

# CAREER SEEKER SUCCESS STORY

*Antoinette*

**PROGRAM: WIOA ADULT**

**CAREER TRAINING: ON-THE-JOB TRAINING WITH CHEM PENN**

**CREDENTIAL ACHIEVED: MICROSOFT OFFICE TECHNOLOGY  
AND CUSTOMER SERVICE SPECIALIST**

Antoinette was released from her position at Material Concepts in January 2020, after nine years of employment in their Accounting/Logistics Department due to restructuring.

When the COVID pandemic struck, Antoinette's job search was directly impacted. She recognized the need to update her current technology and computer qualifications to be a strong candidate in the job market. She was accepted to attend the Microsoft Office Technology and Customer Service Specialist Program at Bucks County Community College (BCCC). She was informed by BCCC staff that there was potential funding for the program from the Workforce Innovations and Opportunity Act offered at PA CareerLink® Bucks County. Antoinette was referred to a Workforce Counselor who was impressed with her persistence and commitment to her training and employment goals. Unfortunately, during her enrollment process, she experienced the loss of a family member. Although difficult, Antoinette was able to continue to pursue her training goal. She followed up with her Workforce Counselor and was approved to attend the training program at Bucks County Community College.

Antoinette started the training program in July 2020 and completed the program later in September. She updated her resume, attended virtual job readiness workshops, completed a mock interview, and successfully launched her job search. Antoinette was quickly selected for employment at Chem Penn for an On-the-Job Training (OJT) position that would utilize her skills from training. She achieved perfect attendance during her OJT, and the employer offered her a permanent position. Antoinette is now working full-time as an Office Clerk earning a sustainable wage with benefits.

Antoinette recently updated her Workforce Counselor that she has been employed for 11 months at Chem Penn. She is grateful to PA CareerLink® staff for the support and guidance in helping her to achieve her goals.