

COMMERCIAL INVESTIGATIONS LLC

# CI TIMES



## MR. DUE DILIGENCE: RESUME FABRICATOR

This month we review Mr. Due Diligence's resume a little closer. What are some red flags on his resume that would provide cause to classify Due as an undesirable? What other flags would be revealed by comparing Due's resume to his background investigation report?

**Red Flag #1: Email address:** Working from top to bottom on Due's Resume (See Page 2) we first notice Due's email address. Due's address is DoobieDue2@yahoo.com. Although a minor detail—applicants often fail to have a professional email address to use for job hunting (despite available free email services). Applicants also often use their email address at their current employer or will send their resume on company time with a company computer or fax right from their current employer. This should make you question how they will spend their time at your company and how they will utilize your office equipment.

**Red Flag #2: Vague or Irrelevant Objective/Accomplishments.** Due's objective is vague and not tailored to a specific position or his skill set. Further review of his background investigation—including employment verifications can confirm or question Due's skill and experience level. Objectives should be consistent with qualifications and stress relevant abilities for the specific job. While some applicants and HR managers may discount the importance of an objective or cover letter—inconsistencies can be clues that an applicant is stretching their abilities and the truth.

**Red Flag #3: Employment Gaps—omitted, incomplete or incorrect dates.** Due listed all of his past periods of employment in years—leaving out the months. This can be an indication that he is covering gaps of employment. A hiring manager might assume that 2006 either means he is currently employed there or left recently. CI determined through employment verification that Due last worked at Quick Fix Hospital in October of 2005. The HR staff at Quick Fix also indicated that Due is not eligible for rehire. Comparing Dues' criminal record it was determined that he was convicted of possession of a controlled substance for an arrest in September of 2005 in which he was sentenced to 60 days of imprisonment—about the same time his employment ended. The HR staff of Quick Fix would not provide detail regarding why due was not eligible for rehire—however they did give us his reason for leaving—jail time. On his application—Due indicated "family issues."

It is important to use an application and make sure applicants complete the application fully regardless of whether they provide a resume (do not allow them to use "see resume"). This is important because applicants typically sign an application and certify the truth to any statement on it, thus it becomes a legal document. Rose Miller, Managing Director of DR Human Resources LLC adds: "A fully completed application form is an extremely important tool in the recruiting process. The proper disclaimers on the employment application offer many employer protections. An employer can state that falsification of information on the application will prevent hiring and could result in termination should it be identified later."

Use of an application may also require the applicant to fill-in specific dates with months as well as additional information such as reason for leaving or the name of their supervisor. A criminal record check when compared with a resume, application, consent form and employment verification can help complete the picture of an applicant and explain employment gaps without relying solely on the applicant's explanation.

CI was able to use database searches to verify several employers Due did not indicate on his resume (See Due's Report). Database searches uncovered Due's recent employment with Clean Sweep. Due did not list this employment because of its unrelated duties, short tenure and his termination.

**Red Flag #4: Overstating qualifications/inflating titles and taking too much credit for group efforts.** Many applicants will overstate or exaggerate their experience and responsibilities.

**Red Flag #5: Unclear Degree and education credentials.** Due stated a year and a field of study but never actually indicated a Bachelor of Science or definitive degree. Applicants will often list a year they last attended, even if a degree was not Awarded. This is another important reason to rely on an application and not just a resume, and to conduct an education verification.

**Red Flag #6: Employer is unclear (acronyms/temp agencies):** Due listed AMD as employer. In this case, despite Due's IT background—this employment was actually with American Munchies Distributors (not Advanced Micro Devices as one would expect or Due would lead you to believe). Due was not a Micro Chip Fabricator but rather a potato chip processor.

Applicants who work for staffing or temp agencies will often put the name of the employer where they were placed and not the name of the agency. Many Fortune 500 companies utilize staffing agencies and contract employees. Applicants who list larger employer and do not indicate the staffing agency may be intentionally misleading prospective employers.

**Red Flag #7: Unrelated job titles and responsibilities.** If an applicant lists a wide range of responsibilities they may not have had the depth of experience they are indicating. For example, for Red Flags Amusement Park, Due indicated that he monitored inventory as well as oversaw an IT upgrade. Upon review of this employment verifications, Due's supervisor clarified that Due worked in the vending stands in the park—and his reordering and restocking involved buying bulk candy from Sam's Club. Also, the IT upgrade involved Due helping install two new desktop computers.

**Red Flag #8: No supervisory references.** It's important on an application to ask for supervisors name and/or require at least 2 supervisory references. Due provided references on his resume but none were prior supervisors.

In summary, an impressive resume can be just an illusion. It's important to consider all sources of information regarding an applicant, including the resume, application, consent form and background investigation.

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## CIWARE CLIENT CLUE

### DOCUMENT ADVERSE HIRING DECISIONS

When a background investigation report reveals adverse information that leads to denial of a job offer it is extremely important that our clients document the criteria used for the decision to not make a job offer. This documentation is in addition to the preadverse and adverse action notifications.

Documenting how the report details relate to the position the subject was being considered for provides necessary documentation to justify the decision should it be questioned later. It also provides guidance for the organization when faced with similar situations. This will allow the organization to make consistent and nondiscriminatory hiring decisions.

For assistance in setting up appropriate procedures for proper documentation please contact a CI representative.

## DUE DILIGENCE: THE ILLUSIONIST

Due is currently seeking employment and in this edition of CI times we review his red flagged resume. We have highlighted common red flags and reviewed Due's resume in conjunction with his application and background investigation report.

### DUE DILIGENCE

100 Deception Ave.  
518-000-\*\*\*\*

Troy, NY 12180 **FD** (Does address on resume match other documentation provided?)  
**FD** E-mail: [DoobieDue2@yahoo.com](mailto:DoobieDue2@yahoo.com) (unprofessional or current employer e-mail)

#### **FD** 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. **(Vague objective can indicate mass-emailing of resume and applicants skill set might not be specific to the position/unrelated objectives may indicate skills are overstated and experience does not match what is desired or stated.)**

#### EXPERIENCE

**FD** 2002-2006 (non-specific dates) Quick Fix Hospital Troy, NY  
**Administration – Medical Billing Project Management**

- **FD** Completely revamped IT system for medical billing. **(overstated accomplishments)**
- **FD** Single handily increased staff productivity by over 30 percent. **(taking too much credit for group efforts/subjective accomplishment)**

2001-2002 Red Flags Amusement Park Lake George, NY

**FD** **Vending Procurement Manager/IT Support (unrelated job titles/responsibilities)**

- **FD** Monitored inventory levels, re-order and re-stock. **(unrelated responsibilities)**
- **FD** Oversaw IT upgrade. **(vague – requires clarification)**

2001-2002 **FD** AMD (Acronym – uncertain who employer was) Carefree, IN  
**Chip Processor/Fabricator**

- **FD** Led production team. **(Vague)**
- **FD** Helped increase productivity. **(Vague)**

1998-2001 **FD** Employment GAP (Unrelated work experience) Carefree, IN

**FD** **Wardrobe Consultant (Inflated/Inaccurate title)**

- **FD** Increased sales volume by 40 percent over previous quarter. **(Seasonal sales increase?/compare to previous year?)**
- **FD** Provided excellent customer service. **(Vague)**
- Demonstrated teamwork in a diverse staff environment.

#### EDUCATION

Purdue University West Lafayette, IN

**FD** Computer Science/Business Administration – 1997 (Not a definitive degree)

- **FD** Major GPA 3.60 **(Major GPA vs. cumulative)**
- **FD** Phi Theta Kappa **(Honors society – not the same at graduating with honors, this is also an Associates Degree Society)**
- **FD** Dean's List **(Vague – may have been one semester or different school)**
- A+ Certification

#### REFERENCES

**FD** Susie Friend 518-000-\*\*\*\* **(No supervisor references)**  
Susie's Daycare

**FD** Crystal Glass 518-000-\*\*\*\* **(Not direct co-worker or supervisor)**  
Pharmacy Tech – Quick Fix Hospital

**FD** John Relative 715-000-\*\*\*\* **(Relative and Due's Accountant)**  
CPA



#### MEET DUE DILIGENCE

##### Last "Scene" from Due

Due is still unemployed after being terminated from Clean Sweep. In the last edition of CI Times we presented Due's resume to review for red flags. In this edition we highlight the red flags in Due's resume and discuss other common areas for concern.

We find several red flags by comparing Due's resume to his background investigation report, specifically with his employment and education verifications. Red flags can also be spotted by comparing an application to a resume and background investigation report.

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).

Next Issue: Continue to follow Due in 2007 as his job search continues.

**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.**

## CI ATTENDS PRE-EMPLOYMENT SCREENERS CONFERENCE

CI President Michelle Pyan attended the 2006 Annual Pre-Employment Screeners Conference in Clearwater Florida from November 12th through the 15th, 2006. This years conference was titled "Building Tomorrow's Opportunities Today" and was sponsored by The Background Investigator. Topics covered included:

- Everything About Criminal Records You Didn't Know To Ask
- Women in Pre-Employment Screening
- Ask A Lawyer: Everything You Always Wanted to Know About Employment Screening, the FCRA and Legal Compliance
- Ten Future Trends That Every Screening Firm Needs To Plan For Now
- The Business Side of the Business- Issues We Deal With Daily (Paying our staffs, how to recruit/compensate a sales staff, cost effective ways to provide/buy benefits, etc.)

- A Dummies Guide to Drug Testing
- Business Solutions for CRA's – Best Things A CRA Can Do To Prepare Themselves For The Next Year
- Electronic Signatures: The What, Why and How As It Relates To Background Checks
- Everything You Wanted To Know About PACER and Identifiers
- Best Practices: Verifications & References
- How to Find A Public Records Researcher
- How to Measure ROI When Outsourcing To Software Companies
- Blogging for Business 101

If you'd like to learn more about any of these topics, please contact Michelle at [michellepyan@commercialinvestigationsllc.com](mailto:michellepyan@commercialinvestigationsllc.com) or 800-284-0906. Stay tuned to CI Times and our website to see how CI puts into action enhancements to its current services along with new services inspired by the conference.

## 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.

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### BACKGROUND INVESTIGATIONS

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

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### ∞ INQUIRY SPOTLIGHT ∞

#### EMPLOYMENT

CI's EMPLOYMENT VERIFICATION is a valuable inquiry that provides validation of the subject's employment including dates, position, eligibility for rehire and reason for leaving. CI's EMPLOYMENT VERIFICATION starts with the subject's supervisor. The supervisor, or other verifier, is asked a series of questions about the subject regarding character, relationship and communication style, team work and problem solving ability. CI also asks questions regarding the subject's acceptance of constructive criticism, shortcomings and accomplishments.

The subject's supervisor is also asked whether they would recommend the subject for a position of trust and responsibility. CI's EMPLOYMENT VERIFICATION concludes with a scale interview where the supervisor ranks the subject from 1 to 10, with 10 being excellent, on various attributes including character, attitude, attendance and dependability.

CI's EMPLOYMENT VERIFICATION is completely customizable. CI clients can choose to alter the standard interview and incorporate changes specific to their organization or industry.

To add CI's EMPLOYMENT VERIFICATION inquiry to your requests contact a CI representative.

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