

Dear Ms. Hurtado,

I just wanted to send you a quick email to compliment you and your staff for all the strong work you do in this very difficult time in the job market. In particular, I'd like to say thanks to one of your employees, Ms. Gloria Schramm.

I "met" Gloria shortly after I wrote an article in Newsday about my miserable job search experience after being let go from a telecommunication company as their managing director of operations for ~ 10 years. (<http://www.newsday.com/opinion/oped/a-job-seeker-endures-rude-silence-1.3434154>) Soon after, we connected through Linked In and I was blown away by her insightfulness and unbelievable words of encouragement she provided me as I navigated my way through websites and job posts on my quest to attain gainful employment. Believe me, it was quite a journey. I took the Project Management PMP Prep course at Stonybrook University through the Dept. of Labor and Gloria pushed me to study hard and take the PMP exam which I did and passed. She didn't stop there...while continuously/relentlessly sending me job post after job post she reviewed my resume and saw I had quite a bit of a facilities background so she encouraged me to pursue the POWER program at Suffolk Community to become an accredited Green Associate in LEED which was sponsored by Clean Edison. I never even heard of this credential but she said it would be a great fit that would align my facilities experience with my operations background which in turn would make me more marketable. It made perfect sense to me so I took the class for free and they also paid for my exam which I passed shortly thereafter as well. Not only did these credentials make my resume look better but it also showed that I was staying current and doing something while I was job searching. In the end, she was my #1 cheerleader, voice of reason and most importantly, the affect her tremendous positive outlook had on me each and every day. She set the tone for a true vision of hope in a place in time when there wasn't much of that to be had.

Today, I am employed outside of telecommunications (who knew...actually, Gloria knew) in a great company whose main focus is Educational Management that has a great culture and a promising future. I am a Senior Operations Manager and just recently spoke to my boss (the COO) who told me that although I had a strong resume, the reason they hired me was my PMP Certification along with the Green Associate credential....these two certifications were what separated me from other candidates since part of the job responsibilities were facilities related and the Green Associate was a great fit. (Hmmm, where did I hear that before? GS strikes again)

Bottom line, you have a great employee in Gloria which I'm sure you already know but I feel you needed to hear that from a "customer" (not too strong a word) who came full circle under the guidance of someone who defines what a Career Counselor is and I truly hope you understand what a great asset she is to your organization. Getting a job in this market is like climbing Mount Everest with roller skates on....its not going to be easy, but it can and will be done, thanks to the dedication of folks like Gloria. Thanks very much!

Jim D.