**Joanne Oport - Africans for Mental Health**

* Greetings, everyone. Thank you so much for joining us today for our Maryland Job Resource Pre-Event Webinar for New Americans. My name is Joanne Oport, one of the chairs of the workforce Skilled Immigrant Task Force. We are so excited that you could make time to be part of this webinar.
* We are looking forward to engaging with you and sharing all the resources that you will need during this pandemic event where there's been an increase in unemployment.
* And so, our presentations today will be with the Maryland Department of Labor and World Education Services. Next slide.
* To begin with, we will do an introduction, go over how to use zoom and the interpretation features, and who we are, as a Maryland Skilled Immigrant Task Force.
* We will work on some resume building by POAC, which is the Professional Outplacement Assistance Center.
* We will do credentialing by World Education Services (which is WES), interview skills will be done with a POAC.
* And job seeker services by the Division of Workforce Development and Adult Learning, which is DWDAL, and it's called Maryland Department of Labor and nowadays they go by Labor, so thank you so much for joining us for this webinar.
* Next slide: Using zoom and the interpretation features. Today's event will be recorded.
* If you have questions or need technical assistance, please use the Q&A. You can find it at the bottom of your screen. Responses are currently available in English.
* We will have a Q&A session at the end of each presentation, so please type your questions in the Q&A box. Due to limited time for each topic, any unanswered questions will be answered in a follow up email to all of you, as our participants.
* Next slide.
* If you would like to select a language you would like to hear during the webinar, select the world icon on the bottom right of the screen. If you want to mute the original audio, please select mute original audio.
* And if you're listening from your cell phone, click on the three dots, select the language, and press done.
* To utilize the ASL American Sign Language interpretation, please pin the ASL interpreter on your screen, and she's highlighted with the name ASL Kristen. Next slide.
* So the Maryland Skilled Immigrants Task Force is a collaboration of different organizations across to advance the workforce system accessibility and career opportunities for foreign trained individuals in Maryland. We've been working with a huge team in the background, and they've developed amazing resources.
* Part of the resources that have come through the Maryland Skilled Immigrant Task Force is this event.
* We released a survey about two three months ago. And it to the residents of Maryland, and through that we were able to design this program, so we are so excited that you could make time to be part of this program. So for the next section, I'm going to invite my fellow co-host Claudia Marion to go ahead and facilitate and to introduce our speaker for the next section.

**Claudia Marin - Employ Prince George's, Inc.**

* Good afternoon, ladies and gentlemen, I hope you are as excited as we are. I am super excited to introduce our first speaker because you might have had an opportunity to read his book. He's the author of “Networking for the Novice, Nervous, or Naïve Job Seeker.”
* He currently serves as the Assistant Director for the Maryland Professional Outplacement Assistance Center, a program within the Maryland Department of Labor, and has provided his expertise for over 20 years and, in this first section he's going to give you details about how to make your resume showcase you, to the point that that employer can't wait for that meeting.
* Mr. Dezell, the floor is yours.

**Tom Dezell - Professional Outplacement Assistance Center**

* Thank you very much, Claudia.
* All right, and we will get going. Just making a clarification of the term resume - some areas the term is interchangeable with curriculum vitae or CV. Here in the United States, the resume is shorter.
* Shorter - about two pages, the CV is a comprehensive document of all your background, and it's right for the right industries like research, academia, or things like that. We're talking about the resume.
* Next slide please. That's generally about two pages, and its entire goal is to get you enough information about yourself to a potential employer, so that they want to bring you in for the next stage of the hiring process, which is the job interview.
* Okay, the biggest thing I need to encourage everybody to do on the resume is - it's a short time that it's reviewed, we will be covering that in the session - and you want everything there to be what makes you the absolute right candidate for the job. Next slide please.
* Alright there's two styles of resumes. There's a chronological version which presents your work and the focus area of your work history by job titles and company names and dates and in a reverse chronology with your most recent job first and going backwards.
* You write information not in paragraphs; they are in bullet statements, because it's easier for readers to scan those quickly and pick up the information. This is the most widely accepted format by employers. ATS is an acronym that stands for applicant tracking software or systems, I've heard it both, and that is basically artificial intelligence programs that help screen resumes for employers before individuals actually start looking at them. Technology and the recession that began in 2009 greatly expanded how many resumes companies get for each job, and they can't have large enough staff to review each individually, so it is a big factor in this. Next slide please.
* Then another style is sort of a chrono-functional or hybrid style of resume. This is where the information about what you've done in bullets are put under a skill category, rather than the job history; it's skills that can be from both your paid jobs, as well as your any volunteer work.
* This is a style that we recommend for somebody who's making a career change because you want to be showcasing your transferable skills.
* Some individuals may not read it. They give some great bullets using that skill, but if they're looking it chronologically in a format, and they see a job title and a company name that doesn't seem to match, they may look at it like what's that got to do with us.
* But it's also used for individuals who sometimes want to highlight their work on different project types or if you've been for a long time in one position rather, you don't want a super long string of bullets, so this will allow you to kind of break them up by a skill category. All right, next slide please.
* Like this is kind of just showing you the format of what a chronological resume would look like and, as you see there, profile achievements - we'll talk about that - then there's the experience section with employer names, dates, and job titles. Right, then, if you go to the next slide please, that's kind of a sample of how the hybrid will look.
* If you're going to maybe do a hybrid style, you're not totally reinventing the document. You notice on here the opening of a profile, selected achievements, and then areas of expertise - anything from the education on, and those sections they're all the same thing, and many of the bullet statement, you will be using will also be in the chronological, so it's not really as much of the content you're redoing when you're doing this. Alright next slide.
* Important factors that come up on resumes is how you format it when there are surveys of employers that talk about the most frequent problems they cite on resumes, usually formatting is close to the top, or at least it needs to be consistent in terms of areas say of justification, whether your center justifying things like headings or left.
* There's not a right way or wrong, but what is an error is if they're jumping all over the page. You want to keep your font consistent and spacing patterns do want a good amount of space on the document, some people start throwing out space lines on the resume when they're worried about keeping it to a certain length, but it makes the resume look more busy and cluttered and not is inviting to be read.
* And things of structure: if you're doing the chronological structure of how you would like to present the employers name, the job title, and the dates, all needs to be consistent. Next slide please.
* And formatting also makes the document easier to review. Note I use the term review, instead of read because the first view of a resume is normally a quick glance. The reader’s looking likely for the key points that they want to make sure the candidate has before they get into the other so it's review.
* Select the size of your font: usually anything from 10 to 12 is good. 11 is the best.
* Each of them are different; each font has the characters a little bit different size, so you have to play around with that.
* Bold things like your section headings and have spaces in between them. Use bullet statements instead of paragraphs, as you saw on that, it makes it easier to scan because the amount of extra white space allows an item making it much easier on the viewer. Next slide please.
* Alright, one of the big things I encourage individuals to do is get the information for their resume.
* For many the first place they often go is grab a job description which isn't the best document to use to showcase on a resume because to get that interview, to get that employer wanting to see you, you've got to do more than just show them what you did; you need to show how well you did the work and how it impacted the clients, customers or anything like that. Or also show as well the volume of work you've handled.
* So think back to what you've used for performance evaluations, because that talks about how well you've done the jobs. When you've gotten testimonials from your clients or customers...they've taken the time to write those testimonials because you did your job quite well and that's what the reader of your resume needs to see. So look at those things to help formulate your statements.
* Certainly you want to cite awards and recognition, but I can't tell you how often I see individuals who just listed award and they forget that the individuals who work for that employer might know that that's the employer of the year award but if most of the people, reading the resume don't work for the company and they just list the name of an award, that doesn't mean anything to them, you need to document why you won the award.
* Go back over old day planners and journals to remind you of different projects you've worked on, to help showcase, because you want to show this work, you want to show things that you'd be able to do for the job you're applying to. Networking is as soon as you can find out who you might know in some way at the company that can give you some insight as to what are the particular qualities that the employer you're applying to is looking for that will help you target your resume. All right next slide please.
* With content. Just some tips here, this is to say that looking for a job is a sales and marketing process, you are marketing and selling your talent.
* And we look at the resume as the professional brochure. The reason I say, make it easy to review: look at that amount that says, the average initial review of a resume is about six to 10 seconds, and I will tell you when I began doing this work with POAC about 20 years ago, the general time, and that was about 11 to 15. It's getting shorter; people's attention spans are shorter, so you have to catch the attention quickly, it needs to be, one resume for every job is not going to get you as much results as targeting to each job.
* What we recommend is, for each job you're going to put on your resume, put as many bullet statements as you can of things you did, but then for each job you're looking at, you're applying to, look through that and say all right, which six bullets, the things (maximum of six bullets) that i've done show that I can do this job best because that might be very different for each job you're applying to.
* And there is ageism in the current Labor market so you'll want to avoid, if like me you've been working for quite a while, you want to be hesitant about putting dates that might reflect your age, but make sure you don't over do that because for example I give you, you want to make sure you qualify for the job. And the question of how much of your work history do you show.
* There's your job remembers to get the interview and some job seekers just have this line in the sand,well, I read the I should only show 10 years.
* Well 10 years is the minimum, but if you're going hard and fast with that rule, what if the only time you did something you had some experience doing something that is required for that job was a position you held 15 years ago, if you leave that off the resume you probably will not get the interview. So okay next slide.
* So the first I'm going to go through some sections on this and the first couple sections I'll be showing you are formatted the exact same way, either chronological or chrono-functional. You open with, we call it either career summary, professional profile, or qualifications summary.
* Many of you may have used an objective in your subjects, seeking a job, as a career advisor, well that's a little too brief and it's also stating the obvious. You're sending someone your resume, they've got a job opening, a recruiter friend of mine made that point once he said.
* An objective is a waste of a couple lines; you're giving me a resume, I've got a job, and we both know the objective.
* This starts telling them a little bit of a short paragraph, what you can say about yourself (TMAY is an acronym will use here for “tell me about yourself”)
* Tell them enough about yourself in that brief paragraph to show the value you bring to the specific job that you're applying to. And once again it's targeted, you know, to the job, adjusted each time you're sending it out. Next slide please.
* Alright, we recommend the next thing you show it being a little bit of a highlight section. Highlights can be either selected achievements, highlights or accomplishments, they all mean the same. Basically, the same thing.
* This is, see if you're going right into your work chronology after the summary which is your value proposition.
* Then, your work history dictates when the achievements appear and maybe there was a very successful year project you did about three jobs ago, that's going to get pushed to the second page. This way you can show the top three or four right there on the top half of the first page which I'd say the summary is your value proposition, these are things you did successfully that prove the value proposition you're submitting to them is true.
* So you want to give action and results and similar format when you're doing bullets for the jobs we want to give action and results. Next slide please.
* This is some of the formula you want to use to make a statement and accomplishment. Like a statement that's from-- how do you take a statement from your job description and turn it into an accomplishment? well make sure you're including what was accomplished and any measurement you can give that documents the accomplishment or how much impact it's having. As somebody who does what I do, it's how many people am I presenting to when I give presentations. That's like the impact of how many individuals I've had in things and then by doing what. Give it those three points, and it makes it a stronger statement okay so next slide please.
* When you write bullet statements, you never use the personal pronoun “I” or you know narrate it with your name first. Usually start just with the verb, that's the accepted resume language in the United States.
* Start with a strong verb. Usually said it's a great indication there that it’s copied right from a job description if you started with something like “responsible for” or “duties include”... you don't want to be showing your responsibilities.
* You want to show how well you took them out. They are about two to three lines long and then with periods. When you're presenting numbers, the guideline is to spell out a number from zero through nine, and anything 10 or above you put in numeric form. Make use of symbols like dollar signs and percentage because they catch the eye of the reader, especially when they're giving results. Okay next slide please.
* All right now, if you're on the chronological here's a difference. You're going to title the part that presents your work history you're showing called professional experience or work experience either one. You go in reverse chronological order. Bold your job titles, the format of this--when we get the slides from this-- the format of this is on that one I showed you earlier, we see here we have that outlined.
* Give a little bit of a context of the company and then the best six bullet statements you can get for each achievement.
* And emphasizing again you'll show enough of the experiences, you need to show them and make sure you're qualified for the job. Next slide please.
* If you're going to go with the hybrid or that and present your bullets under skills, you would then title it “areas of expertise”.
* And you've had the skill category that would be like in mine, mine might be like a presentation, you would list you know the different types of presentations. Similar guideline, the best six bullets and you may have up to 10 different skills, you could put enough bullets under to make a good resume but on each particular one, keep it to the best five. One big advantage of this is, you can sequence how they appear, depending on the job you're applying to, which skills are most important, you should show that first.
* Then you just give the work history on one of these is just your job title, employers names and dates that you will see, on there. All right, next slide please.
* So, education usually comes next. Now I will give one exception on this; you'll sequence these in the order of their importance to what you're applying to.
* So, which is more important to your career at this stage. If you've been working for a while and it is usually more marketable about you in the experience section, so that will go first but example if i'm teaching this to some new college students are just graduating they're going to be putting their education before experience because that's going to be more relevant to the jobs they're applying to.
* All right, so fairly simple this one doesn't go into chronology. It's your highest credential that you have should be first and in the format of that degree, your major in the school. Some of these can be combined with certifications if need be. Back to that point we made about age and not drawing attention to that.
* On a resume we typically leave the date of a degree off if it's been more than 10 years and I understand people say well they're going to ask you, on the application, correct.

But when they ask you, then you provide it, but unless you have to, you know, maybe you don't have to volunteer that. So next slide please.

* So here's some possible just additional sections, you can have. They're all legitimate, but you probably don't need all of them.
* Depending how much you have left on (ideally, the second page, you've got your your last page you're going to do), pick, after education, pick whichever of these you think are important to show and get those on there, and just leave the others off if they're not as important as that. They're probably not going to make or break here. So next slide I mean I'm open if there's some questions in the Q&A that people like to ask me, I will be happy to answer some of them. As many as I can.
* Okay um, “is it possible to have an example of a copy of the resume.”
* It would be on the slides.

**Alexis Stone - Maryland Department of Labor**

* The slides and today's recording will be sent out to everyone.

**Tom Dezell - Professional Outplacement Assistance Center**

* There’s another – “I don’t have that experience, so what should I write on the resume? Most chefs need at least one year for experience.”
* What you can do is - it doesn't have to be paid. If you've gotten training, and you've done practicums as part of that you can list that on there.
* Many jobs will say they need at least that but, if they are struggling - if they don't have enough candidates. Individuals starting out have to start somewhere, so I would still like you to go ahead and apply.
* Now okay I’d like to ask you about: is there a place for a phone or email. That would go underneath your name. You'll see that, on the sample. That's usually underneath the name as a telephone and an email address.
* It wasn't a question here, “what about if I'm switching careers that education, but in a different area and no specific...what should go first?”
* That would be the hybrid chrono-functional, and the skill areas would go first. And you're going to be documenting transferable skills which are skills you've acquired in a different industry but they're applicable to other areas. Maybe if you're buying, you've never had a job as a buyer, but you've done purchasing and things like that, for one of your jobs. That would be a transferable skill.
* I took a question: “if a person is unemployed but is doing community engagement volunteering work - where can they list that experience?” They can put that in the experience section, and their resume is not limited to paid experience. Any experience that showcases your professional abilities is applicable to and can be listed in the experience section.

**Claudia Marin - Employ Prince George's, Inc.**

* Thank you, Mr. Dezell, for all your wonderful questions. The next member of our team is going to be introducing the next presentation. Thank you very much, and we will hear more from Mr. Dezell after the next presentation.

**Mitra Basu - Howard County Government**

* Hi, this is Mitra Basu with the Howard County Workforce Development. I'm going to introduce Senay Gebremedhin, and he is a Global Talent Bridge Program Manager at the World Education Services. This position is responsible for developing and strengthening partnerships and collaborating on programmatic initiatives at the state and local level to support internationally trained professionals re-enter their profession or continue their education in the United States.
* Prior to joining WES Global Talent Bridge, Senay was a program specialist at the Ethiopian Community Development Council, which is also known as ECDC.
* One of the nine national nonprofit resettlement agencies in that role, he coordinated ECDC’s long term refugee integration initiatives implemented through 13 affiliate offices from California to Massachusetts. He holds a bachelor's degree from James Madison University, where he studied political science and minored in Africana studies. So Senay Gebremedhin, the floor is yours.

**Senay Gebremedhin - WES Global Talent Bridge**

* Thank you Mitra and good afternoon everyone. Thank you for joining us at this event. Thank you for the organizers that put it together and really it's hard to follow Tom. That was very, really honestly, very useful information that he shared with all of you, and hopefully the things that he shared are going to be useful to you as you pursue your career.
* As Mitra said, my name is Senay Gebremedhin, I am a Program Manager at WES Global Talent Bridge.
* And today I'll talk to you a bit about international credential evaluation and credential recognition, how you're able to use your experience and education earned abroad in the U.S. to pursue your profession or continue your education. And next slide please.
* Just to give you an introduction of the organization that I work for, I work for an organization called World Education Services, WES. Some of you might be familiar. We are one of the largest credential evaluation agencies. We are a nonprofit that started around 45 years ago in the early 80s, and we've been providing standardized excellence in service architecture evaluation. We really set the standard that employers need to evaluate international academic credentials.
* I work for a program called Global Talent Bridge within WES. Global Talent Bridge began around 12 years ago when we noticed a growing number of our clients were getting credentials evaluated, but were not using it for any purpose, and we wanted to understand why that was.
* And in our pursuit for understanding the reason for not using their preparation, we learned that the majority of individuals getting their evaluation but not using it were immigrants that have come to the U.S. They don't understand the pathway into a professional job or how to continue their education. So Global Talent Bridge was started to help individuals with education outside of the U.S. to be able to utilize their education meaningfully and fully in the United States. The third wing of what education services does, and one that's pretty new is our philanthropic initiative called Mariam Assefa, a fund that supports CBOs, local community based organizations, large agencies and also local and state government to support immigrants skilled immigrants, particularly immigrants to that international education experience I'll get back to their professional continue their education next slide.
* To speak a little bit more about who we are at Global Talent Bridge, we really identify ourselves as having three buckets of work.
* The first of which is what we're doing today, what i'm doing with you today, which is engaging directly with the immigrant population, helping them to understand the value of education that they come in with to the US or Canada. And how and the resources that exist, that they can use to be able to re enter their profession or continue their education in the U.S.
* The last two are our work, mostly with service providers, local government. State governments add in our advocacy to reduce barriers that have systematically kept immigrants to the international education experience from reentering professional continuing education. We've worked in the past with Maryland’s Skilled Immigrants Task Force through our initiative called Skilled Immigrant Integration Program (SIIP) to provide resources, support some of their initiatives locally by supporting--and that’d be the second bucket of our work through providing additional support but we’ve also done advocacy to reduce barriers, especially around licensing, and have States and employers be receptive of the credentials earned outside of the United States. Next slide please.
* The core of the work that we do centers around the data that you see on your screen.
* In the US, there's very varying reasons for this, but in the US there there's about 2.2, over 2.2 million college educated immigrants with education outside of the US, who are unable to continue their profession in the US so they're underemployed or unemployed in their education that's about one fifth of the total Labor force.
* That's each state forgoes close to $39 billion in earnings per person.
* So these are professionals who could potentially have the potential to earn up to 39 million annually but because they're underemployed or unemployed, this is a foregone personal earning.
* Federal government and state local government also lose roughly about $2.2 billion in revenue because people are unemployed or underemployed in their profession, and so this is at the core of what we want to address at Global Talent Bridge. How do we make sure that individuals who earned an education outside of the U.S., be able to utilize that education, so that they don't have to forgo their earnings and their communities are also growing by making sure that they've created the space for these individuals to be successful professionally and to contribute at a higher degree locally. Next slide please.
* So I've been talking about the 2.2 million individuals with college education and that's a large number of immigrants and that's been consistent over the years that we've attracted that level of individuals are underemployed or unemployed in their profession and for the most part they're not sure how to continue their education or to get back to their profession.
* And so we did a research, a few years back, called Steps to Success wanting to understand what specific things were the major barriers to entry for employment for immigrants with education earned outside of the US and we identified four that you see on your screen on the right side.
* Today for our presentation and discussion, during the time that we have, we will only talk about the first one, which is the inadequate recognition of international credentials.
* But the others are equally important, and there are resources that you can take advantage of both locally and nationally, to help you meet some of these barriers or address some of these barriers. The second is lack of education or work experience in the US, a lot of employers, especially employers who are unfamiliar with international credentials ,seek and have an easier time hiring someone who has work experience in the United States or have some level of education, additional education, in the United States, so this isn't to say that you need to repeat your education start from scratch, but rather from what you have, build on to make your resume make yourself more marketable to employers. And these could be both non credit and credit bearing courses, they could be short term courses. Really, anything that could help boost your marketability with employers.
* The third is social capital. Sometimes you might have or little social capital, you might have heard of this sometimes being referred to as networking. Many employee service providers, many people would let you know/will share with you that in the US, close to 80% of jobs are found through networking or through people that we know.
* And when you're an immigrant, you essentially do not have that social capital, that network, that many of us rely on to be professionally successful but also sometimes inform how we move around in our lives, in our personal lives - social networking or social capital, if you think of it from where you've come.
* Many of us have neighbors that we've grown up with, family, friends, people that we've gone to school with, people that we might have worked, with people that we have in our social network in our community that we rely on for information, but also to help us find things that we need when we are new to a community. When you're new to a country, those existing connection networks don't exist, and so we are forced to build those networks from scratch, and some tools that are very helpful in this process are things like LinkedIn meetups.
* But really anywhere and everywhere that you're interacting with anyone, I think having the foresight to engage that individual, making sure that you connect with them, and making that connection last so that it could help you find employment. I should say here that when you're networking or we're near trying to build a social capital you shouldn't initially think of asking for a job, but rather strengthen that relationship so that down the road that person, if an opportunity does come up, thinks about you for that position.
* And lastly, one of the major barriers for most immigrants is the limited English proficiency, and talking about proficiency in contextualized English, English that's specific to the job.
* And so that not having that proficiency could be a barrier for entry into employment, but there are very many English training programs at community colleges and private institutions that you could take advantage of that really could be helpful for improving your language but also helping you reduce the second barrier. The outcomes give you an additional education that you are able to take in the U.S. metric and include on your resume. Next slide please.
* So I mentioned for our discussion today we'll be talking about potential evaluation recognition, the lack of recognition of credentials from outside of the U.S. is one of the major issues that affect immigrants with international education and experience. Next slide please.
* There is a difference between credential evaluation and credential recognition. And evaluation is done by an institution that isn't necessarily going to recognize the evaluation itself or the credential.
* It's a third party that is trustworthy, so an organization like World Education Services, and there are many others who can credential evaluations who will help to compare. What they essentially do is compare your academic accomplishments to standards in the United States or Canada and then, once they compare your academic accomplishments the evaluation Agency provides an equivalency report that you could use to continue your education, to pursue a license, or pursue employment.
* And evaluation simply, what it does is help institutions understand the quality of education and the academic accomplishments that you've had in your home country.
* Now, unfortunately, for us, there are no universally accepted evaluation services, and so WES is one of many credential evaluation agencies that provides the service. If you were to type in credential evaluation agencies you'll get a list of organizations that offer the service. Now not all credential evaluation agencies will be useful to you, so it's very important to understand how and why you're going to be using your potential evaluation - which is the recognition side of it - another resource to consider if you're not sure on how you're going to use your evaluation, but we'd like to understand which agencies are reputable.
* I suggest you look at NACES (<https://www.naces.org/>). I'll type it in the chat just so that you have it.
* If you go to the NACES website, it's the National Association of Credential Evaluation Services.
* You can look, I think there's a list of 19 veteran agencies, just to compare on the different requirements for evaluation, but there is no universally accepted evaluation service in the U.S. or Canada. Next slide please.
* So as you're thinking about who to get your where to get your credential evaluation done, you need to - before you pay for and go through the process of evaluation - think about what you're going to use it for, what will be useful, and how it will be useful to you.
* Evaluations do cost money; they take up time, so you don't want to go into them just for the sake of knowing if your international credentials are equivalent to the credentials of the U.S. You should really have a goal, because they really control evaluations.
* These are a stepping stone or a step towards the eventual goal that you might have, and that eventual call might be attaining a professional license.
* It might be wanting to go back if you're looking to go back to school, so attending post secondary institutions, or maybe just looking for employment, and all of these three.
* Institutions have varying requirements, some more than others, but each of them have requirements, which would mean that you need to understand what those requirements are before pursuing an evaluation and so, and this sort of fits into why there aren't any universally accepted evaluation agencies.
* But before we speak about recognition, I think - go to the next slide - let's talk a little bit more about the actual evaluation report.
* There are two types of evaluation reports. There's one that we refer to as a Document by Document or DxD, and this is a summary of your academic accomplishment.
* It typically is used for your first year division, so if you have only completed up to a high school diploma and you would like to get a college degree, associates degree or four year degree, and then a Document by Document is really the only thing that's required by the admissions office typically to help you re enter or continue your education in the U.S. A Document by Document is also very useful for a firm plan for employment, so if you're pursuing employment and want to get one to have a report that shows that your education is equivalent to the one to the judicial standards in the U.S. In a Document by Document like useful resource for you to make the case to advocate for yourself with an employer.
* The second type of evaluation report is a Course by Course or CxC. Course by Course evaluation provides a much more detailed list of academic accomplishments. It shows the grade point average that you were able to achieve in the courses that you completed and also the GPA grade point average that you had earned in your home country, and so, and how that translates to a U.S. GPA.
* And the Course by Course is typically very useful if you're in the middle of your academic career, if you have completed a few years of college undergraduate in another country and move to the U.S. and want to continue to pursue your education. Then a Course by Course might be useful to show that you've completed, which of those courses could be transferred for credit, so that you don't have to restart your educational journey, and the second is graduate school most graduate schools require for you to have a Course by Course evaluation again to show if you've completed all the prerequisites to enter the graduate program they have.
* And lastly, most licensing bodies require you to show Course by Course, again this is to be able to see if you've met all the prerequisites required to obtain a license in that profession. Next slide please.
* So on this slide I am sharing two samples of an evaluation report that WES produces - just I want to emphasize, I've mentioned this in the past, but just want to emphasize WES is one of many potential evaluation agencies.
* So, not all kinds of authentication reports would look like the one that you see on your screen, but this is a WES credential evaluation.
* And again WES has been around for over 45 years. We are one of the more recognized evaluation agencies in the U.S., so this is to say this, if you were to get your evaluation done by WES, it would look like this and the likelihood of being accepted widely is high.
* On your left side is a Document by Document report. I mentioned it was more of a summary.
* It does just indicate the individual's name and the year that they might have completed their education, date of birth, where the documents that we had used to evaluate were received, how they were received ,and equivalency to U.S.standards.
* On the bottom, you see U.S. equivalencies as if it's a bachelor's degree.
* If it's more than a bachelor's degree, it would indicate that it's more than a bachelor's degree if it's less than that and also indicate the same.
* On the right side is a Course by Course evaluation report. It breaks down each course the individual had completed using their transcript to assign as an equivalent credit that they might have achieved in the U.S. Have they taken the courses here, and then the grades that they were able to get while completing coursework.
* This is really important, especially for employers, because some educational systems are very different from the ones in the U.S. and so this creates familiarity for those who are looking at it from the U.S. who were unfamiliar with educational systems abroad to understand your accomplishments, your academic accomplishments, and how they're equivalent to the U.S. standard. Next slide please. So having talked a little bit about the credential evaluation process to evaluate, I wanted to talk to you about recognition, and this is really important. We've seen many times that many folks will get a credential evaluation but are not sure how to use it. So you might apply for an evaluation through WES. WES gives you a report, but then you're not sure how to use it to pursue your goals and so when you're thinking about credential evaluation I mentioned earlier that it's very important to have a goal, but how to use it, this is where recognition fits.
* So it's important to accept the evaluation in order for an evaluation to be useful to you, and in order to understand who recognizes the evaluation, you need to understand what their requirements might be, and the requirements for employers, licensing or regulatory bodies, and colleges and universities are going to be very different based on for licensing bodies and colleges, based on the governing body for those institutions.
* You should understand evaluations are, by their nature, advisory. They are the professional opinion of institutions who've done this for an extended period of time, who have staff that do research on the academic standards of countries across the world, at least, less and based on our understanding.
* And our experience, we give an advisory. The report isn't advisory, but what we believe is that your academic accomplishments are equivalent to in the U.S.
* And so the recipient agencies, based on that understanding, have institutions that they rely on for evaluation purposes, and so, based on their acceptance is how you should choose which potential Evaluation Agency to use. Next slide please.
* So just to break down the three receiving institutions, here we’ll begin with the easier one. I'll begin with the employer recognition.
* Most employers don't have a standard on how they accept evaluation, some might not even request an evaluation. So the larger employers who have worked with individuals from those institutions, from institutions that you might have attended or have familiarity with, international education and experience might not require for you to get a credential evaluation. However, for most employers the case that they're not familiar with international credentials and lack of familiarity really pushes people to make decisions that might seem counterintuitive. So they might decide not to hire an individual because they don't want to deny the institution or they feel that there's no way for them to verify if that education is equivalent to an education system in the West, and if the individual that's coming in would be able to manage the job. Again it's they're not familiar with what they don't know.
* What we don't know, we don't know. If and when we don't know something, we tend to stay away from it and, so really evaluations do help.
* To help you advocate for yourself, so that you could say, maybe you're not familiar with the institution that I had attended, but I did receive an evaluation, and that evaluation says it's equivalent to a U.S. degree, so it's a tool to help you evaluate. We always encourage individuals who have their credentials evaluated to include in their resume - and there's a sample language that you see on your screen - to see that it's been evaluated equivalent to a degree. But just understand each employer is going to be different so tailor your expectations and your sort of goal based on the employer. Always reach out to an employer, their HR department, for an informational interview to find out what kinds of requirements that they might have and how flexible they are with the credentials being from the U.S. Next slide please.
* I'll talk about licensing regulatory bodies and educators. They have very strict guidelines for most professions that are regulated.
* Any more or less all of the professions and healthcare so doctors, nurses, pharmacy, tax, allied health therapist, to engineering architecture.
* Accounting all of these things require a license but for the licensing requirement each profession has its unique requirements, and then within each profession in each State has its own unique requirements. So you may be in Maryland, but if you ever think of moving out of Maryland, you might need to understand the requirements for that state that you're moving into and then, once you've understood the requirement for that state, find out which credential evaluation agency they accept for that profession. Then make sure that you use that information. I'll just give an example: for regulatory professions nursing, for instance.
* For nursing, if you're looking to get a credential evaluation and you send your nursing degree to WES, WES will evaluate your nursing degree.
* For we do not know what you're using it right, and so we will give you a credential motivation.
* However, if you're pursuing your license in the state of Maryland in nursing, the nursing Board of Maryland will not accept the WES credential. By the way, now you're pursuing your education and you're trying to get to Montgomery college. That evaluation will be useful to you. However, if you're pursuing your license in nursing, getting your credentials evaluated by WES will not be useful. So really important to first do background research on the requirements for credential evaluation for all regulated professions, whatever that might be. Next, please. Similar to regulatory bodies, educational institutions also have requirements for admission.
* And so, before you get your credential evaluation, first find out what the requirements for admissions are at that institution.
* Once you figure out what the admissions requirements are, they typically have a list of credential evaluation agencies that you could use.
* For your international credentials I'm covering college, to continue that example, for instance, only accepts the WES credential evaluation, but that's not always true for other institutions.
* Other institutions, multiple different agencies, or they might do the credential evaluation themselves, and so the first piece is to have a clear understanding.
* Of what you're going to use your credential evaluation, are you trying to pursue an education and, if so, if you're pursuing an education, what institutions are you looking to attend? What are the admissions requirements for that institution and the credential evaluation that they might ask for?
* For pursuing a license, what is the profession, what are the requirements of that profession in order to achieve your license or to get your license?
* And then, what are the requirements of the state for trying to pursue that license in around credential evaluation and which agencies today? Except I’ve spoken a lot, so I'll stop here. If we go to the next slide. If folks have any questions, I am more than happy to respond.

**Claudia Marin - Employ Prince George's, Inc.**

* Thank you Senay, you have given us so much information. We have a lot of wonderful questions that we're going to answer together as a group.
* Taking all this information, and I have your resume showcasing my skills and abilities, I have the edge I'm getting my credential for my academic background. What's next? The interview process!
* Mr. Dezell is now going to walk us through the interview process, giving us some tips to answer those questions. There are some resources that are going to be provided for you so that you can get an even more in- depth connection with the opportunities available through WES, but now we're going to turn it over to Mr. Dezell.

**Tom Dezell - Professional Outplacement Assistance Center**

* Okay, thank you very much.
* Yes, just reinforcing Wes on that, I have certainly seen my share of resumes where their credential of the equivalent is mentioned, so it is an acceptable factor in the United States to have that on your resume.
* Okay as clarity, we've gotten through hopefully the resumes- gotten through getting them interested, and you are now in the phase of the process of the job interview. A couple things we're going to cover in this area is the elephant, the big thing, is the anxiety. It's very important for us in our careers to be able to interview and land jobs, but unfortunately we usually only do it when we're needing to change jobs and that can be many years in between, so it becomes new to us. There's a lot of anxiety about that.
* So we're going to talk about ways you can alleviate that preparation. We discuss interview strategy, most of the tips or things to do long before you get into the interview.
* Now that technology has brought a lot of the interviews to virtual platforms like Zoom, even as the pandemic gets in and people are more going to offices, this is still going to be the case.
* Because employers are just finding it is much easier to schedule virtual interviews when you, especially if you're having panels when you don't have to bring a lot of people into the same place.
* And we will then discuss some typical questions employers can ask, as what we have time, and questions you can make, and the big key is through it all, at the end, the closing interview encourage you, if you want that job, ask for the job with the employer. Okay, next slide please.
* We will give the feedback when we can obviously. Can move to the next slide, we've already addressed that.
* Okay anxiety practice.
* All right, there is, if you are on LinkedIn, a tool which is available to help you and also do the research on the company, so if you go to the next slide.
* On LinkedIn, I've got it copied and pasted there, if you go to the jobs tab and then move over there on the left column, you'll see an interview prep. If you go to the next slide, you can click that blue button, and you would be directed into a place.
* Have a camera available to you to practice your answers to questions and replay that and get feedback.
* Having worked and trained many interviewers in my career, watching yourself answer is one of the greatest tools. Just practice that make it seem natural and watch yourself, it’s a great tool to help you interview better. Okay, next slide.
* Preparation. Do as much research about the company or agency you're interviewing with as possible because you will be asked what do you know about the company and if you say, well, not very much you're probably not going any further than that interview.
* One of the best resources available is the site <https://www.glassdoor.com/index.htm>. Each company on glassdoor has an interview tab which also gives you, the people who use glassdoor do reviews there'll be feedback there about particular styles of interviews, the companies use and types of questions asked read as much as you can about the company.
* Follow on their social media, on LinkedIn, any of them that they have. You can either like or follow the company.
* LinkedIn also when you go to the company page will show you if you're connected to anybody at the company or one of your connections know somebody at the company who you might say reach out to and say hey I'd love to get any information about how the company does interviews from somebody who works there. That's pretty easy for people to respond to and answer.
* Okay next slide please.
* Now we're going to do the technology part, and it's challenging. Find out this question now when you're told okay we're scheduling an interview, and you get the invite.
* Before you even get that, find out the platform. They each have their own kind of quirks and you want to be able to practice on that, so that you're not fumbling with something in the middle of the interview each time. Even if you're on a platform before you want to check your sound each time. Be very careful on a site like Zoom, if you share a computer with another house member to go in and change your name on that platform, so what name appears is correct.
* Lighting, you want to have about two to three sources of light, and they should be in front of you, be careful, because if the lighting comes behind you, your face gets dark.
* Now the presentation, you would focus your eyes on where your camera is. Sometimes depending on the orientation if the photo of the person you're talking to is over to the right, it can look like you're not staring at them if you're looking to the right of your screen. Camera because that's your simulation of eye contact.
* Next slide please.
* Alright when you want to answer interview questions, somebody who's trained in interviewing candidates will ask open ended questions that are designed to get you the candidate to do as much of the talking as you can.
* So this is a little acronym about fitting in points that you want to make if they're a frequent style question. It's known as behavioral and is something along the lines of give me an example of when you did something.
* So if you can then make sure when you practice these answers and as you are preparing for the interview.
* Look at that site on LinkedIn as well, it has sample questions down the side that are commonly asked in interviews.
* Crack this out wow if you are asked that question, you might answer that and use this acronym providing the situation, what the task you were signed to do is, what action you did, and any results and coming up, but also on the resume, to regiment and qualify or quantifying the results.
* When you state something, if you give some real results that have a number on, that is received as being much more credible. Rather than saying successfully did this, give them a result, it certainly resonates more being more believable to them.
* Look through a lot of those questions or maybe your research about what common questions that are asked, that are asked by a company and practice, some of those answers with that is that accurate method to practice that.
* Next slide please.
* The opening of an interview is often this question: tell me about yourself.
* It’s designed to again get you doing the talking and you start the interview.
* These are all the different things you want to point out in this question: describe your skills, achievements, education, and experience, all mentioning the parts that shows how well you will be able to do the job.
* It's clearly going to be something that's going to be different for each company because there's different things you'll want to emphasize.
* That will set the tone of the interview.
* And going out for that, so if you're practicing, I'll give you guidelines. People say well how long should the answer be because there's a couple other things.
* They talk about introducing yourself when you're looking for jobs. You might hear a term called the elevator speech, which is short. You might introduce yourself to somebody in a meeting or networking event that's about 30 seconds. If you want longer than that, this will be about one and a half to two and a half minutes as it is just a general guideline.
* So next slide please.
* So we will address some of the questions that you particularly want answered that you'll face in an interview, so we will give some of it and try to answer them as best we can, as we get together another very important part of the interview is after the interviewer is finished their questions to you, they will say what questions do you have.
* A very important part of the interview and a big key is, you will be evaluated a lot on what probably is one of the first questions you ask when you get that chance.
* It is a bit of a turn off to the employer if the first questions you ask are all focused on what's in the job for you, things like okay well what's the pay, what are my days off going to be, things like that. You want to focus on ways to help them decide that you're the right person, so ask them things like what are the most important qualities or the skills you're desiring in this candidate.
* And if they mentioned something that didn't come up that you had prepared to say about yourself, which you wanted to make a good point about, something you've done well and they never asked the question.
* Maybe they'll mention when you ask them this question: what is something about that skill and when they mentioned it, or they answer well this skill is important, then you can answer with well you know, this is something I did that might assure you I have that skill.
* What are some of the biggest challenges for this position and for what timeframe? How the position come open.?
* In one of the most difficult jobs, I had in my career for several years and I was enamored by the job paying quite well and things, but I was kind of told in the interview that they've had a big turnover problem in the job. In four years they've been to five different people with nobody lasting over a year.
* I felt very proud. I lasted five in that role, but it didn't take me very long to realize why they struggled so much to keep people there, because the job had a lot of built in unrealistic expectations.
* Especially now, with their chances of being remote work, you want to know what's going to be the structure of your communication and supervision with your supervisor.
* Why not, they might ask you as the individual you're talking to what they like best about the company and see how they answer. Those are some of the ones you might want to ask when you bring up.
* This only happens if you are - next slide please.
* If through all this you've decided, this is an opportunity, I really like and i'm excited about it, ask them before the job.
* The way you would ask is to probably use the way you're most comfortable.
* Requesting this and saying this is very interesting, I would like to be part of this team, because it really needs to come sincere. So there's not one little script question or statement I would suggest for everybody because it needs to come across really sincerely.
* Because, if you want that, it is a sales meeting, and sales professionals are trained. You make sure you ask for the business because they want to make sure that the customer knows that you want that.
* Right, next slide. I think that covers mine, as I said, we have a little time to answer a couple of those for you, but we'll try to get the ones you have in the chat.
* If anybody is interested in the program I'm with the Professional Outplacement Assistance Center, that is the name and the website is right there to look up and learn more about it. If you've got any questions about us, that is my email thomas.dezell@maryland.gov, and I thank you and all the panel for asking me to come here. I really enjoyed it. Thank you.

**Claudia Marin - Employ Prince George's, Inc.**

* Thank you for sharing your expertise. You all saw at the beginning- I was very excited, and you can see why, so now we have the resume, we have our credentials, we have our interviewing tips, where do I get assistance to put this all together? Well the next section is going to give you that job secret services. It's going to be presented to you by a team.
* We have Mitra Basu, who you met briefly a few minutes ago. She's a Workforce Development Consultant for Howard County Government and a board member at the Department of Housing and Community Development. She emigrated from India in 1971.
* She holds a bachelor's degree from the University of Calcutta and is a proud Howard county resident.
* Also, working with her today is going to be Liz Rodriguez. She's a business services consultant working for the Department of Labor Division of Workforce Development and Adult Learning and part of the regional business solutions team for the state of Maryland serving Harford and Cecil Counties
* She's an experienced bilingual workforce development professional as well as a professional resume writing career coach and global development career development facilitator to name a few. Ladies, the floor is yours. Tell us how we can access these resources and benefits.

**Liz Rodriguez - Maryland Department of Labor**

* All right, good afternoon everyone. Thank you for the introduction, Claudia, and thank you all for joining us today.
* Yes, you've heard from Tom and Senay about jobs, job seekers services available to you, and that is just the tip of the iceberg. We are known to be the state's best kept secret because a lot of individuals are not aware of the wonderful job seeker services that we provide at the American Job Centers. We have 32 American Jobs Centers throughout the state of Maryland, and they are all available to assist you with your job search needs. On staff, you'll find certified professional resume writers and career coaches. You will find that we have locations that are conveniently located, so just let the experts and dedicated professionals at the American Job Center help you find the job that you want.
* Like I said, the American Job Centers are located in each of Maryland's counties and provide state of the art technologies to match individuals with job opportunities.
* And like I said, we have dedicated job service specialists that are willing and able to assist you, with your job search needs. Next slide please.
* Alright, so the county directory that you see here will help you find the center nearest you. Simply click on the county of your choice to find out more information about our services.
* You can see the website on your screen. So if you go to that website, you'll be able to get to this map of the state, and you will click on your corresponding county, and it will take you to the job center, and that is nearest to you.
* So just make sure that you are utilizing the job center that is closest to you. Next slide please.
* Alright, so these are just some of the job seeker services and resources available to you at the American Job Centers, so we will work with you in placement and referral assistance. We also have job search workshops and seminars, like the one that Tom has very professionally presented to you today. A lot of good information, this is actually a short version of his actual presentation for resume and interview assistance.
* All the centers throughout the state provide similar services like resume and interview. Some offer LinkedIn courses, so all these seminars are free and no cost to you, so make sure you're taking advantage of the free seminars.
* Also, there are training opportunities. I've been looking at the chat box throughout this presentation, and I have not noticed that a lot of you are interested in getting training opportunities.
* This is the right place to be. We can provide you with training opportunities through our Workforce Innovation and Opportunity Act (WIOA) partners.
* For example, Mitra here, she works with Howard County Government, and they are our partners in providing training, funding, and training opportunities for you. So make sure that you follow up with your job center and ask for WIOA funding. WIOA - that stands for Workforce Innovation and Opportunity Act. So make sure that you ask. We do have funding, and see if you're eligible for free training. We can also help you obtain your GED, which is the high school equivalency.
* Labor market information is always readily available at the centers and through the Maryland Workforce Exchange.
* I will talk a little bit more about the MWE, the Maryland Workforce Exchange, in a minute. We can also help you with career assessments if you're unsure about what career path to take.
* If maybe you were doing something, and you want to change careers, we can help you with that. We can give you assessments or some kind of testing to see which skills match your interests, so we can facilitate coaching. In addition, POAC is always part of my presentation, the Professional Outplacement Assistance Center. They offer great assistance to mid-to-senior level professionals. They are experts in everything job search related. We also offer veteran services for those individuals with military backgrounds. We also help the returning citizen or reentrants with reentry navigators. They are here to assist those individuals involved with some background issues - it can be criminal, it can be bad credit also.
* There are systems for that population as well, and, last but not least, we have our DORS or Division of Rehabilitation Services to work with individuals with differing abilities. Next slide please.
* Alright, so here you're seeing a screenshot of the Maryland Workers Exchange. Your job search should start with the Maryland Workers Exchange. It’s a wonderful website for your job search and for anything that you want to find out about companies or about training opportunities, labor market information, everything is in there, I mean I love it! I use it every single day, and not just because it's part of my job, but because I find it very user friendly and very rich with information.
* The Maryland Workforce Exchange website is a powerful online workforce services system that provides fast access to a complete set of employment tools.
* Employers can look for candidates and post job announcements, and job seekers can look and apply for jobs. They can also build resumes, find labor market information, and utilize other practical job search tools.
* So if you don't have a resume right now, or would like to kind of start working on it, the Maryland Workforce Exchange has a template that you can use, and we suggest that you always have a resume uploaded or created in the Maryland Workforce Exchange because that way you can have it ready from wherever you are, and it's available for you to share with employers.
* The creation of an account for as an employer or job seeker is at no cost, like the rest of our services online. You can find the MWE at <https://mwejobs.maryland.gov/vosnet/Default.aspx>.
* On your smartphone, simply look for MWEJobs from your apple iTunes or Google app stores, and start taking advantage of the web mobile companion. Next slide.
* All right, so here are some additional resources for you. Employers can receive assistance in this website, the first web link that you see here on this slide.
* There's also a now hiring job board that we constantly update with the latest job opportunities and hiring events/job fairs, and also we encourage you to follow us, and when I say us, I mean the Maryland Department of Labor.
* Follow us on Facebook, LinkedIn, or Twitter.
* Next slide please.
* Alright, this slide has a list of regional business solutions consultants. They are able to assist you. Depending on your county, they can refer you to the appropriate channels for you to connect with your employment specialists or job service specialist. Next slide.
* All right so, in case you were wondering I'm not sure if anybody here in this group or in this call today is, but if you are currently receiving unemployment, and you want to use this event as one of your reemployment activities.
* All you have to do is click on this link, and there is a video tutorial for you. It will show you how to enter today's event into one of your three activities that you need to provide weekly to the unemployment insurance division. Okay again, you will be receiving a copy of this presentation, and you will have access to the link. Next slide please.
* Alright I'm not sure if Mitra has anything to add. Mitra, would like to add anything? Did I forget anything about the job seeker services at the American Job Centers?

**Mitra Basu - Howard County Government**

* I would like to add, Liz, thank you so much. I would like to add, for people who are coming to this county and they do not have exactly the information on the labor market, we help. We sit down with people to give them the understanding of the labor market statistics.
* What are the demands? Can your skills be converted or transferred to another skill? And those are things that we can answer.
* And of course we can pay for English language learners. If you're looking for GED, it's free for you. We will pay for the entire amount of tuition that you need to get your GED. We are constantly doing it, and of course we have partners like the Howard Community College and it's definitely a very proud moment when we can see graduates coming out from the English language learning school, so that is all I needed to add. Thank you, Liz.

**Liz Rodriguez - Maryland Department of Labor**

* Thank you, Mitra, and yes, we do. That reminds me, we do work with partners. Without our partners, all of this assistance could not be possible.
* We partner with our County Government. We partner with Harford County Community College and Employ Prince George's. Those are all our partners in my area I'm up here in.
* See so in Harford this is 100 workforce network, they are all available to provide you with information about free training, so it's very important that, like Mitra said just to know what is it exactly that you will like to do and then ask for you know, is there a training, is there a certification that I can probably take that would help me get the foot in the door to that job that I want so certifications are big, let me tell you more than education, sometimes even.
* For example, sometimes it's like they're so valuable. So if you qualify, they're free. Free training should be your best friend. If there are any questions, that's pretty much all I have to share with you today.

**Claudia Marin - Employ Prince George's, Inc.**

* Thank you, Liz. We’re going to turn it over to Ms. Oport, but I did want to mention – you said it – at no cost to you, free! Please take advantage of these resources and benefits. They're there. They're available. If you know somebody else that needs them, please connect them with us.
* Also Joanne is going to give you more details about the next event.

**Joanne Oport - Africans for Mental Health**

* Hi everyone, I hope you are all really engaged with us and really learning a lot of amazing valuable resources as job seekers, as immigrants here in Maryland.
* And we really received amazing resources from our two presenters to presenting organizations, who are also part of the Skill Immigrant Task Force. So for our next event, we have a hiring fair on September 15 from 1 to 3pm, which is the same time.
* And we still have a link that we will share with you via email, but it's also on the PowerPoint presentation. Please go ahead and register for this job fair. We've been working hard in the background to secure employers, so they can share with you.
* The resources will be sent to you via email, and any questions that you have please definitely reach out to us. Our email is dlwdalnewamericans-labor@maryland.gov. That email again is dlwdalnewamericans-labor@maryland.gov. That is a specific email for the Maryland Skilled Immigrant Task Force.
* And you know, with everything that you're doing out here, you cannot make it a successful event without a team.
* And the team at the task force has been working behind the scenes, really navigating the process. I hope you are all able to see them answering your questions back and forth.
* And really impressed with the labor and the amount of time and dedication, they have.
* They serve on the Maryland Skilled Immigrant Task Force and, I just want to reiterate what the task force is.
* The Maryland Skilled Immigrant Task Force collaborates across organizations to advance workforce system accessibility and career opportunities for foreign-trained individuals in Maryland.
* We offer a wealth of resources available to jobseekers and employers.
* So I want to thank our two presenters, Tom Dezell with POAC and Senay Gebremedhin with WES.
* As well as our language interpreters who came in through Ad Astra. They did an amazing job to really make sure that they create the accessibility for you as the audience.
* The team that's been really working behind the scenes, and I want them to turn on their videos, so you can see, who they specifically are, and you can get to know who they are, and you can see the faces of the individuals.
* The first person is Claudia Marion with Employ Prince George's. She's been the one facilitating the conversation series between the presenters, and she's with an American Job Center.
* Reach out to Employ Prince George's out here, they will get you employed. They will get you those resumes that you need to have, so you are, you know attractive and accessible to the employers.
* The next team member is Mitra Basu with Howard County and, she’s you know, she's a fireball out here. She's always making sure she's negotiating for you at the table when we're having our meetings and ensuring that we provide the correct value add.
* Katie Edwards, big major shout out to Katie Edwards. She's with Howard County Community College.
* They are the ones hosting this event for us. Through this webinar, they provided the resources to us so that you're able to you know engage with the audience and engage with the panelists and learn more about job resources that are out here. So, Katie Edwards, we just want to thank you and Howard Community College.
* For definitely putting us together to do this event, and let me roll over to the Department of Labor. They came with a whole baton of have a team of their offices. Let’s start with you, Eun Young Hong. She's the New Americans Initiative Coordinator.
* She's the one who's managing the Maryland Skilled Immigrant Task Force, so any questions that you have, definitely shoot them via email to the email that we provided.
* Alexis Stone is a Special Assistant to the New Americans Initiative.
* And she's also - I mean I can't even begin to explain who these people are to you; they've been meeting tirelessly to make sure that they provide the resources.
* Liz Rodriguez is the one who's bringing the employers, so September 15 and make sure you sign up.
* Please send the link to your friends. Send them through WhatsApp, for us who are in the immigrant community. Post them on your social media. Make sure that you are getting the information out.
* You are ambassadors right now for the Maryland Skilled Immigrant Task Force.
* Natalie Clements is our Policy Analyst, and she’s with the Maryland Department of Labor. She's with the Division of Workforce Development and Adult Learning. So she's been navigating the process with us here.
* Last but not least is John Feaster. He is the Chief Learning Officer with Labor, and he's been working hand in hand with Katie to make sure that any communications glitches, any accessibility issues, that you have - they will navigate it. So we really appreciate all of you participating. We appreciate you sending all your questions.
* Put any questions in the box before we log off at 3pm. My name is Joanne Oport and am with the Governor's Office of Community Initiatives. I started with the Governor's Office Commission on African Affairs. They're about seven ethnic commissions, and we have about 100 Commissioners in the state, and we really want to engage the immigrant community.
* So the Skilled Immigrant Task Force is the one that's right there at the center, really campaigning for you as foreign individuals who are trained outside the United States. We meet monthly to make sure that we are creating value add. So they is information that we are sharing with job seekers, this information that we're developing specifically for employers.
* So if you ever think that you are alone and there's no one out advocating for you as foreign trained individuals, the Maryland Skilled Immigrant Task Force is the one doing that.
* And so we thank you so much for joining us. We thank you so much for taking your time to engage with us. Did I miss anyone?
* In this I know a couple of the Skilled Immigrant Task Force Members are listening, but we want to appreciate you sharing this information.
* Please register for September 15. I don't want to hear when you call me on my phone saying hey I'm looking for a job, and I don't know where to go.
* We have the resources out here for you. It's epic, yes, and you know we want you to definitely make sure that you sign up for the job hiring events.
* And the job event again is September 15 from 1 to 3. Please be on time. It's going to be a webinar in the same format.
* We will have language interpretation, so we want to thank Ad Astra for providing a wealth of accessibility to their presentation.
* Before we close, please go ahead and complete the survey, for us, you know we like instant information, please go ahead and select where you rank on this, how satisfied you are with this event, how likely are you to recommend this event. This is the first of many events we are hosting.
* As a Skilled Immigrant Task Force, we are going to be doing more events with you, so we definitely want you to complete the survey.
* We will send out an email with all our resources. Please, please, please, complete the satisfaction survey, so we can improve and add value to you, so thank you so much for everyone, joining and participating.