

# Resumé Review: Check Your Bias Here!



## Job Description

- Cornerstone of the hiring process
- Partnership between HR and Hiring Manager to create/revise
- Source for interview questions
- Comparison of essential duties to candidate's qualifications
- **Self-check against internal bias created during resumé review**

## Unconscious Bias

Our brains making incredibly quick judgments and assessments of people and situations without us realizing; based on our background, personal experiences, cultural context and society's stereotypes

- 9 Types
- **Stereotyping/Confirmation Bias** – Expecting a group or person to have particular qualities without having real information and the tendency to prove one's assessment of a candidate to be correct
- Can cloud your screening ability and be the difference between a "strong" hire and a "safe" hire

## Best Practices & Strategies to Minimize Bias

## Jamal Sayers

12 Bluebird Lane  
Queensbury, NY 12804  
lovethelord34@gmail.com/518-502-4567

**Objective:** To obtain a position that uses my years of experience and skills in administrative work. I am a team player who will be a great addition to any team.

### Education

- Glens Falls High School, Glens Falls, New York – Regents Diploma w/Honors, June 2004
- A.A. Graphic Design, Cum Laude, Adirondack Community College, May 2007

### Professional Experience

*Administrative Asst. 1* – NYS Education Dept., Albany, NY  
February 2014 – Present

- Schedule appointments for individual panel meetings
- Reconcile executive expenses
- Attend executive meetings to take notes, distribute minutes and develop agenda
- Communicate professionally with other state agencies in a fast-paced NYS agency environment
- Use of all Microsoft Office applications

*Tax Information Aide SL* – NYS Taxation & Finance, Albany, NY  
September 2010 – March 2013

- Data entry of checks and personal information into system applications
- Processed incoming mail and tax payments; prepared tax information for bank
- Experience with various tax returns and applications, including processing of returns
- Provide bi-lingual customer service regarding refunds, payments and general tax questions
- Explained assessments and collections actions
- Special projects data entry and workflow

*Kelly Services, Inc.*, Wilton, NY  
October 2008 – September 2010

- Assigned to various businesses to fill in for administrative roles
- Filed, including large file migration project at one employer
- Data entry of confidential orders, employee information, and benefits enrollment changes
- Answered phones to provide responsive customer service for inquiries, taking messages, etc.

### Other Experience

- *Guest Services Specialist* – Holiday Inn Express, Queensbury, NY      May 2007 – September 2008
- *Waiter* – Cooper's Cave, Queensbury, NY      January 2004 – April 2007

### Skills & Certifications

- Bi-lingual in English and Arabic
- Strong skills in MS Outlook, PowerPoint, Word and Excel

### Personal Interests

- Tutor for "at risk" children of immigrants at Centro Civico Family Resources Center (current)
- CYO Basketball Coach for daughter's team at St. Joseph's Church, Glens Falls, NY
- Volunteer for Planned Parenthood outreach phone bank