

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Національний університет кораблебудування
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ENGLISH FOR CAREER DEVELOPMENT

Навчальний посібник з англійської мови для студентів магістерських
програм, спеціальності автоматизація та комп'ютерно-інтегровані
технології

Миколаїв: НУК
2020

УДК 811.111:004(075.8)

ББК 315

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Навчальний посібник створений з метою ознайомлення та використання сучасного академічного стилю англійської мови студентами та її використання для працевлаштування за фахом, складання резюме, супроводжувальних листів та проходження співбесід. Під час роботи з посібником студенти мають оволодіти необхідним лексичним матеріалом академічного стилю у сфері інформаційних технологій, навчитися усному та письмовому перекладу академічних текстів за спеціальністю, компресії тексту з метою вилучення найважливішої інформації та представлення її в усному та письмовому вигляді.

Навчальний посібник складається з трьох розділів. Перший розділ складається з семи окремих уроків, що містять лексико-граматичні та комунікаційні вправи. У другому розділі наведені тексти для додаткового читання з метою поширення лексичного запасу. Третій розділ містить оригінальні резюме та супроводжувальні листи, які можуть бути використані як моделі для складання особистого резюме та супроводжувальних листів.

Навчальний посібник призначено як для опрацювання на заняттях під керівництвом викладача, так і для самостійного вивчення.

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PREFACE

The book “English for Career Development” is designed as a training course to help students to obtain academic English and use it when applying for a job. The main purpose of the book is to show ways of finding a job, the process of preparing for an interview and writing formal letters when applying for a job. It is also recommended for those who intend to achieve higher levels of proficiency in English. The task of the lessons is the development and improvement of English speaking skills and learning the terminological vocabulary necessary for a conversation on a given topic. Specifically designed for the students who are going to build the career in the field of automation and computer integrated technologies

It comprises two parts and Appendix. The first part includes 7 lessons with pre-text and after text sections. The second part has texts for supplementary reading

Structurally, each lesson consists of a text with a pre-text section that facilitates understanding of the text itself. A diversified system of exercises enables students to learn the lexical material thoroughly and use it in different situations. The emphasis is made on its correct usage helping learners to form good speaking and writing habits.

Although the lessons are given in a certain sequence, they can be used independently. They are suitable for students of different language levels from pre-intermediate to advanced.

The book is completed with Appendix where you can find necessary information on correct resume and cover letter writing. Also there are common questions and possible answers that can help students to prepare for job interviews.

PART I. LEARNING ASSIGNMENTS

Lesson 1

IDENTIFYING THE STAGES IN THE JOB APPLICATION PROCESS

Pre-Text Section

1. *Tuning-in: Before reading the unit, discuss the following questions:*

- a. Have you ever applied for a job?*
- b. What sort of job would you like to have in future?*
- c. What should you do to find a job? Find the logical sequence of the steps you should take.*

- get an invitation for an interview,
- make an appointment with an employment agency counsellor,
- read the classified ads,
- think what kind of job you want,
- analyse your skills, personality traits and accomplishments,
- get ready for the interview,
- find out what employment agency you can use,
- find out as much as you can about the company.

2. *Translate the following words and word combinations into your native language:*

graduating from a university, educational establishment, offered vacancies, individuals, to face the problem, to take time, to take special courses, actual work experience, to turn to for advice, job qualifications, self-evaluation, decision-making process, to size up your own chances, yellow press, solid companies.

3. *Read the text to get the general information about job hunting process.*

One of the most difficult problems for a young person graduating from a university or any other educational establishment are to make a decision about future occupation, to study the market of the offered vacancies, to present a resume and many other things. So our aim is to help you solve these problems.

Choosing an occupation one of the most difficult problems a young person faces is deciding what about a career. There are individuals, of course, who from the time they are six years old "know" that they want to be doctors or pilots or fire fighters, but the majority of us do not get around to making a decision about an occupation or career until somebody or something forces us to face the problem. Choosing an occupation takes time, and there are a lot of things you have to think about as you try to decide what you would like to do. You may find that you will have to take special courses to qualify for a particular kind of work, or may find out that you will need to get some actual work experience to gain enough knowledge to qualify for a particular job. Fortunately, there are a lot of people you can turn to for advice and help in making your decision. At most schools, there are teachers who are professionally qualified to consult you and to give detailed information about job qualifications. And you can talk over your ideas with family members and friends who are always ready to listen and to offer suggestions. But even if you get other people involved in helping you make a decision, self-evaluation is an important part of the decision-making process

So, You Are Looking for a Job. What must you begin with? There are several traditional ways of looking for a job. A civilized and active means of looking for a job is studying the market of the offered vacancies to get an idea of necessary demands and size up your own chances. The best way of doing this is to use the help of employment agencies or to independently study the ads of job opportunities being published. Announcements of job opportunities can be read in different printed publications. But which of them is worth reacting to? Don't put much trust in ads in the yellow press. Solid companies place ads in prestigious expensive publications with a firm reputation. The structure of job opportunities ads is usually the same: the name of the vacant position, the list of the candidate's professional, duties, the demands made of the candidate, and the system of compensations and benefits. Ads are often published by employment

agencies on behalf of their clients. The address of the office is usually not given – it is suggested that the resume should be sent to a P.O. box or else faxed.

After Text Section

4. Answer the questions:

- a. What does job hunting stand for?
- b. Is it really a difficult problem for graduates?
- c. Have you ever faced a similar problem? What was your experience?
- d. Does choosing an occupation take time?
- e. What things do you have to think about choosing your career?
- f. Who can help you in making a decision?
- g. What steps should you follow to achieve your goal?

5. Read the job advertisement and tick the most important qualities for this job: logical reasoning, programming languages, being good with figures, imagination, data synchronization, self- discipline, accuracy, leadership skills, debugging, creativity, making decisions, computer software knowledge. Add more to your list.

What is the structure of this job advertisement?

VACANCY ANNOUNCEMENT

INFORMATION TECHNOLOGY SERVICES (ITS) PROGRAMME

VACANCY ANNOUNCEMENT NO: VA 12/095/ITS

PUBLICATION /TRANSMISSION DATE: 6 December 2019

DEADLINE FOR APPLICATION 4 January 2019

TITLE AND GRADE: Information Systems Assistant

POST NUMBER: FCA-2945-G6-001 I

INDICATIVE ANNUAL SALARY: Euro 39,420 net, plus UN benefits

DURATION OF APPOINTMENT: One and a half years, with possibility of extension

DUTY STATION: Bonn, Germany

EXPECTED DATE FOR ENTRY ON DUTY As soon as possible

Responsibilities

The Information Systems Assistant position is located in the Information Systems Delivery subprogram in ITS and reports to the Information Systems Programme Officer. The Information Systems Assistant will:

1. Participate in developing, testing, debugging and implementation of new/existing information systems modules and functionalities such as software, databases and collaboration sites using established processes, standards and IT platform according to functional and technical specifications; assist in the maintenance of websites by modifying existing and developing new CMS templates;
2. Provide support for software solutions and quality assurance by preparing test scenarios and testing of new software solutions, both manual and automated; maintain quality of data and functions available on the website;

Essential Requirements

(Only candidates who meet the requirements stated below will be considered.)

Education: Completed university education. Training in web development, programming, certification in areas related to application development field is desired.

Experience: At least seven (7) years of relevant and progressively responsible technical experience in software programming, testing and design, software development and technical writing is required. Specific professional knowledge and job related skills:

- Good knowledge of software development cycle and of various software development models.

- Experience in managing source code, software testing and requirement analysis & management.
- Knowledge of general technology related to Business Intelligence, Source code control systems, and testing automation.

To apply

Candidates whose qualifications and experience match the requirements for this position, should use the on-line application system available at <http://unfccc.int/secretariat/employment/recruitment>.

5. Send your ad to a chosen newspaper.

If you would like to place a classified ad in "Your career ", "Job market page" simply send this coupon: _____

NAME _____

TELEPHONE _____

_____METHOD OF PAYMENT_____ free of
charge_____TEXT OF AD AS YOU WANT IT TO APPEAR

6. You come to an employment agency and have to answer their questionnaire.

Questionnaire			
1. Are you seeking for		3. Do you like yes /no	
a) full-time employment? b) part-time employment ?		a) meeting people b) working alone c) working with other people d) being a leader	
2. Which of these is most important for you? (Please number 1-5 in order of		4. What do you like doing in your free time?	

importance)			
a) money b) people c) security d)) job satisfaction e) an interesting job		a) reading b) going to the theatre c) travelling d) playing PC games	

7. Make up the most available word combinations:

1	help desk	a	systems
2	interpersonal	b	smartphone
3	Microsoft	c	techniques
4	Android	d	commitment
5	operating	e	Windows
6	<i>Help</i> desk	f	skills
7	strong	g	services

8. Read this announcement and fill in the gaps with the appropriate word combinations from exercise 7.

Information Technology Help Desk

JOB ANNOUNCEMENT POSITION

POSITION SUMMARY:

Climate Solutions is seeking a smart, flexible, and skilled Information Technology Help Desk professional who can provide ____1____with great____2____. The position supports the IT functions of the Seattle, Portland, and Olympia offices, including desktop, smartphone, and landline support and deployment. The ideal candidate will also stay abreast of changes in technology and work with the Administrative Director and our IT consultants on IT planning.

QUALIFICATIONS:

Skills and Knowledge: Knowledge of:

- Deep understanding of _____3_____operating systems, including desktop programs
- Deep understanding of _____4_____operating systems
- Baseline knowledge of Apple systems
- Knowledge of Microsoft Server _____5_____a plus, but not necessary for employment
- **IT** _____6_____for a broad base of skills and personalities, including in person, phone, and online support strategies
- Basic records keeping systems
- Exceptional written and verbal skills
- _____7_____to the mission and vision of Climate Solutions

9. Discuss the following questions.

1. What are people seeking for when taking a job? (Security, appreciation, money, power, prestige or something else)
2. What hiring criteria are important and why? (Education, experience, intelligence, appearance, being a leader/a team player, marital status, modest payment expectations or something else)
3. What do you think advantages and disadvantages of working from home are? (Feeling isolated, less commuting, not being supervised or something else)
4. What can be the reasons for dismissal? (Personal reasons, being passive, being too initiative, being late or something else)

10. Write out the main key words into your dictionary.

Lesson 2

IT MARKET RESEARCH

Pre-Text Section

1. Tuning-in: Before reading the unit, discuss the following questions:

1. What do the following people do in computing?

- a webmaster
- a help-desk trouble-shooter
- a network administrator
- a software engineer
- a hardware engineer

2. What other IT jobs do you know?

3. What are the most popular IT jobs in Ukraine?

2. What are the most important aspects of a job? Rank the following items beginning with the most important. Explain your idea.

- a good salary
- nice colleagues
- an indoor job
- working with a group of people
- to solve challenging problems
- to be able to travel
- to create something
- helping other people
- working on your own
- a lot of freedom
- a lot of responsibility
- security
- to do business

3. Read the text on job description in IT sphere. What sort of jobs would you apply for?

Information technology is a very wide field, and if a person is thinking of choosing a career in IT, he/she has to be very specific about what he/she actually wants to do. Several positions are available and they differ according to the responsibilities and duties of the IT professional. Moreover, these professionals are highly paid in comparison to other jobs. Certifications and trainings are even more important than basic educational qualifications such as bachelor's and master's degree. Furthermore, previous IT experiences also counts.

Systems Analyst studies the methods of working within an organization to decide how tasks can be done efficiently by computers; makes a detailed analysis of the employer's requirements and work patterns to prepare a report on different options for using information technology. Systems Analyst either uses standard computer packages or writes a specification for programmers to adapt existing software or to prepare new one; may oversee the implementation and testing of a system and acts as a link between the user and the programmer.

Software Engineer or Designer produces the programs to control the internal operations of computers; converts the System Analyst's specification to a logical series of steps and translates it into the appropriate computer language. Software Engineer designs, tests and improves programs for computer-aided design and manufacture, business applications, computer networks and games.

Computer Services Engineering Technician is responsible for installation, maintenance or repair of computers and associated equipment. He/she installs hardware, tests by running special software, carries out routine servicing of large mainframe systems, aiming to avoid breakdowns and upgrades machines usually on customer's premises.

Network Support Person or Computer Engineer maintains the link between PCs and workstations, uses telecommunications, software and electronic skills and knowledge of the networking software to locate and correct faults.

Computer Salesperson sells equipment to suit individual requirements, organizes the sale, delivery and, if necessary, installation and testing. He/she may arrange support, training, maintenance and consultation, must have sufficient technical knowledge.

Applications Programmer writes the programs to enable a computer to carry out particular tasks. He/she may write new programs or adapt existing ones to meet the needs of the company. When writing a new program, he/she follows a specification provided by a Systems Analyst. Applications Programmer checks programs for faults and does extensive testing.

Systems Support Person is an Analyst Programmer who is responsible for maintaining, updating and modifying the software used by a company. He/she uses machine codes and low-level computer languages; may sort out some problems encountered by users.

Hardware Engineer researches, designs and develops computers and computerized element of appliances, machines and vehicles. He/she is also involved in manufacturing, installation and testing. Hardware Engineer has to be aware of cost, efficiency, safety and environmental factors as well as engineering aspects.

After Text Section

4. Arrange the following questions according to the text. Answer them.

- a. What is Computer Services Engineering Technician responsible for?
- b. What does Applications Programmer do?
- c. Information technology is a very wide field. How do positions in IT differ?
- d. What are the responsibilities of the Systems Analyst? How do they differ from the Systems Support Person ones?
- e. What skills should Network Support Person have?
- f. What does Software Engineer do?
- g. What basic requirements should the IT professional meet?

5. Look through the text and write out the sentences with the Infinitive constructions. Translate them into your native language.

6. Cycle the proper form of the infinitive and fill in the gaps.

1. Certified Ethical Hacker (CEH) is an ethical hacker or penetration tester employed by a company _____or hack into the network or computer systems,

- a. penetrate
- b. to penetrate
- c. to be penetrating

2. The primary requirements for being a good programmer are nothing more than a good memory, an attention to detail, a logical mind and the ability _____through a problem in a methodical manner breaking tasks down into smaller, more manageable pieces.

- a. to be worked
- b. to have been working
- c. to work

3. For someone starting out, my best advice would be _____to the programming magazines such as Microsoft Systems Journal

- a. to subscribe
- b. be subscribed
- c. to have subscribed

4. You mustn't _____an expert in too narrow a field.

- a. to have been become
- b. become
- c. to become

5. If your personality is such that you're unlikely to be asked _____responsibility for a small team or a project, then you can forget being an IT manager.

- a. take
- b. to be taken

c. to take

6. Certifications give experienced workers a chance _____their skills and knowledge.

a. to master

b. master

c. to have been mastered

7. Microsoft Certified IT Professional (MCTIP) tests the ability _____Microsoft technologies in performing an IT job, like database administrator or server administrator

a. to have used

b. use

c. to use

7. Make up the most available word combinations.

1	experienced	a	industry
2	fresh	b	administrator
3	IT	c	professional
4	certified	d	systems
5	subject	e	components
6	database	f	categories
7	operating	g	graduates
8	software and hardware	h	workers

8. Fill in the gaps with the word combinations from exercise 7.

Certifications give ___a___a chance to master their skills and knowledge. Certifications prove how dedicated a professional is to be in the field they work in. For _____b_____, it gives a hiring advantage over the competitors. It is a given IT industry fact, that an inexperienced but _____c___, is a better choice than a non-certified one. A certificate can be used as a proof of competency.

Microsoft Certified Technology Specialist (MCTS) tests the skills and expertise in a specific technology. For example, the MCTS ASP.NET certification focuses on the .NET 3.5 ASP.NET suites. There are currently 20 specializations, with 5 broad _____d_____ which are Office, .NET framework, SQL Server, Windows and business intelligence. This is the first level of certification exams for Microsoft.

Microsoft Certified IT Professional (MCTIP) is useful for experienced professionals. It tests the ability to use Microsoft technologies in performing an IT job, like _____e_____or server administrator. To have this exam, one or more compulsory MCTS certifications are to be obtained first.

CompTIA A+ is a vendor neutral certification that covers multiple _____f_____ and technologies. It ensures basic knowledge of _____g_____. It is intended for professionals, with at least 500 hours of hands-on experience, as the questions are based on practice, not theory. The A+ certification is especially used as a bench mark for computer support technicians, as the key exam areas are installation, networking, maintenance and troubleshooting of computer systems.

9. Translate the following word combinations into your native language.

Highly paid, detailed analysis, existing software, computer-aided design, associated equipment, networking software, existing programs, computerized element of appliances, problems encountered by users, certified professional, operating systems and technologies, certified system administrators.

10. Write out the main key words into your dictionary.

Lesson 3

RESEARCHING YOURSELF

Pre-Text Section

1. Tuning-in: When examining your skills, ask yourself these questions:

- a. What have I accomplished in my work experience?
- b. What skills and personal strengths were necessary for those accomplishments?
- c. What have I enjoyed doing most?

2. Translate the following words and word combinations into your native language:

Technical skills, soft skills, interpersonal skills, vendors, manage departments, verbal communication, customers, creativity, problem solving, employers, determination, lack of teamwork, flexibility, feedback, leadership, a project manager, listen actively, mentoring, negotiation skills, collaborating, approachability, teamwork, resume summary, cover letter., type of skill, job description

3. Read the text and arrange the following headings according to its parts:

Tips for Using Skills Lists		Leadership	Creativity	.Listening	Presentation
Communication	Flexibility	Teamwork	Negotiation	Mentoring	Determination

Top Information Technology (IT) Soft Skills

Strong technical skills are essential for any IT (information technology) position. However, IT employees also need soft skills, sometimes known as interpersonal skills. IT professionals need to be able to interact successfully with customers and vendors, colleagues and managers, to manage departments, and to convey their ideas to others. Even if you've got solid interpersonal skills employers will also evaluate your soft skills as you move through the

interpersonal skills. Here are the top soft skills needed for most IT jobs. Developing these skills and emphasizing them in your job application and interview will help you to rise above the competition.

1. _____

With the number of emails, proposal and design documents an IT professional writes, clear and compelling written communication is essential. Effective verbal communication is equally important. As an IT employee, you often have to explain technical processes in clear, easy-to-understand terms for customers and employers. You must also be able to explain your ideas in such a way as to make others want to support and finance your projects.

2. _____

IT professionals are constantly looking toward the future; anticipating and developing solutions for potential tech problems and needs. This sort of forward thinking requires a lot of imagination and creative problem solving. Employers therefore seek out tech professionals who are able to conceive unique solutions.

3. _____

A number of IT projects stall because of a variety of issues: financial problems, issues with vendors, problems with software, hardware or processes, a lack of teamwork, or one of many other reasons. It is important for an IT professional to stay focused on the ultimate goal and continue to work toward that result. Beginning a project with a clear and realistic timeline and budget can help you achieve your ultimate goal. Your employer will be impressed with your ability not only to plan a project, but also to see it through to completion.

4. _____

IT professionals often face setbacks or unexpected changes, ranging from a technical problem with their project to a last-minute issue with a vendor. You need to learn to be flexible, accepting these changes and immediately looking for creative solutions. Employers will appreciate this flexibility. Similarly, you must be open to suggestions and feedback, whether from an employer or client.

Listen attentively to any feedback you receive, and be open to making necessary changes to improve satisfaction.

5. _____

Even if you are not in a management position, you will often be asked to manage a project or team, if only for a brief period. Being a project manager requires strong communication skills, the ability to delegate tasks, and a constant focus on the end goal. As an IT professional, you may also be involved in client and vendor management. It is essential that you know how to communicate with clients and vendors effectively to ensure your company's needs are being met efficiently.

6. _____

IT professionals not only need to communicate their own ideas, but also need to listen actively to others. It's important to listen closely to what the client or your employer wants so that you can give them exactly what they are asking for. Don't be afraid to ask clarifying questions to make sure you understand the other person.

7. _____

IT professionals often find themselves teaching skills, either to employers, new employees or product users. An employer will appreciate an employee who can successfully walk someone through a technical process with clarity and patience.

8. _____

No matter what your position in IT, you will need some form of negotiation skills, from making hiring decisions to collaborating with vendors or contractors to selling your idea to an organization. Being able to come to an agreement that satisfies both parties is a great soft skill that will make you stand out, particularly if you want to be promoted to a management position.

9. _____

A presentation can be anything from a one-on-one conversation to a department meeting or lecture. Whatever the form, you need to be able to articulate your

ideas clearly to others. Even if your ideas are great, no one will be able to appreciate them if you cannot convey them effectively. Working on your approachability, verbal communication and your familiarity with presentation tools will help you to strengthen your presentation skills.

10. _____

IT projects are often the work of a team of professionals rather than an individual. Therefore, teamwork is essential: you need to be able to communicate your ideas and listen to others' suggestions, and know when to take a leadership role and when to be a team player.

11. _____

You can use the skill words listed above as you search for jobs. For example, include some of the terms in your resume, especially in the description of your work history and your resume summary, if you have one. You can also incorporate them into your cover letter. Mention one or two of the skills listed here and give specific examples of instances when you demonstrated these traits in prior work.

You can also use these words in your interview. Keep the top skills listed here in mind during your interview, and be prepared to give examples of how you've exemplified each one.

Each job will require different skills and experiences, so make sure you read the job description carefully, and focus on skills listed by the employer. Also review our lists of skills listed by job and type of skill.

After Text Section

4. Decide whether the following sentences are true or false. Correct the false ones.

- a. Interpersonal skills are the ability to communicate or interact well with other people.

- b. Verbal communication is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms (non-verbal communication).
- c. Presentation skills are the use of imagination or original ideas to create something; inventiveness.
- d. Determination is the ability to continue trying to do something, although it is very difficult
- e. Mentoring is both a research area and a practical skill encompassing the ability of an individual or organization to "lead" or guide other individuals, teams,
- f. Leadership is a system of semi-structured guidance whereby one person shares their knowledge, skills and experience to assist others to progress in their own lives and careers.
- g. Negotiation is a discussion aimed at reaching an agreement.
- h. The list of interpersonal skills shouldn't be included into an applicant's work history or resume summary.

5. Match the transferable skills (1-8) to the examples of professional behaviour (a-h).

1. analytical skills	a. I have a justified belief in my ability to do the job. I am able to express my opinion or provide advice when necessary. I am good at making decisions.
2. creativity	b. I actively seek feedback on my performance and carefully consider feedback. I demonstrate an interest in and understanding of my own and other cultures. I understand my own strengths and limitations.
3. self-confidence	c. I am good at getting a good deal. I am good at developing and managing relationships with others. I am able to persuade, convince and gain support from others

4.communication skills	d. I am able to formulate new ideas to solve problems. I am able to think ahead to spot or create opportunities. I set aside thinking time to come up with alternative ways of getting things done more efficiently.
5. independence	e. I can work with sustained energy and determination on my own. I can find ways to overcome obstacles to set myself achievable goals. I strive towards my own targets and refuse to settle for second best.
6.interpersonal skills	f. I am good at data analysis. I am excellent at interpreting data to see cause and effect and am able to use this information to make effective decisions.
7. negotiation skills	g. I am able to express myself effectively. I am able to make my opinions totally clear and am rarely misunderstood. I produce clear, well-written reports that can be easily understood
8. self-awareness	h. I am good at working cooperatively. I am good at working and communicating within a team to achieve shared goals. I am a good listener.

6. Complete the phrases for demonstrating transferable skills using the correct verbs in brackets:

1. Analytical skills (analyse / conduct / identify)

a. _____ a mistake; b. _____ data; c. _____ a survey;

2. Creativity (invent / solve / suggest)

a. _____ a machine; b. _____ an alternative; c. _____ a problem;

3. Communication skills (explain / give / write)

a. _____ a report; b. _____ an idea; c. _____ a presentation;

4. Interpersonal skills (listen / resolve / work)

a. _____ a dispute; b. _____ to a point of view; c. _____ with "difficult" people;

5. Leadership skills (chair / delegate / motivate)

a. _____ a meeting; b. _____ a team; c. _____ tasks;

6. Organizational skills (decide/ implement/ meet)

a. _____ deadlines; b. _____ on priorities; c. _____ a plan;

7. Teamworking skills (contribute / discuss / support)

a. _____ an issue; b. _____ to a meeting; c. _____ a colleague

8. Negotiation skills (change / convince / negotiate)

a. _____ someone's mind; b. _____ with someone; c. _____ someone to do something;

7. Fill in the table with appropriate professional skills and tick the ones that apply to you.

Computer hardware knowledge, leadership, internet applications, networks, attention to detail, operating systems, troubleshooting, internet security, management, data privacy, programming languages, agile development, working under pressure, database administration, creativity, UI/UX, front-end & back-end development, patience, problem solving, data synchronization, social media experience, project management, technical writing, time management, debugging, network architecture, communication, quality assurance,, decision making, technical support, teamwork, SQL, Oracle, LINUX, Java, software installation, adobe creative suite, multitasking, maintaining servers, routers, and PCs, configuring, managing, and maintaining networks, backup management, Microsoft Office, customer service, LAN technology.

Hard skills	Soft skills
	Computer software knowledge
Analytical skills	
Cloud management	

8. Complete the sentences using the correct form of the verbs in the box. You will need to use some verbs more than once: award, complete, graduate, hold, obtain, read.

1. I _____ with a BA in Sociology from the University of California in Los Angeles in 2007.
2. I _____ Economics at the London School of Economics and Political Science (LSE). I then _____ a Master's in Security Studies at the University of Birmingham, which included a semester at New York University at the Centre of European Studies.
3. I _____ with a BA in Hotel & Catering Management from Hong Kong Polytechnic University. I also _____ an MBA in Marketing, which I _____ last year.
4. After _____ from the School of Oriental Languages and Communication with a BA (Hons) in Mandarin Chinese and English in Maastricht (The Netherlands), I was _____ a scholarship to _____ International Relations at the College of Europe, Warsaw.

9. Complete the sentences using the prepositions at, from, in or with.

1. I started my career _____ Johnston Group after graduating _____ Haiyang University _____ a BA and M A _____ Chemical Engineering.
2. I graduated _____ 2008 _____ an MSc in Criminology and Criminal Justice _____ Tokyo University.
3. I also obtained a BSc _____ Computer Science _____ Moscow State University _____ 2005.
4. I read Modern Languages _____ The National University of Singapore.

10. Write out the main key words into your dictionary.

Lesson 4

WRITING AN IMPRESSIVE CV

Pre-Text Section

1. Tuning in: *You've researched yourself and identified your dream job. You've researched the market and found a vacancy. So how do you put together a CV that will guarantee you an interview?*

2. Read the text to get the general information about Curriculum Vitae.

An excellent CV may help you get the job of your dreams and a poor CV may mean a lost opportunity. Since this is the first piece of information a company will receive about you, it is critically important that your CV, be well-written. It should be presented at the beginning of any interview that you have with a company. Ideally, CV should not be longer than one page. The contents of a CV can be roughly categorized as: 1) PERSONAL INFORMATION (address and telephone number), 2) JOB OBJECTIVE, 3) EDUCATION, 4) EXPERIENCE, 5) SKILLS, 6) EXTRACURRICULAR ACTIVITIES, 7) REFERENCES.

The CV begins with PERSONAL INFORMATION, name, address, telephone number centred at the top page. After your address, a statement of intent or JOB OBJECTIVE should be written. This objective should be well thought out from the very beginning since it will influence how you will write the rest of the CV.

After the statement of intent, describe your EDUCATION. List the universities, institutes and colleges you have attended in reverse chronological order. Any studying you have done abroad should be included and courses that you have taken that are relevant. Another thing to have in mind is that higher qualifications imply lower ones. If you have only got GCSEs, fine. If, however, you have a bachelor's degree, it is unnecessary to mention your GCSEs, or even your A-levels, unless they are spectacularly good. A recruiter will simply assume they were taken at the usual time and is unlikely to be interested in how

many there were and what grades they were. The same applies to a Master's degree or PhD. The higher qualification makes the mention of any lower ones redundant. If you are applying for a job more closely related to IT, your technical proficiencies should have a relevant section of their own (entitled 'computer efficiency' or 'computer skills' or 'technical expertise') much higher up the priority list.

Your working EXPERIENCE is the next section. List your experience starting with your most recent place of employment and work backwards. Spell out the exact dates of employment, your position, and the name of the company you worked for.

Following experience, you should list your special SKILLS. These include your language skills, computer abilities, and any other talent that relates to your statement of intent. When describing your language abilities, it is best to be honest about assessing your level, "Fluent English", "native Russian", "intermediate German", and "beginning French" are all ways to describe your language abilities.

EXTRACURRICULAR ACTIVITIES should be included in the next section. Student or professional organizations you belong to, travel, sports and hobbies should be listed here.

The last section of your CV is the REFERENCE section. List at least two people, not related to you, who can describe your qualification for the job. Their names, titles, places of work, and telephone numbers should be included. The style and format of a CV are extremely important. It must be typed, preferably on a computer in order to format it most effectively. A neat and well-written CV with no spelling mistakes will give an employer the impression that you are accurate and take care of details. A CV will not get you a job. An interview with a company will get you a job. In order to have the opportunity of interviewing with a company you should send your resume with a cover letter.

After-Text Section

3. Answer the following questions.

- a. What does a CV stand for?
- b. What is a CV commonly called in American English?
- c. What is the main purpose of a CV?
- d. What are the key qualities of a successful CV?
- e. How many sections are there in a typical CV? What are they?
- f. Where should you put the education section of your CV?
- g. What qualifications should you include?

4. Use the correct form of the following verbs to complete the sentences:

offer, go into, send it off, fill in, find, apply for.

- a. I left university six months ago and I still haven't _____ a job. It's more difficult than I thought it would be.
- b. I've _____ a part-time job. I hope I get it – it's four afternoons a week.
- c. I am really sure what I want to do when I leave university. I might _____ programming like my Dad.
- d. I've _____ an application and _____, so now I've just got to wait until I hear from them.
- d. I can't believe it. They've _____ me that job in New York. They want me to start next month.

5. Read the text again. What five types of qualification are mentioned in the text? Put them in order from highest to lowest.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____

6. Read John's CV and fill in the gaps with appropriate words and word combinations: manual dictionary, JavaScript, Distributed Systems, Maharaja Engineering College, troubleshooting, Windows XP, external-facing systems, technical oversight, existing applications, troubleshooting, networking

JOHN L. APPLICANT

111 Main Street ♦ Anytown ♦ Country ♦ JohnA@noemail.com ♦
555.123.4567

EDUCATION

- B.Tech, _____1_____, May 2014
- Shiri Ganga Higher Secondary School, March 2012
- Government Boys Higher Secondary School, March 2010

TECHNICAL EXPERIENCE

- Languages: C, Core Java, VB 6.0, Unix shell scripts, HTML
- Platforms: _____2_____, 98/95/00, NT, Red Hat Linux (9.0, ES, WS)
- Concepts: _____3_____, operating systems
- Expertise in: Installing Red Hat Linux configuring servers (DNS, FTP, NFS, NIS, SAMBA, APACHE, DHCP, MAIL), _____4_____, user permissions (LVM)

CERTIFICATIONS

- Red Hat Certified Engineer (RHCE) - Enterprise Linux 4
#1114006719821418
- Brain-bench certified Linux Assessment #T20110714001A

WORK EXPERIENCE

Java Web Developer, XYZ Tech Company, 2017-Present

- Completed half a dozen new web application projects and offered application support for half a dozen _____5_____.
- Led dozens of development projects managing 5-6 developers.
- Provided _____6_____ for over a dozen other web developers.

Web Development Engineer, ABC Association, 2014-2016

- Worked with internal- and _____7_____to build UI experiences.
- Led multiple projects developing front-end software using frameworks including Angular and React.
- Used HTML, CSS, and _____8_____.

PROJECT EXPERIENCE

- B.Tech, Final Semester project as part of the B.TECH curriculum, April 2018
Project: "Integrated Java-Based Web Server"
- B.Tech course project, December 2013
- Project: Developed _____9_____in V.B. 6
- B.Tech course project, April 2013
Project: Deleted all files concurrently using shell scripts

ELECTIVES TAKEN

- Linux Server
- _____10_____

PROFESSIONAL MEMBERSHIPS

Association for Engineering

Organization of Engineering Education in Southeast Asia

LANGUAGES

English

Tamil

OTHER ACTIVITIES & HOBBIES

Volunteer, Beginning Coding Non-profit

Marathon Runner

7. Look at the following table of action verbs commonly associated with professional experience. Select five verbs and write sentences suitable for your CV that are true for you.

achieved	collaborated	developed	interpreted	organized
anticipated	compiled	edited	investigated	persuaded
approved	convinced	established	identified	planned
arranged	consulted	examined	led	presented
budgeted	created	facilitated	listened	researched
calculated	delegated	formulated	motivated	resolved
chaired	demonstrated	improved	negotiated	repaired
clarified	designed	increased	operated	represented

8. Look at the example of a job-ad, write an effective CV in response.

Database Administrator. Provide full-cycle consulting services from analysis, design, developing to programming from initial to final stages. Design and develop logical and physical databases using Oracle, SQL Forms, UNIX, Windows NT and C languages. Set parameters for databases based on system specifications and user needs. Analyse, review and alter programs to enhance program objectives and increase operating efficiency. Provide system integration w/mail/exchange servers. Coordinate flow between databases. Document all steps from development and coding through installation and operation. Refine aspects of databases before final release. Required: BS in Comp. Applications, Comp. Programming, Comp. Sci., Comp. Eng'ing. 4 yrs of exp in job offered, or 4 yrs of exp as Comp. Programmer Analyst. Experience w/BMPC, LAN, UNIX, Windows NT, Oracle 7.0, SQL Server, SQL Forms, C, C++, Pro*C. Salary negotiable. Business and Worker Development, ER 1997806549312, PO Box 553, Trenton, NJ 086754.

9. Read the cover letter and complete the sentences using the prepositions: on, with, for, in, of. You will need to use some prepositions more than once.

Dear Mr. Lee,

I am writing to you today because I am interested ____1____ applying ____2____ the position of Front-End Web Developer as posted ____3____ the careers page ____4____ your website. I have a Bachelor's Degree ____5____ Computer Science and experience ____6____ SQL, Javascript, HTML, CSS, CGI, and Bootstrap. I can use all of the Adobe Suite software programs, and I am confident that I can be a beneficial addition to your web development team.

I also have a minor ____7____ graphic design, so I have an eye for what a good website should look like. For the past five years I have worked ____8____ EndDesign.com, and while I was there, I converted their entire website to Bootstrap. The conversion made it much easier ____9____ my colleagues to manage the site.

I've attached my resume so that you can see more ____10____ the projects I worked ____11____ as well as a list of my certifications. Thank you for your time and consideration. I look forward to speaking with you soon.

Sincerely,

Janet Applicant (signature hard copy letter)

Janet Applicant

10. Write your own CV in English, using John's CV as a guide.

Lesson 5

GOING THROUGH AN INTERVIEW

Pre-Text Section

1. Tuning-in: Before reading the unit, discuss the following questions:

- a. Have you ever been interviewed for a job? How did it go?
- b. How do you feel about going for an interview?
- c. How can you prepare for an interview?

2. Decide whether these tips are true or false. Give your reasons.

- a. Don't prepare yourself for the interview.
- b. Be enthusiastic about the interview and your future company.
- c. Know as much about the company as any «outsider» can know.
- d. Dress appropriately for the interview.
- e. Don't be sincere, honest and positive.
- f. Don't speak badly of your present or former employer.
- g. Don't volunteer any negative information about yourself.
- h. Don't discuss salary until it's brought up.

3. Read the text and arrange the following headings according to its parts:

- a. Reliability of interviews
- b. What is an interview?
- c. Types of interview

_____1_____ An interviewing is a mutual exchange of information. It is an opportunity to give an applicant as much information about the job as possible so that they can decide whether or not they want to take it if it is offered. An interview can be described as a planned discussion with a specific purpose. How does a selection interview differ from a conversation, a chat about a job? A business manager needs to gather information that provides evidence about applicant's ability to do the job, and to fit in with the work team. A company wants people who accept job to be motivated to work for the business. Treating them with respect is important. It is also important that all applicants see the process handled as legal, fair and just.

_____2_____ Interviewing is a very inexact procedure. A lot of interviewers given exactly the same information will form very different opinions of the same candidate. Managers will select different candidates for a job and set out elaborate arguments to justify their decisions. Some interesting conclusions are as follows: Interviewer's first impressions derive from the application form, and from their first sight of the interviewee. Evidence shows that they rarely change their opinion. Interviewers make their decision about a candidate in first few minutes of the interview and they spend the rest of the interview gathering evidence to support their early decision. Most interviewers look for reasons why candidates are not suitable more than they look for evidence that they are suitable. If an interviewer has made an early decision, this is communicated to the candidate's body language, and the interviewee must respond accordingly. Despite this, interviewing is still the most common selection technique used by business today.

_____3_____ There are two schools of thought about interview behaviour. One school assumes that adults' personalities have formed and stabilized, and that their future behaviour can be predicted from their past behaviour. People will respond honestly and openly if they are in a friendly atmosphere. The interviewers will seek to learn from the interviewee how she/he coped with a variety of situations by discussing past experience and behaviour. This, they believe, will provide some insight into how she or he may behave in the future. The second school assumes that people will exaggerate their strengths, and minimize their weaknesses, even though this may be done unintentionally. In order to predict future behaviour, therefore, the only evidence is that interviewee shows during the interview. So the interviewers who hold this view will set up a variety of situations, which, they believe, will provoke the candidate to exhibit their true behaviour. This, they assume, is how the candidate will behave in a similar situation in the future.

1. In one-to-one interviews one trained specialist conducts all the interviews and selects the most appropriate applicant. The questions follow the most logical pattern.
2. Successive interviews - where more than one interviewer is used, successive interviews each with a different manager are conducted.
3. In tandem interviews a line manager with a personnel specialist conducts an interview. This is an economical and efficient use of time - only one interview is conducted.
4. Panel interviews are often used in the public sector. Up to 5 people will sit on a panel and the candidate will be interviewed once only, but by the whole panel. It is more like a tribunal sitting in judgment than an interview. Panel interviews have certain advantages:
 - Each interviewer can specialize in asking different questions.
 - All the interviewers take part in a joint assessment of the candidate reducing the risk of a personal bias. However, there can be disadvantages:
 - Questioning may be disorganized and repetitive.
 - The candidate may look ill at ease.
5. Board interviews are conducted with many more representatives of the employer. Boards of more than 20 employers may conduct selection for senior positions. In addition to the advantages of panel interviews, the board interview is useful to reveal the behaviour of the candidate under stress. Still, this procedure is not very effective. Large numbers of interviewers can make the final assessment of the candidate very difficult. Often some board members are not expert interviewers, and may be more interested in protecting their own image than gathering evidence about the candidates. Coordinated, logical questioning is unlikely, and control of proceedings is very difficult for a chairperson.

After Text Section

4. Find terms in the text with the following meanings:

- a. to be very enthusiastic or determined because you really want to do something_____ (part 1)
- b. a person who formally requests something, especially a job, or to study at a college or university _____ (part 1)
- c. the available body of facts or information indicating whether a belief or proposition is true or valid _____ (part 2)
- d. not precisely correct or true _____ (part 2)
- e. to choose by making careful decisions _____ (part 2)
- f. to represent (something) as being larger, better, or worse than it really is. _____
- g. to face and deal with responsibilities, problems, or difficulties, especially successfully or in a calm or adequate manner _____ (part 3)
- h. to stimulate or give rise to (a reaction or emotion, typically a strong or unwelcome one) in someone _____ (part 3)

5. Translate the following words and word combinations into your native language:

to look for, to seek (a job), to qualify, be qualified, to apply (to a firm; for a position), to fill out an application, to interview, to be interviewed, to hire/employ, to be employed, to dismiss/fire/sack, to make redundant, to earn/make (money), to be responsible for, to be promoted, to be transferred, to quit, to resign work, employment, job, position, resume, application, applicant, wanted ad, advertisement, employment agency, personnel, experience, background, education, training, salary, wages, fee, duties, responsibilities, skills, abilities, trade, craft, profession, references, recommendations full-time, part-time, temporary, available, immediately, hardworking, dependable, responsible, experienced, qualified, skilled.

6. Write out the Passive Voice sentences from the text and translate them into your native language.

7. Put the verbs in brackets into the Passive Voice.

Applying for a Job and undergoing the subsequent selection process is like participating in a "competition" between professionals, so a lot of preparation work has _____a_____ (to do) to become a winner

A resume or CV is an effective marketing tool for a candidate if it _____b_____ (to write and formulate) well.

Usually, only key requirements _____c_____ (to mention) in a job advertisement, although a set of selection criteria always exists.

If you are going to have an interview with the Department Manager or Senior Specialist, you can use "professional" language, but if you _____d_____ (to invite) for a meeting with the HR Manager or General Director, please be ready to explain your professional sphere by using "common" words.

You should at least know what the company expects from a person in a particular position or what additional responsibilities they may _____e_____ (to delegate).

When the interview is over you can ask for feedback. It's best to agree when and whom you should call to find out the result if the result _____f_____ (to expect) in two days, there is no need to call the very next day.

8. Put the following questions to the appropriate answers:

1. Describe your ideal boss.
2. What Type of Work Environment Do You Prefer?
3. What interests you about this position?
4. What challenges do you think you might expect in this job if you were hired?
5. Describe the skills you have that qualify you for this job
6. Tell me about yourself.
7. How Do You Handle Failure?

_____a_____

“I am interested in this job as a programmer because I am extremely interested in, and skilled at, learning and excelling at new technologies. I have already learned and mastered programs and languages ranging from Python to

Java, and I look forward to mastering more programs as they're developed. I am also interested in creative problem solving, a skill I developed when working as an analyst for the past ten years.”

_____b_____

“I think that my experience with technology and, in particular, my ability to maintain and update websites, make me a good match for this position. In my most recent position, I was responsible for maintaining our department web page. This required updating student and faculty profiles, and posting information about upcoming events. In my free time, I learned to code in JavaScript and Swift. I then used my coding skills to revamp our homepage and received praise from our department head and the Dean of Students for my initiative.”

_____c_____

“One of my big challenges will be adjusting to the new workflow and creating a new type of report to present to clients. My plan would be to ask a lot of questions when preparing my first report. I'll also ask a colleague to review the report before sharing it with the client.”

_____d_____

“When I’m not working, I like to spend time exploring with my dogs. I take them hiking, visiting historical sites, or even just walking around town. A surprising number of people are drawn to dogs, and I always enjoy talking with who I meet. I feel that communication is one of the most important aspects of my professional life as well. When talking with people, being able to guide the conversation in a particular direction is one of the ways I’ve been successful in different situations at the office.”

_____e_____

"I have always lived by the maxim that nobody is perfect, so I am relatively comfortable taking responsibility for my shortcomings. My approach is to figure out what I could change to avoid similar circumstances in the future.”

_____f_____

"I enjoy working in an environment where the members of the team have a strong sense of camaraderie and a good work ethic. I like working with competent, kind, funny people who like to get things done. It's important to me to feel that I can trust my team members to always do their best because I do."

_____g_____

I value an employer who communicates clearly with his employees. I am a strong written and oral communicator and appreciate employers who value those skills. In the past, I have had some employers who have been less clear in conveying their ideas and directions than others. While I work very well independently and do not require excessive supervision,

9. Tick the answers you think are right.

	Always	Sometimes	Never
1.Smile all the time.			
2.Ask the permission to smoke			
3.Chew gum if you are nervous.			
4.Wear a suit and tie (men) or a dress (women).			
5.Keep quiet if you don't understand a question.			
6.Feel nervous.			
7.Ask a lot about money.			
8.Come on time.			
9.Refuse to answer a question you don't like.			
10.Come the last moment			
11.Ask about future holidays			
12.Think about questions before the interview.			
13.Ask questions.			
14.Dress neatly.			

10. Write out the main key words into your dictionary.

Lesson 6

DISCUSSING PROFESSIONAL INTERESTS at MEETINGS AND CONFERENCES

Pre-Text Section

1. *Tuning-in: Before reading, the unit discuss the following questions:*

- 1 .How often do you take part in conferences and meetings?
2. Do you prefer informal conversations or formal group meetings?
3. Do you use written or oral notes to aid your oral participation in the meeting?

2. *Translate the following words and word combinations into your native language:*

a great amount

precisely

clarify

objective

insistent

argumentative

in some measure

attain

in advance

valuable familiar

3. *Read and translate the text.*

Meetings and Conferences

Every professional spends a great amount of time at conferences (meetings). Conferences may involve two people or many people. They may be informal conversations or highly formal group meetings. Whatever the nature of the conference, you must be well prepared.

Be certain to find out precisely what the purpose of the conference is going to be. The purpose is usually defined by the agenda, a list of topics in the order they are to be discussed. Are you going to clarify a problem? Plan a course of action? Make a final decision on action? Before attending always clarify exactly what the topic(s) will be.

Formulate your own objectives before the meeting. Knowing what you want out of the meeting does not, however, mean that you have to be too insistent or argumentative. You must also understand what other people want and, in some measure, compromise.

To help attain your own objectives, try to determine in advance what the others will want. Prepare yourself to know not only the subject matter of the topic of discussion, but also to know the views and opinions of others in the meeting.

Finally, make written and mental notes to aid your oral participation in the meeting. Oral conference skills can be extremely valuable, but they are the most helpful when you are familiar with the subject of the conference and the views of the other participants.

After Text Section

4. Answer the questions:

1. Why do professionals spend a great amount of time at meetings and conferences?
2. How many people may conferences involve?
3. What kinds of conferences do you know?
4. What does the word agenda mean?
5. When must the objectives be formulated?
6. Do you have to be too insistent or argumentative?
7. Is it necessary to know the views and opinions of others?
8. When are oral conference skills the most helpful?

9. Must you compromise? When?

10. Why is it better to determine in advance what the others will want?

5. Read the agenda below and make up the opening speech to the meeting.

Managers' Meeting

To reduce costs in the IT department.

Date: 3rd March 2019

Place: Meeting room 3rd floor

Participants: Beatrice Martin (IT manager), Natalie Wilmore (human resources manager), Anthony Southall (CFO)

Agenda

- 1 IT department running costs (Beatrice Martin)
- 2 Proposals for reducing costs (Anthony Southall)
- 3 Staff cuts (Natalie Wilmore)

6. Complete the sentences using the information from the text:

1. Conferences may be ...
2. You must be well prepared whatever....
3. The purpose is usually defined by...
4. Before attending always clarify exactly...
5. You must also understand what other people...
6. Try to determine in advance what the others will want to...

7. Match the words (1-7) with the words (a-g) to form word combinations used in the text:

- | | |
|-------------|------------------|
| 1) Informal | a) conversations |
| 2) Formal | b) meetings |

- | | |
|---------------|-----------------|
| 3) Nature of | c) conference |
| 4) Course of | d) action |
| 5) Conference | e) skills |
| 6) Extremely | f) valuable |
| 7) Other | g) participants |

8. Use the following words and word combinations in your own sentences:

In advance, a final decision, the purpose, in some measure, the subject matter, the topic of discussion, mental notes, written notes, oral participation.

9. Give synonymous words and word combinations to the following:

In advance, main topic, purpose, a great amount of, clarify, agenda, compromise.

10. Retell the text, expressing your point of view.

Lesson 7

DISCUSSION AS ONE of THE MOST IMPORTANT FORMS of EXPRESSING IDEAS AND OPINIONS

Pre-Text Section

1. *Tuning-in: Before reading the unit, discuss the following questions:*

1. What kinds of speaking activities do you know?
2. Have you ever taken part in oral presentations?
3. Which phrases can be used to attract speakers' attention?

2. *Translate the following words and word combinations into your native language:*

Take part in a discussion

to demand

skill

ability

concise

clear manner

to gain

appropriate openings

to intend

a sense of urgency

to persuade

previous person

3. *Read and translate the text.*

The Most Common Speaking Activity

Discussion is one of the most common speaking activity in any language. English is no exception. Taking part in a discussion is an art which demands skill and ability.

First of all, you should be able to present your ideas in a concise and clear manner. In making an oral presentation you have a special need to gain and hold the attention and interest of your audience. A useful technique here is to use appropriate openings. You may either focus the attention of the audience on the most interesting aspects of the subject or state in general terms what exactly you intend to speak about. Other helpful techniques are the abilities to create a sense of urgency, obtain someone's cooperation, suggest alternative actions, attack someone else's opinions and ideas etc.

In other words, you are supposed to be able to persuade people of the importance, necessity or correctness of your own point of view and defend your own position. Discussing someone's ideas or actions suggests also reacting to each other's views and preparing to give their own. When people discuss they use a lot of special phrases to show their reactions to what the previous person has said. Here are some phrases which can be used when you are having a more serious and perhaps a more formal or intellectual discussion:

Openings

The problem of ... is rather complicated / controversial.

When speaking about the peculiarities of ... we should take into account ...

At present there's no doubt that...

As you probably know there's also some general grounds to believe that...

I'd like to raise the subject of ...

May I make the point about ...?

I think it's important to consider ...

There's one thing I'd like to suggest.

I'd like to dwell on the main principles of ...

I'd like to start with a few remarks about ...

I've got a few very brief remarks about ...

In connection with what has been said here, I'd like to stress that ...

Some more facts about ...

Testing someone's reaction to a proposal or an idea you intend to make

How would you feel about the discussion of ..?

I was thinking you might be interested in ...

I wonder if you have ever considered the possibility of ..?

You know it might be a good idea to discuss ...

Have you ever considered ..?

Creating a sense of urgency

Something's got to be done.

It's obvious that we can't go on like this any longer.

This is a very urgent matter indeed.

It's time we did something about ...

The first thing we've got to do is ...

Getting facts

I think I've missed some details concerning ...

What exactly?

Could you be a little more specific / precise?

Could you give us some details about ..?

Could you explain ..?

I'd like more information about ...

Discouraging remarks

That's just quite impossible, I'm afraid.

That's a bit awkward, actually, I'll tell you why.

I can't say we are delighted with the prospect / proposals etc.

I can't give you a definite answer yet.

Encouraging remarks

That's exactly what I say.

Well, I couldn't agree more.

There's no argument then.

That seems to be OK.

That's an excellent idea.

I think it would be reasonable.

Bringing a discussion to the point

Perhaps we could go back to the point.

That's very interesting, but I don't think it's really to the point.

That's completely irrelevant / off the point. We are talking about another problem.

Could you stick to the subject / point, please?

Summing up the discussion

Can I go over the main points raised?

To sum up then, most of you consider ...

OK, there seems to be a general agreement about ..., but a considerable area of conflict has arisen in connection with ...

In conclusion, I'd say that the discussion was rather constructive / fruitful / useful/ etc.

After Text Section

4. Answer the questions.

1. What is the most common speaking activity?
2. Is taking part in discussion an art?
3. Does it demand skills and abilities? Why?
4. What should you be able to do?
5. What is in a special need in making an oral presentation?

6. Is the ability to create a sense of urgency one of the most useful techniques?
7. What are you supposed to be able to do?
8. When are you supposed to be able to persuade people in your point of view?
9. What kind of phrases are used to show people's reactions?
10. When do people use a lot of special phrases to show their reactions?

5. *Learn the phrases which can be used when you are having a more formal discussion.*

6. *Write down 10 sentences with the key phrases.*

7. *Match the words (1-10) with the words (a-j) to form word combinations used in the text:*

- | | |
|------------------|---------------|
| 1) Speaking | a) activity |
| 2) Concise | b) manner |
| 3) Special | c) need |
| 4) Useful | d) technique |
| 5) Appropriate | e) openings |
| 6) General | f) terms |
| 7) Sense of | g) urgency |
| 8) Interesting | h) aspects |
| 9) Alternative | i) actions |
| 10) Intellectual | j) discussion |

8. *Use the word combinations from exercise 7 in your own sentences.*

9. Read the text and complete it with the words given below:

Everything, speaking, writing, pronunciation, organized, clearly, pronounced, quickly, presentation.

In ¹ _____, unlike ² _____, the listener cannot get back to what has already been said to hear it a second time. When you speak to a group, you should make your audience understand ³ _____ you say. This means your ⁴ _____ must be clear, your speaking must not be too fast, and your information must be well ⁵ _____.

First of all, you must speak as ⁶ _____ as possible. Since you speak English as a second language, it is your responsibility to make sure that what you say is clearly ⁷ _____. Avoid too much informality and too many contractions. For example, do not say —gonna|| for —going to|| when speaking to a group. Also, if your pronunciation is not clear, your words may be confused by the listener.

Be sure to keep your speech fast enough so that your audience remains interested, but do not speak so ⁸ _____ that your listeners cannot keep up with what you are saying. For example, reading will probably bore your audience. Always use brief notes when giving an oral ⁹ _____.

10. Hold formal debates on the issues listed below:

1. Rational discussion is useful only when there is a significant base of shared assumptions.
2. The most important thing is to try and inspire people so that they can be great in whatever they want to say.
3. Don't raise your voice, improve your argument.

PART II

SUPPLEMENTARY READING

Text 1

Ex. 1. Read text 1 and divide it into 3 passages. Choose the following headlines for them:

- a. How to become an IT Manager
- b. How to become a Computer Consultant
- c. How to become a programming expert

The primary requirements for being a good programmer are nothing more than a good memory, an attention to detail, a logical mind and the ability to work through a problem in a methodical manner breaking tasks down into smaller, more manageable pieces. However, it's not enough just to turn up for a job interview with a logical mind as your sole qualification. An employer will want to see some sort of formal qualification and a proven track record. But if you can show someone an impressive piece of software with your name on it, it will count for a lot more than a string of academic qualifications.

So what specific skills are employers looking for? The Windows market is booming and there's a demand for good C, C++, Delphi, Java and Visual Basic developers. Avoid older languages such as FORTRAN and COBOL unless you want to work as a contract programmer. For someone starting out, my best advice would be to subscribe to the programming magazines such as Microsoft Systems Journal. Get one or two of the low-cost 'student' editions of C++, Visual Basic and Delphi. Get a decent book on Windows programming. If you decide programming is really for you, spend more money on a training course.

The first key point to realize is that you can't know everything. However, you mustn't become an expert in too narrow a field. The second key point is that you must be interested in your subject. The third key point is to differentiate between contract work and consultancy. Good contractors move from job to job every few months. A consultant is different. A consultant often works on very small timescales – a few days here, a week there, but often for a

core collection of companies that keep coming back again and again. There's a lot of work out there for people who know Visual Basic, C++, and so on. And there are lots of people who know it too, so you have to be better than them. Qualifications are important. Microsoft has a raft of exams you can take, as does Novell, and in my experience these are very useful pieces of paper. University degrees are useless. They merely prove you can think, and will hopefully get you into a job where you can learn something useful. Exams like Microsoft Certified Systems Engineer are well worth doing. The same goes for Novel Linux Certification. However, this won't guarantee an understanding of the product, its positioning in the market, how it relates to other products and so on. That's where the all-important experience comes in.

Here's the road map. After leaving university you get a technical role in a company and spend your evenings and weekends learning the tools of your trade – and getting your current employer to pay for your exams. You don't stay in one company for more than two years. After a couple of hops like that, you may be in a good position to move into a junior consultancy position in one of the larger consultancy companies. By the age of 30, you've run big projects, rolled out major solutions and are well known. Maybe then it's time to make the leap and run your own life.

IT managers manage projects, technology and people. Any large organization will have at least one IT manager responsible for ensuring that everyone who actually needs a PC has one and that it works properly. This means taking responsibility for the maintenance of servers and the installation of new software, and for staffing a help-desk and a support group.

Medium to large companies are also likely to have an IT systems manager. They are responsible for developing and implementing computer software that supports the operations of the business. They're responsible for multiple development projects and oversee the implementation and support of the systems. Companies will have two or three major systems that are probably bought off the shelf and then tailored by an in-house development team.

Apart from basic hardware and software expertise, an IT manager will typically have over five years' experience in the industry. Most are between 30 and 45. Since IT managers have to take responsibility for budgets and for staff, employers look for both of these factors in any potential recruit.

Nearly all IT managers have at least a first degree if not a second one as well. Interestingly, many of them don't have degrees in computing science. In any case, the best qualification for becoming a manager is experience. If your personality is such that you're unlikely to be asked to take responsibility for a small team or a project, then you can forget being an IT manager. You need to be bright, communicative and be able to earn the trust of your teams. Most of this can't be taught, so if you don't have these skills then divert your career elsewhere.

Ex. 2 Make up 7-8 questions to the text.

Ex. 3. For which of the careers described are these statements true? More than one career may match each statement:

- a. You may work for only a few days or a week for a company
- b. It's a good idea to buy books on languages such as C++
- c. You are responsible for developing and implementing the software a company needs to run its operations
- d. You need to be able to break down a problem into a number of smaller tasks
- e. It's worth paying for a training course if you get serious about this career
- f. Microsoft Certified Systems Engineer is a useful qualification for your career
- g. Your objective is to become self-employed
- h. It's important you have the right personality to lead a team

Ex.4. Write out the main key words into your dictionary.

Text 2

Ex.1. Read the text and answer the question: What self-assessment strategies does the article deal with?

How to do a self-assessment of your skills

When you look for a new role, don't start by updating your CV. Instead, do a self-assessment to help you identify all the key information about yourself. Doing this will help you provide valuable content for your CV and interviews, as you will uncover examples that illustrate your capabilities. It will also enable you to benchmark your employability, flag up any gaps and ensure you keep on track with the type of opportunities that are right for you. In effect, it prepares you to run an effective job search campaign.

So how do you go about conducting a careers self-assessment?

Assess your skills

Think about the skills that are required to do your job effectively. You might find it helpful to think about the difference in skills between someone who would do your job well and someone who would do it poorly. Add to this list any other key skills you have deployed elsewhere. What do you do especially well and which skills do you enjoy using?

Now think of two or three examples where you demonstrated each skill in action. If you look closely, you will usually find that within each example there is a host of other related skills you employed. For instance, you might have written down "negotiation skills when dealing with a supplier", but when you break it down you may also reveal relationship-building skills, conflict management and flexibility.

Now benchmark your skills by looking at adverts for roles that interest you to see what employers require from their candidates. You can also talk to agencies and head-hunters for their opinions. Do you have the skills they are looking for with the examples to prove it? Are these skills transferable to other roles? Are there areas you need to develop? How will you do this? Can you step straight into your target role, or will a stepping-stone role be more realistic?

What do you know?

Candidates often underestimate their knowledge and how it can be of use to an employer. This could range from applied technical know-how, to knowledge about a particular product, service, sector or type of customer. Are you up to date with the level of understanding required for your next role? If not, make this an immediate goal.

Can you add value?

How have you helped your organization generate income, reduce costs, solve problems and improve the quality of its service? Your contribution may have been as an individual or as part of a team, but include it all. Have you met or exceeded your individual and or team targets at work? Do you have access to people, information and resources that could be of benefit to a potential employer? Prove that an investment in you is likely to reap a return.

What do you want?

This will include the salary level, of course, but what else is important to you? How do you want your next job to be different from your current one? What are the things you would like to keep the same? This might encompass looking at your day-to-day work activities, personal values and work environment, as well as logistics such as commute time or working hours. Write down your wish list and prioritise it so that you have your decision criteria for considering future opportunities.

Ask for feedback

Supplement your careers self-assessment with feedback from others who know you in a professional context, such as your manager, colleagues, business contacts or a career coach. Ask them what you do well and any areas that you need to develop. Where appropriate, also tell them what you are looking for next.

It may not be a good idea to tell your boss that you're thinking of leaving, but you can certainly ask for their advice and feedback on your career development. They are more likely to be more responsive if you position this

discussion as being motivated by your wish to enhance your job performance or because you are interested in other opportunities that may become available in the organization.

Although those giving feedback will all have different perspectives or agendas, there will be areas of consistency, which are likely to be part of a shared picture that others may have about you. If these differ from your own self-perception, or don't match the types of roles you are looking for, then at least you're aware of it and can do something about it.

Once your assessment is completed, you should have a much more detailed idea about what it is you have to offer prospective employers and you can now start writing your CV.

Ex. 2. Make up 8-10 questions to the text.

Ex. 3. Divide the text into passages and title them.

Ex. 4. Write out the main key words into your dictionary.

Text 3.

Ex.1. Read the text and answer the following question: What are the best IT certifications for 2020?

Best it certifications for 2020

Certifications give experienced workers a chance to master their skills and knowledge. Certifications prove how dedicated a professional is to be in the field they work in. For fresh graduates, it gives a hiring advantage over the competitors. It is a given IT industry fact, that an inexperienced but certified professional, is a better choice than a non-certified one. A certificate can be used as a proof of competency.

Microsoft Certified Technology Specialist (MCTS) tests the skills and expertise in a specific technology. For example, the MCTS ASP.NET certification focuses on the .NET 3.5 ASP.NET suites. There are currently 20 specializations, with 5 broad subject categories which are Office, .NET

framework, SQL Server, Windows and business intelligence. This is the first level of certification exams for Microsoft.

Microsoft Certified IT Professional (MCTIP) is useful for experienced professionals. It tests the ability to use Microsoft technologies in performing an IT job, like database administrator or server administrator. To have this exam, one or more compulsory MCTS certifications are to be obtained first.

CompTIA A+ is a vendor neutral certification that covers multiple operating systems and technologies. It ensures basic knowledge of software and hardware components. It is intended for professionals, with at least 500 hours of hands-on experience, as the questions are based on practice, not theory. The A+ certification is especially used as a bench mark for computer support technicians, as the key exam areas are installation, networking, maintenance and troubleshooting of computer systems.

Apple Certified Technical Coordinator (ACTC) targets entry-level system administrators, who provide support and maintain Mac OS X client server environment.

Red Hat Certified System Administrator (RHCSA) is the best Linux certification. It carries out practical exams. It deals with basic system administration. It is the mandatory base exam for higher Red Hat certifications like RHCE.

Certified Information Systems Security Professional (CISSP) is a certification from the non-profit International Information Systems Security Certification Consortium (ISC2). It deals with information and network security. It is highly regarded as an information systems standard. It requires a minimum of 5 years, full-time, security work experience.

Certified Ethical Hacker (CEH) is an ethical hacker or penetration tester employed by a company to penetrate or hack into the network or computer systems, so that weaknesses in the security system can be exposed. As illegal hacking is rapidly becoming a serious threat in any organization, ethical hacking is gaining popularity as a popular testing method for network security.

Global Information Assurance Certification (GIAC) is information security certification. GIAC measures an individual's specific knowledge areas in the field of information security, for nearly 20 job specific responsibilities, like firewall analyst, intrusion analyst or security expert to name a few.

Certified Information Security Manager (CISM) is an advanced certification for experienced professionals in the field of information security. A CISM certificate exam validates an individual's management skills and know-how of large enterprise-level information security handling. It has been accredited by the ANSI and requires at least 5 years of work experience in IT security.

Project Management Professional (PMP) certifies the management know-how and skills of an IT professional in handling projects and tasks at a managerial level within a budget and time limit.

Ex. 2. Make up 7-8 questions to the text.

Ex. 3. Divide the text into passages and title them.

Ex. 4. Write out the main key words into your dictionary.

Text 4.

Ex. 1. Read the text and pay attention to the differences in the content between a CV and a supporting letter.

A resume or CV is a summary of your educational qualifications and work experience. A cover letter or a letter of application is the letter that accompanies your resume when you send it to a company. Both of the documents are vitally important in the job application process.

Start the cover letter by mentioning your address and date. Provide complete postal address so that the recruiter can easily contact you. Mention the employer's name, designation, company's name, and address below your details. The Recruiter has few minutes or seconds to quickly glance through your resume. Therefore, the first paragraph of your cover letter should include

the details of the job profile you are looking for, your technical competencies that make you eligible for the job, the technical and interpersonal skills.

In the second paragraph of IT cover letters, mention the details of previous work experience and projects. Because you are applying for job in IT sector, you need to place emphasis of technical skills. Those applying for team lead or team consultant position need to mention their technical and interpersonal skills. Provide the details about the domain you worked on, the front end, back end you are well versed with, the web technologies you used. Provide the project you worked for and the clients you worked for. Mention details such as «Work in finance domain, developed android web software for XYZ Company» or «Worked on Perl CGI technology» or «have experience of using Tomcat server and web sphere», etc.

Fresher applying for IT jobs should mention their project and internship details. Even if you do not have much work experience, mention the software languages that you know and your proficiency level in using them. Explain your projects and the details of your contributions such as «Created the software design of the project, drafted the CLD, DFD of the system, helped in designing the interactive GUI of the website». Avoid mentioning the names of software languages that you are not well versed with. Students can mention the details of various gizmo or technical inter-college programs or competitions. Provide information regarding your participation and contribution in creating technical tools or software. If your project or presentation received any prize during any well-known inter-college competitions, then mention it in your cover letter. College students who have attended any seminar of IT experts on emerging new technologies or any other technical topic can mention about it in brief in the cover letter.

End the letter by thanking the recruiter for considering you for the job opening and mention your interest in attending the interview. Make sure you sign the letter before sending it. Provide the details of the documents enclosed in

the letter. Your IT cover letter should represent your resume and should not be a copy of your resume. Your cover letter should be readable and error free. It is essential that you use a readable font style and size. The cover letter should contain 3–4 paragraphs.

Your CV is a summary of your professional/academic life until now, and it usually concentrates on your personal details, education and work experience. Your CV's goal is to get you a job interview. To do this, your CV must be:

- clear
- well-organized
- easy to read
- concise
- relevant to the job offered

Your CV is the summary of your professional life. There are usually 5 general headings of information to include:

- personal details – name, address, email and telephone number
- objective – a headline that summarizes the job opportunity you are seeking
- work experience – your previous employment in reverse chronological order – with most detail for your present or most recent job
- education – details of secondary and university education – including the establishments and qualifications (but excluding any that are irrelevant to your career)
- personal interests – demonstrating that you are a balanced, responsible member of society with an interesting life outside work.

Ex. 2. Make up 7-8 questions to the text.

Ex. 3. Divide the text into passages and title them.

Ex. 4. Write out the main key words into your dictionary.

Text 5

Ex.1. Learn the vocabulary, then read and translate the text:

unlike – на відміну від

avoid – уникати

contraction – скорочення

step-by-step – поступово

Making a Report

In speaking, unlike writing, the listener cannot get back to what has already been said to hear it a second time. When you speak to a group, you should make your audience understand everything you say. This means your pronunciation must be clear, your speaking must not be too fast, and your information must be well organized.

First of all, you must speak as clearly as possible. Since you speak English as a second language, it is your responsibility to make sure that what you say is clearly pronounced. Avoid too much informality and too many contractions. For example, do not say — gonna for — going to when speaking to a group. Also, if your pronunciation is not clear, your words may be confused by the listener.

Be sure to keep your speech fast enough so that your audience remains interested, but do not speak so quickly that your listeners cannot keep up with what you are saying. For example, it is very easy to go too fast if you read directly from your notes. Reading will probably bore your audience, anyway. Always use brief notes when giving an oral presentation. It is often convenient to use notecards. Using only notes, and not the full text of your presentation, will help you remember the main things you want to say while at the same time allowing you to look at the audience as you speak. By looking at your audience, you can determine whether or not they understand you. Remember to use simple language, speak slowly, use notes to help you remember what to say, and look at your audience.

Finally, be certain that your information is well organized. You should give a very clear instruction which states: (1) what your main topic is going to be and (2) what your main points will be in the course of presentation. Then, discuss each point in a logical, organized, step-by-step manner. Finally, state your conclusions. In stating your conclusions, you may want briefly to summarize the main points you discussed earlier.

In giving an oral presentation, you will find it helpful to remember: (1) to speak clearly, (2) to use simple language, (3) to speak slowly enough so that your audience understands you without boring them, (4) to look at your audience, and (5) to organize your material in a clear and logical manner.

Ex.2. Translate the following word combinations into English:

витрачати багато часу, неформальне спілкування, мета конференції, порядок денний, з'ясовувати питання, прийняти остаточне рішення, деякою мірою, визначати заздалегідь, висловлювати точку зору та думки, надзвичайно цінний, тема конференції, учасник конференції, слухачі, чітка вимова, перш за все, уникати скорочень, плутати слова, читати нотатки, говорити повільно, чітка інструкція, основні питання, поступово, робити висновки, зробити короткий огляд основних питань, дивитись на аудиторію, якомога чіткіше, коротко.

Ex.3. Give synonymous words and word combinations to the following:

a great amount of; precisely; purpose; clarify a problem; attain objectives; in advance; main topic; in step-by-step manner; sufficiently.

Ex.4. Complete the gaps in the sentences with the correct phrases given in brackets:

(pronunciation, summarize, brief, views and opinions, course, agenda, information, topic, instruction, speaking).

The purpose is usually defined by the _____, a list of topics in the order they are to be discussed.

1. Before attending a conference always, clarify exactly what the _____ will be.
2. Prepare yourself to know not only the subject matter of the topic of discussion, but also to know the _____ of others in the meeting.
3. Your _____ must be clear, your _____ must not be too fast, and your _____ must be well organized.
4. Always use _____ notes when giving an oral presentation
5. You should give a very clear _____ which states (1) what your main topic is going to be and (2) what your main points will be in the _____ of presentation.
6. In stating your conclusions, you may want briefly to _____ the main points you discussed earlier.

Ex.5 Translate into English.

1. Ціль конференції зазвичай визначається порядком денним.
2. Перед тим, як відвідати конференцію, з'ясуйте теми, які будуть обговорюватись.
3. Вам слід знати не тільки тему дискусії, але й погляди та думки інших учасників конференції щодо цієї теми.
4. Коли ви звертаєтесь до групи людей, ви повинні чітко вимовляти та досить повільно говорити.
5. Не вживайте неформальних виразів та скорочень.
6. Користуйтеся короткими записами, щоб чітко та логічно довести свою інформацію.
7. Роблячи висновки, ви можете коротко назвати основні положення свого виступу.
8. Під час усного виступу не забувайте дивитись на слухачів, щоб впевнитись, що вони зацікавлені вашою інформацією.

Text 6

Ex.1. Learn the vocabulary, then read the text:

suggestion – пропозиція

accurate – точний, правильний

orderly – організований

notes – записи

summary – короткий виклад

abstract – конспект, витяг

Short Descriptions of Long Reports

Due to the nature of their work, people involved in academic activities frequently attend meetings, conferences, or read lengthy materials. In each of these situations, they may want to take notes as a way of remembering the most important information. Here are some suggestions on note taking. A good listener must try to organize information while listening. To take accurate notes, you must be able to find the central idea, find the secondary information, and recognize unnecessary information. Not all information is important. When taking notes, you need not write complete sentences or worry about punctuation. A summary is a short, orderly collection of the most important information in an article. It is different from notes, since it is written in sentence form. The ability to summarize is very useful in academic activities. To do it well, you must understand the information and decide what is most important.

Like a summary, an abstract is a short description or condensation of a piece of writing. It is usually found at the beginning of long reports, or before articles in professional journals with the special purpose of saving the reader time. Abstracts are usually a page or less in length and are most often in the form of one paragraph.

Ex.2. Match the words from (1-10) with the appropriate translation from (a-j) and learn them:

- | | |
|------------------------|---------------------------------|
| 1. draw attention | a) переходити до |
| 2. in the first place | b) дотримуватися теми |
| 3. move to | c) привертати увагу |
| 4. emphasize | d) висловлювати точку зору щодо |
| 5. in conclusion | e) на закінчення |
| 6. give view on | f) надавати особливого значення |
| 7. in connection with | g) стосовно |
| 8. concerning | h) у зв'язку з |
| 9. in addition | i) на додаток |
| 10. stick to the point | j) в першу чергу |

Ex.3 Make up 7-8 sentences with the word combinations from exercise 2.

Ex.4. Make a short plan to the text and retell it according to your plan.

APPENDIX 1

Sample IT Resume

IT Engineer / Anti-fraud specialist / Digital procurement / Game Analyst; \$650

IVAN TKACHENKO

12 Matematychna , apt. 38

L'viv, 790XX

Ukraine

(+380-522)64-XX-XX

E-mail:ivan_markiv@gmail.com

Job Objective

Confident IT professional with experience in dealing with digital procurement and analytics of the field. Adept at improving software efficiency and customer satisfaction.

Hard Skills:

Advanced user of: MS Office (Word, Excel, Access, Power Point, Outlook),

Skills: Internet (MS Explorer, Mozilla Firefox, Opera, Safari) and E-mail (Outlook Express),

graphic editors (Photoshop CS2, CS3);

MySQL, different parsers, CRM, etc.

understanding the components of computers.;

able to work with scripts and bots;

good at game industry and analytics of this field;

Soft skills:

Creativity, communication skills, stress resistance, interest in the new, analytical mind, friendly, easy to get into the team, hard work, responsibility, diligence and commitment.

Experience:

Antifraud manager / QA (visual)

Nov 2018 - Oct 2019 (1 year)

Evoplay entertainment

IT-software Manufacturing

Provide a solution and analytical verification of fraudulent activity on its products. Tracking the performance of projects.

Specialist of procurement of digital distribution / Analyst in game sphere / Game design

Jan 2017 - Sep 2018 (1 year 9 months)

Suntechsoft (Dmarket, Global Games, skins.cash.com)

IT-software Manufacturing

Manager Sales / Support

Dec 2016 - Jan 2017 (2 months)

Suntechsoft Company (Dmarket, Global Games, skins.cash.com)

IT-software Manufacturing

Education:

Bachelor's Degree in Computer Engineering

National Aviation University(Kyiv)

End date 2017

Lyceum №1, Republic of Kazakhstan, Astana(Astana)

End date 2011

secondary education with a degree in digital technology

Courses, Trainings, Certification

Devtodev(Kyiv)

Game Analyst courses

End date 2019

Microsoft Certified Solutions Associate, 2013

Language skills:

English- upper intermediate

I can be interviewed in this language

Russian- native

I can be interviewed in this language

Ukrainian- fluent

I can be interviewed in this language

Reference:

On request

Emma Hayes

710 W Thomas Street

Chicago, Illinois 60642

Phone: 773-904-3265

Email: emma_hayes@anymail.com

Career Summary:

Result-oriented and dedicated IT manager with over 7+ years of experience. Ability to give leading edge solutions for solving complex business requirements and adept at maintaining strong relationships with staff and clients.

Summary of Skills:

- Comprehensive knowledge of software development life-cycle and familiar with different stages
- Good at providing feasible business solutions for complex problems
- In-depth knowledge of database design (RDBMS)
- Capable of performing requirement analysis, project scheduling and budgeting
- Ability to give cross functional supervision to ensure completion of project
- Ability to maintain healthy relations with clients and good at vendor management
- Proficient in various programming languages – Java, Python, PHP, MongoDB

Work Experience:

Security Analyst

M Anderson Technologies, Columbia, South Carolina

March 2017 – Present

- Monitoring security systems deployed for clients and ensuring they function as per requirement
- Researching malicious and spyware attacks trending on the internet and documenting them to send warning to clients
- Troubleshooting network-based applications and fixing errors before final release
- Spearheading a team of 10 members to identify common security problems and preparing a solutions manual to improve efficiency

Network Operations Monitoring Technician

Preston Technology Corporation, Columbia, South Carolina

January 2016 – February 2017

- Modified existing documentation system, improved workplace efficiency, and reduced customer complaints by 15%
- Refined ticketing system for client software which increased turnover by 40%

IT Manager

Techno Insights Corporation, Chicago, IL

August 2015 – December 2015

- Managed financial aspects of IT department like conducting meetings with clients, understanding their needs, supervising concerned teams and budgeting
- Ensured company's data security was up-to-date and every employee followed the procedures while handling company projects
- Checked end-user services right from installation of products, desk support to technical service
- Provided guidance to team to move between agile and waterfall model when the client consistently changed requirements
- Created project road maps, teams, plans, schedules, and breakdown structures to complete projects within deadline

Education:

Master's in Computer Science

Chicago State University, Chicago, IL

2014

Certifications:

- Project Management Professional (PMP) – 2015
- Microsoft Certified Professional (MCP) – 2014

Reference:

On request

Henry L. Harrison

162 South Avenue

Columbia, South Carolina 25384

Phone: 803-921-1044

Email: henryharrison@anymail.com

Job Objective:

Confident IT professional with 8+ years of experience in dealing with security of systems and troubleshooting them to prevent spread of malicious spyware. Adept at improving software efficiency and customer satisfaction.

Summary of Skills:

- Expert knowledge of relational database systems
- Familiar with functioning of Apache HTTP servers and troubleshooting minor issues
- Proficiency in handling security of authenticate data and maintaining long term relationship with clients
- Operating systems: Windows XP, 2000, 2007, Linux including Debian, Fedora, Ubuntu
- Expertise in handling networking duties like TCP packet analysis, Wireshark software and DNS Server
- Able to perform critical analysis and do agile thinking for complex issues
- Proficient in computer languages C++, Java, Python, PHP
- Good communication skills

Work Experience:

Security Analyst

M Anderson Technologies, Columbia, South Carolina

March 2015 – Present

- Monitoring security systems deployed for clients and ensuring they function as per requirement
- Researching malicious and spyware attacks trending on the internet and documenting them to send warning to clients

- Troubleshooting network-based applications and fixing errors before final release
- Spearheading a team of 10 members to identify common security problems and preparing a solutions manual to improve efficiency

Network Operations Monitoring Technician

Preston Technology Corporation, Columbia, South Carolina

January 2014 – February 2015

- Modified existing documentation system, improved workplace efficiency, and reduced customer complaints by 15%
- Refined ticketing system for client software which increased turnover by 40%

Technical Support Specialist

KRM Information Center, Columbia, South Carolina

October 2012 – December 2013

- Handled 50+ calls daily and provided technical support to end-users regarding the use of company products
- Performed functions related to security administration to allow remote access of data for different clients
- Performed troubleshooting, maintenance and repair of organization's computer systems, hardware peripherals and other accessories
- Installed and configured Linux based O.S on 100 + systems to improve ease of business
- Created and mailed stepwise manuals for end users and company employees for when application was updated

Internship:

Information Security Intern

Jason & Gray Associates, Columbia, South Carolina

May 2011 – September 2012

- Installed authorized anti-virus software in company systems

- Monitored the internet for understanding different spyware attacks and trending spams and informed the department to issue an alert
- Maintained sensitive information back up on hard drives to prevent data loss

Education:

- Bachelor's Degree in Computer Engineering
ABC University, Columbia, South Carolina
2012

Certifications:

- Microsoft Certified Solutions Associate, 2013

Reference:

On request.

Olivia G. Smitham

710 W Thomas Street

Chicago, Illinois 60642

Phone: 773-904-3265

Email: oliviasmitham@anymail.com

Career Summary:

Result-oriented and dedicated IT manager with over 7+ years of experience. Ability to give leading edge solutions for solving complex business requirements and adept at maintaining strong relationships with staff and clients.

Summary of Skills:

- Comprehensive knowledge of software development life-cycle and familiar with different stages
- Good at providing feasible business solutions for complex problems
- In-depth knowledge of database design (RDBMS)
- Capable of performing requirement analysis, project scheduling and budgeting

- Ability to give cross functional supervision to ensure completion of project
- Ability to maintain healthy relations with clients and good at vendor management
- Proficient in various programming languages – Java, Python, PHP, MongoDB

Work Experience:

Senior IT Manager

Clark Innobytes, Chicago, IL

December 2015 – Present

- Staying current with technologies and industry practices
- Outsourcing complex projects for revised and hard deadlines
- Maintaining staff by recruiting talented people
- Confirming effectiveness of the product by interacting and understanding user needs
- Initiating data and disaster recovery plan to improve company strategies
- Maintaining quality of service by defining organization's standards

IT Manager

Techno Insights Corporation, Chicago, IL

June 2013 – November 2015

- Managed financial aspects of IT department like conducting meetings with clients, understanding their needs, supervising concerned teams and budgeting
- Ensured company's data security was up-to-date and every employee followed the procedures while handling company projects
- Checked end-user services right from installation of products, desk support to technical service
- Provided guidance to team to move between agile and waterfall model when the client consistently changed requirements

- Created project road maps, teams, plans, schedules, and breakdown structures to complete projects within deadline

Senior Software Developer

Capita Development Technologies, Chicago, IL

July 2010 – February 2013

- Supervised development and testing teams to develop attractive dynamic websites for popular companies like Coca-Cola
- Solved complex technical issues with the help of team to deploy client side in just 2 days
- Increased network efficiency by reconfiguring company routers and created a VPN to address client demands on a faster rate
- Performed debugging, testing for a popular client website to identify a major technical snag and implemented a new code from base
- Conducted meetings with prospective clients to promote company services and increased revenue by 20% in the year 2009

Education:

- Master's in Computer Science
Chicago State University, Chicago, IL
2009

Certifications:

- Project Management Professional (PMP) – 2011
Microsoft Certified Professional (MCP) – 2012

Reference:

On request

APPENDIX 2. Sample IT Cover Letter

Samuel S. Pinkerton,
3576 Rhode Island Avenue,
Washington, DC 20009,
(202)-387 1946.

September 11, 2011

Mr. Erik J. Hall,
4166 Maple Street,
Anaheim, CA 92807.

Dear Mr. Hall,

With reference to your advertisement for the post of an IT Specialist, I wish to apply for the same. Attached is my resume for your perusal. I have a total experience of five years in the IT section and for the past one year I have been working as an IT Specialist with Brown & Brown. My experience in this field has been enriching and I would pass on the same when I am on board with your company.

I give a lot of important of details while performing any work. Apart from this I am well versed in customer service, oral communication and problem-solving skills. I know how important these skills are when you are dealing with clients or give instructions to you team and colleagues. I possess sound judgment, give clean and convincing instructions and presentations, and try to resolve all the problems arising in the team. With a Master's degree in IT, I have a sound knowledge of most programs.

I would be happy to meet you for an interview to discuss this further and also get a clear picture of your requirements. If you have any queries please feel free to call me on the above number at your convenience. I thank you for your time and hope to hear from you soon.

Sincerely yours,
Samuel S. Pinkerton

APPENDIX 3. Useful Expressions for Practical Use

a) for supplying with information:

- I would welcome your ideas on how to contact these firms (people).
- I am writing to you hoping to obtain some information.
- Because you are a leader in the ..., your advice and ideas are valuable to me.

b) to make statement about a job:

- My job was....
- I have worked extensively in ...and I am familiar with... .
- For few years I currently work part-time... at

c) to speak about responsibilities on the job:

- My responsibilities have been, similar to those asked for in your ad.
- I was responsible for
- While working at /... I was responsible for

d) tell about your work experience:

- I am familiar with the basic procedures of
- Other related experience I have had includes....
- Because of my ... background I am comfortably working with
- I have also had some related job experience in working with... .

e) ask for an interview:

- Could I meet with you at your convenience to discuss my qualifications for this position?
- I would appreciate the opportunity to discuss with you several... .
- I look forward to having an interview with you (to talking with you soon).

f) make an appointment:

- What time would suit you (best)?
- Can you manage ... (day) at ...(time)?
- Please phone me any weekday after....

g) to confirm arrangements:

- That would be fine/OK.
- That suits me.
- I don't mind meeting with you on ... (day) at... (time).

h) to decline arrangements:

- I'm sorry but (day/time) doesn't suit me/doesn't work for me (at all).
- I'm afraid I can't make ... (day/time).
- Unfortunately, I'm already engaged on ... (day) at...(time). Could we elaborate another day/time?

APPENDIX 4. Common Job Interview Questions

The interviewer's questions set out to get the candidates talking about their experiences and their lives in general. The answers can reveal whether they can do the job, plus their motivation and adjustment and give some indication of how they cope in a variety of situations -including those they are likely to be under pressure and stress. The questions that are most effective in this regard are «open ended» questions. What..., why..., when..., how..., where..., and who... words help to keep questions open. Phrases such as «How did you do the stock-taking?», «Tell me about...» or «Can you explain...» should give a great deal of useful information. The interviewees are to reveal their ability, experience, motivation and adjustment, they, not the interviewer, must do most of the talking.

Being interviewed you get a chance to prove yourself. That is why it is necessary to be well prepared. Preparation increases your chances of being selected. Be confident and positive. One of the best ways to get confidence before a job interview is to formulate answers to the common questions and practice many times before interview.

• *Why have you applied for this job?*

Think carefully and mention the positive aspects that have attracted you to joining the company. Tell them about your relevant qualifications and experiences you have already possessed for this job. You can also explain that how this position and company suit your needs and expectations. You could say: "I am looking for a role that helps utilize my skills, work experience and knowledge to make a difference."

• *Can you talk through your resume?*

Use this opportunity to give your professional experience in detail. Grab the chance and present the employer list of your achievements, greatest talents and accomplishments. Remember never say negative about your past companies or bosses.

- ***Where would you like to see yourself five years down the line?***

In this question the interviewer is looking to see how dedicated you are to the job and the company. Even if you really do not know where you would like to be in five years, never say, I don't know. You could say: "I exactly don't know but I hope that the skills and experience gained will help the company reach its goals."

- ***What are your strengths?***

This is your chance to show yourself. Best stress on skills and experience that are relevant to the post. Tell them your ability to work under pressure, inquisitiveness to team new things, quick learning ability and good interpersonal skills, hard-working and responsible, quick learning abilities. Give examples to prove you are meticulous, cooperative and result oriented.

- ***What is your weakness?***

This is a very popular question. Be confident while answering this question and turn your weakness into your strength. Pick a weakness that is harmless to your job. For example, emotional nature, never want to be a loser, highly ambitious, too slow sometimes, etc.

- ***What do you look for in a job?***

You can frame your answer like: I am looking for opportunities that help me to grow as a professional and enable me to serve the organization to enrich and improve my skills in necessary areas.

- ***How would your co-workers describe you?***

This is a chance to use encouraging and praising words to describe you. Use words like a good team leader, excellent communication skills, truthful, decisive and sensible.

- ***What are your salary requirements?***

Be careful to answer this question, you should know market value of the job you have applied for. You could also say that you are expecting a salary based on your job responsibilities, work experience, skills and market value. But if you have a specific salary package in your mind, go for it.

- ***Why do you want to***

work for this company? Stress the positive aspects of the target company. It is always good to research the company in depth before interview. Talk about company turnover, products, policies, services, etc.

- ***What do you know about this company?***

You would be surprised at the number of candidates who turn up for interviews with very less or no information about the company. It is important that you should gather information about the company. Collect all information on company's share, turnover, etc.

- ***Can you tell me something about yourself?***

It is the most common question. Be prepared to answer this question in about two minutes. Stress on the relevant facts about your education, career, work experience, skills and personal and professional life. Don't forget to answer briefly and honestly.

- ***Do you have any questions for me?***

Don't forget to ask a question because it shows that you are interested in this job. You may ask anything about company and job you are applying for. Prepare these questions beforehand.

- ***Why do you want to leave your current job?***

Be very careful to answer this tricky question. Don't mention anything negative about your current company or employer and not to sound angry or rude. For example, instead of saying "I do get more challenges in my current job" respond: "I am keen to get more challenges and chances to prove myself."

GLOSSARY

Abbreviation	The short form of a word or phrase.
Abstract	A short summary of the aims and scope of a journal article.
Acknowledgements	A list of people the author wishes to thank for their assistance, found in books and articles.
Appendix	A section at the end of a book or article containing supplementary information.
Assignment	A task given to students, normally for assessment.
Authority	A well-known expert on a subject.
Back issue	A previous issue of a journal or magazine.
Bias	A subjective preference for one point of view.
Bibliography	A list of sources an author has read but not specifically cited.
Brainstorm	A process of collecting ideas on a topic at random.
Case study	A section of an essay that examines one example in detail.
Citation	An in-text reference providing a link to the source.
Cohesion	Linking ideas in a text together by use of reference words.
Coursework	Assessed assignments given to students to complete during a course.
Conclusion	The final section of an essay or report.
Contraction	A shortened form (e.g. she's, I'd).
Criteria	The principles on which something is judged or based.
Deadline	The final date for completing a piece of work
Draft	The first attempt at a piece of writing.
Edited book	A book with contributions from a number of writers, controlled by an editor.

Extract	A piece of text taken from a longer work.
Flow chart	Diagram that illustrates the stages of a process.
Formality	In written work, the use of a non-idiomatic style and vocabulary.
Format	The standard pattern of layout for a text.
Heading	The title of a section of text.
Higher degree	A Master's degree or Doctorate.
Hypothesis	A theory that a researcher is attempting to explore/test.
Introduction	The first part of an essay or article.
Journal	An academic publication in a specialised area, usually published quarterly.
Literature review	A section of an article describing other research on the topic in question.
Main body	The principal part of an essay, after the introduction and before the conclusion.
Margin	The strip of white space on a page around the text.
Module	Most academic courses are divided into modules, which examine a specified topic.
Outline	A preparatory plan for a piece of writing.
Paraphrase	A rewriting of a text with substantially different wording and organisation but similar ideas.
Peer-review	The process of collecting comment from academic authorities on an article before publication in a journal; this system gives increased validity to the publication.
Phrase	A few words that are commonly combined.
Plagiarism	Using another writer's work without proper acknowledgement.

Primary research	Original research.
Quotation	Use of the exact words of another writer to illustrate your writing.
Redundancy	The unnecessary repetition of ideas or information.
References	A list of all the sources you have cited in your work.
Register	The level of formality in language.
Restatement	Repeating a point in order to explain it more clearly.
Scan	A method of reading in which the eyes move quickly over the page to find a specific item.
Skim	A related reading technique to quickly find out the main ideas of a text.
Source	The original text you have used to obtain an idea or piece of information.
Summary	A shorter version of something.
Synonym	A word or phrase with a similar meaning to another.
Synopsis	A summary of an article or book.
Term	Word or phrase used to express a special concept.
Word class	A grammatical category (e.g. noun, adjective).

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