

NANT Conference 2019

What is the HR department really looking for?

Satellite Healthcare

LeeAnn Gilbert, Manager/HR Principal Consultant

Talent Acquisition



About me

LeeAnn Gilbert, Manager/HR Principal Consultant - Talent Acquisition at Satellite Healthcare

- 12+ years of HR experience
- 4 ½ years at Satellite Healthcare in Talent Acquisition
- What do I do?
 - Sourcing
 - Recruiting
 - Coaching
 - Recruiting strategy
 - Training and presentations



Job Search

- Resume
- Where to search for jobs
- Do your research
- Questions to ask yourself (before applying)
- What is the HR department really looking for?

Resume

Your resume is the first impression for the recruiter and hiring manager

- Resume
 - Highlight
 - Experience
 - Skills
 - Qualifications
 - Certifications
 - Education

Resume

- Choose a format (and be consistent)
 - Name, city, phone number, email, LinkedIn
 - Professional summary
 - Key strengths
 - List experience in reverse chronological order in bullet points
 - Education (no dates unless recent graduate)
 - Technical skills
 - Certifications
 - Volunteer experience or personal interests (optional)
 - No unnecessary personal information (date of birth, SSN)

Resume

Sam Smith

San Jose, CA 95128

Cell: 408-555-5555, e-mail: samsmith@anyemail.com

Summary

Detail-oriented Technician with troubleshooting repair expertise, and effective at technical support and reporting. Able to work independently and a team player who is flexible, reliable and adaptable to dynamic environments. Keen eye for innovative solutions with more than twelve years practice technical troubleshooting complex end-user issues with ease and patience. Accuracy and attention to details, problem analysis, use of judgment and ability to solve problem efficiently, self-starter and fast learner.

Skills

- Electronics, electrical and electromechanical skills
- Computer software and hardware installations setup
- Equipment problem resolution and troubleshooting
- Schematic diagram interpretation and PCB layout design
- Strong mechanical aptitude, hand/power tools skills
- Technical plan execution aptitude
- Strong initiative, multitasking and strong customer focus
- Highly motivated to achieve goals, learn and apply effectively

Experience

Repair Technician (2014 to present)

Medical Company, Inc. – San Jose, CA

- Performed major and minor repairs, calibrations, troubleshooting and maintenance of flexible endoscopes
- Consistent high production output with assurance and quality, advancement to higher level products
- Done solders with precision, utilizing skills that meet standards for workmanship
- Operated variety of electrical and electronic test equipment, prepared detailed documentation or technical reports
- Performed other job-related duties as assigned

Biomedical Technician (2012 to 2014)

Dialysis Company – San Jose, CA

- Post sale customer support; setup and installations of analog and digital imaging systems, including CR, DR, PACS and X-rays.
- Attended customer complaints and supported on daily basis for recommendations, updates, upgrades and backup

Biomedical Technician (2010 – 2012)

ABC Dialysis, San Francisco, CA

- Scheduled preventative maintenance
- Performed all machine repairs on site as needed
- Coordinated facility repairs and maintenance with contractors
- Managed building of new facilities in compliance with CMS policies
- Provided emergency response during on-call period

Education

City College of San Francisco, A.S. degree, Electronic Engineering Technology

Certifications

Certified with Fresenius 2008H, 2008K, Gambro CWP, Gambro 23G, US Filter Water Systems, Minntech Renatrons, WRO 300 and Gambro Prisma. CPR

Skills

MS Office Suite, Project Management, Problem solving, Technical Troubleshooting, Bilingual (Spanish/English)



Resume

Don't forget

- Spelling/grammar check
- Consistent font style and font size
- Save in PDF format

Tips/recommendations

- Update your resume frequently as you take on new tasks/responsibilities, projects or a new role
- Create cover letters with details of your interest
 - Are you willing to relocate?
 - Why did you have a gap in your employment history?
- Read the job description/posting closely
 - Do you meet the minimum qualifications?
 - Are you overqualified?
- Keep tracking sheets
 - Previous employment dates and job titles
 - Application dates, company and contacts
 - Professional references

Where To Search For Jobs

- Company website/career page
- LinkedIn
 - Active profile
 - Network, network, network!
 - Ask for recommendations
- Indeed
- Glassdoor
- Career Builder
- Organization website job boards (NANT, AHA)



Do Your Research

- Company website
 - History
 - Mission and vision
 - Bios for Executive Team
 - Peek into the culture of the organization
- Glassdoor
 - Company reviews
- LinkedIn
- Crunchbase
 - Company overview
 - Financial information
- Network contacts
 - Culture of the organization



Questions to Ask Yourself

(Before Applying)

- Do I have the experience and skillset for the job?
- What is the company's mission and vision?
- Does the company culture match my values?
- Is the company financially stable?
- What is the size of the company?

What is the HR department really looking for?

Your resume should stand out

- Recruiters review hundreds of resumes a week from multiple sources
 - Direct applicants on the company careers page
 - Job boards
 - LinkedIn
 - Employee referrals

What is the HR department really looking for?

Use powerful adjectives in your resume to emphasize your skills and achievements

ad·jec·tive

/ˈadjektiv/ 

noun **GRAMMAR**

a word or phrase naming an attribute, added to or grammatically related to a noun to modify or describe it.

- Strategic
- Proficient
- Proactive
- Efficient
- Productive
- Innovative



What is the HR department really looking for?

Demonstrate results and achievements

- Results-Oriented:
 - Demonstrating is powerful:
 - Led team of 5 in the successful development of new system, resulting in cost savings of \$500,000 for the company to date
 - Stating is not powerful:
 - I am results-oriented
- Self-Starter:
 - Demonstrating is powerful:
 - Spearheaded the creation of a new automated tracking system to alleviate manual entries to save time at center visits for all technicians
 - Stating is not powerful:
 - I am a self-starter

What is the HR department really looking for?

Soft Skills

- Results from prescreening assessments (behavioral traits)
- Teamwork & collaboration
- Strong communication skills (written and verbal)
- Patient/customer focus
- Positive attitude
- Accountability
- Problem solving skills
- Strong work ethic
- Flexibility/adaptability
- Leadership skills

Questions?

Thank you!
Let's connect!

LeeAnn Gilbert

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