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# Resume Writing for Stationary Engineers

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## Resumes –

# What's in this section:

- Introduction
- The Purpose of a Resume
- Preparation of a Resume
- Types of Resumes
- Formation of a Resume
  - Assertion Section
  - Evidence Section

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Resumes –

# Introduction

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## Resumes –

# Introduction

This course is designed to show the different techniques and applications of Resumes. It will explain the basic's of resume preparation and the general formats. As the course moves beyond the practical needs of Resumes, it will focus on sample resumes, which are typically used in the field of stationary engineering or those associated with it.

# Introduction

### Facts:

- Employers generally only scan through resumes. They usually do not read them until they find one that catches their eye.
- The average time spent on scanning is 10-20 seconds.
- The first top or half of your resume will make or break you. The first two sentences are crucial.

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Resumes –

# The Purpose of a Resume

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## Resumes –

# The Purpose of a Resume

- It is a tool with one specific purpose.
  - To win an interview.
- It is an advertisement of a product.
  - You!
- “If you buy this product, you will get these benefits”.
  - Me and the talents that I bring to the company.

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Resumes –

# Preparation of a Resume

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## Resumes –

# Preparation of a Resume

## Ask Yourself

- In preparing to write your resume, put yourself in the place of the employer.

Ask yourself:

- What would make someone the perfect candidate?
- What does the employer really want and need?
- What special talents or abilities would this person have?
- What would set apart a truly exceptional person from a merely good one?

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## Resumes –

# Preparation of a Resume

- Find what the employer is looking for before you write.
- Write down each question separately that was listed on the slide “Ask Yourself” (slide 10).
  - Put each question on its own piece of paper.

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## Resumes –

# Preparation of a Resume

- Prioritize the questions, based on which abilities and qualities you think would be most important to the person doing the hiring.
- Start with the highest priority page and fill in the rest of the sheet.
  - Brainstorm about why you are the person who best fulfills the employer's needs.

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## Resumes –

# Preparation of a Resume

- Write down everything that you have done which demonstrates that you are perfect for this position.
  - Use every accomplishment in your life, not just your job history.

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## Resumes –

# Preparation of a Resume

- You will begin to see a relationship between yourself and the employer's needs. This should open up some more brainstorming ideas.
  - Write it all down.
  - This will be the material, from which you will create your first draft of your resume.

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Resumes –

# Types of Resumes

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Resumes –

# Types of Resumes

- Three Types of Resumes:
  - Chronological
  - Functional
  - Combination

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# Resumes – Types of Resumes – Chronological

- The traditional structure for a resume.
- Contains an “Experience” section which is the focus of the Evidence part of the resume.
  - Each job is described in some detail and placed in chronological order.
  - Most recent jobs are listed first.

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# Resumes – Types of Resumes – Chronological

- This structure is typically used when you are staying in the same field.
  - Maintenance to Maintenance
  - Mechanic to Mechanic
  - Engineer to Engineer
  - Chief Engineer to Chief Engineer
- It's recommended that you have an “Objective” or “Summary” to focus the reader (i.e. the Assertions section).

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# Resumes – Types of Resumes – Chronological

## ■ Advantages:

- ❑ Appeals to older, conservative, traditional readers.
- ❑ Easier to understand your job history.
- ❑ Helps the name of a previous employer stand out – are they impressive to work for!

## ■ Disadvantages:

- ❑ Much more difficult to highlight what you do best.
- ❑ Should not be used if you are making a career change. A better choice would be the functional type.

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# Resumes – Types of Resumes – Functional

- Highlights your major skills and accomplishments from the very beginning.
- Reader can plainly see what you can do for them, rather than read through the job descriptions.
- It helps focus the resume into a new direction or position.
  - By invigorating all the past jobs key skills and qualifications to help prove you will be successful in this new direction or position.
  - Actual company names and positions become subordinate, with no descriptions under each.

---

# Resumes – Types of Resumes – Functional

- There are many different types of formats.
- This resume should be used for those changing direction or position:
  - Mechanic to Engineer
  - Engineer to Chief Engineer
  - Chief Engineer to Upper Management

---

# Resumes – Types of Resumes – Functional

- Also used for those:
  - Students (apprentices) who are becoming engineers.
  - Who have a wide range of skills in their given field.
  - Who have spotty employment history.

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# Resumes – Types of Resumes – Functional

## ■ Advantages

- ❑ It will assist you in achieving a new goal or direction.
- ❑ Effective and highly recommended.

## ■ Disadvantages

- ❑ Hard for employer to know exactly what you did in which job, could be a problem for conservative readers.

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# Resumes – Types of Resumes – Combined

- A combination of the chronological and functional elements,
  - but using different approaches.
- May have a shorter chronology of job descriptions preceded by a short “Skills & Accomplishments” section or
  - with a longer “Summary” including a skills list or a list of “qualifications”.

---

# Resumes – Types of Resumes – Combined

- Or, it may be a standard functional resume with the accomplishments under headings of different jobs held.
- Advantages:
  - Maximizes the optimistic approach of both kinds of resumes, while avoiding the potential negative effects.

---

# Resumes – Types of Resumes – Combined

- Disadvantages:
  - Tends to be a longer resume.
  - Can be repetitious; skills & accomplishments may have to be repeated in both the “Functional” section and the “Chronological” job descriptions.

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Resumes –

Formation

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# Formation

- The problem with most resumes is that they consist of only the Evidence Section; facts and figures (discussed later).
  - You don't want the resume to be simply informational to the reader.
- You want them to be interested and excited that they may have found an ideal candidate .
  - In fact, you want to leave only a taste... leave the reader wanting more.

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## Resumes –

# Formation

- A great resume has two main sections:
  - The Assertion Section
  - The Evidence Section.

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# Resumes – Formation – Assertion Section

- The Assertion Section is where you make statements which assert your
  - Abilities
  - Qualities
  - Achievements
  - Talents

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# Resumes – Formation – Assertion Section

- This is your advertising section.
  - Where your statements are powerful and honest.
- Your goals for the assertion section are:
  - Grab their attention: for the reader to immediately notice the resume and realize that they have a fantastic candidate.
  - To instill enthusiastic curiosity in the reader.
  - Declare that you are the best possible candidate for this position.

---

## Resumes – Formation –

# Assertion Section

- The Assertion Section can be divided into 2 or 3 sub-sections.
  - Objective
  - Summary
  - Skills & Accomplishments
- You may omit one or two sections depending on your experience. Some prefer to combine Objective and Summary into one section.

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# Resumes – Formation – Assertion Section

## Objective

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# Resumes – Formation – Assertion Section – Objective

- You start by naming your intended job.
  - This can be a separate section (Objective) or combined with the Summary. Your resume should focus on why you are the perfect candidate for this one specific job or position.
- You must be crystal clear in your objective and with your career direction.
  - A vague or broad objective will be perceived by the employer that you are not sure that this position is right for you.

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# Resumes – Formation – Assertion Section – Objective

- Lets say you found a job listing and you are an engineer who is in the beginning stages of your career. The ad reads as follows:
  - Boston Properties is seeking an experienced 3<sup>rd</sup> class licensed engineer to assist in running a class “A” building, for their site at the Lafayette Building. This position requires a CFC certification. Fax resume to 555-999-6053 attention Rufus McWarkle.

---

# Resumes – Formation – Assertion Section – Objective

- Objective could look like this:
  - “Objective – a licensed third class steam engineer position in a organization seeking a licensed engineer with an exceptional record of completing tenant work, enthusiastic tenant relations, and experience managing preventive maintenance programs.”

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# Resumes – Formation – Assertion Section – Objective

- Your message has stated;
  - I want the exact job you listed.
  - I have the qualities that are important to you.
  - I want to make a contribution to your company.
- Because of these messages, which are in one statement, you have shown the employer, that you are the perfect candidate.

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# Resumes – Formation – Writing The Objective

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# Resumes – Formation – Assertion Section – Writing The Objective

- First decide on a specific job title for your objective.
  - Think of 2 or 3 qualities, achievements, and abilities that make me stand out?
- Highlight your major skills and accomplishments from the very beginning.
- Reader can plainly see what you can do for them, rather than read through the job descriptions.

---

## Resumes – Formation – Assertion Section –

# Writing The Objective

- The Objective must be to the point.
- Remember, you have only a few seconds while the reader scans your resume.
- Your first sentence must jump out and grab them!

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# Resumes – Formation – Assertion Section – Writing The Objective

- Objective: A(n) **XXX** position in an organization where **YYY** and **ZZZ** would be needed.
  - (Or, in an organization seeking **YYY** and **ZZZ**.)
  - Where **XXX** represents the name of the position you're applying for (like maintenance, engineering, chief engineer) .
  - Where **YYY** and **ZZZ** represent your skills which match what the company is searching for.

---

# Resumes – Formation – Assertion Section – Writing The Objective

- Read the job listing and research the management company and/or property owners. You can learn many things.

## Sample Ad:

Boston Properties is seeking an experienced 3<sup>rd</sup> class licensed engineer to assist in running a class “A” building for their site at the Lafayette Building. This position requires a CFC certification. Fax resume to 555-999-6053 attention: Rufus McWarkle.

---

# Resumes – Formation – Assertion Section – Writing The Objective

- You learn from the ad:
  - The employers name – you can now research the company via the local union, the internet, friends, etc.
  - You need licenses and certifications: CFC & 3’rd class license.
  - They want experience. If you have it emphasize it, otherwise emphasize your education.
- Your research tells you that:
  - The Lafayette building is a very large office property that is 3 years old and is one the best run buildings in the city. It has a large maintenance staff and the tenants are high profile and professional.

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# Resumes – Formation – Assertion Section – Writing The Objective

- Since the building is large and the management company is innovative,
  - You probably can assume that the property management has a computerized preventive maintenance program along with tenant work orders, and they encourage professional appearance and social skills.

---

# Resumes – Formation – Assertion Section – Writing The Objective

- You now can write your objective.
  - Make a list of qualities and achievements.
  - Match it to what you think the company needs.
    - A candidate with computer skills.
    - A candidate who knows PM programs.
    - A candidate who knows tenant work orders.
    - A candidate who reflects the company in appearance and social skills (a professional).

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# Resumes – Formation – Assertion Section – Writing The Objective

- This may be what you draft as your objective:  
“Objective – to join an energetic team of Engineers dedicated to quality work and great tenant relations, where I can contribute with my knowledge of computerized PM programs, VAV troubleshooting skills, and boiler operation experience.”

---

# Resumes – Formation – Assertion Section – Writing The Objective

- In this statement you told your qualities and abilities.
  - ❑ Computer savvy
  - ❑ Knows PM
  - ❑ Excellent on tenant relationships
  - ❑ Innovative
  - ❑ Enjoys hard work
  - ❑ Team player

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# Resumes – Formation – Assertion Section – Writing The Objective

- If you apply for different positions, adapt your resume to each position.
  - Each job position should have an its own objective that matches it perfectly.

---

# Resumes – Formation – Assertion Section – Writing The Objective

- If you are making a career change or have a limited work history,
  - You want the employer to immediately focus on where you are going, rather than where you have been.
- If you are looking for another job in your field,
  - It is more important to stress your abilities, qualities and achievements first.

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Resumes – Formation – Assertion  
Section –

# Summary

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# Resumes – Formation – Assertion Section – Summary

- The “Summary of Qualifications”.
  - Consists of concise statements that focus on the abilities, achievements and qualities you have to offer.
  - It should be strong and convincing.
  - It may be your one and only chance of grabbing their attention.

---

# Resumes – Formation – Assertion Section – Summary

- This is one place to include professional characteristics. For example:
  - ❑ Extremely energetic.
  - ❑ A gift for solving complex problems in a fast-paced environment.
  - ❑ A natural mechanic, mechanically inclined.
  - ❑ Exceptional interpersonal skills.
  - ❑ Committed to excellence.
  - ❑ Etc...

---

# Resumes – Formation – Assertion Section – Summary

- Focus every word on your targeted goal.
- Pick the experience that best demonstrates why they should hire you.

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Resumes – Formation – Assertion  
Section –

# Writing The Summary

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# Resumes – Formation – Assertion Section – Writing The Summary

- A well written “Summary” includes some of the following (you would not use all of these statements in one resume):
  - ❑ A short phrase describing your profession.
  - ❑ Followed by a statement of broad or specialized expertise.
  - ❑ Followed by two or three additional statements related to any of the following:
    - ❑ The depth of skills.

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# Resumes – Formation – Assertion Section – Writing The Summary

- ❑ Unique mix of skills.
- ❑ Range of environments in which you have expertise.
- ❑ A special or well documented accomplishment.
- ❑ A history of awards, promotions or superior performance commendations.
- ❑ One or more professional or appropriate personal characteristics.

---

# Resumes – Formation – Assertion Section – Writing The Summary

- If you are making a career change,
  - Your “Summary” section should show what you have done in the past.
- If you are a person new to the field,
  - Your “Summary” will be based more on ability than experience.

---

# Resumes – Formation – Assertion Section – Writing The Summary

## Summary Example:

- “Highly motivated, creative, and versatile 1<sup>st</sup> class steam stationary engineer with seven years of experience in commercial office properties, construction management, preventive maintenance development and oversight. Especially skilled at developing effective, productive working relationships with tenants and staff. Excellent mechanical and management skills. Seeking a challenging Chief Engineer position in a commercial office property.”

---

# Resumes – Formation – Assertion Section – Writing The Summary

Another Summary Example:

- “Energetic self-starter with organizational and analytical skills. Over 10 years experience as a maintenance mechanic for “Class A” office properties. Excellent mechanical skills with various building equipment. Committed to the highest levels of professionalism and excellent interpersonal skills. Awarded, ‘*The Employee Of The Year*’ two-years in a row.”

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# Resumes – Formation – Assertion Section – Writing The Summary

Another Summary Example:

- “Licensed stationary engineer experienced in physical plant operations and tenant work orders. Expertise in developing and implementing preventive maintenance programs. Demonstrated a talent for prioritizing work orders and PMs on a daily basis. Proven ability for developing and simplifying procedures. Skilled in working with people from all walks of life and creating a team atmosphere.”

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Resumes – Formation – Assertion  
Section –  
Skills and Accomplishments

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# Resumes – Formation – Assertion Section – Skills and Accomplishments

- The final part of the Assertion Section of your resume.
  - You go into more detail but are still selling yourself.
  - Bring out the most important highlights in your summary.
  - Let them know what results you have produced.
  - Not too much detail, preserve a bit of mystery.

---

# Resumes – Formation – Assertion Section – Skills and Accomplishments

- In a chronological resume some prefer to incorporate the Skills and Accomplishments into the Evidence section.
  - It becomes the first few phrases of the descriptions of the various jobs you have held.

---

# Resumes – Formation – Assertion Section – Skills and Accomplishments

- Other possible titles, depending on your situation.
  - ❑ Accomplishments
  - ❑ Summary of Accomplishments
  - ❑ Selected Accomplishments
  - ❑ Recent Accomplishments
  - ❑ Areas of Accomplishments and Experience
  - ❑ Areas of Expertise
  - ❑ Career Highlights
  - ❑ Professional Highlights
  - ❑ Additional Skills and Accomplishments

---

# Resumes – Formation – Assertion Section – Skills and Accomplishments

Example:

“Selected Skills and Accomplishments.

- Instructor at the IUOE, Local Union 555 Apprenticeship Program and obtained ‘*Certificate of Instructor Recognition*’ for HVAC 1, HVAC 2, and Indoor Air Quality courses.”
- You can list skills or accomplishments separately or both together if using bullets.

---

# Resumes – Formation – Assertion Section – Skills and Accomplishments

- Accomplishments can be bulleted or in paragraph form.
- Under each heading you should mention specific accomplishments which help illustrate your skills.
- If using a chronological resume,
  - List of bulleted accomplishments or skill paragraphs under each job.

---

# Resumes – Formation – Assertion Section – Skills and Accomplishments

Example:

## **“Selected Accomplishments**

**Seminar Development: IUOE**

Invited by Hazmat Director Billy Bob to develop and instruct organizing seminars for the International Union of Operating Engineers. Designed and successfully implemented a computer training seminar for IUOE Training Administrators”

---

# Resumes – Formation – Assertion Section – Skills and Accomplishments

Example:

## “Selected Accomplishments

### Training Courses/Seminars

- ❑ Completed with honors, Local Union 555’s four year Apprenticeship Training Program
- ❑ Obtained Universal CFC Certification
- ❑ Systems Maintenance Technician Designation Program (SMT) BOMI
- ❑ Chief Engineers – Leadership & Development Seminar
- ❑ Asbestos Removal Training
- ❑ CPR Training
- ❑ Think of Others

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# Resumes – Formation – The Evidence Section

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# Resumes – Formation –

## The Evidence Section

- The Evidence Section is where you list and describe the jobs you held, your education, etc...
- The Evidence Section is best placed in the second half of your resume.
- All great resumes have one overriding goal:
  - To get the employer to call you for an interview!  
Every single word, even the facts are crafted to have this desired effect.
- The decision you make on what information to emphasize or de-emphasize should be based on that goal.

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## Resumes – Formation –

# The Evidence Section

- All great resumes have one overriding goal:
  - To get the employer to call you for an interview!  
Every single word, even the facts are crafted to have this desired effect.
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# Resumes – Formation – The Evidence Section

- The “Evidence” section includes some or all of the following:
  - Experience
  - Education
  - Awards
  - Professional Affiliations
  - Civic/Community Leadership
  - Publications
  - Comments from Supervisors
  - Personal Interest
  - References

---

# Resumes – Formation – The Evidence Section – Experience

- List jobs in reverse chronological order.
- Don't go into detail on jobs held early in your career.
- Focus on the most recent and/or relevant jobs.

---

# Resumes – Formation – The Evidence Section – Experience

- You can summarize the earliest jobs in one line or a very small paragraph.
  - List only the basic facts with no position descriptions.
- Decide which is more impressive.
  - Your job titles or
  - Company names you worked for.
  - Then consistently begin with the more impressive of the two – use boldface type for emphasis.

---

# Resumes – Formation – The Evidence Section – Experience

- Put dates at the end of the job.
  - To de-emphasize them.
  - Don't include months unless the job was held for less than a year.
- Include military service, internships and major volunteer roles if desired.
  - Even if they were non-paid positions.

---

# Resumes – Formation – The Evidence Section – Experience

- Other heading names for “Experience”:
  - Professional History
  - Professional Experience
- Do Not use:
  - Employment
  - Work History
    - They both sound less professional.

---

# Resumes – Formation – The Evidence Section – Education

- List in reverse chronological order.
  - Degrees and licenses first.
    - Set degrees apart so they are easily seen.
    - Don't include any details about your college except your major and any distinctions.
    - List selected course work if this will help convince the reader.
  - Certificates and advance training next.
  - Boldface whatever is most impressive.

---

# Resumes – Formation – The Evidence Section – Education

- Include advance training, but be selective.
  - Summarize and only use what is impressive.
  
- Other headings for “Education”:
  - Education and Training.
  - Education and Licensing.

---

# Resumes – Formation – The Evidence Section – Awards

- If you have received awards, this section is a must.
  - Mention what the award was for:
    - For outstanding accomplishments or
    - Outstanding performance
- If the only awards you received were in school put them under the “Education” section.
- If have received commendations or praise from a senior source,
  - Call this section “Awards and Commendations” and quote the source.

---

# Resumes – Formation – The Evidence Section – Professional Affiliations

- Only those that are current, relevant and impressive.
- Include leadership roles if appropriate.
- Show only if your membership in an association would enhance your appeal as a prospective employee.

---

# Resumes – Formation – The Evidence Section – Professional Affiliations

- Other Titles:
  - This section can be combined with “Civic/Community Leadership” as “Professional and Community Memberships”.

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# Resumes – Formation – The Evidence Section – Civic/Community Leadership

- List only if related to the target job and can show any skills you acquired.
- Any Board of Directors membership should be included.
- Be careful of political affiliations.
  - This can be a seesaw.

---

# Resumes – Formation – The Evidence Section – Publications

- Include only if you have published.

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# Resumes – Formation – The Evidence Section – Comments from Supervisors

- Include only if exceptional.

---

# Resumes – Formation – The Evidence Section – Personal Interests

- Probably should not use unless your personal interest would impress them and help you look like the best candidate for the position.
- Remember, you want them to find out more about you but leave a little mystery.

# Resumes – Formation – The Evidence Section

## References

- A standard close, “References available upon request” if used, it is centered on the bottom of the resume and *Italicized*.
- Generally not used today.
  - It is assumed you have them on a separate sheet which you will bring to the interview.

§

END OF RESUME’S

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# Cover Letter

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Cover Letter –

## What's in this section:

- Purpose
- Structure
- Examples

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## Cover Letter –

# Purpose

- A resume is an advertisement outline of
  - “What you have accomplished”
- A cover letter is not a restatement of the resume in narrative form.
- It should reveal:
  - What you have learned from what you have accomplished.
  - How you intend to contribute the benefits of your skills and experience to the employer.

---

## Cover Letter –

# Purpose

- What impact or results has your involvement produced?
  - ❑ Did you save employers money or time?
  - ❑ Did you identify or solve a problem?
  - ❑ Did you create something new or make a decision that resulted in a positive change?
  - ❑ Did you implement an idea created by you or someone else?

---

## Cover Letter –

# Purpose

- The focus of the cover letter is that its content, when considered together with the resume, should be so interesting and responsive that the employer decides to give you a call to learn more about your attributes.
- Cover letter should convey a sense of your personality .
  - ❑ Offers an important illustration of your “fit” with an employer that can’t be gained from the resume alone.
    - They can sense whether or not the “chemistry” is right.

---

## Cover Letter –

# Purpose

- Might also convey:
  - ❑ A sense of your philosophy of the field.
  - ❑ The kind of energy you bring to projects.
  - ❑ Your contribution to team dynamic.
  - ❑ Knowledge of the field.
  - ❑ Implications of current developments within the profession (field).

---

## Cover Letter –

# Purpose

- If you use a cover letter, the employer will most likely scrutinize the quality of your written communication.
  - The document's grammar and spelling for correctness.
  - The focus.
  - Your honesty, how you expressed yourself.
  - Precision of language – fluency.
- This is particularly true if you are applying for a higher position like Chief Engineer, Facility Manager or Director.

---

## Cover Letter –

# Structure

- Every cover letter has three basic sections, each with its own separate goal:
  - Capture the reader's attention.
  - Create a desire in the reader to learn more about you (Power Section).
  - Stimulate action by the reader.

---

# Cover Letter –

## Structure

- State the purpose of the letter (why are you writing?).
- Identify the position and how you learned of it.
  - Name “names” - person who told you about the position.
    - Networking or personal referral.
  - If the job was posted - specify contact name of the person who is responsible for the interviewing and hiring.
    - This is where your previous research should pay off.

---

## Cover Letter –

# Structure

The make-or-break part of the format:

- In order for the reader to learn more about you, you must show a desire!
  - ❑ You need to demonstrate your knowledge and understanding of the position.
  - ❑ Project an attitude of enthusiasm at the opportunity for direct involvement in your field.
  - ❑ Show how your qualifications meet the positions requirements and solve the employer's problems.

---

## Cover Letter –

# Structure

- Highlight your key credentials.
- Make it clear that you identify with the profession and the employer.

---

## Cover Letter –

# Structure

- Request an interview.
- Indicate the next step.
  - “I would appreciate the opportunity to view operations first-hand and discuss the position with you at that time”.
  - “I will call you the week of May 14-18 to see if you might be interested in scheduling an interview”.
- If you have not included your contact phone number(s) with your return address at the top of the letter, then provide them here.

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## Cover Letter –

# Examples

- Click to see sample

[Sample Cover Letter](#)

[Action Words](#)

§

END OF COVER LETTER

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# Writing Tips

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## Writing Tips –

### What's in this section:

- General Writing Tips
- Impact Statements
- Examples

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## Writing Tips –

# General Writing Tips

### ■ Paper

- The higher the cotton content, the better the paper.
- Use the same paper stock for the resume and cover letter with a matching envelope.
- Conservative colors are the norm, allows the employer to make copies without darkening.
  - Off-White
  - Tan
  - Pale Grey

---

## Writing Tips –

# General Writing Tips

- One page resume
  - There are no hard rules except entry-level applicants are expected to use one page.
  - The norm are 1–2 pages long, but keep it concise.
- Contrasts
  - Use a laser printer for quality.
  - Use a conservative font that is easy on the eyes.

---

## Writing Tips –

# General Writing Tips

### ■ Layout

- ❑ The goal is to make the resume/cover letter “Easy to Read”.

Use of graphics can emphasize or de-emphasize (like: **Bold**, *Italicize*, Underline, CAPS, ●Bullets, combinations of each, etc.). However, use no more than 3 types of emphasis in your resume.

- ❑ Fonts size: no smaller than 10.
- ❑ Always use (\$, %, #). They stand out in the resume.
- ❑ Use bullet points to stand out or emphasize.

---

## Writing Tips –

# General Writing Tips

- Consistency is a must
  - Hyphens
    - 3-4 or 3 – 4, not 3- 4
  - Date format should be the same throughout
    - January '02 – September '04
    - Jan. '02 – Sept. '04
    - Jan '02 – Sept '04

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## Writing Tips –

# General Writing Tips

### ■ Experience

- Always begin the entry with your functional title rather than lead with the name of your employer.
- The rational.
  - Showing the reader what you have accomplished and the potential to perform for them.
  - It's not primarily a catalogue of “places I have worked”.

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## Writing Tips –

# General Writing Tips

### ■ Critique

- It must be perfect, give it to other people to review, especially if they have experience in Resumes or in hiring.
  - The more the better.

### ■ Grammar/Spelling

- The same-“it must be perfect”.

---

## Writing Tips –

# General Writing Tips

- Avoid repeating Information.
  - Each job information should be unique in description.
- Eliminate old experience.
  - Use only the last 10-15 years if you are in the same field.
  - You can include them if you bunch them together in one line or short paragraph.
- Eliminate personal pronouns.
  - Instead of “I developed a ...” try “Developed a...”

---

## Writing Tips –

# Impact Statements

- When drafting your resume.
  - ❑ Try to convert past-tense verb phrases into, “impact statements”.
  - ❑ Show the employer not only what you have accomplished, but the “difference or impact” that your involvement produced.
  - ❑ Use these “impact statements” to distinguish your resume from others.

---

## Writing Tips –

# Examples

- Verb + Object + which resulted in.
  - Designed and implemented an energy conservation program, which saved \$30,000 a year.
- Verb + Object + for whom
  - Developed an electrical consumption analysis of the commercial facility over a two year period for the property owners and management company.

---

# Writing Tips –

## Examples

- Verb + Object + Skills.
  - Created and coordinated a Homeland Security program for the facility drawing on my previous experience as well as the skills taught to me from the local union. This program was designed for the property management staff and the engineering team from our facility.
- Verb + Object + How.
  - Persuaded the property owners to adopt an Indoor Air Quality program by demonstrating the significance of IAQ pollution's long term affects on personnel and it's correlation to leasing tenure.

---

## Writing Tips –

# Examples

- The key to creating statements is to think of what you did in a position in terms of each category.
  - And find the descriptive verb that match the function.

---

## Writing Tips –

# Examples

- All jobs break down into what you did with.
  - People
  - Information
  - Objects
  
- People.
  - Counsel, lead, motivate, supervise, advise, consult and instruct.

---

# Writing Tips –

## Examples

- Information/Data
  - Research, collect, analyze, collate, and formulate.
- Objects/Things
  - Transport, inventory, produce, organize, assemble, display and produce.

---

## Writing Tips –

# Examples

- Click on either of the buttons below to view a list of action words or action phrases respectively.

[Action Words](#)

[Action Phrases](#)

§

END OF WRITING TIPS

[Back to Contents](#)

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# Interviewing

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## Interviewing –

### What's in this section:

- Types of Interviews
- Strategies
- Handling Illegal Questions

---

# Interviewing –

## Types of Interviews

- There are several types of interviews that you may encounter but probably won't know until the interview.
  - ❑ Screening Interview
  - ❑ Structured Interview
  - ❑ Unstructured Interview
  - ❑ Multiple Interviews
  - ❑ Stress Interview

---

# Interviewing – Types of Interviews – Screening Interview

- A preliminary interview either in person or by phone.
  - A company employee will determine whether you have the basic qualifications.
    - If so another interview will be scheduled.
- In our field this is generally screened by reviewing the resumes.
  - Chief engineer and/or the facility director.
  - It is important to have the perfect resume.

---

# Interviewing – Types of Interviews – Structured Interview

- The interviewer explores certain predetermined areas using questions which are written in advance.
  - Interviewer compares each candidates responses to the same questions in the following categories:
    - Experience
    - Skills
    - Personality traits
- This is the most common interview process and is used extensively in our field.
  - This is why its important to practice the “Interviewing Questions” given in this course.

---

# Interviewing – Types of Interviews – Unstructured Interview

- The interviewer has the written questions, but will deviate from the specific areas to follow.
  - This type is also common, so be prepared!
  - The interviewer is generally experienced and sharp.
  - They are using your response and their instinct for how the interview will flow.
    - They are trying to see the real you.

---

# Interviewing – Types of Interviews – Multiple Interview

- A series of interviews which you meet individually with various company representatives.
- They then compare notes on the candidates to screen out those who are unsuitable.
- Uncommon in our field, geared for the upper level professionals.

---

# Interviewing – Types of Interviews – Stress Interviews

- Interviewer intentionally attempts to upset you.
  - To see how you respond on a stressful situation.
- Could ask questions that make you feel uncomfortable or trapped, to cut you off as you speak.
  - Generally is only used as a part of the interview process.

---

# Interviewing – Types of Interviews – Situational Interview

- Hypothetical situations are given to you that are common problems in the field which you may encounter.
- Your response is measured against other candidates and/or pre-determined standards.
  - This is usually a part of an interview.
  - Due to the nature of our craft, you will likely experience this type of interview.
    - You should have a list of question responses.

---

# Interviewing – Types of Interviews – Situational Interview

- Examples to think about:
  - The power goes out and you are the only engineer on shift, what do you do?
  - A tenant complains about odors and feels sick, what do you do?
  - A tenant has tripped on the lobby rug, what do you do?
  - And So on... You get the idea
    - The more you think about the questions and the responses, your confidence will rise tremendously.

---

# Interviewing – Types of Interviews – Group Interviews

- Interviewed by two or more company representatives simultaneously.
  - They could play the good cop, bad cop routine using the stress questions (uncommon).
  - They could use the situational interview (common).
  - Many variations can be used in this process.
- This type of interview is common in our field, usually due to the fast pace of building operations and a lack of time.
  - Management and chief engineer will be a team.
  - If you see this type of interview, most likely management will give you a situation and the chief engineer is listening to your response.

---

# Interviewing – Strategies

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# Interviewing – Strategies –

## What's in this section:

- Preparation
- During the Interview
- After the Interview
- Do's and Don'ts

---

# Interviewing – Strategies –

## Interview Preparation

- Prepare in advance.
  - The better prepared, the less anxious and nervous you are.
  - The more confident you will become.
- Role play.
  - Find someone you feel comfortable with.
  - Person must be objective and honest.
  - Person should be knowledgeable.
  - Use a mirror or video camera to see your body language, and the image you project.

---

# Interviewing – Strategies – Interview Preparation

- Asses your weakness & improve.
  - Speech
    - Is speech slow or fast
    - Is it loud or soft
  - Body movement
    - Nervous habits
    - Body language
    - Facial expressions

---

# Interviewing – Strategies –

## Interview Preparation

- Learn and practice the questions.
  - Practice giving answers which are brief and thorough with real-life examples if appropriate.
  - Practice the questions you would like to ask.
  - Practice using the action words (verbs) in your response sentences.
    - These are key words, but you must be familiar with the content of the word.
  - Tailor your answers to show how you meet the company's needs.

---

# Interviewing – Strategies – Interview Preparation

- Research the company
  - The more you know about the company the better you will do in the interview.
    - Key people in the organization.
    - Major tenants or services.
    - Size in terms of staff and employees.
    - Locations other than your area.
    - Organizational structure of the company.
    - View of the company by clients, suppliers and competition.

---

# Interviewing – Strategies – Interview Preparation

- Assess your appearance.
  - If in uniform (most likely), make sure it is clean.
  - Generally well groomed.
  - Nails should be clean.
- Arrive early so you can re-check your appearance and calm down.
- Bring an extra copy of the resume you gave them.

---

# Interviewing – Strategies – During the Interview

- The stationary engineer (field) will most likely have a “Structured/Targeted” interview.
- Interviews typically have 3 phases.
  - Introductory.
  - Middle.
  - Closing.

---

# Interviewing – Strategies – During the Interview – Introductory Phase

- Make a good impression.
  - Greet the receptionist cordially and with confidence.
- The first few minutes of the interview is critical.
  - Create a positive impression, which will influence the rest of the process and even determine whether you get the job.
  - The interviewers first impression will be based on non-verbal clues.

---

# Interviewing – Strategies – During the Interview – Introductory Phase

- ❑ They are assessing your over-all demeanor and appearance.
  - Use a firm hand shake and make eye contact.
- ❑ Wait for the interviewer to signal you, before you sit down.
- ❑ Once sitting, body language becomes more noticeable.
  - You must convey interest.

---

# Interviewing – Strategies – During the Interview – Introductory Phase

- Use body language to show interest.
- Smile, nod, give nonverbal feedback to the interviewer.
- Ask about the next step in the process.
- Thank the interviewer.
- Write a thank-you letter to anyone you have spoken to.

---

# Interviewing – Strategies – During the Interview – Introductory Phase

- ❑ Lean slightly forward and maintain eye contact.
  - This posture shows interest.
- ❑ Keeping legs and arms uncrossed shows that you are receptive.
  - Don't hold anything close to your chest or on your lap.
- ❑ Try to appear relaxed and confident.

---

# Interviewing – Strategies – During the Interview – Introductory Phase

- First, the interviewer will give a brief history of the company and a description of the position.
  - Listening and waiting will most likely give you some information to work off of.
- When to ask questions.
  - The answer depends on you and how the interview is being conducted.
  - The majority of interviewers generally will answer a portion of your questions as the interview process moves forward.

---

# Interviewing – Strategies – During the Interview – Introductory Phase

- The main important aspect, is that you do not take control of the interview by asking your questions.
  - There should be a time when you feel it is right or the interviewer will ask you.

---

# Interviewing – Strategies – During the Interview – Middle Phase

- During this phase you will be asked many questions about your.
  - Work experience
  - Skills
  - Education
  - Activities and interest
- You are being assessed on how you would perform the job.

---

# Interviewing – Strategies – During the Interview – Middle Phase

- Your responses should be concise with specific examples to illustrate your point.
  - This is why it's important to practice the questions.
  - Just make sure it doesn't sound rehearsed.
  - Remember that you might have to adapt your responses to the way the interviewer has asked the question.

# Interviewing – Strategies – During the Interview – Middle Phase

- Practice these interview questions.
- Develop responses that help interviewers to clearly understand your strengths and related experience.
- Practice using the action verbs that are listed, using them in your responses.

Action Words

Common Interview Questions

# Interviewing – Strategies – During the Interview – Middle Phase

- Close to the end of an interview, the employer typically asks if the candidate has any questions.
- Generally the questions you ask are sometimes a litmus test of your suitability for the job position.
- Click the button below and evaluate the questions carefully. Consider what they communicate and what impression they may create.

[Questions You Should Ask](#)

---

# Interviewing – Strategies – During the Interview – Closing Phase

- After the questions, ask what the next step in the process entails.
  - Try to find out when the decision is to be made and when you can call.
- Thank the interviewer by name.

---

# Interviewing – Strategies – After the Interview

- It is important to assess the interview.
  - Write down
    - The name and title of the interviewer.
    - What the job entails and the next step in the process.
    - Record your reactions:
      - Did it go well?
      - How can you improve?
      - What questions stumped you?
    - Send a thank you letter within 24 hours.

---

# Interviewing – Strategies – After the Interview

- Thank you note.
  - ❑ Type it unless you have good hand writing.
  - ❑ Should be on quality paper.
  - ❑ Be simple and brief.
  - ❑ Express your appreciation for their time.
  - ❑ Show enthusiasm for the job.
  - ❑ Tell them that you want the job and can do it.
  - ❑ Make sure you write a note and send it!

---

# Interviewing – Strategies – After the Interview

## ■ Follow-up

- ❑ If the interviewer did not disclose when a decision will be made, call in one week.
- ❑ Ask if a decision has been made and if not, are you still under consideration.
- ❑ Reiterate that you are interested in the job.
- ❑ If you did not get picked, try to find out why.

---

# Interviewing – Strategies – Do's and Don'ts

## ■ Do's

- ❑ Turn your cell phone and pager OFF (or vibrate if your on-call).
- ❑ Be sincere and direct.
- ❑ Use eye contact.
- ❑ Be attentive and polite.
- ❑ Ask relevant questions.
- ❑ Answer questions concisely.
- ❑ Use specific examples to illustrate your point.

---

# Interviewing – Strategies – Do's and Don'ts

## ■ Don'ts

- ❑ Smoke before the interview.
- ❑ Try to control the interview.
- ❑ Bring up salary or benefits.
- ❑ Be too serious.
- ❑ Make negative comments about individuals or companies-NEVER.
- ❑ Look at your watch.

---

# Interviewing – Handling Illegal Questions

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## Interviewing –

# Handling Illegal Questions

- Various federal, state and local laws regulate the questions a prospective employer can ask you, the job candidate. An employer's questions—whether on the job application, in the interview, or during the testing process—must be related to the job you're seeking.
- For the employer, the focus must be: “What do I need to know to decide whether this person can perform the functions of this job?”

---

## Interviewing –

# Handling Illegal Questions

- If asked an illegal question, you have three options:
  - You can answer the question—you're free to do so, if you wish. However, if you choose to answer an illegal question, remember that you are giving information that isn't related to the job; in fact, you might be giving the “wrong” answer, which could harm your chances of getting the job.

---

## Interviewing –

# Handling Illegal Questions

### ■ Second Option:

- You can refuse to answer the question, which is well within your rights. Unfortunately, depending on how you phrase your refusal, you run the risk of appearing uncooperative or confrontational,
  - Hardly words an employer would use to describe the “ideal” candidate.

---

## Interviewing –

# Handling Illegal Questions

- Third Option:
  - You can examine the question for its intent and respond with an answer as it might apply to the job. For example, the interviewer asks, “Are you a U.S. citizen?” or “What country are you from?” You’ve been asked an illegal question. You could respond, however, with “I am authorized to work in the United States.” Similarly, let’s say the interviewer asks, “Who is going to take care of your children when you have to work over time for the job?” You might answer, “I can work the over time schedule that this job requires.”

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions

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# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – National Origin/ Citizenship

## ■ Illegal

- ❑ Are you a U.S. citizen?
- ❑ Where were you/your parents born?
- ❑ What is your “native tongue”?

## ■ Legal

- ❑ Are you authorized to work in the United States?
- ❑ What language do you read/speak/write fluently?
  - This question is okay only if this ability is relevant to the performance of the job.

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Age

- Illegal
  - How old are you?
  - When did you graduate?
  - What's your birth date?
- Legal
  - Are you over the age of 18?

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Marital or Family Status

## ■ Illegal

- ❑ What's your marital status?
- ❑ With whom do you live?
- ❑ Do you plan to have a family? When?
- ❑ How many kids do you have?
- ❑ What are your child-care arrangements?

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Marital or Family Status

## ■ Legal

- ❑ Would you be willing to relocate if necessary?
- ❑ Would you be able and willing to travel as needed for the job?
  - This question is okay if it is asked of all applicants for the job.
- ❑ Would you be able and willing to work overtime as necessary?
  - This question is okay assuming it is asked of all applicants for the job.

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Affiliations

- Illegal

- What clubs or social organizations do you belong to?

- Legal

- List any professional or trade groups or other organizations that you belong to that you consider relevant to your ability to perform this job.

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Personal

## ■ Illegal

- ❑ How tall are you? How much do you weigh?
  - Questions about height and weight are not acceptable unless minimum standards are essential for the safe performance of the job.

## ■ Legal

- ❑ Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job?

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Disabilities

- Illegal
  - Do you have any disabilities?
  - Please complete the following medical history.
  - Have you had any recent or past illnesses or operations? If yes, list them and give dates when these occurred.
  - What was the date of your last physical exam?
  - How's your family's health?
  - When did you lose your eyesight? How?
  - Do you need an accommodation to perform the job?
    - This question can be asked only after a job offer has been made.

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Disabilities

## ■ Legal

- Are you able to perform the essential functions of this job?
  - This question is okay if the interviewer has thoroughly described the job.
- Can you demonstrate how you would perform the following job-related functions?
- As part of the hiring process, after a job offer has been made, you will be required to undergo a medical exam.
  - Exam results must be kept strictly confidential, except medical/safety personnel may be informed if emergency medical treatment is required, and supervisors may be informed about necessary job accommodations, based on exam results.

---

# Interviewing – Handling Illegal Questions – Illegal & Legal Questions – Arrest Record

- Illegal
  - Have you ever been arrested?
- Legal
  - Have you ever been convicted of \_\_\_\_\_?
    - The crime named should be reasonably related to the performance of the job in question.
- Illegal
  - If you've been in the military, were you honorably discharged?
- Legal
  - In what branch of the Armed Forces did you serve?
  - What type of training or education did you receive in the military?

---

# Resume Samples

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# Click on Button to View Resume Samples:

Maintenance/Mechanic applying  
for Engineer Position

Engineer applying for  
another Engineer Position

Chief Engineer applying  
for another Chief Position

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End of presentation.

Address any comments or questions you have to:  
Stationary Department  
1125 17<sup>th</sup> Street, NW  
Washington, DC 20036  
Phone: 202-778-2647

Barry Blue  
200 University Blvd., #100  
Silver Spring, MD 20902

August 5, 2005

Mr. Goldmine  
Goldmine Management Company  
1600 Pennsylvania Avenue, NW  
Washington, DC 20500

Dear Mr. Goldmine:

I learned through the IUOE Local 99 job line that you are looking for a 3<sup>rd</sup> class maintenance engineer. My extensive background with bio-medical facility maintenance as well as central plant experience would be an asset to your maintenance team. Budgeting and indoor air quality are also skills that I have acquired. In fact, with the Bio Reliance facility, I saved the corporation \$2,000.00 and solved an ongoing problem in a test lab which didn't have adequate air flow.

Please review my resume and contact me if you have any questions or would like to set up an interview. I will follow up with you next week.

My contact info:  
Home: (301) 555-1212  
Work: (301) 321-7967  
Cell: (410) 123-9876  
Email: 1greatengineer@internet.com

Sincerely,

Barry Blue  
3<sup>rd</sup> Class Steam Engineer

## A

Ability	Administered	Answered	Assigned
Accelerated	Admitted	Anticipated	Assured
Acclimated	Adopted	Appeared	Attained
Accompanied	Advanced	Applied	Attracted
Accomplished	Advertised	Appointed	Audited
Achieved	Advised	Appraised	Augmented
Acquired	Advocated	Approached	Authored
Acted	Aided	Approved	Authorized
Activated	Aired	Arbitrated	Automated
Actuated	Affected	Arranged	Awarded
Adapted	Allocated	Ascertained	Avail
Added	Altered	Asked	
Addressed	Amended	Assembled	
Adhered	Amplified	Assessed	
Adjusted	Analyzed	Assigned	

## B

Balanced	Briefed
Bargained	Brought
Borrowed	Budgeted
Bought	Built
Broadened	

## C

Calculated	Chose	Compiled	Contrasted
Canvassed	Circulated	Complied	Contributed
Capability	Clarified	Completed	Contrived
Capable	Classified	Composed	Controlled
Capacity	Cleared	Computed	Converted
Capitalized	Closed	Conceived	Convinced
Captured	Co-authored	Conceptualized	Coordinated
Carried Out	Cold	Concluded	Corrected
Cast	Called	Condensed	Corresponded
Cataloged	Collaborated	Conducted	Counseled
Caused	Collected	Conferred	Counted
Centralized	Combined	Considered	Counted
Challenged	Commented	Consistent	Created
Chaired	Commissioned	Consolidated	Critiqued
Changed	Committed	Constructed	Cultivated
Channeled	Communicated	Consulted	Cut
Chartered	Compared	Continued	
Checked	Competent	Contracted	

## D

Dealt	Demonstrated	Diagnosed	Dissembled
Debugged	Depreciated	Diagrammed	Distinguished
Decided	Described	Directed	Distributed
Decentralized	Designated	Disclosed	Diversified
Decreased	Designed	Discounted	Divested
Deferred	Determined	Discovered	Documented
Defined	Developed	Discussed	Doubled
Delegated	Devised	Dispatched	Drafted
Delivered	Devoted	Displayed	

## E

Earned	Enforced	Estimated	Experienced
Eased	Engaged	Evaluated	Experimental
Edited	Engineered	Examined	Explained
Educated	Enhanced	Exceeded	Explored
Effected	Enlarged	Excellent	Exposed
Efficient	Enlisted	Exceptional	Expressed
Elected	Enriched	Exchanged	Extended
Eliminated	Ensured	Executed	Extracted
Employed	Entered	Exempted	Extrapolated
Enabled	Entertained	Exercised	
Encouraged	Equipped	Expanded	
Endorsed	Established	Expedited	

## F

Facilitated	Filed	Formalized	Framed
Familiarized	Filled	Formed	Fulfilled
Fashioned	Financed	Formulated	Functioned
Fielded	Fit	Fortified	Furnished
Figured	Focused	Found	
Filed	Forecasted	Founded	

## G

Gained	Governed
Gathered	Graded
Gauged	Granted
Gave	Greeted
Generated	Grouped
Global	Guided

## H

Halved          Helped  
Handled        Hired  
Headed        Hosted

## I

Identified	Incurred	Installed	Introduced
Illustrated	Induced	Instigated	Invented
Illuminated	Influenced	Instilled	Inventoried
Implemented	Informed	Instituted	Invested
Improved	Initiated	Instructed	Investigated
Improvised	Innovated	Insured	Invited
Inaugurated	Inquired	Interfaced	Involved
Indoctrinated	Inspected	Interpreted	Isolated
Increased	Inspired	Interviewed	Issued

## J

Joined  
Judged

## K

Kept  
Knowledgeable

## L

Launched	Licensed	Lobbied
Learned	Lightened	Localized
Leased	Liquidated	Located
Lectured	Listed	Logged
Led	Litigated	

## M

Made	Maximized	Minimized	Motivated
Maintained	Measured	Modeled	Moved
Managed	Mediated	Moderated	Multiplied
Mapped	Merchandised	Modernized	
Marketed	Merged	Modified	
Matched	Met	Monitored	

## N

Named	Negotiated
Narrated	Noticed
Nationwide	Nurtured
Navigated	

## O

Observed	Operated	Oriented
Obtained	Operationalized	Originated
Offered	Orchestrated	Outstanding
Offset	Ordered	Overhauled
Opened	Organizer	Oversaw

## P

Paid	Placed
Participated	Planned
Passed	Polled
Patterned	Positive
Penalized	Potential
Perceived	Prepared
Performed	Presented
Permitted	Preserved
Persuaded	Presided
Phased Out	Prevented
Pinpointed	Priced
Pioneered	Printed

## Q

Qualified  
Quantified  
Questioned  
Quoted

## R

Raised	Reduced	Repaired	Retained
Ranked	Referred	Repeated	Retrieved
Rated	Refined	Replaced	Revamped
Reacted	Regained	Reported	Revealed
Read	Regulated	Represented	Reversed
Realized	Rehabilitated	Requested	Reviewed
Received	Reinforced	Researched	Revised
Recommended	Reinstated	Resolved	Revitalized
Reconciled	Rejected	Resourceful	Rewarded
Recorded	Related	Responded	Routed
Recovered	Remedied	Responsible	
Recruited	Remodeled	Restored	
Rectified	Renegotiated	Restructured	
Redesigned	Reorganized	Resulted	

## S

Safeguarded	Showed	Stabilized	Substituted
Salvaged	Shrank	Stable	Succeeded
Saved	Signed	Staffed	Successful
Scheduled	Significant	Staged	Suggested
Screened	Simplified	Standardized	Summarized
Secured	Sold	Started	Superseded
Segmented	Solved	Steered	Supervised
Selected	Sort	Stimulated	Supplied
Sent	Sought	Strategized	Supported
Separated	Sound	Streamlined	Surpassed
Served	Sparked	Strengthened	Surveyed
Serviced	Spearheaded	Stressed	Synchronized
Set	Specialist	Stretched	Synthesized
Settled	Specified	Structured	Systematized
Set up	Speculated	Studied	
Shaped	Spoke	Submitted	
Shortened	Spread	Substantiated	

## T

Tabulated	Testified	Traded	Transported
Tackled	Through	Trained	Traveled
Tailored	Tightened	Transacted	Treated
Targeted	Took	Transcribed	Trimmed
Taught	Toured	Transferred	Tripled
Terminated	Traced	Transformed	Turned
Tested	Tracked	Translated	Tutored

## U

Umpire  
Uncovered  
Understood  
Understudied  
Undertook

Unified  
United  
Unraveled  
Updated  
Upgraded

Used  
Utilized

## V

Validated  
Valued  
Verbalized  
Verified

Versatile  
Viewed  
Vigorous  
Visited

## W

Waged  
Weighed  
Welcomed  
Well-educated  
Well-rounded  
Widened

Witnessed  
Won  
Worked  
Worldwide  
Wrote

## A

Ability	Administered	Answered	Assigned
Accelerated	Admitted	Anticipated	Assured
Acclimated	Adopted	Appeared	Attained
Accompanied	Advanced	Applied	Attracted
Accomplished	Advertised	Appointed	Audited
Achieved	Advised	Appraised	Augmented
Acquired	Advocated	Approached	Authored
Acted	Aided	Approved	Authorized
Activated	Aired	Arbitrated	Automated
Actuated	Affected	Arranged	Awarded
Adapted	Allocated	Ascertained	Avail
Added	Altered	Asked	
Addressed	Amended	Assembled	
Adhered	Amplified	Assessed	
Adjusted	Analyzed	Assigned	

## B

Balanced	Briefed
Bargained	Brought
Borrowed	Budgeted
Bought	Built
Broadened	

## C

Calculated	Chose	Compiled	Contrasted
Canvassed	Circulated	Complied	Contributed
Capability	Clarified	Completed	Contrived
Capable	Classified	Composed	Controlled
Capacity	Cleared	Computed	Converted
Capitalized	Closed	Conceived	Convinced
Captured	Co-authored	Conceptualized	Coordinated
Carried Out	Cold	Concluded	Corrected
Cast	Called	Condensed	Corresponded
Cataloged	Collaborated	Conducted	Counseled
Caused	Collected	Conferred	Counted
Centralized	Combined	Considered	Counted
Challenged	Commented	Consistent	Created
Chaired	Commissioned	Consolidated	Critiqued
Changed	Committed	Constructed	Cultivated
Channeled	Communicated	Consulted	Cut
Chartered	Compared	Continued	
Checked	Competent	Contracted	

## D

Dealt	Demonstrated	Diagnosed	Dissembled
Debugged	Depreciated	Diagrammed	Distinguished
Decided	Described	Directed	Distributed
Decentralized	Designated	Disclosed	Diversified
Decreased	Designed	Discounted	Divested
Deferred	Determined	Discovered	Documented
Defined	Developed	Discussed	Doubled
Delegated	Devised	Dispatched	Drafted
Delivered	Devoted	Displayed	

## E

Earned	Enforced	Estimated	Experienced
Eased	Engaged	Evaluated	Experimental
Edited	Engineered	Examined	Explained
Educated	Enhanced	Exceeded	Explored
Effected	Enlarged	Excellent	Exposed
Efficient	Enlisted	Exceptional	Expressed
Elected	Enriched	Exchanged	Extended
Eliminated	Ensured	Executed	Extracted
Employed	Entered	Exempted	Extrapolated
Enabled	Entertained	Exercised	
Encouraged	Equipped	Expanded	
Endorsed	Established	Expedited	

## F

Facilitated	Filed	Formalized	Framed
Familiarized	Filled	Formed	Fulfilled
Fashioned	Financed	Formulated	Functioned
Fielded	Fit	Fortified	Furnished
Figured	Focused	Found	
Filed	Forecasted	Founded	

## G

Gained	Governed
Gathered	Graded
Gauged	Granted
Gave	Greeted
Generated	Grouped
Global	Guided

## H

Halved          Helped  
Handled        Hired  
Headed        Hosted

## I

Identified	Incurred	Installed	Introduced
Illustrated	Induced	Instigated	Invented
Illuminated	Influenced	Instilled	Inventoried
Implemented	Informed	Instituted	Invested
Improved	Initiated	Instructed	Investigated
Improvised	Innovated	Insured	Invited
Inaugurated	Inquired	Interfaced	Involved
Indoctrinated	Inspected	Interpreted	Isolated
Increased	Inspired	Interviewed	Issued

## J

Joined  
Judged

## K

Kept  
Knowledgeable

## L

Launched	Licensed	Lobbied
Learned	Lightened	Localized
Leased	Liquidated	Located
Lectured	Listed	Logged
Led	Litigated	

## M

Made	Maximized	Minimized	Motivated
Maintained	Measured	Modeled	Moved
Managed	Mediated	Moderated	Multiplied
Mapped	Merchandised	Modernized	
Marketed	Merged	Modified	
Matched	Met	Monitored	

## N

Named	Negotiated
Narrated	Noticed
Nationwide	Nurtured
Navigated	

## O

Observed	Operated	Oriented
Obtained	Operationalized	Originated
Offered	Orchestrated	Outstanding
Offset	Ordered	Overhauled
Opened	Organizer	Oversaw

## P

Paid	Placed
Participated	Planned
Passed	Polled
Patterned	Positive
Penalized	Potential
Perceived	Prepared
Performed	Presented
Permitted	Preserved
Persuaded	Presided
Phased Out	Prevented
Pinpointed	Priced
Pioneered	Printed

## Q

Qualified  
Quantified  
Questioned  
Quoted

## R

Raised	Reduced	Repaired	Retained
Ranked	Referred	Repeated	Retrieved
Rated	Refined	Replaced	Revamped
Reacted	Regained	Reported	Revealed
Read	Regulated	Represented	Reversed
Realized	Rehabilitated	Requested	Reviewed
Received	Reinforced	Researched	Revised
Recommended	Reinstated	Resolved	Revitalized
Reconciled	Rejected	Resourceful	Rewarded
Recorded	Related	Responded	Routed
Recovered	Remedied	Responsible	
Recruited	Remodeled	Restored	
Rectified	Renegotiated	Restructured	
Redesigned	Reorganized	Resulted	

## S

Safeguarded	Showed	Stabilized	Substituted
Salvaged	Shrank	Stable	Succeeded
Saved	Signed	Staffed	Successful
Scheduled	Significant	Staged	Suggested
Screened	Simplified	Standardized	Summarized
Secured	Sold	Started	Superseded
Segmented	Solved	Steered	Supervised
Selected	Sort	Stimulated	Supplied
Sent	Sought	Strategized	Supported
Separated	Sound	Streamlined	Surpassed
Served	Sparked	Strengthened	Surveyed
Serviced	Spearheaded	Stressed	Synchronized
Set	Specialist	Stretched	Synthesized
Settled	Specified	Structured	Systematized
Set up	Speculated	Studied	
Shaped	Spoke	Submitted	
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## T

Tabulated	Testified	Traded	Transported
Tackled	Through	Trained	Traveled
Tailored	Tightened	Transacted	Treated
Targeted	Took	Transcribed	Trimmed
Taught	Toured	Transferred	Tripled
Terminated	Traced	Transformed	Turned
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## U

Umpire  
Uncovered  
Understood  
Understudied  
Undertook

Unified  
United  
Unraveled  
Updated  
Upgraded

Used  
Utilized

## V

Validated  
Valued  
Verbalized  
Verified

Versatile  
Viewed  
Vigorous  
Visited

## W

Waged  
Weighed  
Welcomed  
Well-educated  
Well-rounded  
Widened

Witnessed  
Won  
Worked  
Worldwide  
Wrote

## Action Phrases

Created innovative solutions to problems  
Compiled, organized, and analyzed data  
Conveyed a positive image to the public  
Delegated responsibility to staff for project completion  
Defined parameters of problem situations  
Designed experiments or research procedures  
Evaluated information and presented analyses  
Formulated questions to clarify problems  
Generated trust and confidence of management  
Identified alternative strategies which succeeded  
Identified critical issues for planning and goal-setting  
Listened with objectivity and utilized data for problem-solving  
Managed time and resources effectively  
Motivated and managed personnel  
Marketed a product or service successfully  
Suggested a long-range outcomes plan  
Strengthened existing marketing plan  
Transformed archaic operation into state-of-the-art system  
Design, develop and deliver  
Conduct needs analysis  
Write course design documents  
Manage development  
Consult with clients  
Facilitate problem-solving meetings  
Implement solutions  
Develop and implement formatting  
Developed and delivered  
Revamped product training  
Assessed employee and client training needs  
Analyzed evaluation data  
Designed and implemented  
Followed special task force  
Assisted special task force  
Proctored and scored  
Facilitated discussion  
Managed an eleven-person team  
Negotiated over \$  
Coordinated strategic five-year plan  
Created and implemented innovative approach  
Developed new product

## A

Ability	Administered	Answered	Assigned
Accelerated	Admitted	Anticipated	Assured
Acclimated	Adopted	Appeared	Attained
Accompanied	Advanced	Applied	Attracted
Accomplished	Advertised	Appointed	Audited
Achieved	Advised	Appraised	Augmented
Acquired	Advocated	Approached	Authored
Acted	Aided	Approved	Authorized
Activated	Aired	Arbitrated	Automated
Actuated	Affected	Arranged	Awarded
Adapted	Allocated	Ascertained	Avail
Added	Altered	Asked	
Addressed	Amended	Assembled	
Adhered	Amplified	Assessed	
Adjusted	Analyzed	Assigned	

## B

Balanced	Briefed
Bargained	Brought
Borrowed	Budgeted
Bought	Built
Broadened	

## C

Calculated	Chose	Compiled	Contrasted
Canvassed	Circulated	Complied	Contributed
Capability	Clarified	Completed	Contrived
Capable	Classified	Composed	Controlled
Capacity	Cleared	Computed	Converted
Capitalized	Closed	Conceived	Convinced
Captured	Co-authored	Conceptualized	Coordinated
Carried Out	Cold	Concluded	Corrected
Cast	Called	Condensed	Corresponded
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Umpire  
Uncovered  
Understood  
Understudied  
Undertook

Unified  
United  
Unraveled  
Updated  
Upgraded

Used  
Utilized

## V

Validated  
Valued  
Verbalized  
Verified

Versatile  
Viewed  
Vigorous  
Visited

## W

Waged  
Weighed  
Welcomed  
Well-educated  
Well-rounded  
Widened

Witnessed  
Won  
Worked  
Worldwide  
Wrote

# The Most Frequently Asked Questions

## **Tell me about yourself?**

Since this question is open-ended and generalized, a good response would be to ask a question like “Are there any areas in particular you’d like to know about?”. This way you don’t open yourself up and you can concentrate on a particular area. What they are seeking is to learn about your professional characteristics and background, not your personal life.

Your response should be about strength, not a weakness.

Say something along the lines of, “I have difficulty with this thing, and these are the strategies I use to get around it.” For example, you could say, “I’m not the most organized of individuals, so I always answer my e-mails and phone calls right away. I’m aware of the problem and I have strategies to deal with it.”

Focus on your academics and experience. Ask yourself, ‘what are the top five things I want this person to know about me?’”

## **Other examples are:**

I’m something of a perfectionist.

I’m a stickler for punctuality.

I’m tenacious

Give a specific situation from your previous job to illustrate your point.

## **What is your strongest Point?**

Don’t just talk about your strength—relate it to the position. Let them know you are a qualified candidate. Again, give a specific situation from your previous job to illustrate your point.

I work well under pressure.

I am organized and manage my time well.

## **What do you see yourself doing five years from now?**

You want to say something related to the job position. You don’t want to respond, ‘I want to be an astronaut’ or ‘I want to win the Academy Award.’

The question is designed to help the interviewer know if the job seeker will be happy in that position, or if he or she wants to work in it only as long as it takes to find something “better.”

I hope I will be working here and have increased my level of responsibility based on my performance and abilities.

**Examples:**

“I hope that I acquire my engineer’s license”

I hope to learn about the entire facility and be a part of the decision making process for operations.

**Tell me about a time when you had to accomplish a task with someone who was particularly difficult to get along with.**

You want to say something that shows that you have the ability to be sensitive to the needs of others but can still influence them. A wrong answer would be, “I just avoid them” or “They drive me crazy, so I just work by myself”.

**What is your greatest accomplishment?**

Give a specific illustration from your previous or current job where you saved the company money or helped increase their profits. If you have just entered the field, try to find some accomplishment from your apprenticeship, work, part-time jobs, or extra-curricular activities.

**Tell me about a problem you had in your last job and how you resolved it.**

The employer wants to assess your analytical skills and see if you are a team player. Select a problem from your last job and explain how you solved it.

**Why do you want to make a change now?**

"I want to develop my potential."

"The opportunities in my present company are limited."

**Why should we hire you?**

(A stress question) Highlight your background based on the company's current needs. Recap your qualifications keeping the interviewer's job description in mind. If you don't have much experience, talk about how your education and training prepared you for this job.

## **What do you know about our company? Why do you want to work here?"**

This is where your research on the company will come in handy.

“You are a small/large firm and a leading force in our field.”

“Your company is a leader in your field and growing.”

"Your company has a superior service."

# Commonly Asked Interview Questions

1. Describe your short and long-range career goals?
2. How do you define success?
3. What is it about the career you have chosen that interests you?
4. Describe your ideal manager/supervisor.
5. What 3 words or terms do you think describe you most accurately?
  - a. How would a co-worker, a work supervisor, and a friend describe you in 3 words?
6. Why does your personality suit you for this field?
7. In what kind of work environment are you most comfortable?
8. How do you work under pressure?
9. How did you prepare yourself for this job?
  - a. What is the most important thing you learned [not did] from a career-related experience in your past?
10. What criteria are you using to evaluate the employer for whom you hope to work?
11. What 2 accomplishments have given you the most satisfaction? Why?
12. Describe a difficult situation you've dealt with. How did you handle it? What did you learn from it?
13. What have you learned from involvement in extracurricular activities?
14. Assess your weakest performance area [something you evaluated and improved/resolved.
15. How do you handle criticism? Examples?
16. How do you handle personal conflict? Examples?
17. What do you do in your free time?
18. Looking back, what are the gaps in your preparation for this position?
19. What is the last book you read voluntarily? Tell me about it. [this really is often asked!]
20. Name 3 personal strengths that relate to this position.
21. Why should I hire you?

# Questions You Should Ask

What are the company's current challenges?

Could you give me a more detailed job description?

Why is this position open?

Are there opportunities for advancement?

To whom would I report?

How large is the staff that I will be working with?

Do you sponsor educational growth?

Can you describe a typical assignment?

How do you train employees?

What do you like most about working for this company?

What do you consider to be your employer's strengths?

What do you do better than other comparable organizations?

What impresses you most about this organization?

What really excites you about this career?

How does the employer motivate staff?

Do you promote from within?

Why is this position open?

What happened to the previous person?

What is the turnover rate among personnel in this department?

Why do you say that (after a response you would like to have expanded)?

What are the top priorities of the position?

To what extent may I develop my own area of responsibility?

Do you provide professional development options to enhance job performance?

What contribution do you expect from me?

Is there team support...or friction?

How does it "feel" to work here?

How would you characterize interpersonal staff relationships?

How did you get into this field?

What has your career path been within this organization....this profession?

What skills/strengths would you say are most important in the successful applicant?

What type of person excels/advances in this position/organization?

## Maintenance/Mechanic Seeking Engineer Position

Sony Chellos  
770 Leesburg Pike  
Apartment 651  
Falls Church, VA 22041  
Cell: (703) 123-4567

### **Objective**

An engineer position in the commercial property industry that offers the opportunity to use my four years apprenticeship training and six years experience in facility operations.

### **Summary**

Highly motivated, creative, and versatile maintenance person with experience in the operation and maintenance of commercial facilities and central plants. Especially skilled at building tenant and staff relationships. Excellent at hands-on learning in the stationary engineering field. Seeking a challenging 3<sup>rd</sup> class engineer's position at a large commercial property with tenant interaction.

### **Skills and Accomplishments**

**General Maintenance Mechanic,** *March, 2002 - Present*  
TK Services, Springfield, VA

Complete diverse assortment of work order requests under a fast paced environment with expectations of quality workmanship.

Organized and completed the preventive maintenance schedules for the buildings HVAC equipment including both DDC and pneumatic VAV boxes.

**Maintenance Mechanic,** *June 1998 – March 2002*  
Triad Management Properties, Fairfax, VA

Maintained all plant equipment in a 25 year old apartment complex. Oversaw and worked with contractors during the restoration of apartments after tenant move outs. Worked with a diverse staff which developed into an acclaimed team throughout the complex.

### **Education**

Completed the International Union of Operating Engineers (IUOE), Local 99 Four Year Apprenticeship Training program.

Various HVAC classes and seminars taught through Local 99  
Fairfax H.S. 1998

## Engineer seeking another engineer position

Barry Blue  
200 University Blvd., #100  
Silver Spring, MD. 20902  
301-123-4567  
barryb@internet.com

### Summary

Third Class DC licensed Engineer with ten year of experience in Central Plant utilities. Extensive knowledge in the operation and maintenance of physical plants. Diverse experience in preventive maintenance programs and energy management systems. Excellent skills in developing and attaining tenant relationship. Seeking a challenging engineer's position in a "class A" commercial facility with a professional staff and an innovative management team.

### Professional Experience

#### **DC 3<sup>rd</sup> Class Steam Engineer,** *August 2001 - Present*

Defense Intelligence Agency, Bolling Air Force Base, Washington, D.C.

- Plan, schedule, and assign activities to personnel engaged in the operations and the repair of various building systems.
- Conducted general and preventive maintenance on the plant equipment and their auxiliary devices.
- Monitored and control the Honeywell Excel 5000 energy management and life safety systems.
- Worked directly with the chief engineer in preparing an annual operation budget for the entire complex.

#### **Control Room Engineer,** *November 1998 – August 2001*

Walter Reed Army Institute of Research, Washington, DC

- Operated and serviced the HVAC facility system, which incorporates specialized equipment for the bio-chemical and animal research facility.
- Monitored and controlled Johnson Controls EMS system.

#### **Watch Engineer,** *May 1994 – November 1998*

Bio Reliance, Rockville, MD

- Supervised the plant operations and equipment status during non-peak activity
- Controlled and operated the Siemens Apogee 600 Building Automation System.
- Responded to emergency conditions and determined the proper personnel response.

#### **Boiler/Chiller Operator,** *October 1989 – May 1994*

Central Intelligence Agency, Langley, VA

- Operated and monitored building water systems, chillers, high-pressure boilers, and auxiliary equipment.

## Engineer seeking another engineer position

- Performed daily tests and equipment readings on the Honeywell life safety systems.

### **Engineer's Mechanic,**      *April 1987 – October 1989*

L.N. Brandt Company, Washington, DC

- Responsible for installation and repair of mechanical, electrical and HVAC equipment in commercial office spaces and residential buildings.
- Coordinated renovation projects and scheduled contractors.
- Serviced PMs on the building equipment and tenant work orders.

## **Education and Licenses**

Top Security Clearance

DC 3<sup>rd</sup> Class Engineers Steam License

CFC Certification - Universal

MD 1<sup>st</sup> Class Stationary Engineer License

NIULPE 4<sup>th</sup> Class Power Engineers License

International Union of Operating Engineers (IUOE) Apprenticeship Program (4 years)

## **Computer Skills**

Proficient in Microsoft Office and various preventive maintenance programs

## Chief Engineer Seeking Another Position

Marcus O'Realeus  
2310 Craftsberry Lane  
Crofton, MD. 20002  
301-123-4567  
marcuso@internet.com

### Summary

Chief Engineer with fifteen year of experience in commercial properties and government facilities. Extensive knowledge in the operation and maintenance of various commercial class A to class C buildings and physical plants. Diverse experience in developing and implementing preventive maintenance programs and energy management systems. Excellent skills in developing and attaining tenant relationship. Seeking a chief engineers' position in commercial real estate class "A" buildings.

### Professional Experience

**Chief Engineer/Director of Operations,** *January 1999 - Present*  
Central Intelligence Agency, Langley, VA

- Plan, schedule, and assign activities to personnel engaged in the operations and the repair of various building systems.
- Designed preventive maintenance programs for the entire complex plant equipment and their auxiliary devices.
- Drafted and implemented an annual operating budget for the physical plant and resources.
- Created a five year budget on the capital cost analysis of the complex.
- Concluded an energy audit on individual buildings and the complex with guidance from the local electric company.

**Chief Engineer/Facility Manager,** *November 1992 – January 1999*  
Goddard Corporate Park, Greenbelt, MD

- Oversaw the final construction phase of facility complex and created the punch list for the contractors.
- Directly administered the bidding process for contracts and supervised the contractors for the complex.
- Prepared and govern annual and five-year operating budgets, while implementing invoice billing and Purchase orders.

### **Education and Licenses**

- Facilities Management Administrator designation (FMA) BOMI
- DC 1<sup>st</sup> and 3<sup>rd</sup> Class Engineers Steam License
- CFC Certification - Universal
- MD 1<sup>st</sup> Class Stationary Engineer License
- International Union of Operating Engineers (IUOE) Apprenticeship Program (4 years)
- Top Security Clearance

### **Computer Skills**

Proficient in Microsoft Excel, Word, Access and extremely knowledgeable in PowerPoint and various preventive maintenance programs.

### **Professional and Community Memberships**

Instructor at local union 99, teaching Energy Conservation and Indoor Air Quality classes