



## Q & A with Lourdes

- **What is your new job?**

I will be working as a consultant for a Financial Institution (Bank).

- **Is this new job in a different occupation or industry for you? If so, how did you position yourself to make the change?**

It is working in the same industry I have worked in the past FINTECH (Financial Technology).

- **What type of career/job did you have before you were unemployed?**

IT Technical Software Support

- **How long were you unemployed before finding a new job?**

It has been 16 months – the pandemic certainly prolonged the duration of unemployment. My position was terminated as a result of a merger between Fiserv and First Data (company reorganization) in May 2020.

- **What was most challenging about your job search?**

The most challenging factor I experienced was trying to get an opportunity for an interview. Most recruiters approved of my going through and pushing my resume to the hiring manager but, I did not get selected for the chance at interviewing. I do believe age does play a factor in the job market in these current times, I feel we are judged prior to being given the opportunity to be evaluated for the role.

- **What strategies or tools helped you get this job (online tools, personal contacts, job fairs, etc.)**

Assistance with reformatting my resume and getting current with courses (online) skill-up, as well a good recruiter who was impressed with my skills, IT background and our brief interview. He happened to find me a role he felt I should interview for, he made it happen and I was able to impress the hiring manager.

- **How did you learn about the New Start Career Network (NSCN)?**

I learned about NSCN through the NJDOL.

- **In what ways did NSCN assist you in your job search?**

I enjoyed being part of a group of people my age experiencing the same situation and helping each other trying to get back into the workforce. Good current information and websites to reference.

- **How did working with a NSCN Career Coach help you professionally and/or personally?**

The coach I was assigned was helpful and kind. More as a sounding board to have discussions with. I thanked them for the brief time we met.

- **What advice would you give to other NSCN members?**

I would advise other members to have faith and confidence in themselves, know or research the type of work you want to apply for, get current on skills, prepare for interview process (practice interview questions/answers, be honest and authentic, convey positive energy not negative, dress and look presentable, be professional, if interviewing virtually - ensure the background is presentable or a blank wall and have good lighting).

- **What recommendations would you make to NSCN to better help job seekers?**

I believe NSCN has been valuable with my reintroduction to the workforce. The different type of virtual group sessions made available are so helpful and beneficial. From relieving stress to the stressful journey of job search, receiving information and tools provided to aid in the job search as well as the support from other members in group settings. I highly recommend this organization to anyone who is looking for guidance and assistance with reemployment.

Thank you so much for assisting me through my journey and wishing the best to all job seekers.