

Resume & Interview Skill Building Workshop.

Hosted by Verizon

verizon



Navigating the virtual environment

Have room call YOU

Ronni DeAraujo's Personal Room

Audio Connection

- Call me
- Computer audio
- Call in
- Don't connect to audio

+1 Phone number

Unmute Start video

***1 Select Call me**

2* Enter Phone Number

Switch audio

You're using computer for audio

Switch audio

Video system

Connect to a Video System

Meeting options

- Lock meeting
- Invite and remind
- Copy meeting link
- Enable breakout sessions
- Move meeting to mobile
- Start a new whiteboard

Record

1* Select icon

2* Switch Audio

Edit display name

Participants (1)

Search

Dearau Host, mi

Change Role

- Pass Keyboard and Mouse Control
- Allow to Annotate
- Assign Privileges...
- Mute
- Unmute
- Mute All
- Unmute All
- Lower Hand
- Lower All Hands
- Stop Video
- Chat

Mute all Unmute

Chat

To: Everyone

Enter chat message here

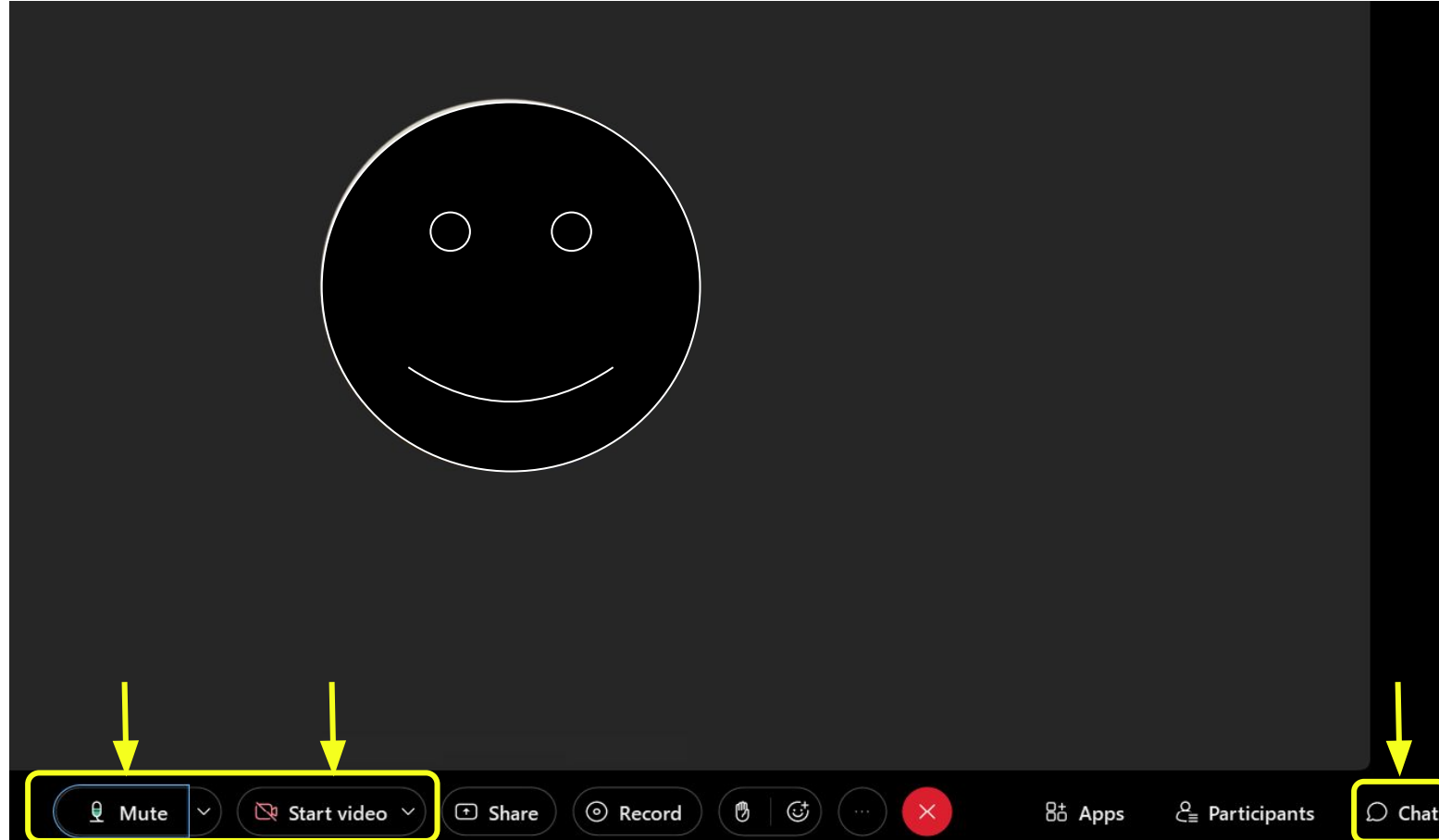
Apps

1* Select Participants

2* Right click on your name

3* Edit Display Name

Join call, Mute & Unmute, Video, Chat, Raise Hand, Closed Captioning



Welcome to the Hawaii Annual Code Challenge Workshop!

We're so excited to connect with you!

You're in for an exciting session today where we'll cover all things Verizon, from our inclusive culture and the career paths available here. Then we will move into our resume and interviewing workshop.

Before we get started, please sign in using our QR code below:



verizon



Today's presenters



Irwin Siongco

Sr. Director - Retail



Malia Jou

Talent Acquisition - Recruiter



Corey Shaffer

Associate Director - Network Operations

Meet the Verizon Team!



Jerald Ramos
Assc - Director Sales Operations



Lynne Higa
Assc - Director Operations Support



Michael Swanson
Assc - Director Training Delivery



Aya King
Recruiter - Talent Acquisition



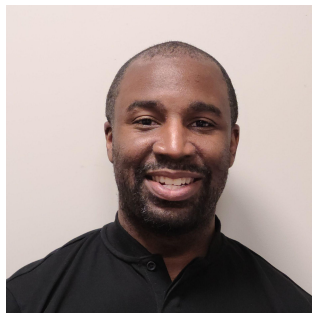
Manuel Ronquillo
Recruiter - Talent Acquisition



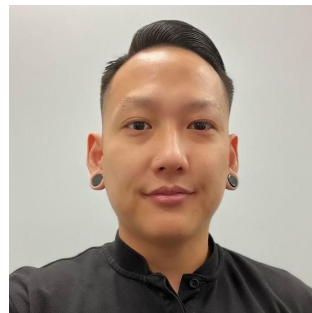
Derick Mormad
Director - Retail



Reyn Kauhane
Director - Retail



Jamaal Tanner
Sr. Manager - Retail



Chay Tharpe
Sr. Manager - Retail

Verizon at a glance



Offers voice, data and video services and solutions on its award-winning networks and platforms.



The first company in the world to launch commercial 5G for mobility, fixed wireless and mobile edge computing.



One of the world's leading providers of technology and communications services.



For the 16th consecutive time, Verizon is ranked highest for overall network performance by RootMetrics®.

Fast facts

Chairman and CEO:	Hans Vestberg
2022 revenue:	\$136.8 billion
2022 dividends paid:	\$10.8 billion
Fortune rank:	26
Stock symbol:	VZ (NYSE & Nasdaq)
Retail locations:	Nearly 1,500
Fortune 500 customers served:	99 percent
Countries served:	150+

Corporate Headquarters

1095 Avenue of the Americas, New York, NY 10013

Operations Headquarters

1Verizon Way, Basking Ridge, NJ 07920

Your path forward.

Verizon is one of the world's leading providers of technology and communications services. Our career areas include:



Global Network & Technology

This segment provides support for 5G, 4G LTE, Fiber Optics, and Multi Edge Computer (MEC) Services.



Verizon Consumer

The consumer segment for both the company's wireless and wireline businesses, including wireless wholesale and TracFone Wireless.



Verizon Corporate

The segment for supporting the overall organization, including, but not limited to, Human Resources, Legal, Strategy, Global Supply Chain, and Finance.



Verizon Business

The segment for wireless and wireline enterprise, small and medium business, government businesses, and wireline wholesale and Verizon Connect.



Global Technology Solutions (GTS)

GTS is Verizon's technology organization responsible for our IT strategy, architecture, development, and the operation of all supporting infrastructure.

Emerging Career Paths

- Full Stack Software Development
- Cyber Security
- Data Science
- Fraud Risk Analyst
- Payments Analyst
- Security Engineering
- Systems Architect
- Digital Marketing
- Operations Support
- Cloud Solutions





Corey Shaffer

Associate Director - Network Operations

My Career Path



First role at Verizon:
System Performance
Engineer.



Principal System
Performance Engineer
(supported Hawaii,
Oregon, Washington &
Alaska).



Pitt's Engineering Co-op
Program at Verizon.



University of Pittsburgh
Bachelor's of Science in
Electrical Engineering.



Currently the Manager
of the Hawaii Network
Operations Team:

3 System Engineers
6 Cell Site Field
Engineers

Q&A



**Are you ready for a
Resume Writing
Workshop?**

Resumes, Let's talk about it

- What should be the key components of my resume?
- How can I make my resume shine?
- What would a recruiter think?

Understanding Job Posting: What Verizon looks for

What you'll be doing...

The Verizon Consumer Group is looking for a passionate SEO Strategist to join our growing and dynamic team. The role would be supporting the consumer home internet business by optimizing site experiences including on-page, technical, and off-page strategies and tactics. In addition to a deep understanding of all aspects of search engine optimization, the position also requires partnership across several marketing, design, and development teams to ensure search is at the forefront of the website strategy. The ideal candidate should be a data-first marketer, who is comfortable supporting the creation and execution of large-scale strategic initiatives for verizon.com. This is a rare opportunity to help pave the digital future for an innovative and integral brand.

Responsibilities include:

- Supporting cohesive, compelling SEO strategies that guide the development & content processes. This may include site crawls, content audits, linking strategies, redirect mapping, local, and data analysis of site performance.
- Providing actionable insights for site improvement based on data and competitive gap analysis.
- Measuring and reporting out on the effectiveness of organic and marketing strategies and performance.
- Performing keyword research and on-page optimizations for key marketing landing pages, articles, and ecommerce pages.
- Communicating strategic visions to internal stakeholders and partnering across business units, including merchandising, design, development, and IT teams.
- Managing product and project launches across the organization, including creating tickets, performing QAs, and keeping track of several fast moving pieces.

What we're looking for:

You'll need to have:

- Bachelor's degree or four or more years of work experience.
- Four or more years of relevant work experience.
- Experience creating, presenting, and managing multiple SEO data and analysis projects at once.
- Experience with SEO tools to inform SEO strategy including but not limited to Google Sheets, Google Search Console, Adobe Analytics (Omniure), Looker Studio (Google Data Studio), SEMRush, SimilarWebPro, Ahrefs, Botify, and Screaming Frog.
- Experience communicating the value Search, Branding, Content, and IA have on KPIs and business drivers.
- Experience in measurement of both organic and paid search data.

Even better if you have:

- Marketing/agency/consultative services experience in SEO.
- Strong written and verbal communication skills, including email, presentations, and slide decks.

If Verizon and this role sound like a fit for you, we encourage you to apply even if you don't meet every "even better" qualification listed above.

Well-written resumes: What content should I include?



Work Experience

- Include relevant work experience
- List accomplishments [cost reduction, market share growth, employee satisfaction, etc.]
- List special projects [current and past with results]



Education

Enter all of your college education. For all earned degrees or degrees in progress, include:

- Name of the school
- Location
- Degree and major (including degrees in progress)
- Date of completion (even expected completion)



Skills and Abilities

- Include any relevant licenses/certifications along with their name, date of issue, issuing institution, and country and state of issue
- Include any languages that you know and identify how well you can read, write, and speak the language
- Include industry-specific skills (e.g., programming languages, software proficiency, critical thinking)

Well-written resumes: What content should I include?



Professional Memberships and Activities

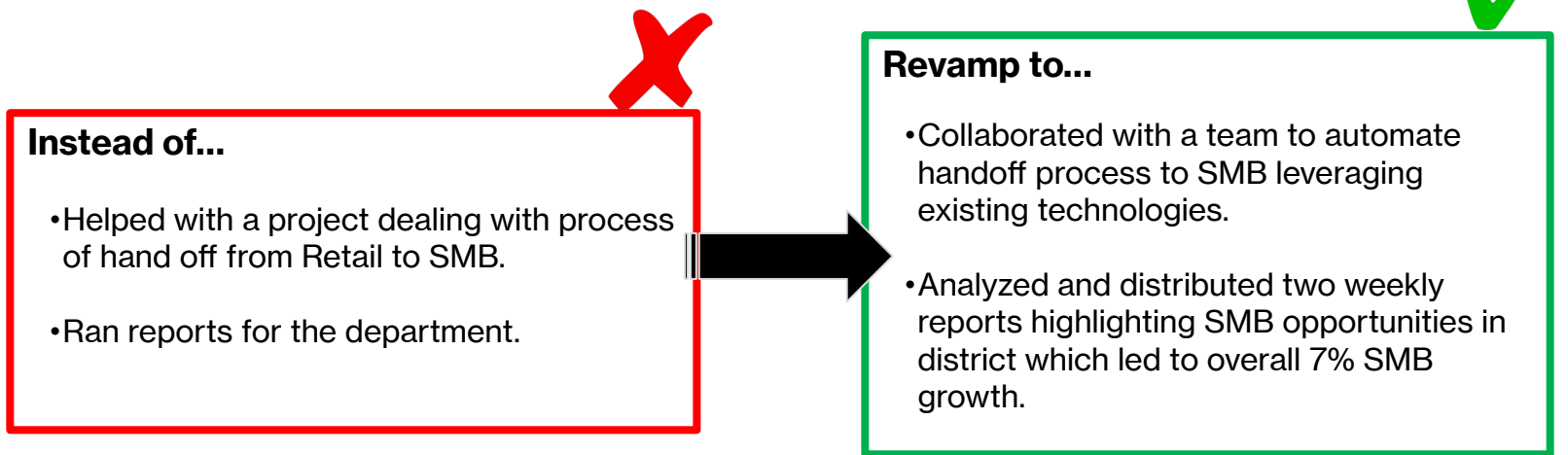
List the **relevant** organization(s) and include: status of membership, start and end dates, and your role/responsibilities.



Honors and Awards

Include any **relevant** honors and awards, along with the name of the award, the date you received it, and who granted it.

Well-written resumes: How should I present my content?



Resume Dos & Don'ts

- ✓ Have an objective or summary statement.
- ✓ List all details related to your education.
- ✓ Tailor your resume to the position you're applying for.
- ✓ Use buzzwords from the industry/employer website.
- ✓ Show off your skills and proficiencies.
- ✓ Include numbers and percentages when possible.
- ✓ Highlight key results and achievements.
- ✓ PROOFREAD

JANE CAMPUS

Objective

Energetic and passionate college student working towards a Bachelors in Computer Science at the University of California – Los Angeles. Aiming to use my knowledge of programming, security, product development, and consumer research strategies to satisfy the software security internship at your company.

Contact

(123) 456-7895
✉ janecampus@gmail.com
📍 Los Angeles, CA 90024
in LinkedIn.com/janecampus

EDUCATION

B.S. in Computer Science
UCLA
Los Angeles, CA
Expected Graduation: June 2021

A.A. in Computer Science
Westwood Community College
Los Angeles, CA
2017-2019

SKILLS

Microsoft Office Suite
Spanish (proficient)

Technical

Proficient:
C++ Java Python Linux HTML

Familiar:

C# JavaScript CSS

ACHIEVEMENTS

DEAN'S LIST
UCLA / Fall 2019
Grace Hopper Conference 2019
Anita Borg Scholar

ACTIVITIES

ATHLETE, Division 1 Soccer
Girls Who Code Committee Lead

Relevant Experience

June – August 2020

Verizon / Software Security Engineering Intern / Basking Ridge, NJ

- Developed a desktop utility that automated the upgrade of 50 devices (Java)
- Introduced a tool for customers to inspect the status of 500,000 switches remotely
- Configured firewall policies and the corresponding end use notification pages (HTML & CSS)
- Spearheaded unit testing to test for valid inputs

Nov 2018 – May 2019

Lab Assistant & Tutor / Westwood Community College / Los Angeles, CA

- Leading labs in Data Structures, Programming 101, and Computer Organization and Architecture
- Improved freshmen-level programming scores by 30% through group lessons as well as supplementary one-on-one tutoring in C++ & Java
- Received an average score of 9/10 on the anonymous tutor reviews given to students at the end of each semester

Objective: Short statement that shows employers you've clearly defined your professional goals and have the necessary skills to excel in the position you're applying for.

Education: Always list your university, degree, major & expected graduation date.

Skills: List your skills and level of expertise. Always update this section as you continue to strengthen your skills.

Contact Information: Phone number, email, location (street address not needed) & LinkedIn. Highly recommend adding additional professional profiles that show off your work (ex. GitHub)

Achievements & Activities: Honors, scholarships, athletics, clubs, volunteerism & relevant hobbies.

Relevant Experience: Always include your employer, job title, location and dates of employment. Make sure to highlight key results and achievements. Include numbers and percentages when possible!

Think Like a Recruiter

Elements the recruiters are looking at:

- Basic qualifications for the role
- Preferred qualifications
- Degrees, certifications, licenses, training
- Achievements
- Related skills (e.g., technology, project management, leadership)

Red flags:

- Lack of achievements or results
- Vague statements in job titles
- Copy/paste job qualifications & responsibilities
- Typos and formatting mistakes
- Overemphasis on hobbies/non-work interests
- Verbiage that's considered "filler/fluff"

Keep in mind: On average, a recruiter will spend less than a minute looking at a resume!

Updating Your Resume



#Trending.

Keep up to date with what is trending in your industry. How can you benefit from this new knowledge?



Learn the lingo.

Terminology in certain fields can change from year to year. Make sure your resume reflect current trends.



Be social.

An active online profile can speak volumes to your potential employer. Always include links to your professional profiles.



Savor small wins.

It's easy to forget the little things. Instead, create a reminder to jot down your weekly accomplishments. This will come in handy later!



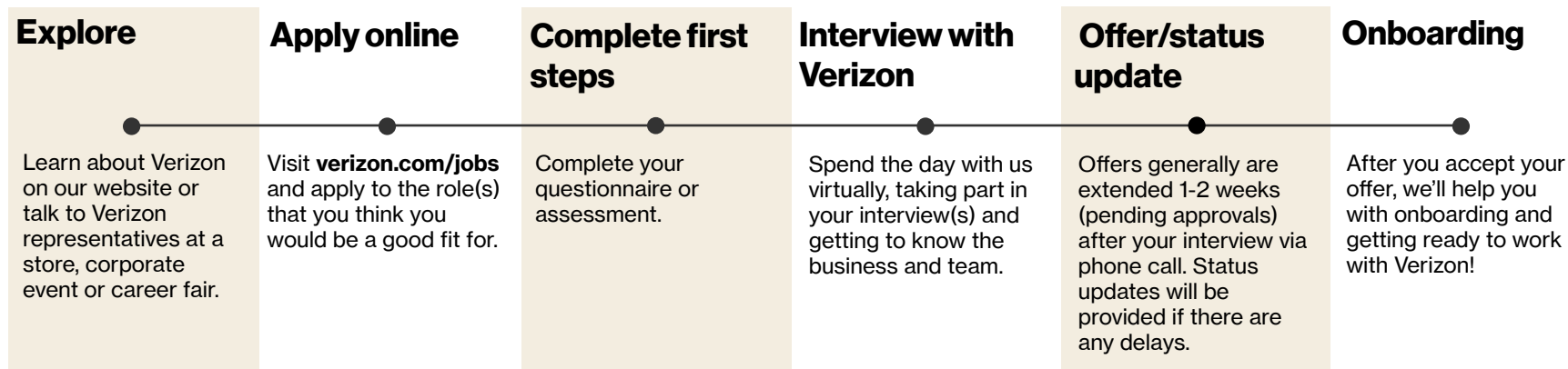
Routine check-ups.

Create a monthly or quarterly reminder to reflect on your recent achievements and edit your resume. Spot the skills you should continue to strengthen.

Q&A

Ace Your Interview

Application timeline



Prepping for the Interview



Preparation will be key to the success in any interview!

- Make sure you come prepared with an up-to-date resume you can share and talk through.
- Do some research on the company with whom you're interviewing - be aware of their core values, principles, and some of the things they're focused on right now.
- Come up with several examples from school/work/internships that show you've prevailed in the task at hand & jot down notes about those situations to help them stick in your mind.
- Be prepared to answer job specific questions. Mention any certifications or training that you have that pertains to the position.
- Prepare a few thoughtful questions that you can ask your interviewer if time permits.
- Practice! This will positively impact your confidence and comfort level when you get to the main event.

Interview Questions



You will likely answer questions about your career aspirations and experience, as well as be asked to share specific examples to illustrate how you've worked through various situations.

- Be prepared to answer “Tell me why you want to work here,” or “What things about this company attracted you to apply?”
- Behavioral-based questions are those that require you to tell a concise story about a specific experience. Be sure to make it *very* specific and not a hypothetical answer or generalization.
 - “Oh that happens all the time, and when it does, I normally...” or “That hasn’t happened, but if it did, I would...” ❌
 - “Yes, there was one time when I was assigned a project to...” ✅
- Behavioral-based questions are also known as “STAR format” or “BAR format” questions.
 - STAR = Situation, Task, Action, Result
 - BAR = Behavior, Action, Result
- Your interview will likely close with questions like “Tell me anything else I might need to know about you” and/or “What questions do you have for me?” This is your time to shine and mention any other reasons why you’re the best fit!

Tips from Recruiters



We've polled some of our top recruiters for their advice to you:

- “Be confident and showcase your personality. We love getting to know you and building a relationship early on!”
- “It’s so impressive when you’ve done some research about our organization and can speak to it during the interview.”
- “The best interview I ever had was a candidate who wrapped up each answer by telling me why/how each specific example she gave directly relates to my open role, which helped illustrate why she’s perfect for it.”

Example of a Strong Interview Response

Question: Tell me about a time you had no choice but to tell a customer something negative. What happened, and how did things turn out?

“I worked at a sporting goods store, and a customer came in with his 1977 Schwinn that needed repairs. I knew from my experience with bicycles that it would be impossible to find the replacement parts that he needed, but I didn’t want to give up. I told him it would be very difficult to find, but that I was going to do some research. I knew it would take a while, so I got his contact information and did some research. While I couldn’t find the part he needed and had to call and tell him I couldn’t get exactly what he needed, I did find some alternate replacement parts that would still work for his bike and was able to repair it. It was almost like new once I installed the new parts and the customer was thrilled he could get back on the road! And because of the way I solved the customer’s problem with my critical thinking skills and offered up alternate options, I know I could be a great fit for this role in your Marketing organization.”

Why is this a good answer?

- It’s detailed! The candidate told of ONE specific time something happened.
- The candidate followed “STAR” format. It covered the **s**ituation, what **t**ask was at hand, what **a**ction he took, and shared the **r**esult.
- It’s concise! Told a full, clear story in just six sentences and it addressed the question that was asked.
- It shows the candidate’s determination as well as critical thinking and problem-solving skills, which resulted in a positive outcome.
- It specifically references the position this candidate has applied for, showing the relevance of his experience to the job he wants.

Q&A

Mock Interview Format

Breakout Rooms

1 Minute Introductions

12 Minutes

- 3 min Ask/Answer
Question/Person
- 3 min for Feedback

2 Minutes Close

Total Time 15 Minutes

Question: *Describe a time when you built partnerships with teammates or colleagues that each had different personal styles. How did you approach building these relationships?*



Benefits

The perks of living the #NetworkLife.



Invested in you.



To your health.



Up your downtime.



Back at you.



Why it pays.



Purrfect coverage.



We've got you.



Cha-ching.



On your side.



A lifeline.



Safety first.



Learn on.

** Benefits for represented employees are subject to collective bargaining and may vary. Benefits for non-U.S. employees are determined by country.*

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