

COMMERCIAL INVESTIGATIONS LLC

# CI TIMES



## RESUME MAGIC: SCREENING OUT THE ILLUSIONISTS

Carefully reviewing resumes is critical in screening out applicants, not just screening them in. Proactive recruiting measures and interview tactics can help see through the illusions that scam applicants create in misrepresenting themselves. Background investigations can help further screen out untruthful candidates by verifying the applicant supplied information as well as finding out what candidates did not put on their resume.

The most often misrepresented information relates to educational credentials. In addition to blatantly indicating degrees never received, recruiters and hiring managers need to be wary of those resumes or applications that may lead the reader to assume receipt of a degree. For example, "State University 2006 Accounting" is vague and should be regarded as suspect. Just because an applicant has the degree indicated doesn't mean that the GPA or honors graduation level (e.g. Suma Cum Laude) represented are truthful. It is bewildering that applicants feel these white lies are necessary to set them apart from other applicants. It is that feeling that requires recruiters to verify as much information as possible and to definitely set scam applicants apart by rejecting them and their questionable integrity.

Don't assume anything when reviewing an unclear resume or application. When an applicant represents past employment as "ACME Company 2004-2005", recruiters may assume two years of employment. The skeptical recruiter will assume an attempt to cover employment gaps or conceal a past employer. When an applicant does indicate a gap in employment, the recruiter should not hesitate to ask the applicant about the gap.

Other unethical tactics used by scam applicants include inflated job titles and salaries. If a recruiter is uncertain how past positions compare to the one applied for they can solicit clarification from the former em-

ployer's HR department. Savvy recruiters don't let a "no further comment policy" stop them; they look for job descriptions on the former employers Website and local job boards.

It is not uncommon today for someone to be self-employed or have had a period of self-employment. Being self-employed doesn't mean being unverifiable. A tactful interviewer will engage an applicant in conversation about the self-employment leading to asking for a few clients to contact as references. These clients will confirm the applicant's employment and provide valuable insight into the applicant's skills.

Military service is another area frequently misrepresented. Deceitful applicants know that a proper military service verification takes approximately 6-8 weeks and most employers forgo this much more frequently than they forgo prior employment verifications. Astute HR professionals know the power of contingent job offers. There is no need to hold up starting the applicant but also no need to forgo validations that properly protect the employer, its employees and clients.

Human nature does not provide consistent actions among liars which would enable recruiters and hiring managers to determine who is being truthful. Even if it did, substantial proof, not just gut instinct, of less than truthful details is necessary in our litigious society. Fortunately, thorough background investigations can add confidence to the hiring process by weaving through the smoke and mirrors, providing both confirmation of accurate applicant supplied data and revelation of scam applicant supplied falsifications.

Don't let that perfect candidate be just an illusion. Do your due diligence through thorough background investigations. And, if you discover that, instead of a perfect candidate, you have a scam applicant, wave your wand and make the illusionist disappear.

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### CIWARE CLIENT CLUE ALL DATA IS RELEVANT

Enhance your background investigation quality and turn-around time by including as much available information as possible upon requesting a background investigation. All names, including middle initials are very important for accurate results and timeliness of name based inquiries.

Providing dates of employment and supervisor's name will provide for a better side-by-side comparison of applicant data supplied versus data confirmed. This also provides the researcher with valuable information to more quickly conduct verifications.

For assistance with proper data entry for background investigation requests, please contact a CI representative.

## DUE DILIGENCE: SEEKING A POSITION . . .

Due is currently seeking employment and in this edition of CI times we review his resume. How many red flags can you spot? In the next edition we will highlight the common red flags and review Due's resume closer.



### DUE DILIGENCE

100 Deception Ave. Troy, NY 12180 518-000-\*\*\*\* E-mail: DoobieDue2@yahoo.com

#### OBJECTIVE

Seeking full-time employment with a company that is impressed with my overstated accomplishments, inflated titles and untailored resume ready for mass e-mailing.

#### EXPERIENCE

- |  |   |
|--|---|
| <p>2002-2006<br/><b>Administration – Medical Billing Project Management</b></p> <ul style="list-style-type: none"> <li>■ Completely revamped IT system for medical billing.</li> <li>■ Single handily increased staff productivity by over 30 percent. .</li> </ul>              | <p><b>Quick Fix Hospital</b></p> <p>Troy, NY</p>              |
| <p>2001-2002<br/><b>Vending Procurement Manager/IT Support</b></p> <ul style="list-style-type: none"> <li>■ Monitored inventory levels, re-order and re-stock.</li> <li>■ Oversaw IT upgrade.</li> </ul>   | <p><b>Red Flags Amusement Park</b></p> <p>Lake George, NY</p> |
| <p>2001-2002<br/><b>Chip Processor/Fabricator</b></p> <ul style="list-style-type: none"> <li>■ Led production team.</li> <li>■ Helped increase productivity.</li> </ul>  | <p><b>AMD</b></p> <p>Carefree, IN</p>                         |
| <p>1998-2001<br/><b>Wardrobe Consultant</b></p> <ul style="list-style-type: none"> <li>■ Increased sales volume by 40 percent over previous quarter.</li> <li>■ Provided excellent customer service.</li> <li>■ Demonstrated teamwork in a diverse staff environment.</li> </ul> | <p><b>Employment GAP</b></p> <p>Carefree, IN</p>              |

#### EDUCATION

- |  |                           |
|--|---------------------------|
| <p><b>Purdue University</b><br/><b>Computer Science/Business Administration - 1997</b></p> <ul style="list-style-type: none"> <li>■ Major GPA 3.60/Phi Theta Kappa</li> <li>■ Dean's List</li> <li>■ A+ Certification</li> </ul> | <p>West Lafayette, IN</p> |
|--|---------------------------|

#### REFERENCES

- Susie Friend 518-000-\*\*\*\*  
Susie's Daycare
- Crystal Glass 518-000-\*\*\*\*  
Pharmacy Tech – Quick Fix Hospital
- John Relative 715-000-\*\*\*\*  
CPA

TO BE CONTINUED . . .

**Disclaimer: This information is based on actual fictional characters and real events. Only the names, locations and events have changed. These changes are for the sole purpose of protecting the identity of the actual fictional characters. Any resemblance to any other fictional characters and actual made-up events is purely coincidental.**

#### MEET DUE DILIGENCE

##### Last "Scene" from Due

In the last edition of CI Times Due attempted to volunteer at Quick Fix hospital where he was formerly employed. Due was denied re-employment at Quick Fix because of a controlled substance conviction. Due had since been working for Clean Sweep, a janitorial services company. Quick Fix Hospital was Clean Sweep's largest client. Due was denied the opportunity to volunteer at the hospital because of the second background investigation report from CI which included Protection Plus. The Hospital required their vendors, including Clean Sweep to conduct background investigations on all employee with access to their facilities. They did not however specify the depth of the inquiries required. As the Hospital discovered, not all background checks are created equal.

Clean Sweep dismissed Due Diligence from his employment. However, because Clean Sweep was not willing to take on the additional cost of a more effective background investigations policy, they lost their largest client, Quick Fix Hospital.

To see Due's results, view his Reports at [www.commercialinvestigationllc.com/duespage](http://www.commercialinvestigationllc.com/duespage). Read previous issues of Volume 3 to see the full details of Due's life in 2006 at [www.commercialinvestigationllc.com/Newsletter](http://www.commercialinvestigationllc.com/Newsletter).

## CI SBC FINALIST FOR INNOVATIVE ENTERPRISE AWARD

The Small Business Council of the Albany-Colonie Regional Chamber of Commerce recognized honorees in seven categories for its 2006 awards. Commercial Investigations LLC is honored to have been a finalist.

The nomination process began in May, with nomination forms sent to the Chamber's 2,700 members. Nominees then submitted applications to be reviewed by a committee of judges comprised of business and community leaders who selected the honorees.

Awards were presented before more than 300 businesspeople and community leaders at the Annual Awards Dinner held on September 28th at the Holiday Inn Turf Wolf Road.

CI was a finalist with Cotton Hill Studios, Inc. and GLOBALSPEC, Inc. for the Innovative Enterprise award. The Small Business Council defined the category as "A company offering a unique product or service that has successfully responded to a need in the marketplace."

GLOBALSPEC, Inc, an engineering online search engine serving 2.8 million registered users, received the Innovative Enterprise award. CI congratulates GLOBALSPEC, the other 6 honorees and all the finalists.



## COMMERCIAL INVESTIGATIONS LLC

A LICENSED PRIVATE INVESTIGATIVE AGENCY

Dedicated to providing innovative Private Investigative solutions to its clients and working with them to develop tailored services that meet their needs.

Services provided include:

### BACKGROUND INVESTIGATIONS

CI provides accurate, timely, cost-effective and fully compliant reports delivered with exceptional client service.

### CONSULTING SERVICES

CI assists you in implementing a compliant background investigation process as well as providing assistance in implementing in-house procedures.

### COMPETITIVE INTELLIGENCE

CI assists you in gaining a competitive edge with discrete, thorough and valuable intelligence.

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### ∞ INQUIRY SPOTLIGHT ∞

#### EDUCATION

CI's EDUCATION inquiry assists in determining if an applicant meets the qualifications required of a position and its corresponding job description. Many employers verify the highest level of education completed for all applicants, including high school diploma verification if applicable.

CI's EDUCATION report provides a side-by-side comparison of applicant supplied data to verified data. Data elements compared include:

- ✓ degree type
- ✓ field of study
- ✓ GPA
- ✓ start date
- ✓ stop date
- ✓ graduation date
- ✓ Reason for leaving

Education is often the most misrepresented piece of information by applicants on a resume. This necessitates that a thorough background investigation include an EDUCATION verification.

To learn how to add this inquiry to your BACKGROUND INVESTIGATIONS, or for further information, please contact a CI representative.