

# **Work Experience Program**

## **Course Handbook**

**Bakersfield College**

Updated: 11/15/2010

## TABLE OF CONTENTS

Welcome and General Information .....	3
Syllabus .....	4
How to Write an Objective .....	6
Examples of Objectives .....	7
Employer Guide to Assist with Objectives .....	8
Course Summary Report Guidelines .....	9
Activity Requirements .....	10
Approved Off-Campus Seminar/Activity List .....	11
Employer/Supervisor Letter .....	12
Course Objectives Form .....	13
Off-Campus Seminar/Activity Prior Approval Form .....	14
Off-Campus Seminar/Activity Form .....	15
Timesheet .....	16
Work Experience Program Survey .....	17
Sample Cover Letter Format and Guidelines.....	18
Resume Tips .....	19
Sample Resume .....	21

## **Welcome to the Bakersfield College Work Experience Program**

The Work Experience course will help you to integrate your college courses and your career goals. Our staff and resources are available to help you obtain the maximum benefits from your efforts. These are some of the benefits of our program.

### **BENEFITS**

- Link education with employment
- Earn college credit while learning on the job
- Improve work skills through writing, completing, and evaluating on-the-job objectives

Work cooperatively with a Work Experience Coordinator, your work supervisor, and the Bakersfield College program staff to increase employment skills

The Work Experience Course Handbook provides the forms and information necessary to meet the course requirements. It also provides a letter to your employer/supervisor from our office. Please present this letter to the person who directly oversees your work.

Work Experience is a valuable and significant part of your college education. Please feel free to contact us at any time during the semester for assistance with this course.

Career Development and Workforce Preparation  
Family and Consumer Education (FACE), Room 16  
Phone: (661) 395-4580; Fax: (661) 395-4522

# Course Syllabus

## **Contact information for Work Experience:**

Cindi Swoboda, Department Assistant  
Family and Consumer Education (FACE), Room 16  
Ph: (661) 395-4580 -- Fax: (661) 395-4522  
Email: cswoboda@bakersfieldcollege.edu

Janie Budy, Program Manager  
Office of Career Development and Workforce Preparation  
Ph: (661) 395-4023  
Email: jbudy@bakersfieldcollege.edu

## **STUDENT LEARNING OUTCOMES**

It is expected that, as a result of participating in a Work Experience course, students will be able to:

- Explore the workforce by work study, internships, or off-campus employment
- Develop career-related goals
- Apply job search skills, including development of a Resume, to successfully find employment
- Communication skills to prospective employers

**The following steps are the responsibility of the student and are required. All required course assignment forms are contained in this handbook beginning on page 13.**

1. Complete the Online Work Experience Process
2. Complete/submit an on-line Work Experience application
3. Enroll in a qualified Work Experience course
4. Attend Mandatory Work Experience Orientation
5. Complete and submit Insurance Liability letter

Work Experience Course Requirements:

1. Online process
  - Must complete online process
2. Online Application
  - Complete a Work Experience application
3. Attend a mandatory Work Experience Orientation
4. Complete/Submit the Insurance Liability letter, (on campus worksites do not require an insurance liability letter).
5. Job Objectives
  - Give your employer/supervisor the employer letter contained in this handbook.
  - Talk with your employer/supervisor and develop your objectives.
  - Complete Objectives 1- 2 Worksheets during the first meeting with your Work Experience Coordinator.

6. First Meeting
  - At the jobsite, prior to the 4<sup>th</sup> week, meet with the Work Experience Coordinator and employer/work supervisor
7. Summary Report
8. Off Campus Seminar/Activity hours required for the semester are based on the number of Work Experience units in which you are currently enrolled.
  - See qualifying Activity and Off-Campus Seminar list contained in this handbook
9. Work Hours
  - Track your hours of work during the semester on the timesheet (form).
  - 75 hours of paid work or 60 hours of unpaid work are required for each Work Experience unit you are currently enrolled.
  - Timesheet must be signed by the student and the employer/supervisor.
  - Timesheets must be turned in to your assigned Work Experience Coordinator two weeks prior to the end of the semester.
  - Any change in your employment situation for the purpose of fulfilling this course must be reported immediately to the Work Experience coordinator.
10. Final Meeting
  - You must participate in a final evaluation with your employer/supervisor to evaluate progress related to your stated objectives.

Below is a chart of required assignments for the course and possible points you may earn toward obtaining a grade.

<b>COURSE ASSIGNMENTS</b>	<b>POINTS POSSIBLE</b>
Objectives	100
Summary Report	100
Off-Campus Seminar/Activities **	100
Timesheet	100
Final Evaluation	100

\*\* Seminar/Activities hours are satisfied by completing the Job Readiness Academy

<b>TOTAL POINTS POSSIBLE</b>	<b>500</b>
------------------------------	------------

# HOW TO WRITE A COURSE OBJECTIVE

For the purpose of this course, a learning Objective is a goal that you wish to achieve in the workplace. Objectives are developed jointly with your employer/supervisor and require the signature approval of the employer/supervisor. The Objectives that are developed should benefit the student and the business.

Definition of a written Objective:

A specific, measurable goal that is limited to a single definite result, with an established completion date.

Writing an Objective:

Each Objective statement starts with the word "To" and includes an action word, description, measurement, and completion date.

Example of a written Objective:

**To create a closing procedure checklist to the satisfaction of my supervisor by December 14.**

<b>(Action)</b>	<b>(Description)</b>	<b>(Measurement)</b>	<b>(Completion Date)</b>
-----------------	----------------------	----------------------	--------------------------

Below is a list of sample action words:

Activate	Create	Gather	Reduce
Adjust	Construct	Illustrate	Remove
Administer	Convert	Implement	Reorganize
Analyze	Coordinate	Improve	Repair
Arrange	Decrease	Increase	Replace
Articulate	Define	Initiate	Report
Assemble	Demonstrate	Introduce	Reproduce
Assist	Describe	Investigate	Research
Audit	Design	Limit	Revise
Build	Develop	List	Rewrite
Calculate	Eliminate	Maintain	Schedule
Categorize	Establish	Market	Select
Change	Estimate	Merchandise	Separate
Chart	Evaluate	Monitor	Set Up
Collect	Examine	Organize	Structure
Combine	Exhibited	Perform	Summarize
Complete	Expanded	Plan	Test
Compose	Expedited	Prepare	Train
Compute	Explain	Produce	Update
Conduct	Facilitate	Reconstruct	Upgrade
Consolidate	Formulate	Recruit	Utilize

## EXAMPLES OF OBJECTIVES

	Action	Description	Measurement	Completion Date
Example 1	To compute	invoices for tools, materials and labor charges correctly	Balancing with the purchase order total	by February 28.
<b>To compute invoices for tools, materials, and labor charges correctly, balancing with the purchase order totals by February 28.</b>				
Example 2	To research and prepare	a list of computer workstation costs	To be reviewed by my supervisor	by February 28.
<b>To research and prepare a list of computer workstation costs, to be reviewed by my supervisor, by May 1.</b>				
Example 3	To greet	by name at least 15 regular customers	to the satisfaction of my supervisor	by April 15.
<b>To greet by name at least 15 regular customers to the satisfaction of my supervisor by April 15.</b>				
Example 4	To cross-train	in the photo department	to the satisfaction of my supervisor	by April 30.
<b>To cross-train in the photo department to the satisfaction of my supervisor by April 30.</b>				
Example 5	To increase	my Esprit sales by 10% using displays and suggestive selling	resulting in an increased paycheck	by May 1.
<b>To increase my Esprit sales by 10% using displays and suggestive selling resulting in an increased paycheck by May 1.</b>				

# EMPLOYER'S GUIDE TO ASSIST STUDENT WITH WRITING OBJECTIVES

The Bakersfield College Work Experience Program provides students an opportunity to set valuable workplace objectives and to accomplish those objectives. Students will provide employers with these guidelines.

Guidelines for employers/supervisors:

Developing good Objectives is a very important part of the student's Work Experience course. Twenty percent (20%) of the student's grade is based on successful completion of the established Objectives. Employer/supervisor input is essential. The following guidelines will help you and the student develop effective and measurable Objectives.

- Objectives should be measurable and achievable within a reasonable, pre-determined timeframe.
- Objectives should include new learning, growth, and improvement opportunities and should not describe what the student has already accomplished.
- Develop Objectives that is pertinent to the work environment. For example, if there is a skill that the student needs to improve upon (e.g. reliability, promptness, or communication), design an Objective that will help to improve that skill.
- Objectives should be specific enough for you to evaluate.
  - a. Example of an objective that is too general: To do a good job at work so that I can get a full-time job in custodial work.
  - b. Example of an acceptable objective: To write a short report explaining how to handle, apply and store cleaning chemicals by May 1st.

If you have any questions, please contact your assigned Work Experience Coordinator.

# **COURSE SUMMARY REPORT GUIDELINES**

Follow these guidelines to complete the Course Summary Report

The Course Summary Report must include the following:

- Write about what you have experienced this semester and discuss in your paper the progress you made on your stated Objectives.
- Papers must be typewritten, double-spaced and 3 pages in length.

Paper format guidelines:

- Use 10 or 12-point font and make sure the print is dark.
- Develop a rough draft first.
- Take your ideas and organize them into an introduction, thesis statement, and body of support.
- Refine your ideas into a thoughtful, reflective paper.
- The thesis statement should clearly state the main focus or topic of your paper.

Writing and Grammar:

- Never underline essay titles or use quotation marks around them.
- Never submit papers that are soiled in any manner.
- Use spell-check if using a computer and proofread your work.
- Organization, grammar, content and creativity, as well as the overall layout and presentation, will be taken into consideration when graded.
- You must have transitions between each paragraph to connect your ideas.
- Use concrete examples from your experiences wherever possible.
- Use proper grammar.

# OFF-CAMPUS SEMINAR OR ACTIVITY REQUIREMENTS

Off-Campus Seminar or Activity hours are required, based on the number of units you are enrolled in.

An approved Activity list is on page 11 of this handbook. To fulfill this requirement you may choose from:

1) Any item(s) on the Seminar/Activity List,

AND/OR

2) Any Off-Campus seminars/workshops/training that is pre-approved by your Work Experience Coordinator (see Prior Approval form on page 14).

**Work Experience units  
you are enrolled in:**

1  
2  
3  
4  
5  
6  
7  
8

**Required number of  
Seminar/Activity Hours:**

3  
4  
5  
6  
7  
8  
9  
10

**\*\*Seminar/Activity hours can be satisfied by completing the Job Readiness Academy.**

# APPROVED ACTIVITY LIST

**Cover Letter**: See Sample Cover Letter in Course Handbook. Additional help is available in the Job Placement Office in the Student Services building, Room 178.

DUE: Two weeks prior to the end of the semester

Activity Credit earned: 1 Hour

**Resume**: See Resume instructions, worksheet and sample in this handbook. Additional help is available in the Job Placement Office in the Student Services building, Room 178.

DUE: Two weeks prior to the end of the semester

Activity Credit earned: 2 Hours

**Computer Guidance Program** (Career Center, Student Services Building Counseling Department):

1) Career Exploration: Use one of the computerized programs, Eureka or Discover. Only 1 Hour can be received for Career Exploration. Submit specific documentation of your career exploration.

2) Internet: Use bookmarked sites to explore financial aid, school information, and career guidance. Submit Specific documentation of your research to your Work Experience Coordinator.

DUE: Two weeks prior to the end of the semester

Activity Credit earned: 1 Hour

**Informational Interview**: <http://www.career.fsu.edu/experience/information-interviews-guide.html>

**Information Interview Summary Report**: Report must be at least 2 pages in length, double spaced. Explain what you learned during your interview, your view of the profession/career and if you would reconsider pursuing the profession. Explain why or why not. DUE: Two weeks prior to the end of the semester Activity Credits earned: 4 Hours

**Off Campus Seminars/Activities**: Obtain Work Experience Coordinator approval in advance for all off-campus seminars (see page 14 of Course Handbook). DUE: Two weeks prior to the end of the semester Activity Credit earned: Maximum of 6 hours per activity.

**Work Experience Orientation**: Mandatory attendance - check the Work Experience website for scheduled dates. Students will be dropped from their Work Experience course if this requirement is not met.

Activity Credit earned: 1 Hour

**After completion of Seminar/Activities, submit the completed Seminar/Activity form (page 14 of Course Handbook) to your Work Experience Coordinator.**



Greetings Employer/Supervisor:

The employee delivering this letter to you has demonstrated an interest in enrolling in Bakersfield College's Work Experience course. The purpose of our course is to help the student obtain on-the-job training and provide a practical education that supplements and enhances classroom theory. The program gives you an opportunity to make a contribution to the employee's college education in a way that will directly benefit you and your organization. Your participating in this process includes:

- Active involvement in selection of the student's objectives.
- One meeting with the Bakersfield College Work Experience Coordinator and employee/student.
- Evaluation of the student's objectives.
- Verification of employee/student work hours (a requirement of the course is that student complete a specified amount of work hours per unit they will earn in the course)

In order for this contribution to be documented for college course credit, the course requires that learning objectives (identifying new learning which is validated by the employer) be written at the beginning of the semester. Objectives are written with the intent of the student progressing and becoming a more valuable employee. Please discuss the learning possibilities with your employee, accepting only those objectives that meet this intent. The student/employee will provide you with additional information contained in their course handbook which may assist you in this process.

The student is required to fill out a worksheet of objectives. A Bakersfield College Work Experience Coordinator will contact you to review these objectives. The objectives will be written in final form by the student and you will be provided a copy for reference and evaluation. The student will work to achieve the objectives during the semester, which will be used as a basis for evaluation at the end of the semester.

You will be asked to verify the employee/student hours at the end of the semester. The student will provide you with a timesheet for your signature. The student may also be attending Work Experience seminars as part of their course.

Thank you for your cooperation. Your support of our Work Experience Program is appreciated. Please contact us if you have any concerns, questions or comments.

Regards,

Janie Budy, Program Manager  
Office of Career Development and Workforce Preparation  
Family and Consumer Education (FACE), Room 16  
Phone: (661) 395-4089 Fax: (661) 395-4522

*Kern Community College District*

1801 Panorama Drive • Bakersfield, CA 93305 • [www.bakersfieldcollege.edu](http://www.bakersfieldcollege.edu) • Fax 661.395-4241 • Phone 661-395-4011

# COURSE OBJECTIVES FORM

Student Name: \_\_\_\_\_ ID: \_\_\_\_\_ Semester/Year: \_\_\_\_\_

Work Experience Coordinator: \_\_\_\_\_ Worksite: \_\_\_\_\_

If you are enrolled in 1-3 Work Experience units you are required to complete two (2) Objectives.  
If you are enrolled in 4-8 Work Experience units you are required to complete four (4) Objectives.

This form must be completed and signed by the student, the employer/supervisor and the Bakersfield College Work Experience Coordinator during your initial meeting with you supervisor.

## OBJECTIVE 1:

TO: \_\_\_\_\_  
Action Word Description Measurement Completion Date

## OBJECTIVE 2:

TO: \_\_\_\_\_  
Action Word Description Measurement Completion Date

## OBJECTIVE 3:

TO: \_\_\_\_\_  
Action Word Description Measurement Completion Date

## OBJECTIVE 4:

TO: \_\_\_\_\_  
Action Word Description Measurement Completion Date

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employer/supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Coordinator Authorization

I have met with this student's employer/supervisor and approve of these objectives.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date met with employer/supervisor: \_\_\_\_\_

# OFF-CAMPUS SEMINAR PRIOR APPROVAL FORM

This form must be submitted to your Work Experience Coordinator for approval prior to completion of off-campus seminars and activities. The activity item(s) must be over and above work done on your job. You must provide documentation for each activity/seminar (e.g. a flyer, a description, an agenda, a certificate of attendance, etc.)

Student Name: \_\_\_\_\_ BC ID: \_\_\_\_\_

Work Experience Coordinator: \_\_\_\_\_

You may earn up to 6 hours maximum activity hours for off-campus activities, seminars, training, and workshops related to your goal.

**Requested Activity/Date:** \_\_\_\_\_ (Approval)

Hours Requested: \_\_\_\_\_ Backup Provided: yes no Coordinator's Initials: \_\_\_\_\_

**Requested Activity/Date:** \_\_\_\_\_ (Approval)

Hours Requested: \_\_\_\_\_ Backup Provided: yes no Coordinator's Initials: \_\_\_\_\_

**Requested Activity/Date:** \_\_\_\_\_ (Approval)

Hours Requested: \_\_\_\_\_ Backup Provided: yes no Coordinator's Initials: \_\_\_\_\_

**Requested Activity/Date:** \_\_\_\_\_ (Approval)

Hours Requested: \_\_\_\_\_ Backup Provided: yes no Coordinator's Initials: \_\_\_\_\_

**Requested Activity/Date:** \_\_\_\_\_ (Approval)

Hours Requested: \_\_\_\_\_ Backup Provided: yes no Coordinator's Initials: \_\_\_\_\_

You must list the approved and completed activities to the Seminar/Activities form (page 15) to ensure credit for completing each activity.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# TIMESHEET

Student Name: \_\_\_\_\_ ID: \_\_\_\_\_ Semester/Year: \_\_\_\_\_

Worksite/Business Name: \_\_\_\_\_

Number of Work Experience units enrolled in: \_\_\_\_\_

Work hours required to complete this course: \_\_\_\_\_

To complete this timesheet:

1. For each month you work, enter the month in each shaded area below the column marked 'Month'.
2. Enter the total number of hours worked for the corresponding day of the month.
3. Enter the total number of hours worked for each month.
4. Enter the total number of hours worked for the semester.

Day of Month	Month	Month	Month	Month
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
<b>Total hours worked per month</b>				

Total number of hours worked for the semester: \_\_\_\_\_

**Student and employer/supervisor signatures are required and certify that the student did complete the number of hours indicated on this timesheet. Incomplete timesheets will not be accepted.**

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Work Supervisor's Signature

\_\_\_\_\_  
Date

# WORK EXPERIENCE PROGRAM SURVEY

Name \_\_\_\_\_ Semester: \_\_\_\_\_

Complete and email this survey to [jbudy@bakersfieldcollege.edu](mailto:jbudy@bakersfieldcollege.edu) or drop it off in the Work Experience office, Family and Consumer Education (FACE) building, Room 16.

Reason you enrolled in this course (check all that apply):

- Required course
- Earn credit toward a certificate or degree
- Qualify for financial aid
- Recommended by my work supervisor
- Earn units transferable to another college
- Self improvement
- Other: \_\_\_\_\_

How did you learn of Work Experience (check all that applies)?

- On campus news publication  Off-campus news publication
- Postcard  Class Schedule
- Friend/BC student  BC Counselor
- BC Instructor  In-class presentation
- Poster on campus  BC Website
- Other \_\_\_\_\_

Program evaluation (circle yes or no):

- yes no After completing an Orientation, did you understand the program requirements?
- yes no As a result of writing Objectives, did you learn new skills on the job?
- yes no Was completing the Summary Report helpful in identifying what you accomplished?

The Work Experience Coordinator was (circle yes or no):

- yes no Readily/easily available
- yes no Responsive
- yes no Helpful in providing information regarding Objectives
- yes no Prepared and punctual
- yes no Clearly explained expectations for completing this course
- yes no Fair and objective in evaluating coursework

Name of Coordinator: \_\_\_\_\_

Number of visits to your jobsite by the Coordinator: \_\_\_\_\_

Additional comments or recommendations for improvement of this course or program:

---

---

---

# COVER LETTER FORMAT AND GUIDELINES

Your Address  
City, State, Zip

Date of Writing

Name of Person, Title  
Name of Company  
Street Address  
City, State, Zip

Dear \_\_\_\_\_:

Tell why you are writing; name the person, field, or general vocational area about which you are asking - be as specific as possible. Tell how you heard of the opening or organization.

Summarize your qualifications - those which you think would be of greatest interest to the employer, slanting your remarks to their point of view. Cite relevant experience. Sincerely state your interest in their organization, location or type of work. Make reference to the application or resume that you are including.

Request the next step in the employment process. Indicate that you are looking forward to discussing your qualification with the employer in person. "Thank you for your consideration. I look forward to hearing from you soon." Make sure your closing is specific.

Sincerely,

(Your handwritten signature)  
Typed Name

Enclosure

# RESUME TIPS

Place the most important information near the beginning. Focus on skills and experiences that correspond to the requirements for the job you are seeking. In most cases, you should go back only ten years in your work history.

Before you can write an effective resume, you need to know what kind of job you want.

- Your resume should be visually appealing; it is your advertisement for a job.
- Proofread to ensure your resume contains absolutely no errors (no typographical errors; no grammar, syntax, or punctuation errors, no factual errors)
- Target your resume to your goals
- Spell out numbers under and including ten
- Use numerical form for numbers over and including 11
- Use phrases rather than full sentences when phrases are possible
- Start sentences with verbs
- Vary words - do not repeat a verb or adjective twice in the same block
- Include nouns that describe your skills and experience (key words)

**Length** - Be concise. One page is preferred by most employers. Although no definite rule exists about a resume having to be only one page, common practice has been to limit a resume to one page when possible. However, avoid crowding too much information on one page. Use two pages if you need more space to highlight your experience and qualifications and to demonstrate your ability to do the job.

**Paper** - Print your resume on high-quality paper in neutral tones such as buff, white, off-white, light tan, or light gray. If you use quality-watermarked paper, be sure the right side of the paper is used. Hold the paper up to the light; you can see a watermark and 'read' it if the right side of the paper is facing you. Never use paper with a background (pictures, marble shades, etc.)

**Type, Size and Style** - Use a serif font such as Times, New Century Schoolbook, or Garamond for greater readability. The font size should be between 10 and 12-point. You can make headings slightly larger for emphasis. If you choose Times or Garamond, then use 12-point because these fonts are smaller. Be careful about misusing typefaces.

## A RESUME SHOULD NOT INCLUDE:

- The word 'Resume' at the top of the resume
- Date of resume preparation
- Unnecessary passive voices such as 'responsible for' or 'duties included'
- Personal data or photo (unless job-related)
- Hobbies, interests, and professional associations (unless relevant)
- Reasons for leaving other jobs
- Negative information

## **(Resume Tips - continued)**

- Long, wordy paragraphs
- Use of the first-person and possessive pronouns such as I, me, my, myself
- Name of supervisor
- Grade point average under 3.5
- Introduction
- Artwork/borders
- Abbreviations (except for those commonly known)
- Unrelated industry jargon
- Lies or misrepresentations of facts
- Exaggerations of your skills
- References (these should be submitted on a separate sheet and only upon request by the prospective employer)
- References to religious or political affiliations (unless job-related)
- Salary information
- Full addresses and zip codes of former employers

## **ELECTRONIC RESUMES**

Many rules and precautions apply when preparing an electronic resume or scanable resume, or when placing your resume on-line. Visit the Bakersfield College Career Center for additional handouts and books on this topic.

There are excellent websites than can assist you with the writing of your resume. Check out these websites for additional information on resume-writing and job search:

- <http://www.eresumes.com/>
- <http://www.monster.com> (a comprehensive site with valuable tips and links to other websites)
- [http://www.jobweb.com/resumes\\_interviews.aspx](http://www.jobweb.com/resumes_interviews.aspx) (focuses on career and job search for the college student)

You can also make an appointment with a Bakersfield College Job Development Specialist by calling (661)395-4550, or drop by the BC Job Placement office on campus, located in the Student Services building (upstairs, adjacent to the Financial Aid office).

# Robert Dunsmore

1601 Lucky Drive Wasco, California 93280 (661) 322-7121 rdunsmore@bak.rr.com

---

---

## **OBJECTIVE:**

Seeking entry-level accounting position

## **EDUCATION:**

### **Bakersfield College**

A.S. Degree, Accounting **Anticipated Graduation: May 2011 3.5 GPA**

### **Accounting Skills:**

- Cash Handling
- Payroll
- Quick Books
- Quicken
- Sales Inventory
- Personal Finance

### **Office Skills:**

- Bilingual, English, Spanish
- Typing (25 NWPM)
- Word, Excel, Access
- Multiple phone lines
- Customer Service
- Leadership Skills

## **HIGHLIGHTS OF QUALIFICATIONS:**

- Able to take charge and work independently
- Self-motivated and an excellent manager of time
- Cooperative as a team member
- Enjoy working with people
- Honest, reliable and productive
- Maintain a positive attitude

## **EXPERIENCE:**

### **Student Assistant**

#### **Bakersfield College Student Academic Center August 2008 - present**

Instruct students in computer lab; help students log into the computers, set up e-mails, assist with computer applications, customer service. Awarded Student Worker of the Year Award.

### **Sales/Cashier**

#### **Big Five Sports, Bakersfield, CA April 11, 2007 - May 4, 2007**

Cash handling, sales, answered phones, provided customer service, translated for customers, stocking.

### **Delivery Driver**

#### **Chief Auto Parts, Wasco, CA Oct 2006 - Jan 2007**

Cash handling, sales, answered phones, provided customer service; receiving and stocking. Translated for customers, heavy cleaning and delivered product to customers.

### **Parts Sales Manager**

#### **Auto Parts Central, Wasco, CA June 1999 - Nov 2005**

Cash handling, customer service, balanced cash settings, change orders for A/T pick up. Opened and closed, provided sales assistance, shipping and receiving, inventory control, gave out work-orders. Delegated shift assignments to employees, disciplinary write-up when necessary or termination requests, trained new employees. Installed parts for customers, recruited new customers.

*References Available Upon Request*