



OUTPLACEMENT RESOURCE BOOK

AVIATION PERSONNEL INTERNATIONAL

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INTRODUCTION

— WELCOME TO —

Your Best Foot Forward™

API's Outplacement Services

Transitions are never easy, especially when they stem from actions you may not agree with or situations outside your control. Outplacement is a process designed to make the transition more comfortable and help you regain the upper hand in your career journey. It serves as a bridge to help you prepare for the next phase of your career, helping you explore various career avenues, prepare you for job search, networking, professional interview, job offer, and acceptance. It also provides you with a personal coach who will serve as a resource for you.

Aviation Personnel International (API) is the leading recruitment and Outplacement company serving the business aviation community. While the Outplacement process prepares you for your job search and gives you tools to conduct your search, it is not a placement service. It is up to you to network, present, and market yourself to potential employers.

We are here to serve you as a navigation guide and coach. This resource book will introduce you to API and the support it offers to you. It will address how you can prepare yourself for job search, how to present yourself through the use of social media, resumes and cover letters, and how to prepare for an interview.



Throughout this workbook, you will see this plane symbol. This indicates what we consider to be helpful hints for you. We trust that you will find them of value during this process.

AVIATION PERSONNEL INTERNATIONAL

Building Strategic Teams in Business Aviation for Nearly Fifty Years!

[Aviation Personnel International](#), founded in 1971, is the acknowledged leader in professional placement and organizational development consulting in the business aviation industry.

API's principal activity is recruiting, screening, and evaluating individuals for new or expanding flight departments. In 2004, API began an outplacement practice to help displaced aviation professionals. The API team has significant skills in job search that we believe extend beyond aviation. We have adjusted our approach and materials to a more general, broad based program to be able to help you.

THE OUTPLACEMENT PROCESS

[Outplacement](#) is a process designed to serve as a bridge to help you prepare for the next phase of your career. API is here to help you with this process through [various support mechanisms](#). Our entire staff is available to you to assist with career counseling, networking, resume and cover letter preparation, interview preparation, and constructive feedback.

[The API Team](#) is thoroughly trained and ready to help guide you in all phases of your Outplacement process. Feel free to reach out with any questions or concerns regarding your career direction and job search.

THE API TEAM



President and CEO, Sheryl Barden, is an aviation industry recruitment and talent identification veteran. API has grown exponentially under her leadership, while always remaining true to the company's founding principles of grace, integrity, confidentiality and industry-leading client service. Sheryl is a thought-leader for the conversation around compensation as well as talent supply and demand in the business aviation industry.

Sheryl may be reached at sabarden@apiaviation.com



Client Services Manager, Jenny Showalter, brings more than two decades of aviation experience to API. She is known for her outstanding customer service and leading API's Outplacement program. She delivers that personal touch to all of her client and candidate relationships.

Jenny may be reached at jshowalter@apiaviation.com



Director of Client and Candidate Services, Jennifer Pickerel, contributes her 15+ years of business aviation industry expertise to API. Her proven track record of understanding clients' needs—combined with her unique ability to inspire confidence and build relationships—makes her a leader in delivering the best client hiring experience.

Jennifer may be reached at jpickerel@apiaviation.com



Candidate Services Manager, Debbi Laux, partners with API project managers to identify top industry talent, bringing attention to the most qualified candidates for any number of API's aviation-related positions. She creates engaged relationships with our candidates and brings her 25+ years of experience and passion for our industry into every relationship.

Debbi may be reached at dlaux@apiaviation.com

CHAPTER 2

PREPARING FOR YOUR JOB SEARCH

Preparation is key to the success of any project, and you should [view your job search as a project](#). Outplacement will require you to do a considerable amount of soul searching about this next phase of your career. To do this successfully, you must be able to clear your mind, let go of the past, and focus on the future. Although most of the focus right now is placed on your professional life, we recognize that this is also an essential time for you personally, giving yourself the freedom to think clearly and to sort out your thoughts about the past, present, and future.

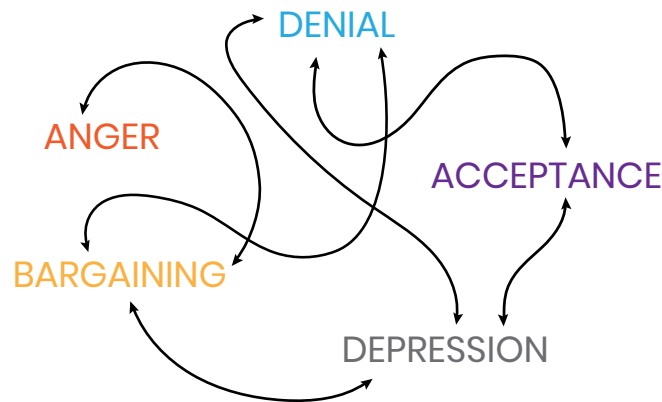
TAKE TIME TO REFLECT AND PRACTICE SELF CARE

With the right preparation and perseverance, you will find a new job. It is important to give yourself some time to prepare for this career change while also doing some things to take care of yourself. We are here to help you with that preparation. Others who have experienced our program have found the tools we use to be helpful in that personal preparation.

Forced change can create a myriad of feelings like anger, abandonment, shame, and denial. Perhaps you are feeling a range of emotions and conflicting feelings, leaving you confused by your mood swings. None of the feelings you are having are wrong or out of place. They are all normal! Losing a job with a company that you expected to work for long into the future is akin to losing a family member. Give yourself time to grieve this loss, work through it, accept it, and move forward. Bitterness and anger are easily detected in the professional interview process, and “excess baggage” is never included in any organizations hiring criteria.



THE FIVE STAGES OF GRIEF



1. DENIAL

This is a state of shock or refusing to believe that a change is taking place. Wanting your world to return to "normal." This is a conflict between what your life was like versus your new reality. This stage can last a few hours or even days, depending on the size and scope of the event.

2. ANGER

This is an emotional release and stems from feeling powerless. You may be searching for someone or something to blame. Aggression and anger are used to make us feel like we are regaining control. In most cases, expressing what you feel in a healthy manner is a good thing, rather than keeping it bottled up inside.

3. BARGAINING

Described as an attempt to do good with unusual acts of service to others and the community in an unconscious effort to erase reality and return things to normal.

4. DEPRESSION

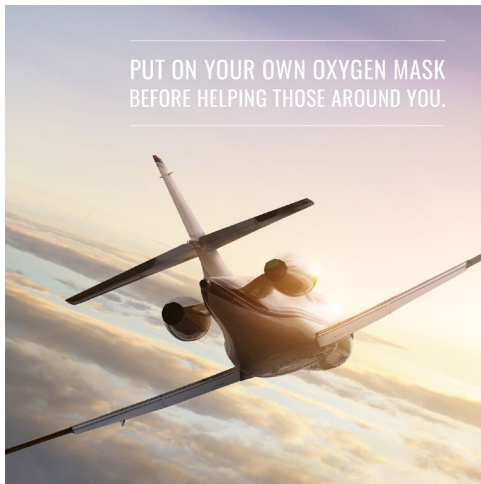
Feeling depleted both mentally and physically. You may be asking yourself, "what if," "if only," and "why me"? You may feel isolated and that your body and mind are on constant overload. Your body may even start shutting down to protect itself and avoid damage. Mild depression is a normal part of "healthy grief," but it should be temporary and not linger. If it does, you may want to speak with a professional.

5. ACCEPTANCE

Developing a sense of peace and realization that your new normal may also bring new possibilities. With acceptance, you begin to adjust your life and plans to embrace whatever comes next. Note that this does not mean that you must believe that the change was good or bad, but it does mean that you have adjusted your plans to suit the change and your outlook becomes more hopeful.

Other things you might be experiencing with your grief:

- You may display physical signs of grief, like becoming ill or crying easily.
- You may feel panicky because you can't think of anything else other than the loss.
- You may find that your feelings of grief have become comfortable, which makes it hard to push yourself to return to "normal."
- You may feel that you will never "become your old self" again and that this loss has permanently changed you.



Are you familiar with the term "self-care"?

When going through this unwelcomed change, it is important to acknowledge your loss and to be a bit selfish in the process of starting to feel better. Think about the things you do that make you feel cared for and rejuvenated. Maybe it's running or fishing, going to the gym, taking a class, spending extra time with your family, doing a home improvement project, or cooking something new; whatever it is, do it.

This is also an appropriate time to check in with the Employee Assistance Program. This is a terrific resource that is available to you and we highly encourage taking advantage of it.

CHARTING A COURSE

It is important that you clearly define your personal and professional priorities and motivators. Just as any flight needs a checklist and flight plan, your job search requires strategy and direction.

Here are a series of questions that will help you start preparing to search for the position that fits your skills, talents, and personal needs. It may be helpful to create a list of motivators and rank them from highest priority to lowest:

What are my personal goals and the goals of my family? Consider your children's education, spouse/partner's career, aging parents, or other family relationships.

What would need to happen, both personally and professionally, for me to be satisfied with my progress over the next five years?

What type of work schedule is best for me and my family?

When I think about my previous jobs, what would I like to recreate with a new company?

What are the things about my previous jobs that I want to avoid moving forward?

Where do I want to live, and why?

What type of people do I want to work with?

What kind of work environment do I want to work in?

What is important to me about the values of a company?

*What are the things that I am good at and excite me?
What are the things I struggle with or dread doing?*

What are my goals for retirement? Financial, retirement age, location, etc.? How much money do I need to make in order to maintain a satisfactory lifestyle and also to meet my retirement goals?



DETERMINING YOUR PERSONAL CAREER GOALS

Utilizing the information you have gleaned from the questions above, now it's time to set some goals for your job search.

It is critical that you write your goals down and have them handy to refer to during this process. Goal setting is an ever-evolving journey. Don't be afraid to modify your goals, but use care in doing so. Think it through and discuss it with family, friends, and your Outplacement coach.

Suggestion for goal setting: Use the **S.M.A.R.T.** acronym = **Specific, Measurable, Achievable, Relevant and Timely** to identify your goals. (Peter Drucker's Management by Objectives)

Now using your goals, you can start to design and define the perfect position for you. Write it down and see what it looks like.

Take each aspect of this perfect position you've created and determine what your limits are. In each aspect of a new job, you should be able to identify the things that for you are non-negotiable.

We advise you to set realistic time expectations to achieve your goals. As an example, it might be important for you not to have to relocate. Give yourself the requisite time to find what you are looking for in your ideal location. But set a timeline that says, "if it doesn't happen in X number of months, I will open myself up to options in other areas."

SOCIAL NETWORKING

No matter your feelings about [social media and networking](#), these methods of communication are now a fact of life. When used for good, LinkedIn and [Facebook](#) can both be excellent resources for your job search. But be careful! Depending on how you choose to use these tools, they can also work to your disadvantage.

LINKEDIN

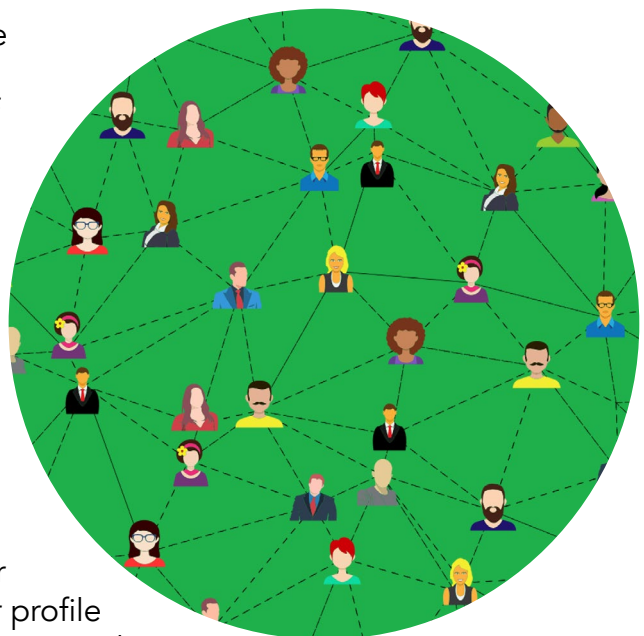
[API believes that all professionals should have a LinkedIn profile](#). As recruiters, we have experience searching LinkedIn looking for candidates with specific skill sets based on criteria set forth by our clients. Even a simple profile that mirrors the progression of your resume (including company name, location, dates of employment, and a brief description of each position) will suffice as long as you have the following key ingredients:

- Use a professional profile picture. Remember that LinkedIn is your professional network, and it is imperative that you are presenting yourself in a way that reflects the type of job you are seeking. We do recommend a headshot taken by a professional photographer.

Use these headshot basics as your guide:

- » If you have a photo that is more than two years old, it's time to get a new one.
- » Dress like you are in a job interview. Men should wear a tie and jacket, and women should wear a jacket or professional shirt with simple jewelry and makeup. Bring wardrobe options to your photoshoot for a choice of looks.
- » Solid colors are best. Avoid patterns and the color white, other than a white shirt under a dark jacket.
- » Make sure you get several poses from different directions (left, right, straight).
- » Simple backgrounds are best, so the focus can remain on you.

- Use keywords or phrases in your profile in the "About" and "Experience" sections. Even if you are not able to share the name of the company you worked for, you can say things like, "Project Manager," "Marketing Coordinator," "Business Analyst". Be sure to keep your location up to date as well. Recruiters have the ability to search by keywords and phrases, so make sure you appear on their searches.
- Since you are in an active job-search mode, the job seeking preferences in LinkedIn are key. You must show that you are open to opportunities. You may want to allow your primary email address to be accessed in your profile so that you can easily be contacted. This is a personal



preference and not at all required. Recruiters will likely connect with you through their LinkedIn Recruiter software.

- Building a LinkedIn presence from scratch takes time. You will need to send invitations to people you know to start creating your professional network. Sharing posts by trusted sources is an easy and comfortable way to generate activity and connections without creating original content or risking controversy. Do not accept invitations from people you don't know or people who do not share multiple connections with you. Your connections can be a direct reflection on you, so it is appropriate to be choosy.
- Utilize LinkedIn resources beyond your profile. LinkedIn offers videos and articles to help you maximize your networking potential. They also offer paid memberships that allow you more in-depth access to information like notifying you who has recently viewed your profile. These "extra" tools can be useful but are paid subscriptions. Unless you have some financial comfort, we do not feel these subscriptions are essential to reach your LinkedIn profile potential.

FACEBOOK

Facebook is the other major social media tool for learning about potential opportunities. While LinkedIn is your professional place to shine, Facebook is all about fun and family. If you are in the market for a new job and have a Facebook page, we strongly suggest you take some time to review and edit your profile.

Facebook has many resources for job-seeking professionals. Many of these are closed groups that are valuable and cover topics like jobs, mentorships, specific discussions regarding the field of expertise, and more.

DO	DON'T
Do understand that pictures of your hobbies and pastime activities may play into existing social stereotypes.	Don't post anything you wouldn't want your current employer or a prospective employer to see.
Do proactively network online.	Don't post things that may be politically, economically, or morally charged.
Do review the groups you are associated with online.	Don't comment on posts or in groups (even closed groups) where questionable language or sensitive topics are discussed. You want to avoid guilt by association.
Do remove any posts or tags that might showcase you in a negative light.	Don't use offensive language on social media. Ever.
Do use social media to build your brand.	Don't badmouth your former employer or boss.
Do have a profile and cover picture of your family or something positive that reflects who you are and what you are passionate about without causing controversy.	Don't post pictures that are all about partying.

While these groups can lead to contract work or even full-time positions for members, there are also some pitfalls you should keep in mind with your social media presence when in a job-seeking mode.

Be sure to check your account privacy settings for both LinkedIn and Facebook when job searching.

- Only allow friends (or friends of friends) to see your posts and photos.
- Only allow friends to see your religious, political, or other potentially controversial views. Or, to be safe, edit these out altogether.
- Do click on the preview button to view your profile as others see it.

If you are a member of these or other social media sites, please assume that hiring managers and recruiters will conduct an internet search for your name before seriously considering you for a position. Make sure your social media profiles all present a professional image. Don't include anything that you wouldn't want a potential employer to see. We also suggest you Google yourself. You might be surprised by what you find!

RESUME PREPARATION

Did you know that the average hiring manager spends only six seconds reviewing a resume before making a decision to move on or read further? Your [resume](#) and cover letter will be, in most cases, the first impression that you make to a prospective employer. [These documents](#) must be professional, concise, and accurate.

Here are API's [top tips and tricks](#) for perfecting your resume:

1. Honesty is always the best policy!
2. Don't cram information onto your resume. Make sure it is in an easy to read format so that it won't overwhelm the eye of the reader. It is a best practice to keep a resume length to one page. However, if the information is pertinent, it is permissible to use a second page. In this case, we suggest keeping the most information on the first page and using the second page for training, certifications, and other extra supporting data.
3. Be wary of fancy fonts. We suggest a professional, contemporary font such as Arial, Calibri, Georgia, or Times New Roman.
4. Include keywords on your resume. Job postings are a great place to find keywords to incorporate into your resume. If the job calls for a "professional" with experience in "meeting planning" and "communication" and you possess those skills, make sure those words are prominently displayed on your resume.
5. Use numbers to show your value. If you saved your former employer money by implementing a new process or policy, show that number. This is also a good place to quantify goal achievement if you can do so in a percentage of growth.

6. Try to highlight yourself on the top of page one of your resume since this is the first place a reader will focus – it's where they make their six-second decision.
7. Have a trusted friend proofread your resume before sending it out! Resume mistakes are a huge turnoff.

WHAT TO INCLUDE IN YOUR RESUME

To [represent yourself well](#), and to be of benefit to a prospective employer, your resume must include the following information:

Your Name – Your name should be predominantly displayed at the top of your resume. It is best to include your full name: William S. Jones. If you use a common nickname, you can display it as either Bill Jones or William 'Bill' Jones, or you can share it when you speak with the recruiter or hiring manager. If you hold a distinction or other certification, you may mention it after your name: William S. Jones, CMP.

Your Contact Information – Your contact information should include your current city and state – a street address is not necessary -- one phone number only and a personal email address. In addition, it is helpful to include social media profile links, especially for LinkedIn, once you have updated it for your job search. Make sure that your contact information is in an easy to read font. Some of the resume templates available for download display the contact information in a very tiny, hard to read font. If you choose to use one of these templates, be sure to change the size and/or style of the font for easy legibility.



When including your email address on a professional document, you need to make sure that it demonstrates professionalism. While some email addresses may be fun and reflect your personality and passions, they have no place in the professional business world. It is best to secure an email address for your professional correspondence that quickly identifies you. We suggest the first and middle initial and last name: wsjones@gmail.com. Also, be sure to choose a domain for your professional email address that is widely accepted; @gmail.com tends to be considered most contemporary and appropriate. If you use @aol.com, a recruiter or HR professional might infer that you are not keeping up with the latest technology.

A Career Summary – A statement that orients the reader as to who you are in two or three sentences that shows the value you bring, starting with a title that encapsulates your credentials. An example would be:

International Captain/Aviation Safety Champion

10+ years of worldwide business aviation experience, including extensive Pacific operations. Safety Champion with experience leading IS-BAO and SMS certifications.

Senior Aviation Maintenance Technician; Falcon and Gulfstream

15+ years as Crew Chief with experience in leading new aircraft deliveries, maintenance planning/completion, budgeting, recordkeeping, and warranty submissions. An Innovative leader who developed a regional aircraft maintenance working group of Falcon operators.

A Professional Qualifications Inventory – This is an area where keywords in the job description need to be highlighted. This should include your certifications and years of experience. Taylor your qualifications in each resume to address the requirements. We suggest that this information be placed near the very top of your resume in an eye-catching spot.

Remember, you want to highlight the most impressive aspects of your experience that relate to the job to which you are applying as clearly and visibly as possible.

Skills should also be listed here, but not elaborated upon. You can do that in the interview. Examples might include: Advanced Computer Skills, excellent customer service skills, fluent in Spanish and Japanese, but only cite them if they are relevant to the job that you are applying.

Your Professional/Work Experience – Your current and previous jobs should be presented in order beginning with the most recent at the top and oldest at the bottom.

If you have had multiple jobs over the last ten to fifteen years, a general rule of thumb is to list the five most recent jobs followed by the term “various career positions.” If selecting the five most recent positions precludes the inclusion of a long-term position, be sure to include that to show longevity, especially if you have had a series of job turnovers in the recent past. Any longevity you can show will help you avoid coming across as a “job-hopper.”



This is a great place to highlight your skills through your job description. Include accomplishments, savings that you were able to identify for the company that impacted the bottom line, awards, and anything else that demonstrates your value to the organization. This is an opportunity to brag a bit, but do not embellish the truth. It will come back to haunt you!

Your Education – Here, you need to show your educational background, but do not include the years attended or graduated. Start with formal education, working from the most recent backward. Do not include your high school unless it is of significance to your career (i.e., you attended an industry specific high school). If you don't have any formalized education beyond high school, we suggest that you eliminate the education section from your resume.

Professional Development – Again, working from the most recent to backward, list any professional development work such as company-sponsored training or personal development courses you might have taken. If you have included some personal development in this list, change the heading to Professional and Personal Development, always listing professional developments ahead of personal developments. Be sure to

indicate the date of each by year only. This information should be at the end of your resume or be provided as a supplemental page to your resume.



If you are an Eagle Scout, do not leave that fact off your resume. It is one achievement that speaks clearly about you and how you approach the challenges that you face. This is an appropriate place to include it.

References – We recommend that you have a list of references to share with a potential employer, but it is out of date to list “references upon request.” It is assumed that every professional can supply references.

Given that you will at some time need to share this information, we recommend that you prepare a list of references along with supporting documents. If you have a hard copy of your references or other supporting documents, make sure they are printed on the same paper as your resume.

Your list of references should be ordered from your best and most solid reference down to your weakest. You must be confident that all references will be honest, objective, positive, and strong. You need to include each of your references name, title, company, best contact phone number, and email address. It might be helpful to send them a copy of your resume so that they can confidently speak about your background.

Treat your references with great respect and appreciation. If you are aware that they might be contacted, get in touch with them to let them know whom they might be hearing from. You may want to familiarize them with the position you are under consideration for, and some of the strengths that you believe make you a prime candidate. Once you know that a reference has been given, be sure to drop that individual a personal thank you note or nicely crafted email. They took time out of their day to help you; you need to take a few minutes to show your appreciation for their time and thoughtful consideration. Also, it is a professional courtesy that you let them know if you were offered and accepted the position.

Optional Items for Inclusion in Your Resume – There are all kinds of things that people choose to include in their resume from photographs to hobbies to their Myers-Briggs personality indicator. If you are applying for a leadership position for the first time, it is OK to include recent or current leadership or volunteer roles you’ve had in your community, church, school, etc. We recommend keeping things very simple, straightforward and professional. Ask yourself the question, “Is this information significant to a potential employer?”

We recommend staying away from too many space-filling details. However, there are two optional items that you might want to consider adding to the top of your resume:

An Objective – A concisely written objective tells the reader what position it is that you are searching for. This is especially significant if you are attempting to make a career change or garner a position of career growth. Do not put the name of the company you are applying to in your objective.

A Passion Statement – Depending on where you are applying, a personal passion statement can be included. A passion statement often resonates in tech, entertainment, or innovation company. This should never be something that is forced; it should only be included if it resonates with you and if it aligns with the company and its goals and values.

RESUME PRESENTATION

When submitting your resume online, there are some things you should know. Gone are the days of submitting a resume and having it instantly land in the lap of the hiring manager. Instead, you should expect a computer, or [Applicant Tracking System](#) (ATS), to complete the initial screening of your resume.

In order to get through the ATS, you should ensure the following are true about your resume:

- Only apply for jobs for which you are qualified. The computer will be able to easily see if you do not meet or exceed the minimum requirements of the job for which you are applying.
- [Use keywords in your resume](#). Remember to reference the job description to identify words that the ATS might be searching for. The computer will screen for these specific terms.
- Focus on your accomplishments and achievements when describing your experience under each job and use words that show action (i.e., organized, created, flexible, innovative, directed).
- Make sure you follow the job posting guidelines as to which type of file is accepted when submitting your resume. Again, these are things that will instantly disqualify you. The most common file types are .docx or .pdf. When uploading your resume, you want to upload a Word document (.doc or .docx), unless specifically directed otherwise. However, if you are emailing your resume directly to the hiring manager, our preference is a .pdf file. PDFs eliminate the formatting problems that sometimes occur when you are operating a different version of Microsoft Word than the recipient.
- The ATS reads just like a human, top to bottom, and left to right. Make sure that your resume flows intuitively with your most important information at the top.

Are there ways to get your information around the ATS directly to a hiring manager? Yes! We suggest you find the name of the hiring manager and/or internal recruiter online or through your network. Compose an email letting them know you have followed directions and submitted your resume online and want to make sure they are aware of your interest. If you lack a particular qualification for the job, this is a good way to let them know that although you may not be the ideal fit on paper, you are very interested in their job opening. If you are not a perfect match for the qualifications but can get to the hiring manager, then by all means, submit your application online, so it is in the queue. A hiring manager can always override the ATS if he or she finds you of interest.

When presenting your resume in-person, it should be printed on paper that is white or buff and heavier stock. Your cover letter and resume, as well as your list of references, should all be on the same paper stock. Any office supply store will have a good selection of these. And forget the clear plastic folder or binder; they only get in the way. Just secure them with a paperclip or very small binder clip.

If you intend to email your resume and cover letter, please convert it into a PDF before sending it. A resume that has lost its formatting causes frustration for the recipient and makes a terrible first impression. You can easily convert your documents to PDFs using Adobe Acrobat online.

If possible, it is best to combine your letter of introduction and resume into one document. Sending them in one document ensures that both are presented and shows the recipient that you are considerate of their time and have taken strides to make it easy for them. Be sure to send this document as an attachment, and if possible, an introductory statement in the body of the email as well.

A few pitfalls to avoid:

1. Never send your resume without a personal cover letter.
2. Never staple your cover letter and resume. Use a paper clip if necessary.
3. Never use standard copy paper.
4. If the paper you choose contains a watermark, be sure you have printed correctly. The watermark should be right side up on your printed side.
5. Whenever possible, find the name of the hiring manager or the person responsible for conducting the search, and address your communication and cover letter to him or her. "Dear Hiring Manager" is an acceptable way to address your letter if you cannot find the recruiter's name.
6. Spelling and grammatical errors can eliminate you immediately!



Not all job postings should be taken at face value. When a job is posted online, it can be shared or "picked up" by sites other than the one on which it was originally posted. This means that when the position is filled and the posting is removed from the original site, it may remain open on the other sites, causing it to become outdated. It is also important to understand that some jobs are posted for compliance reasons only, but the hiring decision has already been made. It is impossible to know if a posting is indeed a true open talent search.

THE COVER LETTER

[The cover letter](#) is an essential element of your professional introduction and should always precede your resume. The only exceptions to this rule are when you hand a resume to someone who has requested it on the spot or if a job posting does not allow you to upload it, or you are specifically instructed not to include one.

While your resume states facts, the cover letter connects the experience listed on your resume to your potential future at a new job. In addition, it allows you the opportunity to state your current reason for being in the job market and [offers the chance to convey your personality](#). It is the opportunity to show a potential employer what you understand about their company, the open position, and how your qualifications match their needs.

As with your resume, keep it professional, sincere, and concise. Unless you are at senior management level, it should be contained on one page, written in a professional, contemporary, easy to read font, and on the same paper as the accompanying resume.

In your cover letter, including terms and descriptors that were listed in the job announcement will help the reader to align you with the available position. Cover letters should be memorable and specific to the job. Don't forget to let them know how excited you are by the possibility of joining their team!

A Practical Formula for Your Cover Letter

Follow this easy formula for drafting your letter:

First paragraph: Introduce yourself, grab their attention, and explain why you are writing. Tell them what job you are applying for, where you learned about it, and who referred you to the job if someone did.

Second paragraph: Think about a talent that you uniquely possess and talk about your most distinguishing, but relevant, characteristic that aligns with the job and/or connects with their corporate culture or mission. It shows that you have researched the company. You may also choose to highlight a unique talent by using a brief story or anecdote to make yourself more relatable and memorable.

Third paragraph: In conclusion, thank the reader for their time and tell them what the next step is or give a call to action. Let them know how to reach you, or better yet, that you will call them next week to follow up. Then, be sure to do it!

A few pitfalls to avoid in addition to those associated with your resume:

- Don't make spelling or grammatical errors. Don't rely solely on spell-check. Have someone else proofread it before you send it.
- Don't send a copy of a generic letter that you're sending out to any and every employer. Take the time to personalize each cover letter. A form letter shows little commitment and can be spotted a mile away. Take the time to make sure there is no reference to another potential employer in what you send. It is very easy to overlook this and make a mistake from which you cannot recover.

- Avoid clichés and overused terminology that might make you look insincere or like you are trying too hard (i.e., “outside the box thinker”, “team player”, “fast learner”).

THE PROFESSIONAL INTERVIEW

There are a variety of [interview](#) styles used in today's business environment. The best way to [prepare for an interview](#) is first to develop a solid understanding of your strengths, limitations, professional values, and ethics. You should be able to articulate them and demonstrate their value to the interviewer and their organization. Have clear and concise examples of how these were of importance to your past employers, and how you met and dealt with a variety of challenges presented to you throughout your career.

Try to learn as much as you can about the company as a whole. Corporate values are very important today, so be sure to research them so that you are able to talk about them, and perhaps share why you are aligned.

Prepare questions about the organization to demonstrate your level of interest and preparation. Remember, you are also interviewing them. We suggest that you practice communicating these questions and answers out loud with another person. This will ensure that your communication is thorough, concise, well-articulated, and sincere, bringing you confidence in the interview.



VARIOUS STYLES OF INTERVIEWS

Telephone Screen – The phone screen is often used as the preliminary interface with a candidate, and they are generally designed to determine if you're a fit for their culture and values. These screens are usually conducted by a junior level internal recruiter who knows the company. They are generally conducted from a prescribed list of questions and will try to weed out any areas of disconnect. In addition, you may be asked about your salary expectations. We will address this in more depth in the section about "The Salary Question."



In many states, it is illegal to ask a potential employee what their current salary is. Assume that this question is “off the table.”

DO NOT take a call unless you are prepared to talk. We have heard of many occasions where someone will answer their cell phone at Home Depot, or their child’s soccer game. This is not professional. If you do not recognize the number, let your voicemail get the call. If you answer the phone and it is not a good time to talk, request that you give them a call back when it would be more convenient for you. “May I give you a call back when I can give you my undivided attention?” Make sure your outgoing voice message is professional. It should be in your voice, not a generic message that comes with the cell phone.

Video Interviews – This is a prevalent form of interview and a style that API regularly employs with our API Registered Professionals™. [Video interviews](#) can be beneficial as long as you prepare in advance. FaceTime, Skype, and What’s App have widely accepted video communications platforms that most people have access to. There are also more professional platforms for video interviews such as Zoom, WebEx, GoToMeeting, and Blue Jeans Network, to name a few. To access these sites, you will typically be sent an invitation link in advance of your interview. We strongly suggest you test out the link as well as your video and audio settings on your computer, iPad, or tablet well in advance of your scheduled interview. You will need a secure Wi-Fi connection to keep the interview flowing. If you find that your audio sounds weak, all these platforms have a phone-in option where you can still appear on video, but your audio will be over the phone, which provides a purer sound.

One-way Interviews - A one-way video interview is sometimes referred to as an “asynchronous interview” because only you, the job seeker, are present and doing all the talking. Once you have recorded and submitted your responses, the recruiter or hiring manager will review your interview on their own time. These are becoming increasingly popular because of their efficiency and flexibility.

Generally in a one way interview, you are given a set of questions to answer through the video on your computer. The answer times are generally limited to just a few minutes, and you have the opportunity to review and re-record it if you choose prior to submitting it.

Some things to consider before a video interview are:

What to wear? Treat this as an in-person job interview and dress accordingly. Even though you will likely only be seen from the chest up, be sure to complete your look with appropriate bottoms and shoes. Being adequately dressed head to toe will make you feel better and will improve your overall performance.

Choose your background wisely. Typically, less is more. A simple background or perhaps a bookshelf or nice painting behind you is all you need. The focus should remain on you, not what’s behind you. Refrain from having a window behind you that can create glare or distractions. Elevate your camera, computer, iPad, etc., on something to make you appear

more head-on to the interviewer. It is generally more flattering to have the camera angle even with your face vs. below your face looking up. Whatever you choose, make sure it looks like you put some thought into it!

Make periodic eye contact with the camera. When on video, it is very natural to look at the other person on your screen and not directly into the camera. This is ok, but you should remember to look into the camera when making an important point.

Silence is golden. If you have a yappy dog or the [kids are home from school](#), do your best to sequester yourself in a quiet space. Silence your cell phone and email notifications, so that your dedicated time to shine isn't interrupted. Many interviewers, like our API team, work remotely and understand these occasional distractions, but don't assume you will be given a pass.

Work out the kinks before the interview. Plan and practice in advance, so you are not stressed and trying to solve a technical glitch while the interviewer watches. Many are understanding, but you don't want to chance that assumption.

One-on-One Interviews – This is the most effective interview method. The candidate meets with the interviewer in a one-on-one format, and generally answers a list of prepared questions. This interview allows you the most freedom to build a relationship with the interviewer, and to interject some things about yourself that they might not have asked.

Team or Panel Interviews – [This style of an interview](#) can include a panel of up to five or six interviewers and you. It is typically conducted around a conference table, with the candidate seated at one end of the table. Generally, the interview team is comprised of cross-functional members, including the hiring manager, an HR representative, and other members of the team with varied backgrounds. It can also include the hiring managers' boss as well as an unrelated company employee that has been trained in interviewing skills and serve as a "general member" of the interview team.

In this approach, each team member is typically assigned an area of interest or expertise to probe and work off a pre-prepared set of questions. One may assess your communication style, one your technical knowledge, one of your teamwork approach, etc. They may take turns asking questions, or one team member may ask all of their assigned questions, and then move on to the next team member.

A potential pitfall of a panel interview is that you might feel a strong connection with someone on the panel and fail to give equal attention to the entire group. It is imperative to make eye contact with each person on the panel and answer a question directly to the person who asked it. Remember that these types of interviews are typically comprised of team members from different disciplines. Don't forget to be inclusive of all groups and the team concept rather than just focusing on the role or department for which you are interviewing.

The Behavioral Interview – [Behavioral Interviewing](#) is a technique used by employers in which the questions asked assist the employer in making predictions about a potential employee's future success based on past behaviors. Unlike traditional interviews, where the candidate is asked to "tell about themselves" or where questions are about hypothetical situations, these interviews deal with "real life" examples.

They may ask you questions like:

Tell me about a time when you failed?

Give me an example of a time you had to think on your feet?

Describe a time when you had to persuade others to agree with your viewpoint?

Behavioral Interviews begin as soon as you walk in the door. It is important to remain calm and be aware of how you carry yourself, your posture, and eye contact with everyone you meet. Also, make sure your voice comes across as confident and pleasant. Be prepared and have some questions ready for the interviewer to show that you have done your homework about the company. Remember, you are also interviewing them just as much as they are interviewing you.

The STAR Interview Method – This method helps you focus and design your responses to the types of questions commonly asked in a Behavioral Interview.

Situation: Set the scene for your example providing context for the interviewer.

Task: Describe the role you played and how you actively participated in the scenario.

Action: Impart your story "hook" and share how you solved the problem.

Result: Share the results and express what you learned from the experience.

Technical Interview – This interview type assesses your technical knowledge, skills, and abilities, as well as your ability to problem solve, make decisions, and communicate. Technical Interviews are used predominantly in STEM fields and feature questions that are specific to the role you are applying for. They will likely ask questions designed to specifically measure your use of logic, ability to think on your feet, and gauge how well you are able to articulate your responses, both fact, and scenario-based.

THE SALARY QUESTION

It is inevitable that this question will be asked about your salary requirements, and you must be prepared to answer it, or it could derail you.

You will need to do some research about what the salary for the position should be for the level of work, location, and experience level. Remember, compensation is an entire package that includes salary, benefits, vacation and possibly cash bonus, sign-on bonus and equity, generally in the form of Restricted Stock Units (RSU's). The latter can be a big factor in building wealth beyond a paycheck. So, you need to take all of those components into consideration.

Should you be asked this question early in the process, say in the initial phone screen, it is acceptable to deflect it by asking questions to learn more about the job and the benefits that they offer.

Saying something to this effect is appropriate:

"I'd really like to learn more about the specifics of the company and this position, as well as the benefits you offer before I answer that. For me, this job is not just about compensation; it's about the right fit. I would expect that as long as you are competitive within the industry, I am sure that if I am the right fit, we could come to an agreement."

Later in the process, you will not be able to be so vague. Having a range in mind helps, but they will likely go to the bottom of your range. Be sure you would be comfortable with that number, and then reiterate what makes you command that range.

Saying something to this effect when you must answer:

"For a Crew Chief position in this area, the competitive range is between \$X and \$Z. As a designated Master Technician with my 15 years of experience maintaining mid-cabin equipment, I would expect to be compensated between \$Y and \$Z."

Some organizations may tell you upfront what they pay. "We start all of our new team members at your level at \$X." You can always try to negotiate an offer for things other than base salary to include bonuses, vacation, and sign-on bonuses.

HOW TO PRESENT YOURSELF IN AN INTERVIEW

[Present yourself](#) honestly and professionally. This is your moment to show the company how much you value this job.

How to Dress – Business today is often conducted wearing casual attire. However, in an interview, you are never wrong to be professionally dressed, even if the interviewer permitted you to be business casual when inviting you to interview. Dressing professionally shows the company that you take this seriously and with respect. We recommend men and women both wear either "business professional" or "business formal" attire for interviews.

For men, this includes a suit, long-sleeved dress shirt, conservative tie, and polished leather shoes. Limit jewelry to a watch, wedding ring (if you normally wear one), and no more than one other piece of jewelry (like a tie tack or lapel pin). Make sure you have a relatively fresh haircut and that any facial hair is shaved clean or neatly trimmed.

Females should wear a skirt, dress, or slacks paired with a blazer, sweater, or professional looking blouse and nice shoes. Avoid wearing anything too flashy or brightly colored. Make sure your hair and nails are neat, makeup is natural, and jewelry is simple.

Carry a small briefcase, professional backpack or leather portfolio that contains the information you might be asked to provide. Do not bring a big purse, laptop, iPad, or a

disorganized stack of papers. Make sure that your phone and other devices are set for silent notification or put in sleep mode. You don't want a distraction to break the continuity of the interview and convey a lack of focus on your part.

What to Bring to the Interview – First and foremost, bring a couple of clean copies of your resume and a pen. There is nothing worse than being asked to fill something out and having to borrow a pen. It demonstrates a lack of preparation and forethought. Depending upon your area of expertise, you might want to consider bringing a sample of your work. This is especially true for those in communications or graphics. Beyond that, clean out your bag and leave the rest at home, or at least in your car.

Timing – Never, never, never be late! Nor do you want to be too early. If you arrive too early, they will need to find a place to have you wait, and you may put them in an awkward spot if they are still interviewing another candidate. We suggest that unless you know where you are going, you allow yourself an extra hour to get to the appointment. Check out the location, and then come back ten to fifteen minutes before your appointment. There is only one acceptable excuse for being late, and that is airline delays, and then only if they provided you the ticket. It is your responsibility to be there well in advance. If you're early, you're on time. If you're on time, you're late. If you're late, you likely will not get the job.



The Casual Interview – This newer style of interview is becoming much more acceptable and can catch people off guard. You may find that you walk into a casual interview dressed in a suit while the interviewer is wearing jeans. In our opinion, it is always better to be overdressed vs. underdressed, so embrace it. A casual interview might also describe how or where the interview is conducted. We've all heard of the prospective boss who takes applicants out for a meal as a test to see how they treat the restaurant staff, to check their table manners, and to see how well they can maintain a conversation. Casual interviews can put you at ease and allow your true personality to reveal themselves. However, they can also lull you into a false sense of comfort, and you might let your guard down a little too much.

INTERVIEW FOLLOW UP

[Following up after your interview](#) can set you apart from others competing for the position. Your follow up should be timely, concise, and non-intrusive. Be sure that you get a business card from each person with whom you interviewed so that you can send them a properly addressed thank you letter.

The Interview Thank You – A [timely email thank you letter](#) is essential to show your appreciation for the interviewer's time and consideration. It allows you to convey your desire and excitement to become a part of their team while giving you the opportunity to reiterate the unique value you can bring to their organization. It also gives you a chance to show them

that you listened to them, and to reinforce the fact that you began to build a relationship.

[Thank you emails](#) should be written immediately! Great applicants carve out time to craft an email the same day as the interview. This can be hard, especially when travel is involved, but it should be a standard interview practice.

If you are writing emails to multiple people in the organization, make sure that each is unique. Often, thank you notes are forwarded to others in the organization, and they lose their effectiveness when it is evident that they are a “form letter.” And, don’t forget to thank the special person who coordinated the day or escorted you who may not have been an interviewer. This person often is asked by the interview team for his or her opinion of you and how you might fit into the organization.

Showing your appreciation in the form of a business letter or a handwritten thank you note in addition to an email can be a key differentiator. Receiving a letter by mail conveys personal courtesy, respect, and attention to detail. It also shows that you really want the job and are willing to go the extra mile.

The Consideration Thank You Letter – Should you be informed that the job you interviewed for was filled with another candidate, it is extremely professional to write another letter, note, or email to the hiring manager, thanking them for their consideration. This letter should convey your honor for being considered, your disappointment with not being selected, as well as your good wishes for their success with their new employee. Honest and sincere interest such as this may put you on the top of the consideration list for the next opening, or they may recommend you to another company. This extra effort leaves a long-lasting impression.



Follow-Up Correspondence – When you complete your interview, we recommend you set an expectation with the interviewer as to how long you should wait before expecting a follow-up. What should you do if you’ve interviewed, [sent your thank you email or letter](#), but still haven’t heard back about a decision in the timeframe you were given?

Sometimes unforeseen delays occur between your interview and the expected follow up. If they told you they would have a choice by the end of the week and that deadline comes and goes, it is ok to write a brief follow up email reiterating your interest and commitment level to the opportunity. Hopefully, that gentle nudge will prompt a response. A maximum of two emails, followed by a final phone call is acceptable when closing the interview loop.

BUSINESS CARDS AND STATIONERY

It is a wise investment to purchase a professional business card. Designing and ordering professional business cards online is fast and inexpensive. If you want to go the extra mile, you may consider ordering personalized note cards at the same time to use for following up with handwritten correspondence. MOO and Vistaprint are two trusted online sites for designing your custom items, or you can find personalized classic correspondence cards on American Stationery's web site.

Business cards do not need to include a title or company name. Just your name, personal email, and cell number will suffice. You do not have to put your home address, but it is helpful to include the city and state so they can calibrate where you are located. You can, if you choose, put some sort of identifier as to what you do, such as Business Development Professional, or Administrative Professional.

CHAPTER 3

YOUR JOB SEARCH

The success of your job search is up to you and you alone. It takes time, preparation, and thought. There are many avenues open to you in conducting your search. We have outlined below what we consider to be the most significant opportunities.

NETWORKING



[Networking](#) should be an essential part of your job search. After all, those who know you will want to do everything they can to help you. They can introduce you to potential employers, to others “in the know” in the industry, and they might be potential employers as well.

Networking means utilizing your contacts to spread the word that you are looking for a new position and engaging others to keep their eyes open on your behalf. A networking campaign is easy to execute.

Here are a few steps to follow:

1. [Networking is all about relationships!](#) Make sure your initial focus is on the person you are connecting with and not their potential to help you find a job.
2. [Networking can be done in person, over the phone, email or via social media.](#)
3. If you are unable to network in person, strategize by making a list of industry friends, colleagues, and acquaintances. Use your LinkedIn and Facebook connections as a way to jog your memory and expand your reach. Add anyone to your list that might have direct connections to decision-makers and executive leadership at companies that might be hiring.
4. Depending on the depth of your relationship with each contact, a phone call, individual email, or direct message are all appropriate options for reaching out. We suggest a phone call for those you are closest to and the other forms of communication for people

outside your first-level connections. If you use the direct messaging option, make sure your social media profiles have already been updated to mirror your job-seeking mode (see Chapter 2).

5. Whether over the phone or in writing, tell them why you are looking for a job and let them know of your current job status without any bitterness or disrespect. Share with them the essential points of what you are looking for and your qualifications. Ask them to keep you in mind for any opportunities they know about or may hear of in the future.
6. In your initial phone call, email, or direct message, offer to follow up with a resume in case they have anything in mind. Do not assume they want a copy and attach it in your initial communication.
7. If a networking contact provides you with a lead, be sure to keep him or her apprised of the activity with that lead. If it turns into a job, send an appropriate thank you gift: a gift card, a nice bottle of wine, etc.

Once your job search is complete, send a personal email or message to each of your networking contacts, thanking them for their concern and interest on your behalf, and share with them the good news of your new job. You never know when you will find yourself in the job market again, and you want to be sure that your network will support you again.

ONLINE JOB BOARDS

There are a number of online job resources. Some of these job sites charge a fee to become a member while others, like LinkedIn and Facebook, can be utilized for free. Membership sites entitle you to search their posted jobs, and some offer you a service that will send you notification of positions that meet your qualifications. Others offer a resume posting service that can be searched by potential employers. Generally, the organizations that advertise on these job boards also pay a fee to post their ads.

Many online sources offer the ability to sign up for the automatic emailing of your resume for any jobs to which you qualify. These services infuriate hiring managers as they are impersonal, and they generally bog down their email inbox with resumes that do not fit the qualifications. It is better if you reply personally and distinguish your email from others by sending it with high priority.

A list of websites currently posting jobs in various areas we thought might be applicable is included in the resources section of this manual.

TEMPORARY EMPLOYMENT

Contract work serves a variety of purposes. It can tide one over while looking for a new position and sometimes develops into a permanent position. Affiliating with a local temp agency or two may be very advantageous at this time.

CHAPTER 4

RESOURCES

SAMPLE NETWORKING LETTER

SAMPLE COVER LETTER

RESUME TEMPLATES

ONLINE JOB SOURCE RESOURCE LIST

NOTES

SAMPLE NETWORKING LETTER

Dear Joe,

I hope this note finds you and your family well.

Last week, XYZ Aviation, the company for which I worked, decided to sell one of our aircraft. Unfortunately, my pilot position was eliminated. Even though I never envisioned myself out of a job, I'm excited to turn the page on a new chapter.

For the past eight years, I had the privilege of flying a G550 in worldwide operations, gaining invaluable experience. In addition to my flying duties, I provided exceptional customer service for executive-level passengers while performing an integral role in the flight department as the Safety Officer. I recently completed a fresh G550 recurrent training and just achieved my NBAA Certified Aviation Manager (CAM) certification. Some fun facts about me are I speak Spanish, enjoy cooking, have run five marathons and coach my son's flag football team.

I am reaching out with the intent of simply making you aware of my situation in case you hear of a pilot opening that matches my qualifications. I am open to opportunities that are a great fit for me both technically and culturally. If anything comes to mind, or you have suggestions with whom I may speak, I would greatly appreciate your help. I'd be happy to send you a copy of my current resume if you would like, just let me know.

Thank you for your time and continued friendship!

Sincerely,

A handwritten signature in black ink, appearing to read "Bill Jones", with a stylized, cursive script.

Bill Jones
555-555-5555

SAMPLE COVER LETTER

William “Bill” S. Jones, CAM

1255 California Street

San Francisco, CA 94109

555-555-5555

wsjones@gmail.com

[linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

April 1, 2020

Ms. Smith

Chief Pilot

ABC Aviation

123 Easy Street

San Francisco, CA 94109

Dear Ms. Smith:

Joe Brown, my recent instructor at FlightSafety, suggested that I contact you regarding the open Gulfstream 550 captain position with ABC Corporation. My 10+ years of professional flying, including worldwide operational experience in the G550, make me an excellent candidate for this position. I believe my extensive experience in Asia would support ABC’s current expansion into China.

As you can see by the enclosed resume, my 7,525 flight hours paired with my experience in Part 91 corporate flight departments, including direct exposure to executive level passengers, meets or exceeds your minimum requirements for this position. I have been consistently recognized for hard work with promotions and increased responsibilities, most recently serving as Safety Officer. These acknowledgements are a direct result of my expertise in safety and flight standards, my outstanding written and oral communication skills, as well as my commitment to personal excellence. I also place a high value on professional development and recently achieved my Certified Aviation Manager (CAM) certification through the National Business Aviation Association (NBAA).

Thank you very much for taking the time to review my information, and please note that I have also uploaded it through the job posting on ABC’s careers website. If you have questions or would like to contact me directly, I may be reached at 555-555-5555. I hope to have the opportunity to meet with you in person to explore this opportunity with ABC Corporation’s flight operation.

Sincerely,



William “Bill” S. Jones, CAM

Enclosure

RESUME TEMPLATES

The following is a compilation of resume templates that we have found make a good presentation. All of these templates will be emailed to you. You will also find the Sample Cover Letter and Sample Resume we just reviewed.

The first two are templates can be filled in directly by you. They are both chronological resumes with a place for your objective. You can alter these by adding other sections to them.

We have also included three resume samples that work when presenting things such as flight hours, licenses and personal and professional accomplishments. It is perfectly permissible to use these as a guide from which to start. Simply overwrite what is included in the sample.

William “Bill” S. Jones, CAM

555-555-5555

San Francisco, CA

wsjones@gmail.com

[linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

Career Summary	International Captain with 10+ years of worldwide business aviation experience, including extensive Pacific operational experience.
Skills & Abilities	Safety Champion with experience leading IS-BAO and SMS certifications.
Ratings and Certificates	Type rating: CE-525; LR-JET; G-IV; GV Flight Time: 7,525 Total Time; 6,325 Total Jet Time; 3,720 PIC Jet; 2,605 SIC Jet Notable Time: G550-2,215 Hours First class Medical-No accidents or Incidents on record
Experience	XYZ Aviation- 2012 – Present <i>San Francisco, CA - International Captain/Safety Officer 2016 – Present</i> <i>First Officer 2012 - 2016</i> ▪ Currently operating a Gulfstream 550 in Part 91 domestic and international operations throughout the U.S., Europe, Asia and the Middle East. ▪ Responsible for the safe transport of company executives and guests. ▪ Leads department compliance with IS-BAO Stage III certification. ▪ Developed company SMS and provides continuing safety oversight and training for the team. Acme Aviation- 2009 – 2012 <i>San Francisco, CA - Captain</i> ▪ Operated a Gulfstream IV in Part 91 domestic and international operations throughout the North America, South America and the Caribbean. ▪ Provided prompt and safe transport with exceptional customer service for a private family. ▪ Responsible for aircraft stock, cleaning and liaised with maintenance. ▪ Performed monthly audit on all safety equipment.
Education	Embry Riddle Aeronautical University <i>Bachelor of Science in Aviation Management</i> Daytona Beach, FL
Professional Development	NBAA Certified Aviation Manager (CAM)-2020 Upset Recovery training-2018
Leadership	Vice President of the NorCal Business Aviation Association (NCBAA) and member of the NBAA International Operators Conference Committee.

WILLIAM “BILL” S. JONES, CAM

INTERNATIONAL CAPTAIN

P 555-555-5555

E wsjones@gmail.com

A San Francisco, CA

W [linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

CAREER SUMMARY

International Captain with 10+ years of worldwide business aviation experience, including extensive Pacific operational experience

XYZ Aviation

March 2012-Present

San Francisco, CA

International Captain/Safety Officer 2016 – Present

Captain 2012 – 2016

- Currently operating a Gulfstream 550 in Part 91 domestic and international operations throughout the U.S., Europe, Asia and the Middle East.
- Responsible for the safe transport of company executives and guests.
- Leads department compliance with IS-BAO Stage III certification.
- Developed company SMS and provides continuing safety oversight and training for the team.

Acme Aviation

December 2009-February 2012

San Francisco, CA - Captain

- Operated a Gulfstream IV in Part 91 domestic and international operations throughout the North America, South America and the Caribbean.
- Provided prompt and safe transport with exceptional customer service for a private family.
- Responsible for aircraft stock, cleaning and liaised with maintenance.
- Performed monthly audit on all safety equipment.

PROFESSIONAL DEVELOPMENT

NBAA Certified Aviation Manager (CAM)-2020

Upset Recovery training-2018

LEADERSHIP

Vice President of the NorCal Business Aviation Association (NCBAA) and member of the NBAA International Operators Conference Committee.

RATINGS AND CERTIFICATES

- CE-525; LR-JET; G-IV; GV
- 7,525 TOTAL TIME
- 6,325 TOTAL JET TIME
- 3,720 PIC JET
- 2,605 SIC JET
- G550-2,215 HOURS
- FIRST CLASS MEDICAL
- NO ACCIDENTS/INCIDENTS

KEY SKILLS

- SAFETY
- IS-BAO
- SMS
- COMMUNICATION
- CUSTOMER SERVICE
- LEADERSHIP

EDUCATION

Bachelor of Science in Aviation Management

Embry Riddle Aeronautical University-Daytona Beach, FL

WILLIAM "BILL" S. JONES, CAM



📍 San Francisco, CA

📞 (555) 555-5555

✉️ wsjones@gmail.com

🔗 [linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

RATINGS & CERTIFICATES

CE-525; LR-JET; G-IV; GV

TOTAL FLIGHT TIME

7525 Hours

TOTAL JET TIME

6325 Hours

PIC Jet Time - 3720 Hours

SIC Jet Time - 2605 Hours

G550

2215 Hours

AIRLINE TRANSPORT PILOT,
AIRPLANE MULTIENGINE LAND

FIRST CLASS MEDICAL

NO ACCIDENTS/INCIDENTS

KEY SKILLS

SAFETY

IS-BAO

SMS

COMMUNICATION

CUSTOMER SERVICE

LEADERSHIP

LEADERSHIP

Vice President of the NorCal Business Aviation Association (NCBAA) and member of the NBAA International Operators Conference Committee.

EDUCATION

B.S. AVIATION MANAGEMENT

Embry Riddle
Aeronautical University
Daytona Beach, FL

CAREER SUMMARY

International Captain with 10+ years of worldwide business aviation experience, including extensive Pacific operational exposure, seeking a position with a best practices Part 91 flight department.

CAPTAIN/INTERNATIONAL CAPTAIN/SAFETY OFFICER

XYZ Aviation - San Francisco, CA

International Captain/Safety Officer- 2016-Present

Captain - 2012-2016

- Currently operating a Gulfstream 550 in Part 91 domestic and international operations throughout the U.S., Europe, Asia and the Middle East.
- Responsible for the safe transport of company executives and guests.
- Leads department compliance with IS-BAO Stage III certification
- Developed company SMS and provides continuing safety oversight and training for the team.

CAPTAIN

Acme Aviation - San Francisco, CA - December 2009-February 2012

- Operated a Gulfstream IV in Part 91 domestic and international operations throughout the North America, South America and the Caribbean.
- Provided prompt and safe transport with exceptional customer service for a private family.
- Responsible for aircraft stock, cleaning and liaised with maintenance.
- Performed monthly audit on all safety equipment.

PROFESSIONAL DEVELOPMENT

- NBAA Certified Aviation Manager (CAM) - 2020
- Upset Recovery Training - 2018

ONLINE JOB SEARCH RESOURCE LIST

American Society of Association Executives: <https://careerhq.asaecenter.org/jobs>

Indeed - Trade Association jobs:

<https://www.indeed.com/q-Trade-Association-l-Washington,-DC-jobs.html>

Community Brands Association Jobs Board: <https://www.associationjobs.com/jobs/>

Meetings Professionals International: <https://careers.mpi.org/>

International Association of Exhibitions and Events: <https://www.iaee.com/career-center/>

Professional Convention Management Association: <https://careers.pcma.org/jobs/>

FoundationList: <https://www.foundationlist.org/washington-dc-nonprofit-jobs/>

Center for Nonprofit Advancement: <https://careers.nonprofitadvancement.org/jobs>

NOTES