



**Honest Jobs**

# **UNLOCKING OPPORTUNITIES**

**How to Find a Job  
With a Criminal Record**

# Table of Contents

<b>A Message From Our Founder</b> .....	<u>2</u>
<b>About Honest Jobs</b> .....	<u>3</u>
<b>Introduction</b> .....	<u>4</u>
<b>Why Do Employers Hire People with Criminal Records?</b> ..	<u>5</u>
<b>Steps to Finding a Job with a Criminal Record</b> .....	<u>7</u>
Self-Assessment and Skill Identification .....	<u>9</u>
Seek Support .....	<u>12</u>
Make Connections .....	<u>14</u>
Search for the Right Jobs .....	<u>16</u>
Create a Strong Resume and Cover Letter .....	<u>20</u>
Be Prepared to Talk About Your Background .....	<u>28</u>
Get Ready for Your Interview .....	<u>31</u>
Responding to a Preliminary Adverse Action Notice .....	<u>35</u>
Stay Positive and Keep Trying .....	<u>40</u>
<b>Additional Resources</b> .....	<u>41</u>
<b>Appendix: Resume Verbs</b> .....	<u>42</u>

# A Message From Our Founder

As a teenager, Harley Blakeman was a homeless high school dropout and drug dealer who suffered from substance use disorder. Just weeks after his 18th birthday, he was sentenced to prison for trafficking prescription pills and marijuana.

In prison, Harley earned his GED and became an avid reader. After being released, he graduated from The Ohio State University with honors. He interviewed with dozens of companies, making it through to the last round, only to be rejected after disclosing his criminal history.



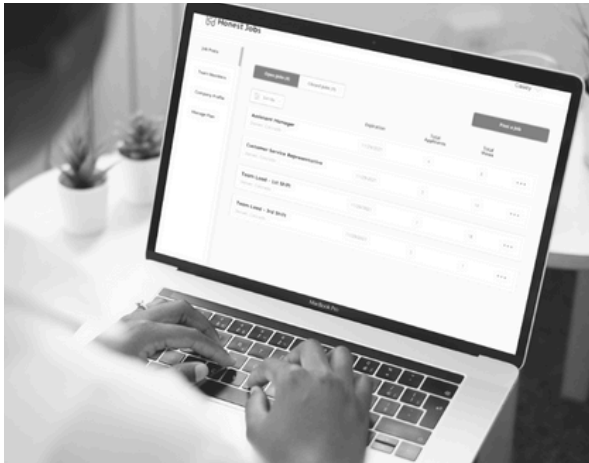
In 2018, Harley founded Honest Jobs, a national fair-chance job board that has helped over 150,000 justice-involved job seekers connect with employers who are willing to give them a fair chance.



With over 5 million Americans going through our jails and prisons every year, it's essential that we help these individuals find employment upon their release. My personal experience looking for work taught me that we must go above and beyond to stand out from the crowd when applying for jobs and interviewing. Whether you're looking for "any" job, a better job, or a career, this guide will give you the tools you need to succeed.

***Harley Blakeman, Founder & CEO***  
*Honest Jobs, Inc.*

# About Honest Jobs



There are a lot of job boards out there, including some with fair-chance filters. Honest Jobs is exclusively for fair-chance employers and justice-impacted job seekers. Honest Jobs has over 400,000 job openings from 1,500+ fair-chance employers. These are all organizations that are open to hiring people with misdemeanor and felony convictions.

Our system helps you find a job faster by identifying how likely your criminal history is to prohibit you from being hired for each role. This technology helps you focus on jobs with the highest likelihood of success so that you can take control of your future.

What also sets us apart is that we display the number of verified fair-chance hires in our search results, so you can see how many people have been hired at each employer after being convicted of a felony.

Need help with something other than a job? In addition to our job board, we offer a national resource center that connects you with local organizations providing resources like transportation, housing, food, and legal assistance. We also offer online courses specifically designed to help people with criminal records overcome commonly faced challenges.

Create a free Job Seeker profile and search for background-friendly jobs at [www.honestjobs.com](http://www.honestjobs.com).



Honest Jobs really saved my life.  
I finally feel like myself again.

**Rayfield A.**, *Found Employment Through Honest Jobs*



# Introduction

Welcome to **Unlocking Opportunities: A Step-by-Step Guide to Finding a Job with a Criminal Record**, provided by Honest Jobs. At Honest Jobs, we have experience helping over 110,000 justice-involved job seekers, and we personally understand the challenges people with criminal records face when searching for jobs. Most of the staff at Honest Jobs have been convicted of felonies, and we have experienced the struggles of searching for a job with a background. Honest Jobs was created to help others overcome similar situations, and our work with more than 1,500 fair-chance employers helps us to provide valuable insights and strategies to assist you with finding meaningful employment opportunities.

In this guidebook, our goal is to equip you with the knowledge, resources, and support you need to navigate the job search process successfully. Whether you are reentering the workforce after incarceration or seeking employment with a criminal record, we are here to guide you every step of the way.

Throughout the book, we will also give you tips from real employment specialists across the country, who work every day to help people with criminal records find jobs.

We believe that everyone deserves a second chance, and with the right tools and guidance, you can overcome the barriers to employment and achieve your career goals. Let this guidebook serve as your roadmap to a brighter future, where your past does not define your potential for success.



## **Never give up on your job search.**

Looking for a job is a job. Always be prepared if asked to discuss any charges or past convictions. You want to be honest about your responses, they may resurface while employed. You don't have to go into depth about your charges, just stay on the surface. Explain that was/is your past and you're trying to change your life and develop a career path.

***Berene M.**, Employment Coordinator/Job Coach at Catholic Charities of West Tennessee*



## Why Do Employers Hire People with Criminal Records?

Fair chance hiring is a practice where employers give opportunities to individuals with criminal records to find employment. It means giving these individuals a fair shot at getting a job without immediately dismissing them based solely on their criminal history. Instead, employers consider their qualifications, skills, and potential for the job. It's about offering a second chance to those who have made mistakes in the past and providing them with the opportunity to rebuild their lives through meaningful employment.

Fair-chance employers choose to hire people with criminal records for several reasons:

**Lack of Workers:** Sometimes, there aren't enough qualified workers available. In these cases, employers might consider applicants with criminal records to fill these positions. Considering candidates with records gives the employer a larger pool of potential hires, which can be helpful when they're struggling to find enough workers. Hiring individuals with records can help fill job positions that might otherwise stay vacant due to a lack of suitable candidates.

**Embracing Diversity:** Many employers value having a diverse workforce. Hiring individuals with criminal records can show that they're inclusive and believe in giving everyone a fair chance. People with records often bring unique experiences and viewpoints to the workplace, which can enrich the team and lead to new ideas.

**Skills and Experience:** Some people with criminal records have valuable skills and experiences from previous jobs or life experiences. Employers may see their potential contributions to the company.

**Quality of Talent:** Many studies have been done on workers with criminal records, and they have found that hiring justice-involved people can actually help employers' bottom lines. People with criminal records tend to stay in jobs longer and are more productive than people without records.

In essence, employers hire people with criminal records because they need workers, believe in fairness, recognize skills, follow legal requirements, and support rehabilitation efforts.

**Legal Obligations:** In certain situations, laws prevent employers from discriminating against people with criminal records, especially if the convictions don't relate directly to the job.

**Second Chances:** Many employers believe in giving people a fresh start. They support individuals in rebuilding their lives after serving their sentences, hoping to prevent them from reoffending. Plus, it's often seen as the right thing to do ethically to provide opportunities for those trying to turn their lives around.



**Honest Jobs**



**YOU ARE NOT ALONE!**

**1 in 3** adults has a **criminal record** show up on their background check

Prison Policy Initiative/Bureau of Justice (2020)



**Make sure you have a voicemail box that is set up and not full.** So many times I work with clients who work so hard at job hunting. But when I try to reach them to do a follow-up, I get the message that the voicemail box is not set up or it is full. If you are unreachable, the employer will simply move on to the next candidate.

*Michael P., Employment Specialist at New Jersey Reentry Corporation*

# Steps to Finding a Job with a Criminal Record

Here are some important steps a job seeker can take to search for jobs when they have a criminal record. The remainder of this guide will dive deeper into each step:

**01**

## **Self-Assessment and Skill Identification**

Start by assessing your skills, qualifications, and interests. Identify your strengths and areas for improvement to better understand what types of jobs might be a good fit for you. (page 9)

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**02**

## **Seek Support**

Reach out to support organizations, reentry programs, or career counselors who can provide guidance, resources, and assistance tailored to individuals with criminal records. (page 12)

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**03**

## **Make Connections**

Network with friends, family, former co-workers. Building relationships can lead to job opportunities and valuable referrals. (page 14)

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**04**

## **Search for the Right Jobs**

Look for employers known for fair-chance hiring practices or industries that are more open to hiring individuals with criminal records. Focus your job search on opportunities that align with your skills, interests, and background. (page 16)

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**05**

## **Create a Strong Resume and Cover Letter**

Develop a resume and cover letter that focuses on your skills, experiences, and qualifications. (page 20)



## 06

### Be Prepared to Talk About Your Background

Prepare to answer questions about your criminal record and be ready to talk about them honestly and confidently. (page 28)

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## 07

### Get Ready for Your Interview

Practice answering common interview questions and refine your communication skills. (page 31)

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## 08

### Responding to a Preliminary Adverse Action Notice

A Preliminary Adverse Action Notice gives you a chance to address concerns from a background check before a final hiring decision. Learn how to respond and provide supporting documents to improve your chances. (page 35)

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## 09

### Stay Positive and Keep Trying

Maintain a positive attitude throughout the job search process and don't get discouraged by setbacks or rejections. Stay motivated, persistent, and open to new opportunities. With effort and determination, you can find a job that's right for you. (page 40)



**Have a concise, professional voicemail message.** Answering the calls is the best thing to do, but if you missed it, return the call as soon as possible.

*Yumino S., Lead Employment Services Specialist at  
Chesterfield-Colonial Heights Social Services*

# Self-Assessment and Skill Identification



Before you start looking for a job, it's smart to take a moment to think about yourself. This self-assessment is like taking stock of what you're good at and where you could use a little improvement. It takes some time, but it will be well worth your efforts. It will help you with:

- **Understanding Your Strengths and Weaknesses:** First off, self-assessment helps you see what you're good at. Once you know your strengths, you can show them off when you're applying for jobs. But it's not just about what you're good at. It also helps you spot areas where you could get better. Recognizing these weak spots gives you a chance to work on them, like learning new skills or getting more training. Fixing these weaknesses can make you a stronger candidate in the job market.
- **Boosting Your Confidence:** Thinking about your achievements and skills can make you feel more confident, and confidence is key when you're looking for a job. It helps you talk about yourself in interviews and make a good impression.
- **Finding the Right Jobs:** When you know what skills you have, it will be easier to find jobs that match your experience.
- **Creating a Resume:** Once you've thought about your skills and experience, it's easier to put together a resume. A resume is like a snapshot of who you are and what you can do. By highlighting your strengths, you can make yourself look like a great candidate for the jobs you want.

- **Preparing for Interviews:** Self-assessment also gets you ready for job interviews. When you know your strengths and weaknesses, you can answer questions better. You'll sound more prepared and confident, which can impress employers.

To do a self-assessment, follow these steps:

1. **Write down the last five jobs you've had**, including any jobs you held before, during, or after any period of incarceration, as well as any volunteer work, under-the-table work, or internships. For each job, create a list of:
  - a. **The job duties you performed at each job.** What did you do each day while at the job?
  - b. **The hard skills you used in each job.** Hard skills are actions or tasks you learn through training or hands-on experience. These skills are important for doing certain tasks in a job or profession. They are specific things you did, like using computer programs, operating machinery, using industrial equipment, electrical wiring, food safety and sanitation, and welding.
  - c. **The soft skills you used in each job.** Soft skills are basically people skills. They're not about technical skills like using a computer or fixing things. Instead, they're about how you get along with others, handle different situations, and control your feelings and actions at work. Unlike hard skills, which are clear-cut and easy to measure, soft skills are more about how you act and communicate. They're important for doing well in all kinds of jobs and in your personal life too. Examples of soft skills include talking to people, working well in a team, solving problems, listening to instructions, and managing your time wisely.
  - d. **Your accomplishments and achievements at each job.** These could include projects you completed, targets you met, or recognition you received for your work performance.
2. **If you have any formal education, certifications, or training, list them.**
  - a. List the hard skills you learned.
  - b. List the soft skills you learned (if any).
  - c. List your accomplishments (if any).

## Example of a Skills Assessment:

### Joe's BBQ, Manager

#### Job Duties:

- Managed budgets
- Kept inventory
- Made sure the restaurant was clean
- Interviewed people
- Trained new hires
- Supervised staff
- Managed schedules
- Served food
- Rung up customers

#### Hard Skills:

- Budgeting
- Staffing
- Inventory Management
- Scheduling
- Sanitation
- Food Safety
- Training
- Interviewing
- Supervising
- POS System
- Cash Handling

#### Soft Skills:

- Leadership
- Communication
- Relationship Building
- Problem-Solving
- Conflict Resolution
- Customer Service
- Team Building
- Decision-Making
- Stress Management

#### Accomplishments:

- Streamlined restaurant operations, resulting in a 5% increase in profits.
- Developed training programs that improved staff performance, resulting in better service delivery and customer satisfaction.
- Received the "Best New BBQ Restaurant" award from Taste magazine.

### Franklin County Jail, Laundry Worker

#### Job Duties:

- Sorted and prepared laundry
- Used washers and dryers
- Folded and packed laundry
- Kept laundry room clean
- Followed safety rules
- Kept records
- Worked with team

#### Hard Skills:

- Industrial Laundry Equipment Operation
- Sorting and Classifying
- Following Procedures
- Cleaning and Sanitation
- Record-Keeping

#### Soft Skills:

- Communication
- Problem-Solving
- Flexibility
- Time Management
- Attention to Detail

### Certifications

#### ServSafe Food Manager Certification

#### Hard Skills:

- Food Safety Regulations
- Hazard Analysis and Critical Control Points (HACCP)
- Safe Food Handling
- Personal Hygiene Practices
- Temperature Control
- Cleaning and Sanitizing
- Allergen Management
- Illness Prevention
- Safe Chemical Handling
- Pest Control



# Seek Support

Support organizations are groups that provide assistance, resources, and guidance to people facing specific challenges or needs. These organizations offer different services to their clients, such as counseling, advocacy, education, job training, housing assistance, legal aid, and more. Their goal is to support people like you by giving you the help you need to overcome challenges and succeed.

Several types of organizations provide support to people with criminal records, including:

**Reentry Programs:** These programs help people who've been in jail or prison get back into regular life. They can help with things like finding a job and a place to live.

**Workforce Development Centers:** These are places run by the government that help people find jobs. They can help you write a resume, learn new skills, and find job openings.

**Nonprofit Organizations:** These groups help people with all sorts of things, including finding a job. They might offer job training, help with finding housing, or connect you with employers who are okay with hiring people with criminal records.

**Community-Based Organizations:** These are groups in your local area that help people with different

needs. They might offer things like support groups, help with finding a job, or classes to learn new skills.

**Legal Aid Organizations:** These groups offer free or cheap legal help to people who need it. They can help you understand your rights and might even be able to help you clear your record.

**Employment Organizations:** These are companies that help people find jobs. Some of them, like Honest Jobs, specialize in helping people with criminal records find work.

**Faith-Based Organizations:** Some churches or religious groups offer help to people who are struggling to find work. They might offer things like counseling, job training, or help with finding a job.

By seeking support, you can get helpful resources and assistance to overcome challenges in finding a job and succeed in your search, even with a criminal record.

**Persistence is key—don't be disheartened by rejections;** instead, let them fuel your determination to submit more applications. Explore felony-friendly platforms like Honest Jobs and Untapped Solutions, and visit local workforce centers to discover eligibility for supportive programs. Collaborate with a career coach if necessary, and if you have a disability, seek assistance from the Division of Vocational Rehabilitation. Virtual coaches can also provide guidance. Patience is crucial; success may take time, but doors will open. For inspiration, read success stories on Homeboy Industries, a commendable re-entry program. Keep pushing forward, and never give up on your journey to employment.”

**Yesenia W.**, Labor & Employment Specialist,  
Colorado Department of Labor and Employment



# Make Connections

Making connections (also called networking) is important for someone with a criminal record searching for a job because it can help you find opportunities that might not be advertised openly. When you know people who can vouch for you or recommend you, it can make employers more willing to overlook your past mistakes. Plus, having a network of supportive people can give you advice and encouragement, and help you with challenges you face during your job search. Networking can ultimately increase your chances of finding a job and moving forward, even with a criminal record.



Talk to friends, family, or people you used to work with. They might be able to help you with:

- **Hidden Job Opportunities:** Sometimes, jobs aren't advertised online or in newspapers. Instead, they're shared through friends or people you know. Friends, family members, and former coworkers may be aware of these opportunities. These hidden job opportunities can be really helpful, especially if you have a criminal record and need a job.
- **Referrals and Recommendations:** If someone you know works at a company you're interested in, they might be able to tell the employer good things about you. Employers often trust recommendations from people they already know. Having a friend or family member vouch for you can help your chances of getting a job interview.

- **Meeting New People:** When you talk to friends and family about your job search, they might know someone who can help you find a job. This can expand your circle of contacts and give you more chances to find work.
- **Emotional Support:** Looking for a job can be tough, especially if you have a criminal record and worry about being judged. Friends and family can encourage you and help you stay positive, which can make the job search easier.
- **Getting Help:** Your friends and family might also be able to help with practical things, like looking over your resume or giving you a ride to a job interview. Having people who care about you offer to help can make a big difference when you're trying to find a job.

Overall, asking for help from friends, family, and former coworkers can enhance your job search efforts, especially if you have a criminal record. These relationships can give you valuable leads, recommendations, support, and resources to help you find a job that's right for you.

**Realize the value of educating yourself and networking.** While there are undeniable hurdles in finding employment for justice-involved individuals, networking improves your chances by putting you in front of people who are willing to help.



*Nicole B., Employment Specialist at AIDS Foundation Chicago*





# Search for the Right Jobs

Many employers are “fair-chance,” “background-friendly,” “felony-friendly,” or “second chance,” which means they won’t automatically disqualify you because you have a record. It **DOES NOT** mean they won’t do a background check. It also **DOES NOT** mean that they won’t reject you because of your background. It **DOES** mean that they will look at your situation before making their decision.

To avoid rejection because of your background, you should understand how employers make their hiring decisions.

## **Negligent Hiring**

Over 90% of employers, even the most background-friendly employers, do criminal background checks. Employers have to make sure they're hiring people who are safe and suitable for the job. If they don't check someone's background properly, it can lead to legal problems if something goes wrong.

“Negligent hiring” can happen when an employer hires someone to do a job and the person they hired has a criminal background that conflicts with the job duties. If the employee does something wrong at work that causes injury or damages, the employer could be sued for negligent hiring. For example, if an employer hires someone with a DUI conviction to do a job that includes driving, and the employee drinks on the job and causes an accident, the employer could be considered responsible and face a lawsuit. Almost all employers are in business because they want to make money, or at least not LOSE money, so avoiding negligent hiring is often very important to them.

When a fair-chance employer is looking at someone with a criminal record who's applying for a job, they pay close attention to what the person was convicted of and how much time has passed since then. They also check if the job duties are anything that could lead the person to commit a similar crime again. If there's a risk of that happening, there is a good chance that the employer will reject the applicant to protect themselves from negligent hiring.

## How to Apply for the Best Jobs

People with criminal records need to take three steps when choosing which jobs to apply for:

- Find employers that are “fair-chance,” “background-friendly,” “felony-friendly,” or “second chance.”
- Find jobs that fit your skills and interests.
- Find jobs that don’t conflict with your criminal background.

## Finding Employers

To find employers who are open to hiring people with criminal records, you can try a few different things:

**Online Job Search:** Honest Jobs (<https://www.honestjobs.com>) is the largest online job board in the country for people with criminal records. You can create a free profile and search for background-friendly jobs posted by employers who won’t automatically reject you because of your background. You can also search Google using terms like “fair-chance employers” or “felony-friendly jobs.”

**Check Company Policies:** Some companies are more willing to hire people with criminal records. You can research online or ask around to find out which companies might be more open to giving second chances.

**Community Resources:** Reach out to local organizations or programs that help people with criminal records find jobs. They may know of employers in your area who are willing to give you a chance. If you’re

on probation or parole, you can ask your officer. They will often know about employers in your area that are background-friendly.

**Talk to People:** Your friends and family might know about job opportunities or employers who are fair-chance. They can give you advice or connect you with someone who can help.

**Job Fairs:** Sometimes, there are job fairs specifically for people with criminal records. You can go to these events to meet employers who are looking to hire someone like you.

**Direct Outreach:** You can try contacting employers directly to ask about their hiring rules. Make sure you’re ready to explain your situation truthfully and talk about your skills and how ready you are to work.

## **Finding Jobs That Fit Your Skills**

If you did the self-assessment described earlier in this book, you should have a great list of your skills and abilities. Use this information to find jobs that require those skills. Pay attention to the job descriptions and requirements to see if they match up with what you can do. Look at the skills and experience they're looking for and see if you have what it takes. Remember, don't apply for jobs if you don't have the right skills.

## **Finding Jobs That Don't Conflict with Your Background**

Remember that background-friendly employers will probably still do a background check. They are looking for things in your background that could conflict with the job duties. As you're choosing which jobs to apply for, think about your criminal history and how it fits with the job description. You should avoid jobs where your type of conviction is directly related to the job or any of the job duties. For example, if you have a theft conviction, you should avoid jobs that require handling cash or access to valuable items, like cashiers or housekeepers. If you have a drug charge, you should avoid jobs that have access to prescription medication, like pharmacy workers or home health aides.

Remember, each employer has its own rules about who they can hire, and it's their call in the end. Sometimes they might say no to you for reasons other than background conflicts, like how recent your charges are, or if you have any other legal issues going on. But if you look for jobs where your past doesn't clash with what you'd be doing on the job, you'll face less rejection because of your background.

## **Honest Jobs**

Honest Jobs is the largest job search site for people with criminal records, and they have special technology that can help you identify the jobs that are the best fit based on your background. Every time you search for jobs on Honest Jobs, the system compares the job duties for each job with your criminal history and shows you which jobs might conflict with your background. This way, you can focus on the jobs where you'll have the best chance of passing the background check. Create a free Job Seeker account at [www.honestjobs.com](http://www.honestjobs.com)



**It is so important to...KNOW YOUR WORTH!!** Every single person has value and brings something to the table. The past does not define who you are, just what you did. You do not have to settle for jobs just because society tells you that it is the only job you are qualified for. If you have a dream, a thought, a twinkle of a passion or talent – explore how to make it a reality!! Finding a job that you are passionate about will keep you engaged, curious, and excited.

***Justin B.**, Supervisor of Transition and Community  
Employment at Easterseals Redwood*



**After being incarcerated for over 26 years**, and going through several reentry attempts, one thing I learned and now encourage others to do, is regarding the question: "Have you ever been convicted of a felony?" on an application. I always answer truthfully to the question, but in the area where it asks to describe or name the felony, I always write, "Will discuss in person." I can't recall a time I used this tactic in which they weren't intrigued enough to call or see me to hear my discussion. This allowed me the opportunity to admit my past mistakes, discuss what I had done to address those mistakes, and gave me the chance to sell myself as a team player and somebody worth giving a chance to. Using this tactic, I may have been rejected a time or two, but I can honestly say, I never went more than a week without finding employment upon my release, if I diligently sought it.

***Tom R.**, Recovery Employment Coordinator at PA  
Recovery Organizations Alliance*



# Create a Strong Resume and Cover Letter

Having a strong resume and cover letter is crucial when searching for a job, especially with a criminal record. They're usually the first things an employer sees when considering you for a job and can impact their decision to consider you for a position. With a good resume and cover letter, you can highlight your skills, experiences, and qualifications, shifting the focus away from your criminal record and onto your professional capabilities. Overall, they make it more likely that you'll get noticed by employers and get invited for an interview.

## Defining Your Goal

Before you start writing your resume from scratch or tweaking an old one, it's smart to think about what you're aiming for. This is your "Objective." Knowing your objective helps you figure out the best style and layout for your resume, and what information is or isn't relevant.

Ask yourself these questions:

- What job title or position do I want?
- What are my short-term and long-term career goals?
- What skills and strengths do I want to show off?
- What makes me unique?
- What achievements or experiences do I want to highlight?

## Resume Templates

A resume template is a premade layout for a resume. It's a structured document that outlines where to put different sections like your contact information, work experience, education, and skills. Think of it as a blueprint that helps you organize your information in a clear and professional way. Resume templates come in various designs and styles, allowing you to choose one that best fits your preferences and the type of job you're applying for. Using a template can save you time and effort while creating your resume.

Microsoft Word offers great resume templates you can use to get started. Open Microsoft Word and click on the "File" menu. Select "New" to open the template gallery. In the search bar, type "resume" to see the templates available.

If you don't have access to Microsoft Word, Google Docs is a free option you can use to create your resume. Go to the Google Docs website (docs.google.com) and sign in with your Google account. Once you're logged in, click on the "Template Gallery" button, and scroll down until you see the "resume" section.

## Content

When putting together your resume, it's important to include the right content that showcases your skills, experiences, and qualifications. Here's a list of content you should include:

**Personal Information:** Always include your name, phone number, and email. If you would like, you can also include your address. You can also add a link to your LinkedIn profile or personal website, if appropriate.

**Objective:** Including an objective in your resume is a good idea if you are looking for a specific job. Using the information from the "Defining Your Goal" section earlier in this chapter, write a brief statement highlighting your career goals, skills, and what you bring to the table.

### Objective:

Reliable warehouse worker seeking to leverage strong organizational skills to contribute to the efficient operation of a dynamic warehouse environment.

### Objective:

Experienced restaurant manager with five years in the hospitality industry. Seeking to leverage my expertise in team management, customer service excellence, and operational efficiency to contribute to the success and growth of a dynamic restaurant.

**Remember that the "squeaky wheel gets the oil."** Follow up and follow through. Apply online and then go in and introduce yourself to a manager or even a team member. Send an email to inquire about the company, the position, and what they are looking for in a candidate. Don't submit your resume and walk away expecting them to chase you! Go after it and if it doesn't work out ask for feedback.

*Justin B., Supervisor of Transition and Community  
Employment at Easterseals Redwood*



**Work Experience:** Listing your work experience on your resume is key for showcasing your skills, accomplishments, and professional growth.

Always start with your most recent job and work backward. For each job, include:

- **Job Title:** What your job was called.
- **Company Name:** Where you worked.
- **Location:** The city and state where you worked.
- **Dates of Employment:** When you worked there, including the month and year ("June 2018 - Present" or "March 2020 - August 2022").
- **Description:** Use bullet points to talk about what you did and what you achieved. Focus on results and use strong action words like "Developed" or "Managed". More examples of action verbs can be found at the end of the book.

Try not to include more than five different jobs. Keep each job's description to six bullet points or less, with each bullet point being just a couple of lines long.

### **Experience Earned While Incarcerated**

If you worked while you were in jail or prison, that experience can be very valuable to employers, especially if it relates to the job you're applying for. Here are some things you might want to mention:

- **Teamwork:** Talk about how you worked with others to get things done.
- **Following Directions:** Mention how you were good at doing what you were told.
- **Safety Standards:** Say how you made sure everything was done safely and by the rules.

When you're listing experience earned inside, use the initials of the facility you were incarcerated in instead of the company name. For example, if your job was at the Franklin County Correctional Center, you would list "FCCC" as the company name.

## Example of Work Experience on a resume, including jobs while incarcerated:

### Work Experience

#### Joe's BBQ, Atlanta, GA – MANAGER

08/2023 to Present

- Managed all aspects of daily operations, including managing budgets, inventory control, and vendor relations.
- Oversaw facility maintenance, ensuring a clean, safe, and inviting atmosphere for patrons.
- Interviewed, selected, trained, and supervised staff.
- Enhanced customer satisfaction through consistent delivery of high-quality food and service.

#### Buddy's Burgers, Smithville, GA – ASSISTANT MANAGER

03/2023 to 07/2023

- Led team and performed all daily operations of the restaurant.
- Assisted General Manager in recruiting/hiring, scheduling, ordering, and team development.
- Ensured excellent customer experience.

#### FCCC – KITCHEN STAFF MEMBER

01/2021 to 01/2023

- Prepared and cooked meals based on specifications.
- Sanitized dining ware and kitchen equipment according to health code standards.
- Kept supplies in sufficient stock by assessing inventory levels and reporting lower stock items.

#### RSP – KITCHEN STAFF MEMBER

10/2019 to 01/2020

- Prepared and cooked meals based on specifications.
- Operated kitchen equipment in accordance with manufacturer instructions.
- Kept kitchen clean and organized.

#### RSP – BUILDING MAINTENANCE

08/2018 to 10/2019

- Utilized variety of tools and test equipment to troubleshoot and diagnose equipment malfunctions.
- Performed preventive maintenance and repairs on various types of equipment.
- Quickly responded to internal service calls regarding malfunctioning equipment and completed repairs.

**Education:** Make sure to include your education details, like your highest level of schooling, any degrees you earned or are working on, the name of the school, where the school is/was located, and when you graduated. If you went to college or are still in college, you don't need to mention your high school info.

If you have more than one college degree, put the newest one first. If you received any special awards or honors related to your education, you can add those too.

**Education:**

General Educational Development (GED)  
FCCC, Columbus, OH

**Education:**

High School Diploma  
George Washington High School, Columbus, OH  
June, 2018

**Education:**

Bachelor of Science in Computer Science  
XYZ University  
Columbus, OH  
Expected Graduation: May, 2025  
Honors: President's List



In today's technological age, there are abundant tools at your disposal that will allow you to present your best first impression to prospective employers. Most word processing applications, such as Microsoft Word, come with automatic spelling/grammar/capitalization/punctuation checkers. In most cases, a typed error will be underlined. All that you need to do to fix it is to right-click it, and then left-click on the first drop-down menu option. When your prospective employers see that your email, cover letter, or resume is mostly error-free, they will get the impression that you are a competent individual who will make a great addition to their team.

***Dimitria B.,** Employment Specialist at Florida  
Department of Corrections*



**Skills/Certifications:** These sections can be valuable if you have any certifications or skills that are related to the job you are applying for. You should use bullet points to separate the skills/certifications and always list the most relevant skills/certifications at the top. Use the list of skills you identified in the “Self-Assessment and Skill Identification” chapter to build your lists.

### For a Forklift Operator job:

#### Skills:

- Forklift & Reach Truck Operation
- OSHA Compliance
- Palletizing
- Material Handling
- Equipment Maintenance
- Warehouse Safety

#### Certifications:

- Forklift Operator Certification
- Hazardous Materials Handling
- Warehouse Safety Training

### For a Receptionist job:

#### Skills:

- Excellent Communication
- Strong Interpersonal Skills
- Customer Service Orientation
- Professional Telephone Etiquette
- Multitasking Abilities
- Organizational Skills

#### Certifications:

- Administrative Professional Certification
- Microsoft Office Specialist Certification
- Notary Public Certification

### For a Food Service job:

#### Skills:

- Team Leadership
- Food Preparation/Cooking Staff
- Supervision/Development
- Schedule Management
- Stocking and Replenishing
- Budget Management
- Kitchen Sanitization
- Sanitary Food Handling Procedures
- Customer Service

#### Certifications:

- OSHA General Industry Safety & Health
- ServSafe Food Handler



**Change up the resume to fit the job.** HR managers are using programs to scan resumes, looking for keywords from the job description. Often, you will have to modify your resume to fit the job, especially if you have skills the job description has listed. Having various versions of a resume is key.

*Pamela C., Employment Specialist  
at NADAP*

## Creating a Cover Letter

A cover letter is like an extra note to the employer, explaining why you're interested in a job, what skills you have, and why you're the best fit for it. You should write a unique cover letter for each job you apply to. In each cover letter, talk about the skills and experiences that match what they're looking for in the job. Make sure it looks neat and professional and check it for spelling mistakes before sending it.

### Content

Start your cover letter with a strong opening paragraph that states the position you're applying for and how you learned about the job. You can also mention why you're interested in the role and the company.

In the main body of your cover letter, focus on why you're a great fit for the job. Pick out 3 or 4 important things from your education, work experience, or personal qualities that match what the job needs. It's also a good idea to say why you're excited about the company and what they do. Maybe you admire their mission or you've heard great things about their work culture. Showing that you've done your homework and you're genuinely interested in the company can make a big difference.

In the last paragraph, you'll want to mention what happens next and let them know you're eager to talk more in an interview. Instead of sounding desperate, keep it positive and confident. Give them your phone number and email address, and if there are specific times you're available, you can mention that too.

**One of the first things an employer sees is your email address**, so make sure to use a professional email address when applying for jobs. If you have slang or inappropriate words/phrases in your email address, it doesn't put your best foot forward. Make another email address that is neutral and professional to use for job hunting. For example john.g.doe@gmail.com or j.g.doe@gmail.com.

*Melissa D., Chief of Staff at Honest Jobs*



## Example Cover Letter

Harley Blakeman  
123 Main Street  
Columbus, Ohio 43000  
harley@gmail.com

July 31, 2023  
Human Resources Director  
Recycling America  
999 Spruce Street  
Columbus, OH 43215

Dear Human Resources,

I am writing to express my interest in the forklift position at Recycling America, as advertised on Indeed. With my strong background in forklift operation and my dedication to safety and efficiency, I am confident in my ability to contribute to your team and support Recycling America's mission of sustainability and environmental responsibility.

In my previous role at Acme, Inc., I gained extensive experience operating various types of forklifts, including sit-down and stand-up models, to efficiently move and stack materials in a warehouse setting. I am skilled in loading and unloading trucks, organizing inventory, and safely transporting materials throughout the facility. Additionally, I have a proven track record of adhering to safety protocols and procedures to minimize accidents and maintain a safe working environment for myself and my colleagues.

I am particularly drawn to Recycling America's commitment to the environment and its innovative approach to recycling and waste management. I am eager to contribute my skills and expertise to support your efforts in reducing waste, conserving resources, and promoting sustainability within the community.

I would greatly appreciate your review and consideration of my attached resume. I will be getting in touch with you in the next two weeks to confirm that you have received my resume. Please feel free to contact me at (614) 555-5555 or harley@gmail.com if you have any questions or to schedule an interview. I look forward to hearing back from you.

Respectfully,  
Harley Blakeman

# Be Prepared to Talk About Your Background

When talking about your criminal record during interviews, honesty is key. Most employers will check your background, so it's best to be upfront about it. However, you don't have to give more details than necessary, especially if they're not related to the job. Here's how to handle discussing your criminal record:

**Follow Their Lead:** Some employers prefer to wait until they've decided to hire you before discussing your background. If you bring up your background during the interview and the interviewer says they don't need that information yet, don't insist on talking about it.

**Be Honest:** Don't hide or lie about your criminal history. It's better to address it honestly since most employers will do a background check. If you lie and the employer finds out that you weren't truthful about your background, they won't want to hire you.

**Keep it Brief:** Provide only necessary information about your criminal record. You don't have to give a long explanation unless they ask.

**Focus on Rehabilitation:** Talk about how you've improved since your past mistakes. Highlight any rehabilitation programs, education, or work experience you've gained since then.

**Highlight Skills:** Shift the conversation to your abilities and positive traits. Show that you're capable and eager to work, regardless of your past.

**Take Responsibility:** Admit that you made mistakes and recognize the impact of your actions. Avoid making excuses or blaming others for your behavior. Let the interviewer know you're committed to making better choices going forward. Accepting responsibility shows that you are mature and capable of growing.

**Express Remorse:** Express sincere regret for what you've done. Tell the interviewer that you realize how your past actions have affected others and that you're truly sorry for any harm you may have caused.

**Stay Positive:** Maintain a positive attitude throughout the conversation. Show enthusiasm for the job and eagerness to contribute to the company.

## Sample Template for a “Background Speech”

When asked about your felony by an employer, prepare and practice a “Background Speech.” Create your own speech by restating each of these items using your own words. Skip those that aren’t applicable to your situation:

1. I am glad you brought that up. I wanted to talk with you about that.
2. About (# of years or months) ago I made a foolish mistake and it ended up with me being convicted of a (felony or misdemeanor).
3. I am now on (probation or parole).
4. Since then I have made some positive changes in my life (list some of the positive changes).
5. I have been working with my officer and I am involved in (name of program) where I learned (list what you learned).
6. I have learned to be at work on time, work the whole time I am there, and resolve conflict in a positive manner.
7. I have learned how to be a team player and an employee who values his/her job and adds value to the company.

Practice this speech repeatedly!



Template provided by: **John M.**, Correctional Counselor at TN Department of Corrections







**Background information should be expressed in a “positive” manner.** For instance, the job seeker would explain to the hiring manager that their justice involvement is no longer a part of their life/mindset, way of thinking, etc. Job seekers must always be honest (I hear that repeatedly when I talk to hiring managers).

*David H., Employment Specialist at Dismas*

**You have to be upfront about your record.** It’s a natural reaction to want to hide our indiscretions/secrets. It is human survival instinct. However, when this becomes a part of your public records it's not an option. Hear me out on this whole thought: Because this criminal action is on your public record it is a part of your professional identity now, BUT IT’S NOT ALONE. There is a date connected to that action, a date that says when in your life this event/occurrence became woven into your identity. THAT DATE is as much a part of your public record as the occurrence that marked it. This date, and the further you persevere past it says something about you. It shows that you have changed. You have grown past it and continue to move forward without looking back.

*Joshua L., Employment Coordinator at Missouri  
DSS Family Support Division*



**If you have an open case or a case that was just closed,** it will be difficult to find a job. Period. In that time, try to find ways to enhance skills you already have. Or when possible, take classes to learn a new skill.



*Pamela C., Employment Specialist at NADAP*

# Get Ready for Your Interview

Preparing for a job interview allows you to effectively showcase your qualifications, skills, and experiences during the interview. Researching the company and the position beforehand helps you to tailor your responses to fit the company's values and goals, showing genuine interest and enthusiasm for the role. If you spend time preparing for a job interview, it increases your chances of success and helps you leave a positive impression on the interviewer.

## Practice Answering Questions

Practicing for interviews is important because it helps you get ready to talk about your work experience and your background confidently and honestly. When you practice, you can:

**Get Better at Answering:** Practicing helps you come up with clear and short answers to questions about your criminal record. It lets you focus on your skills and how you've changed for the better.

**Feel More Confident:** Interviews can be stressful, especially when you have to talk about your past mistakes. Practicing makes you feel more sure of yourself when discussing your background and why you're right for the job.

**Predict Questions:** By practicing, you can guess what kinds of questions interviewers might ask. This helps you get ready with good answers and not feel caught off guard during the interview.

## Show Your Best Qualities:

Practicing lets you talk about your strengths and achievements besides your criminal history. It helps you show why you're a great fit for the job.

**Take Responsibility:** When you practice, you can show that you're truly sorry for what happened in the past. It lets you explain how you're making things better and being responsible.

Overall, practicing for interviews, especially when you have a criminal record, helps you go into interviews feeling more sure of yourself, honest, and ready to show why you're a good choice for the job.

You can practice interviewing by:

- **Doing Mock Interviews:** Get a friend or family member to act as the interviewer. Practice answering common interview questions and get feedback on your answers.
- **Using Online Resources:** There are websites and apps with practice questions and simulations. Use them to get comfortable with different types of questions.
- **Attending Interview Workshops:** Look for workshops in your area that focus on interview skills. They give you tips and chances to practice in a supportive setting.
- **Recording Yourself:** Use a video camera or phone to record yourself answering interview questions. Watch the recordings to see how you did and find areas to improve.
- **Asking for Feedback:** After practicing, ask your mock interviewer or mentor for feedback. They can tell you what you did well and where you can get better.

Regular practice helps you feel more confident and improves your chances of doing well in real job interviews.

### **When to Arrive and How to Follow Up**

Aim to arrive at least 10-15 minutes early for your interview. This allows you to settle in, review your notes, and calm your nerves.

Send a thank-you email to your interviewers within 24 hours after your interview expressing your appreciation for the opportunity and reiterating your interest in the position. This can leave a positive impression and demonstrate your professionalism.



**Know your resume!** In an interview, be ready to discuss your experiences, skills, and accomplishments mentioned on your resume. Highlight relevant achievements that showcase your qualifications for the position.

***Melissa B.,** Senior Recruiter at Honest Jobs*

## Dressing for Your Interview

The appropriate attire for an interview can vary depending on the industry, company culture, and the level of formality. Wearing appropriate attire shows your understanding of the workplace, and indicates your ability to fit in with the employer's environment. Also, dressing appropriately can boost your confidence and self-assurance, resulting in a more successful interview experience.

For all roles, ensure you are well-groomed and maintain good personal hygiene. This demonstrates professionalism and attention to detail. Stick to neutral colors like black, gray, navy, or brown for a polished and professional look. Avoid loud or bright colors that may be distracting.

Here are some general guidelines for what to wear for different types of interviews:

- **Corporate/Professional Interviews:** For men, wear a suit in a neutral color (such as navy, charcoal, or black) with a dress shirt and a conservative tie, polished dress shoes, and dark socks. For women, wear a suit jacket with a skirt or pants in a neutral color, a blouse, closed-toe shoes with a moderate heel, and minimal accessories.
- **Business Casual Interviews:** Avoid overly casual attire like jeans or sneakers. For men, wear dress slacks or chinos, a collared shirt (such as a button-down or polo shirt), and dress shoes. A blazer may be optional. For women, choose a blouse or sweater with dress slacks or a skirt. Avoid overly casual attire like jeans or sneakers. Closed-toe shoes with a modest heel or flats.
- **Blue Collar Interviews:** Wear closed-toe shoes such as sneakers, loafers, or boots, or sneakers. Avoid open-toe shoes or sandals for safety reasons. Choose casual professional attire such as khakis, slacks, or dark jeans paired with a button-down shirt or a blouse. Avoid overly formal suits or attire that is too casual, like t-shirts or shorts. Avoid excessive jewelry or accessories that could get caught on machinery or pose a safety hazard. If you have any safety gear such as steel-toe boots, wear them to the interview. It shows that you're prepared and safety-conscious.



**Always turn your negatives into a positive.** Never leave a negative on the table. For example, if you left your last job on bad terms, talk about what you learned from that mistake to improve. Talk about how that experience helped you and how you have changed.

***Renee D.,** Director of Employment Services at  
Lexington Rescue Mission*

**Remember you are also interviewing the company!**

I know it doesn't always feel this way but they want to like you just as much as you want to like them!

Always ask 2-3 questions in an interview and don't make it just about the benefits. Show them you studied them and did your research. This is your opportunity to make sure it is a leader and a workplace you would be excited to work for. Ask about the individual's journey at the company, ask about what growth/advancement looks like, ask what a typical day looks like, and ask them what they like most about the company. Lastly, don't put all your eggs into one basket (one job). Be consistent and diligent in your job search and apply to multiple things. **We are rooting for you!**

***Elaine R.,** Senior Manager of Employment Services  
at Cara Collective*





# Responding to a Preliminary Adverse Action Notice

Finding a job when you have a criminal record can be challenging, especially when an employer runs a background check. If an employer finds something on your background check that concerns them, they might send you a **Preliminary Adverse Action Notice**. This notice does not mean you have lost the job, but it does mean you need to take action. In this section, we will explain what this notice means and how you can respond in a way that improves your chances of getting hired.

## What Is a Preliminary Adverse Action Notice?

A Preliminary Adverse Action Notice is a letter or email that tells you the employer found something in your background check that might affect their hiring decision. The notice is required by law under the **Fair Credit Reporting Act (FCRA)** if the employer used a third-party company to run the background check.

### This notice can include:

- A copy of your background check report
- A summary of your rights under the Fair Credit Reporting Act
- Instructions on how to proceed if you want to dispute or explain the information
- A chance for you to correct or explain any mistakes before they make a final decision

The employer is giving you time to respond before they make a final decision. You usually have **5 to 7 days** to reply.

### Why You Should Respond

This is your opportunity to fix errors in the report or explain the circumstances of your record. Employers understand that people make mistakes and that past charges do not always reflect who you are today. Many employers are open to hiring justice-involved individuals, especially if they see that you are honest and working to build a better future.

## Stay Positive

Please remember, **almost all employers will run a background check**. Do not take this as a rejection yet. In many cases, this is just a standard process that employers have to follow when considering an applicant with a criminal history. Many employers are open to hiring justice-involved individuals, especially if they see that you are honest and working to build a better future. **Stay positive and take this as an opportunity to advocate for yourself.**

## How to Respond

If you receive a Preliminary Adverse Action Notice, follow these steps:

### 1. Review the Background Check Report

Carefully read the report and check for mistakes. Common errors include:

- Wrong identity (someone else's record appearing on your report)
- Incorrect or outdated charges
- Charges that were dismissed or expunged

If you find an error, contact the background check company right away and ask for a correction. You should also let the employer know about the mistake in your response.



## 2. Read and Follow the Employer's Instructions Carefully

The employer will provide specific instructions on how to respond to the notice. These may include:

- Submitting a written explanation
- Providing supporting documents, such as proof of expungement or character references
- Contacting the background check company to dispute errors

Make sure to **follow these instructions exactly** and provide any requested information within the given timeframe.

## 3. Provide References or Letters of Support

One of the best ways to strengthen your response is to include references or letters from people who can vouch for your character and work ethic. These could include:

- Probation officers or case managers who can confirm your progress and commitment to staying on the right path.
- Former employers who can speak to your skills, reliability, and job performance.
- Supervisors from volunteer work or training programs who can highlight your dedication and growth.
- Community leaders, mentors, or religious leaders who can attest to your positive contributions and character.

These references help show the employer that you are more than your past and that you have people who believe in your ability to succeed.

## 4. Prepare Your Response

If the report is correct but still causing concern, write a letter or email explaining your situation. Keep your response professional and positive. Here are some things to include:

- **Acknowledge the past:** Briefly mention the conviction if it is accurate, but do not dwell on it.
- **Show personal growth:** Explain what you have done to improve your life, such as job training, education, volunteer work, or staying out of trouble.

- **Emphasize your qualifications:** Remind the employer why you are a good fit for the job and how your skills and experience will benefit their company.
- **Request reconsideration:** Politely ask them to consider your application despite the background check.

## 5. Send Your Response Quickly

Employers usually give you a short window to respond, so do not wait. Send your letter or email within the time limit stated in the notice.

## 6. Follow Up

If you do not hear back within a few days, contact the employer to check on the status of your application. A simple, polite phone call or email can show them you are serious about the job.



## Example Response Letter

Subject: Response to Preliminary Adverse Action Notice – [Your Name]

Dear [Hiring Manager's Name],

I recently received your notice regarding the results of my background check for the [Job Title] position at [Company Name]. I appreciate the opportunity to address any concerns before a final decision is made.

I want to acknowledge that the background check includes information about my past conviction. However, since that time, I have worked hard to improve my life. I have completed [job training, education, community service, etc.] and have maintained steady employment in [industry, if applicable].

I am confident that my skills in [mention relevant skills] and my strong work ethic make me a great fit for your team. I have followed the instructions provided in the notice and am happy to provide any additional information needed to support my case. Additionally, I have included letters of recommendation from [probation officer, former employer, case manager, etc.] who can speak to my character and work ethic. I would appreciate the opportunity to discuss this further and provide any additional details that may help with your decision.

Thank you for your time and consideration. I look forward to your response.

Best regards,  
[Your Name]  
[Your Contact Information]

## Final Thoughts

**A Preliminary Adverse Action Notice is not the end of your job opportunity.** By reviewing your report, following the employer's instructions, responding professionally, and highlighting your strengths, you can turn this challenge into a chance to show your growth and determination. Many employers appreciate honesty and persistence, so take this opportunity to advocate for yourself and keep moving forward in your job search.



# Stay Positive and Keep Trying

When you're searching for a job with a criminal record, it's important to stay positive even when things feel tough. Remember that everyone faces challenges in life, and having a criminal record doesn't define who you are as a person. It's just one part of your story, and there are many other qualities and experiences that make you unique and valuable.

Remember that every rejection brings you one step closer to success. It's normal to face rejection when you're looking for a job, especially with a criminal record, but each rejection is an opportunity to learn and grow. Instead of dwelling on the negative, try to focus on what you can learn from the experience and how you can improve for next time. By staying positive, you'll be better prepared to overcome obstacles and ultimately find the right job for you.

Here are some tips to help you keep a positive outlook:

**Focus on Your Strengths:** Instead of dwelling on past mistakes, focus on your strengths and positive qualities. Think about what you're good at and the experiences that have shaped you. Recognizing your strengths can boost your confidence and help you tackle the job search with a positive mindset.

**Set Achievable Goals:** Set realistic goals for yourself and celebrate small victories along the way. Whether it's updating your resume or meeting new people in your field, every step forward is worth celebrating. Setting achievable goals can give you a sense of accomplishment and keep you motivated.

**Take Care of Yourself:** Make sure to take care of your physical and emotional well-being. Do activities that make you happy and relaxed, like exercising or pursuing hobbies. Practicing self-care can reduce stress and improve your overall mood, helping you stay positive throughout the job search process.

**Stay Persistent:** Stay persistent and keep pushing forward, even when faced with setbacks. Remember that finding a job takes time, especially with a criminal record. With determination and resilience, you can overcome obstacles and find success in your job search.

# Additional Resources

**National Hire Network:** Provides resources and support for individuals with criminal records seeking employment opportunities. <https://www.lac.org/major-project/national-hire-network>

**Safer Foundation:** Provides job readiness training, employment placement services, and support for individuals with criminal records in finding sustainable employment. <https://saferfoundation.org/>

**Goodwill Industries:** Offers job training programs, career counseling, and job placement services for individuals with various barriers to employment, including criminal records. <https://www.goodwill.org/how-we-work-with-you/>

**The Center for Employment Opportunities (CEO):** Provides comprehensive employment services, including job placement, skill development, and support services, for individuals with recent criminal convictions. <https://www.ceoworks.org/>

**America Works:** Offers employment services and job placement assistance for individuals with criminal records, focusing on providing opportunities for successful reentry into the workforce. <https://americaworks.com/>

**Department of Labor Reentry Programs:** Many state and local Department of Labor offices offer reentry programs and services tailored to individuals with criminal records, including job search assistance and skills training. (Check your local/state Department of Labor)

**CareerOneStop:** Provides resources and tools for job seekers, including those with criminal records, to explore career options, search for jobs, and access training and education programs. <https://www.careeronestop.org/ExOffender/default.aspx>

**TimeDone:** Nationwide community of people living with convictions. Members receive benefits with needs such as housing, credit, employment, and expunging old records. <https://timedone.org/>

# Appendix: Resume Verbs

Using strong action verbs in your resume can help convey your accomplishments and responsibilities more effectively. Here's an extensive list of verbs grouped by categories commonly found in resumes: Using these verbs strategically throughout your resume can help you show your skills, experiences, and achievements to potential employers. Remember to tailor your language to the specific job and industry you're applying to for the best impact.

## **Leadership & Management:**

- Directed
- Managed
- Led
- Supervised
- Coordinated
- Oversaw
- Organized
- Delegated
- Guided
- Administered

## **Communication:**

- Communicated
- Corresponded
- Presented
- Spoke
- Conveyed
- Negotiated
- Facilitated
- Collaborated
- Liaised
- Drafted

## **Problem-Solving:**

- Analyzed
- Resolved
- Identified
- Investigated
- Diagnosed
- Innovated
- Solved
- Adapted
- Formulated

## **Achievement & Results:**

- Achieved
- Attained
- Exceeded
- Surpassed
- Improved
- Increased
- Enhanced
- Generated
- Accelerated
- Outperformed

### **Creative & Innovative:**

- Designed
- Created
- Developed
- Implemented
- Innovated
- Constructed
- Conceptualized
- Pioneered
- Reinvented

### **Financial & Quantitative:**

- Budgeted
- Forecasted
- Audited
- Analyzed
- Calculated
- Evaluated
- Reduced
- Optimized
- Maximized
- Monitored

### **Technical & Specialized:**

- Programmed
- Engineered
- Debugged
- Installed
- Maintained
- Configured
- Tested
- Operated
- Demonstrated
- Integrated

### **Team & Relationship Building:**

- Engaged
- Built
- Fostered
- Cultivated
- Established
- Nurtured
- Supported
- Empathized
- Influenced
- Mediated
- Collaborated
- Assisted

### **Administrative & Organizational:**

- Scheduled
- Arranged
- Filed
- Recorded
- Documented
- Planned
- Prioritized
- Managed
- Streamlined
- Executed
- Prepared

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