Building Toward your Dream Career

Session Transcript

Mininia Hawkins, Program Analyst, Military Community Support Programs

Whitney Brock, Lead Recruiter, Sawdey Solution Services, Inc.

Gen Harrison-Doss, Senior Program Manager, Military Affairs, Amazon, Inc.

- [Mininia] Welcome to the first day of the 2019 Virtual Military Spouse Symposium. My name is Mininia Hawkins and I am a program analyst at Military Community Support Programs, the host for this week’s symposium. Our next speakers are Whitney Brock, the recruiter for Sawdey Solutions Incorporated, and Gen Harrison-Doss, Senior Program Manager, Military Affairs, Amazon. Do you have a dream job or a career in mind? Ms. Brock and Ms. Harrison Doss will provide useful tips on identifying which job opportunities fit your current experience, and what you need to get to the next level from the Military Spouse Employment Partnership companies Amazon.com and Sawdey Solutions. Also learn more about available positions with these MSEP partners who may be a great fit for you. Welcome, Whitney and Gen.

- [Whitney] Good morning, Mininia, how are you?

- [Mininia] I’m great. Thank you for joining us, Whitney. We’re so excited to hear about your presentation today.

- [Whitney] Absolutely. Thank you guys so much for having me here. I’m really excited about the opportunity to speak to everyone and try to teach you a few tips and tricks on how you can find the right job for you. So I’m just gonna back up here, I’m on my last slide, sorry about that. Okay, so my name is Whitney Brock, of course, and I am the lead recruiter with Sawdey Solution Services. I’ve been in the talent acquisition industry for around 10 years. I’ve spent many, many hours over the years training and learning how to virtually locate top global talent. Some of those people want to be found. Sometimes people have resumes out there and they don’t mind recruiters finding them. Other times, people like to be more private and kind
of hide their online presence and you kind of have to track them down by following almost little tiny breadcrumbs that they left along the way. So, sourcing for those candidates make up about 80% of what I do on a daily basis. You may ask how that pertains to you, but my mission today is to share some of that knowledge with you and share some of that training to teach you how to use those tools that I use every day to work in reverse to find the perfect job for you. So, to get us started, I do have a question for you. There should be a question that appears at the top of your screen. Have you ever heard of George Boole? If you don’t care just to take a moment to go ahead and answer that for us. So I see the answers coming in. It looks like, for the most part, that’s someone that you’re not familiar with, which is not unheard of. So, thank you guys so much for participating. And George Boole was actually a famous mathematician in the 1800s. He’s the creator of a little something called Boolean logic. This logic still is in all of our digital devices. It exists in every line of computer code, and it also happens to be the means by which recruiters like me are looking for candidates like you. So we use this logic and this methodology to create search strings to search both the internet and other databases for the talent that we kind of talked about in the beginning. Sometimes, if you’re not familiar with it, the search strings can look confusing and may be intimidating to think about writing one. So what I would like to do is just share with you five simple pieces, really the starter pieces, so that you can create a search string to find a position versus me looking for a candidate. So it’s really just going over the basics and showing you how to use that online to find the jobs that you might be interested in. Okay, so for Boolean, for the basics, we have three main operators. Those are the words and, or, and not. When you are creating a search string, you just want to make sure that those are capitalized. And is inclusionary, so it will limit your search results. So if you are looking, for example, for a position that may have the word sales and cellular within either the title or the body of the description, you would just use the word sales and capitalize cellular. Or is flexible and will broaden your search results, so if you are open to positions that involve sales or marketing, you could use the word sale or marketing. And then the word not is exclusionary, and it will eliminate specific search terms from your search results. So, for example, if you would be interested in a position with Verizon but maybe not Sprint, you could use Verizon not Sprint to eliminate positions that would be with Sprint. In addition to the main operators, you have two main modifiers. Those are parenthesis and quotation marks. So, parenthesis should always be use to encapsulate or statements in order for them to execute properly. So, if you remember, we did sales or marketing. Any time you use an or statement, you would just want to make sure that that is in parenthesis. And then, for quotation marks, those should always be used when you’re searching for exact phrases of more than one word. So, remember, we said sales consultant. You would just want to make sure that you put parenthesis around that so that it’s looking for that exact phrase and not looking for any description that may have either of those words within it. You want to make sure you’re looking for a specific phrase. So, any time you’re doing that, you just want to use quotation marks. Those are the basics, and you can use those to create strings to look for jobs for yourself. So, next I kind of want to talk about you. When you’re searching for a job, you want to think outside of the box. So, don’t necessarily just
focus on specific job titles that you may have held in the past. You really want to think about more what you bring to the table. You want to think about what you've done in your past jobs that have made you successful, what skills that you may have. So, a couple examples. Have you worked in sales before? Are you good at influencing and persuading others? Has that been a part of your job before? Do you feel like you are proficient in writing? Maybe you have worked at a newsletter or put together, maybe you've written a short story, anything like that. You just really wanna think more about what it is that you have in your experience versus necessarily what type of job titles that you may have held. And all this will come together here shortly, and it will make sense why we're going over each of those. So then you want to take those items. So if you've worked in sales, you feel like you're good at influencing others, proficient in writing, and kind of come up with search terms for those. So, if you have worked in sales before, search terms that could be applicable to that could be sales, sales representative, sales consultant, customer service. If you feel like you are good at influencing and persuading others, you could use the term persuasive, compelling, influential, creative storyteller. There are so many terms that you could come up with. And then, if you were someone who is proficient in writing, you could develop terms such as writer, creative writer, wordsmith, author. There are many terms out there, but those are just some examples of how you can come up with terms to fit your background, your individual background. So, what I would like to do is, just show you combining those search terms with the basics of Boolean logic and use that to create some search string examples. So, if, for example, you were interested in positions that could be a corporate recruiter, you would want to put your or statements within parenthesis. So it would be open parenthesis, recruiter, and then you could do or talent acquisition. There are many things that you could come up with for a job title for a recruiter, so these are just two examples. You would want to make sure talent acquisition is in parenthesis here, I'm sorry, quotation marks, and then you would close your parenthesis. So you could just leave it at that basic statement, and it would be pulling all positions that would have those two terms in it, or you could add it and make it a little more complex like we had with and corporate. So, what that statement would be focusing on would be corporate recruiting positions or job descriptions that have the word corporate and recruiter, or corporate and talent acquisition somewhere within the body of the job description. For cellular sales, we've got Verizon, or Sprint, or T-Mobile. If you'll notice, T-Mobile is not necessarily a phrase, but because it does have some special characters in it, I like to put in quotation marks just to make sure that that would be the phrase that I was looking for. So then we've combined that with and sales or customer service. So, what that would translate to is that you are looking for positions in sales or customer service for companies such as Verizon, or Sprint, or T-Mobile, or any other company that you could be interested in. For a receptionist, if that's something that you are interested in, you could combine terms such as receptionist, or secretary, or front desk. Again, front desk is in quotation marks, and then and Microsoft office, and multi task or multi-task, written two different ways. And what that essentially would be searching for are positions as a receptionist, or secretary, or front desk involving Microsoft Office skills and the ability to multitask. So there are so many different ways that you could create search strings. And what
you would do, you can take these strings and just pop them into Google, into a Google search. And Google is great, they have Google Jobs now. So if you put something like this into Google, it will bring up list of jobs at the top that would meet that search criteria. You can also use this to put into a specific database. So, if you were searching for positions on Monster specifically, it will take this language, as will Clearance Jobs if you’re looking for a position on Clearance Jobs. If you have a security clearance and pretty much any job database, Indeed, any of those, this language is going to work there. So, for example, I know a lot of military spouses are also interested in remote work. If you wanted to search for or target positions that were remote, working from home or teleworking, you can use this language to target those as well. So you can really tailor it to your specific experience or what you are looking for, and take that language and use it to find the job that you really want. Modifiers and operators, there’s just five of those. It’s just some simple language there, but you can make it as simple or as complex as you would like. Each time you add, remove, or change something in your search string, you’re gonna get a different result. So if you put in an initial search string and then you don’t really like the results that you get, you can change one word or remove one word, and that’s gonna give you different results. So it’s really nice to be able to use that to your benefit, and kind of use it backwards of what it... I don’t know if it’s its purpose, but backwards of what I use it for to look for jobs and target jobs that are specific to you. You can add in things such as security clearance level if you have a clearance. There’s just so many things that you can use it to target for. I know that you’ll be able to download these slides, so don’t worry if I went too fast or I didn’t have it on the right slide. You’ll be able to download those and you’ll have those. So it’s really simple to create those strings to target jobs for you. So, for now, that’s all the information I have, ’cause I know that a lot of people are familiar. And I didn’t want to overwhelm anybody, but does anybody have any questions? We did have some time for questions here to go over any questions about the presentation or anything like that that I can answer. Okay, I see one. What are the best keywords to use for remote work? For remote work, you could use words such as remote, virtual, telework, you could use quotation marks work from home. Those are really the key search terms for working from home. Do Boolean searches work across search platforms? Yes, they do. How would you search for a supply chain coordinator? I could definitely help you offline if you wanted to try to come up or need help developing a search string. The strings can be either as complex or as basic as you would want them to. So you could do quotation marks, supply chain coordinator, close quotation mark, and San Antonio, if you were looking for a supply chain coordinator positions in San Antonio. But I have my contact information at the end here, so I’ll go ahead and flip to that. If you want to reach out, I will be happy to help you develop your own search string. Let’s see. To increase your chances of being found. That’s a great question, Aaron. So, what can you do to increase your chances of your resume being found? The first tip that I would have is to take your resume and look at the positions that you held and look a to job postings for those types of positions and see what type of verbiage there is within the job posting. You may describe your position in one way, and then someone else may be using other terms to describe that position. So, use different terms throughout your resume that you
see in other job postings, ’cause that is typically gonna be what people are searching for is those types of terms. Celia, my contact information is on this slide here, and you will be able to download these slides. I've got both the phone number for our office, my LinkedIn profile in my email address here. So, feel free to capture that now, or just get it from the slides. And feel free to reach out and I can answer any specific questions, too. The best sites to post your resumes on. I would say it depends on what type of position you are looking for and what your background is. But Indeed is still a wonderful place to put your resume. Dependent upon what your background is, Zip Recruiter is wonderful as well. Monster is okay, I would say Zip Recruiter and Indeed would probably be my top sites, just not background specific, to post your resume on. I'm just reading through the questions here. How do you turn stay at home mom job to skills? That is a great question, Laura, and that’s something that I have worked on a lot over the years. There are skills that you have. So if you want to reach out, Laura, I can definitely help you translate things that you may be doing in your everyday life to put those into a search string and into your resume. I can definitely help you with that. What are your thoughts about including desired pay in the search? So I would not necessarily include that within your search string. What you maybe do if you’re really looking for a specific salary amount, just, for example, on Indeed. Once you put your search terms in, there is a filter on the left where you are able to filter by different salary requirements. It's not exact, because every company doesn't put salary information out there. I know people kind of feel like it's taboo to ask about salary, but you can always filter or feel free to ask. I don't mind if someone asks me about the pay for a position, so feel free to ask anyone you're working with, as far as recruiter wise, what the pay might be, just to make sure that this is a right opportunity for you. Yes, Mininia, thank you. Of course you would want to post your resume on MSEP. We search the MSEP database as well, as well as those positions there. So you can upload your resume there, and we search there as well.

- [Mininia] Well, thank you, Whitney, for the great information. We’re now going to transition over to Gen Harrison-Doss, who is going to provide us information specific to Amazon, as well as your job search. But Whitney will be available, she will be here to answer any questions in the chat pod as well. Whitney, this was just great information. We also want everyone to know that these slides will be available for download at the end of the presentation. So, Whitney, this was great. So, now we're going to transition over to Gen, who is also a military spouse. So, Gen, please take it away.

- [Gen] All right, hello everyone. Just a quick pulse check. Can everyone hear me okay?

- [Whitney] Yes.

- [Gen] All right, thanks, guys. Well, thank you for joining this wonderful event, and Mininia or inviting Amazon to participate. We are longstanding MSEP partners and are really proud to be a part of this unique partnership. A couple of details right off
the top. I will have a pertinent link page at the end of my presentation that I will leave up during the Q and A with all of the links to our various job sites and information pages. So those will be coming. And then, also, I get a million emails every day, so I'm not gonna give out my direct email address, but you're welcome to connect with me on LinkedIn, Gen Harrison-Doss, Gen with a G, I'm the only one. You're welcome to connect with me there. All right, well, again, I'm Gen Harrison-Doss and I work with Amazon's military affairs team. We are a team that is focused on community engagement, programming, and developing recruiting and workforce development programs for the military community. Our programs include transitioning veterans, military spouses, and also wounded, injured, and ill veterans. I am an active duty military spouse, as Mininia shared. Go Air Force. I’m speaking to you today from West Texas. My husband is stationed at Dyess Air Force Base, so if there’s any Dyess spouses on the chat here, I’m happy to meet up for a cup of coffee and talk to you a little bit more about Amazon. So, I’ll transition to the next slide. This is my beautiful family. I’d like to start off by telling you a little bit about my career, and that will help explain Amazon’s commitment to military spouses. So I’ve been with Amazon for over seven years, but started my career well before I started dating my now husband. I worked in our Seattle headquarters for two years as an HR recruiting manager in worldwide operations talent acquisition. When my now husband, Mike, and I began a long distance relationship, with him stationed at Ramstein Air Force Base. Quick shout out to Facebook for connecting the two of us. We actually met in junior high many years ago, and so, through Facebook we were able to reconnect, which is kind of sweet. We dated long distance for a year, got engaged, and then I moved from Seattle to Abilene, Texas, again, where I work now. During my time working virtually, we've gotten married, we had a son, Harrison James, is in this photo. And all this while, my husband's gone TDY to Alabama, Alaska, Japan, California, and other places for weeks and weeks. I’ve lost count at this point. He’s deployed to North Africa. All the while, I have juggled Amazon, leading large teams of recruiters for Amazon, childcare challenges, daycare waiting lists, all the other craziness that comes from being an active duty military spouse with no family around at all. So I share all of that to say, I know how you feel, I know the frustrations you experience with maintaining employment, I know what your personal needs are, and all of this has led me to move from my role as a recruiting manager into this program management role with Amazon, focused entirely on enhancing Amazon’s existing employment efforts for military spouses. So, it’s a joy and an honor to be here today to share with you some of what we have happening, and to share how my own perspective as an active duty military spouse is shaping our programming here at Amazon. All right, so Amazon’s efforts on behalf of military spouses continues to grow. And, as an organization, what we are trying to build is essentially a menu of options for spouses. So, just as the military spouse community is extremely diverse, we believe that our offerings for spouses needs to be diverse as well. So we’re working really hard to diversify and expand our program and our menu of options for spouses. I want to be really transparent with you guys. We have a long way to go, and many areas of opportunity. Our program is very new, it was created in 2016, so we’re essentially a toddler. We’re basically building the plane as we fly it. It’s a super exciting program to be a part of, but it
means that we still have a lot of areas of opportunity. But, to start talking with you about our opportunities, I want to start first with this quote from our CEO and founder, Jeff Bezos, 'cause I think it really exemplifies our program. "Many of the problems we face have no textbook solution, "and so we happily invent new ones." the opportunity to invent is a critical component of Amazon, and that’s what we’re trying to do is invent great new options for military spouses. Our program is shaped by four pillars. Employment, engagement and support, workforce development, and entrepreneurship, and I’ll go through each of these separate program elements in the coming slide. All right, well, of course, the main thing that everyone here wants to hear about is employment, so I’m thrilled to talk with you about the various employment programs that we have. And again, all of the information for the link to the programs I’ll talk about will be on the last slide. The first iteration of our military spouse recruiting program created the very popular virtual customer service position. These allow military spouses to work from home and take their jobs with them, as long as their PCS and move is in another work eligible state in the US. So, because of different wage and hour laws in the different states across the US, there are some states that we’re not able to offer virtual positions then, and some states where we are, so, the partnership between the military spouse programs and the VCS team have existed since 2017, and we've hired over 1,500 spouses and veterans into these programs so far. Our most recent VCS job posting in March received over 24,000 applications in just nine days, so, again, these are very, very popular opportunities. And, out of those applicants, we were able to hire 300 veterans and spouses into these roles. We expect to have additional virtual customer service opportunities over the next two months, based on demand, so stay close to our amazon.jobs customer service page for the latest update. And again, I will share that link at the end of the presentation. So, a little bit about the virtual customer service roles, because they’re very, very popular. These positions entail communicating with our customers via phone, chat, and email to resolve issues around late packages, damaged items, returns, refunds, and much more. I’m sure many of the folks on this line are Amazon customers and have probably called customer service at one point or another, and hopefully you have a good experience. The typical hours for these roles are between 20 and 29 hours a week with a possibility of up to 60 hours per week during our peak times, which are typically around the holidays. In November, Amazon announced an across the board new minimum wage of $15 per hour, so all of the jobs at Amazon carry a minimum of $15 per hour, and overtime of course is available. And, for these virtual customer service jobs, all that’s required is related experience in customer service and a high school diploma. So, again we’ve filled the VCS positions that we posted in March, because, again, we received 24,000 applications in nine days, but we expect to have another set of opportunities coming up in May and June. So, stay close to our jobs page for that information. Another part of our program is focusing on recruiting opportunities. So my own career in recruiting and being able to work virtually with Amazon was evidence that recruiting jobs are portable, good jobs. Whitney is a great example of that as well. So this was a natural place to focus for me when I joined the military affairs team in June of 2018. We’ve created several different programs centered around military spouses who have recruiting experience. So if you have a bachelor’s degree and
solid recruiting experience, please message me on LinkedIn. One of the opportunities that we have is offering contract recruiting jobs for military spouses to help support our various recruiting teams during their peak recruiting. Those contracts are typically four to six months in length, and we typically look for three years minimum of recruiting support for those opportunities. We’ve also created a program helping spouses learn the art and science of recruiting through a program with recruiting coordinators, the most entry level portion of recruiting. So there are spouses who are in the Seattle area or national capital region on the call. You’re welcome to connect with me on LinkedIn as well. If you have interest in building a career in recruiting, those recruiting coordinator roles do require a bachelor’s degree. In addition to recruiting and virtual customer service, we are also expanding our employment offerings in learning and talent management, HR, legal, and administration. We’ve made a handful of hires into these orbs, but we’re working on building programs to increase those employment offerings moving forward. Again, the great thing about military spouse employment is, there’s always opportunity to improve. We also have opportunities that are not specific to spouses, but may be a good fit for the community. Amazon Flex provides opportunities to deliver packages from our Amazon delivery stations across the US directly to our customers. So USPS and FedEx and UPS, they are great partners, but they can’t always handle the volume, so we’ve created an opportunity to deliver our packages directly to customers. Flex delivery works really similarly to ride sharing apps where you click on and click off and get updates about where to deliver packages. This is only available in certain states due to demand, but I’ll provide the link again at the end of the presentation so that you can explore Flex delivery options if you choose. And then, another opportunity that’s not listed on this slide but is a great opportunity for spouses and also potentially military dependents who are over the age of 18 are fulfillment center opportunities. We have over 100 fulfillment and distribution centers in the US, where we’ve employed over 100,000 warehouse associates. We also hired over 100,000 seasonal associates last year during the holidays. So, due to the large physical space that our fulfillment centers take up, they’re typically about three football fields in length and over a million square feet. And military bases, of course, as we all know, are enormous. They tend to be in similar areas outside of large cities, so that might provide an opportunity for you to work locally in your area for Amazon. And, again, due to our November across-the-board minimum wage increase, these roles also pay $15 and are a great foot in the door with Amazon. Now, of course, military spouses are eligible for all opportunities on Amazon. These are just a couple of programs I wanted to highlight where mil spouses were part of the program creation or would be great for military spouses. So, if none of these opportunities are in your wheelhouse or in your area, you can simply go to amazon.jobs and explore all career opportunities in the US an abroad, because of course we operate in Europe as well. There’s also a separate page just for virtual jobs at Amazon, and that link will be on the last slide as well. I see lots of questions coming through. I’m not gonna be able to answer questions until the end of the presentation. So I’ll do my best to capture as many of them as I can, but I’m not able to answer them right now. All right, the next slide here. In addition to our recruiting offerings, Amazon has several internal engagement efforts within Amazon. We
believe that a really engaged and visible community of military spouses who already work at Amazon will help create opportunities for spouses and the flexibility to make jobs more portable and more virtual. So, just in the past three days, I’ve had five different teams at Amazon reach out to me to learn how they can employ military spouses on their own teams, and that’s I think a wonderful example of what the future holds for our program. Some of our engagement and support efforts in 2019 include creating a virtual military spouse chapter of our warriors at Employee Resource Group. So that’s our veteran community with Amazon, so we’re gonna be creating a separate chapter of the veteran community resource groups just for spouses. We’re working hard with our PR teams to keep sharing our military spouse success stories and amplifying the message of military self-employment, especially next month during military spouse appreciation day, and creating wonderful events in our spouse community to celebrate their unique sacrifices and contributions to Amazon. We’re in the process of working on a special time off plan for military spouses who deal with deployment, so they can transition back from that experience. We truly believe that employment and engagement are connected, so we’re working hard to get our current military spouses at Amazon engaged so that they can keep opening the door for more spouses to join us. All right. So, in addition to our employment and engagement offerings, we also have several workforce development and training opportunities for military spouses to learn from Amazonians, and create a new talent pipeline for hiring managers. These workforce development opportunities come in the form of fellowship, internship, and apprenticeship, which are designed to educate military spouses through on the job work experience training programs. They’re typically funded by grants from external organizations and government organizations. And, to learn more about opportunities that we have available, you can go to our military spouse page, which of course I will share the link at the end of the presentation. The current workforce development opportunities exist through Amazon Web Services technical apprenticeship, which is offered in a handful of states. The Military Spouse Recruiting Coordinator Fellowship, which is currently offered in Seattle, which we will be expanding to the national capital region later this year, and we’re also working on creating fellowships for executive and administrative assistants, which we hope to be able to create virtual fellowships in this space. Again, these are the specific workforce development programs we have right now, and it’s a very exciting opportunity that we’ll continue to invest in and double down on in 2019 and beyond. All right. The newest venture for military spouses is our entrepreneurship program. This is brand new, just was kicked off about a month ago. And, through this program, what we’re planning on doing is empowering veterans and spouses who have a spirit of entrepreneurship to sell on Amazon. The purpose of this program is to provide training and resources from our great seller services team, both in person and virtual. We’ve tested some of the curriculum for these programs abroad over the last month, so members of Amazon’s military recruiting program and seller services team went to Okinawa and Yokosuka, Kaiserslautern, Votenza, and Vilseck to talk about these opportunities to sell on Amazon. So we will continue to refine the training and roll it out domestically, and ultimately, again, make it virtual. We think this is another innovative way to tackle
military spouse unemployment by helping spouses be their own bosses with Amazon's help, particularly when stationed abroad where employment can be very tricky due to the service of forces agreement and taxation laws. I want to reiterate, this program is brand, brand new, so we don't have a link up yet for these resources, but stay tuned to our social media and military spouse page for more details to come. All right. So this is a slide that shows some of the incredible military spouses who've joined us over the past three years. You can see, it's a wonderfully diverse population. We're so grateful for their help in blazing the trail for other military spouses to come to join Amazon. And I'm now happy to transition to the Q and A section of the presentation, and I'll do my best to answer as many questions as I can over the next 10 minutes. And, while I answer these questions, I've got the pertinent links page up if you want to take a screenshot or whatever you may like to do. So I'm ready to kick off questions, so if you already typed a question in, please retype it, 'cause I'm not really able to scroll up to sort of keep up with what your questions would be. So I'll just give you guys a minute to get your questions typed in, and I will happily answer them.

- [Mininia] So, Gen, since you're not able to scroll up, I can ask some of the questions for you. One--

- [Gen] Oh, that's great.

- [Mininia] Yes. Edwin asked, when will the hiring process for the Washington DC location start--

- [Gen] That's a really good question.

- [Mininia] Oh, go ahead, okay.

- [Gen] Yeah, that's a great question. So I'm actually headed to DC next week to talk a little bit more with our transition team for HQ2, our second headquarters, which is going to be built out in Crystal City, Virginia. So I will be able to provide more of an update on what that looks like after that trip. So, Edwin, you're welcome to connect with me on LinkedIn and we can keep each other posted, but we've just started the transition and planning process to build out the second headquarters, so it's gonna take some time, of course, to get that ramped up. But that's a great question.

- [Mininia] Okay, thank you. Jennifer C asks, what states are eligible for telework?

- [Gen] That's a great question. Our virtual customer service roles are eligible in Alabama, Arizona, Arkansas, Iowa, Kansas, Louisiana, Mississippi, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Tennessee, Texas, Washington, Wisconsin, and Wyoming.

- [Mininia] Okay, thank you.
- [Gen] I got a great question here. I cannot message you on LinkedIn, but I would love to connect. So, the way to chat on LinkedIn is to send a connection request, and then we can message each other once we’re in each other’s Amazon, no, I’m sorry, LinkedIn community. I have a question here. What about overseas stations? Well, I mentioned earlier we’re working to figure out how we can offer better opportunities for spouses abroad, but we have some really serious limitations. The service of forces agreement, for one, tax issues as well, so we’re working hard to figure that out. That’s one of the things that we think the entrepreneurship program can help combat, because there still are rules and regulations about how to run your own business, but it’s yet another option for our spouses to be able to earn a living for their family. I see some comments here about your states not being listed, so no Georgia, no Florida, no North Carolina. I know that’s probably extremely frustrating. We’re working hard to expand the list. We expanded the list quite a bit from 2018 to 2019. The list is not dictated really by Amazon’s choices. If we could, we would fit as many as we could. What it has to do with our specific in-state wage and hour laws that make working virtually and paying people in the right manner possible. So I know it’s frustrating, but we’re working on the back end to try to figure out solutions to overcome some of these specific barriers that we have. For those of you that are in Georgia, Florida and North Carolina, virtual customer service opportunities are not going to work, but we do have gigantic fulfillment centers in all of those states, so perhaps working in a fulfillment center is an opportunity for you. I see a question about Houston. We have three fulfillment centers in Houston. Virginia, we have several fulfillment centers in Virginia. Ohio, we have several fulfillment centers in Ohio. Lots of opportunity there. We do have fulfillment centers in Michigan. I would encourage you guys to go to amazon.jobs or amazon delivered jobs where you can see all of the warehouse opportunities. Where that might not be the right opportunity for everyone, that is the area where we have the most jobs available. So, if looking for an opportunity in a state that you worked in with Amazon is really important to you, fulfillment might be a great way to go. Yes, we do have a fulfillment center in Orlando. Jennifer commented, for those that do DLM, there is a fulfillment center in Utah. There’s also one in Kent, and two others in Seattle, so lots of opportunity there. I see a question about virtual positions in Michigan. Kristin, like I said before, it’s based on different wage and hour laws in-state, but Amazon tries to work around to make paying virtual employees possible. So, for example, some states have a law in place put, if you leave your position, you need to be paid within 24 hours all of your PTO in the bank, well, being able to do that for a virtual employee is difficult. So we have to make sure that we have the right mechanisms in place to be able to adhere to all the variant wage and hour laws. There are 50 states in our union, and they all have different wage and hour laws that we’re trying to sort through, so I hope that makes sense.

- [Mininia] So, Gen, I think we have time for one more question, and I would love for yourself and Whitney to answer this question, because I think it’s relevant to all military spouses. Of course, you can continue to type other answers in the chat pod, but the question is, how can you stand out from the 24,000 resumes? I think that’s a great question. So, how can a military spouse resume stand out?
- [Gen] Well, for the virtual customer service position, having relevant experience is always the most important, and that’s for any job at Amazon. If you have relevant experience and the right background for what we’re looking for, we will find you and do our best to find you. I’ve been a recruiter for almost 14 years in one fashion or another, and there are so many ways that I work hard to find the best candidates, and that’s by them having the right experience.

- [Mininia] Okay. And what about you, Whitney? What’s your recommendation?

- [Whitney] I would say that don’t hesitate to put that you’re a military spouse on your resume. We love when we’re able to hire military spouses. Oftentimes, for me, since I work in DOD contracting, we see a lot of military spouses anyway. All of our work is on military installations typically. But don’t hesitate to put that on your resume. I would say that maybe target companies that you know go above and beyond, like Amazon, to hire military spouses. And then, maybe not as applicable to the resume specifically, but find a recruiter like Gen or myself or someone who has connections with where you want to work and just ask them. Reach out and connect. Networking is so important when you’re looking for a job. And whether it’s on LinkedIn or somewhere else, don’t hesitate to reach out to someone who works there and let them know what you’re interested in and see if they can help you. Oftentimes, I’m always happy to speak to anyone about anything, even if it’s not necessarily one particular position, and answer any questions and any tips or anything like that.

- [Gen] Yes, but I would just like to echo Whitney’s comments. At Amazon, we love it when military spouses self-identify. Unlike veterans, it’s really difficult to be able to tell if you’re a military spouse or not unless you come right out and say so. So I Boolean search for military spouses, so I echo Whitney’s comment as well.

- [Mininia] All right, well, thank you to you both, Whitney and Gen, for the wonderful information specific to your company, as well as the information that is just helpful to our job search in general. This has been a great session, a great, engaging session from the military spouses, and thank you to the military spouses who have joined us no matter where you are in the world. So, to download the available handouts from this session, including the presentation slides and our SECO program flier, as well as the SECO Career Coaching Fact Sheet. To learn more about how career coaches can assist you, please highlight the document and click the download file button. The items will download to your computer in a compressed file. If you are connecting from a mobile device and are unable to download the file successfully, you may enter an email address into the trouble with download chat pod to receive the materials after the event. If you have trouble, please let us know in the need technical assistance chat pod. In the web link pod, you will find two links. The first link is for the session survey. We would love to hear your feedback on your experience today. And the second link is where you can download your certificate of appreciation. I just want to add that both Amazon and Sawdey Solutions will be
participants in the virtual hiring fair. On May 2, I’m going to post that registration link in the chat pod. We would love for you to join us there for the virtual hiring event. Also, if you have any additional questions, please feel free to continue to type them in the chat pod, as the classroom will be open for a few more moments. So, this concludes our presentation. So, please join us at 11:00 for Your Resume: Presenting The Whole Story. Again, thank you Gen and thank you Whitney for such wonderful information, your enthusiasm, and your support for the employment of military spouses. Have a wonderful day.