, Lakeville, MN), and Tami Portwood (Sr Administrative Assistant at Prime Therapeutics, Savage, MN).

LinkedIn search results for 'best buy'.

Filters applied: People, 1st (1), Locations, Current company, All filters, Reset.

Search results list:

- Jenny Sch** - Employee at Minneapolis. Current: Senior. Mark R. [Message](#)
- Jennifer B** - Consultant at Minneapolis. Current: Marketing Consulting and Certified Life Coach at Jennifer Best Coaching and Consulting. Provides services - Executive Coaching, Life Coaching, Resume Review, Advertising, Resume Writing, Interview Preparation, Career Development Coaching. [Message](#)
- Shawn Murnan** - 1st Client Strategy at SellCheck. Minneapolis, MN. Past: Director of Brand Advertising Strategy at Best Buy at Best Buy. Provides services - Advertising, Content Strategy, Digital Marketing, Performance Marketing, Brand Marketing, Growth Marketing, Market Research, Marketing Strategy, Search Engine Optimization (SEO), Product Marketing. [Message](#)
- Josh Kahn** - 1st Director of Experience Design. Lakeville, MN. Past: Channel Management Expert at Accenture HR Services - ...currently contracted to Best Buy through Accenture to whom Best Buy has outsourced their recruiting... Doug Berg, Steven Rothberg, and 18 other shared connections. [Message](#)
- Tami Portwood** - 1st Sr Administrative Assistant at Prime Therapeutics. Savage, MN. [Message](#)

LinkedIn

The screenshot shows the LinkedIn search interface. At the top, the LinkedIn logo is on the left, and navigation links for Home, My Network, Jobs, and Messaging are on the right. Below the navigation bar, a search bar contains the text 'best buy'. To the right of the search bar are filter buttons: 'People', '1st 1', 'Greater Minneapolis-St. Paul Area 1', 'Current company', and 'All filters'. Below the filters, it says '28 results'. The results are listed in a vertical column, each with a profile picture, name, title, location, current company, and a 'Message' button. The results are as follows:

Name	1st	Title	Location	Current Company	Connections
Susan Miller	•	Director of Compensation at Best Buy	Eden Prairie, MN	Current: Director, Compensation at Best Buy	Nancy Zwiefelhofer, Bridget Baird, MBA, and 32 other shared connections
Jenny Scheer	•	Employee Relations Business Leader	Minneapolis, MN	Current: Senior Manager, Employee Relations at Best Buy	Mark Raderstorf, Kimberly (Shelton) Marsh, and 28 other shared connections
Jennifer Best	•	Consultant	Minneapolis, MN	Current: Marketing Consulting and Certified Life Coach at Jennifer Best Coaching and Consulting	Provides services - Executive Coaching, Life Coaching, Resume Review, Advertising, Resume Writing, Interview Preparation, Career Development Coaching
Shawn Murnan	•	Client Strategy at SellCheck	Minneapolis, MN	Past: Director of Brand Advertising Strategy at Best Buy at Best Buy	Provides services - Advertising, Content Strategy, Digital Marketing, Performance Marketing, Brand Marketing, Growth Marketing, Market Research, Marketing Strategy, Search Engine Optimization (SEO), Product Marketing
Josh Kahn	•	Director of Experience Design	Lakeville, MN	Past: Channel Management Expert at Accenture HR Services - ...currently contracted to Best Buy through Accenture to whom Best Buy has outsourced their recruiting...	Doug Berg, Steven Rothberg, and 18 other shared connections
Tami Portwood	•	Sr Administrative Assistant at Prime Therapeutics	Savage, MN		