

## El Barrio Success

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**J**ennifer admitted that she did not want to come to the Job Readiness Job Search program at first, but she quickly changed her mind after arriving at El Barrio. She was referred to the program by her case worker at Cuyahoga County Employment and Family Services in September of 2010. “I came in with a little [bit of an] attitude, but everyone helped me and was so positive,” Jennifer remembered.

In the Job Readiness class at El Barrio, Jennifer went over the basics of finding and retaining employment. She completed mock interviews, attended a self esteem workshop, and created a resume and cover letter. Jennifer expressed gratitude for her Job Readiness instructor who took time to help her perfect her resume after class and made sure that she had proper interview attire.

In November, Jennifer was hired by The Marriott Global Reservations and Customer Care Center. She has been working there for over three months now and has even received recognition from her manager after receiving five perfect Customer Satisfaction surveys. The excitement and enthusiasm that Jennifer has regarding her job is contagious. “I cannot say one bad thing about [my job],” she gushed. “I love getting up every morning and coming here...I love what I do.”

She believes that her diligence and hard work in the Job Search portion of the program as well as the assistance that she received from El Barrio staff members helped her to get to where she is today. Jennifer remarked, “One of the best things about El Barrio was the change in attitude [that I saw] in myself.”