

## Sergeant Masumi Borgohain -



Sergeant Masumi Borgohain was first introduced to the Job Connection Education Program (JCEP) at a Yellow Ribbon Event after returning from Iraq in September 2011. Masumi stated, “The presentation at the ceremony was informative.” She felt confident that JCEP would be able to assist her in finding employment.

After attending the Yellow Ribbon Event, SGT Borgohain registered with JCEP at the beginning of December and submitted a resume to her Employment Counselor. While interacting with her Counselor, Masumi began to see what was lacking on her resume. She shared, “I am very grateful

for the updated version because I had been using the same resume for almost 7 years with updates here and there.” Together they worked on Masumi’s resume to reflect her experience in leadership, data collection and dissemination, and the ability to work in highly stressful situations and still remain focused on getting the job done.

Once her resume was updated, SGT Borgohain and the Counselor continued to have one-on-one interaction to determine her skills and potential employment opportunities that would be a great match. Masumi shared her thoughts on the communication between them, “The one-on-one was spectacular compared to other services. I did not receive much help from the other services, but the one-on-one relationship with my JCEP Counselor was very beneficial.” She went on to say, “My experience with JCEP was excellent. They were very professional and understanding and my Counselor was very determined that I would be successful in obtaining employment.”

Through continual interaction and discussions about potential job opportunities, one amazing position came to the attention of Masumi’s Counselor. A position for Jim Wells County Public Transportation Department was sent through the JCEP networking vine and presented as an opportunity to SGT Borgohain who was interested in applying. The position of Project Manager required essential skills that Masumi had developed while attending Texas A&M College and serving as an Intelligence Analyst in the Texas Army National Guard. The major duties of the position required the candidate to be a leader, gather and analyze data, and manage multiple projects in

potentially stressful situations. SGT Masumi Borgohain knew she had the skills and experience to fulfill the job duties required for the Program Manager position. After making adjustments to her resume to reflect the required skills, Masumi applied for the position. She didn't have to wait long for the call requesting an interview.

Martin Ornelas, Director of the Transportation Coordination Network of the Coastal Bend, Jim Wells County Public Transportation Department, shared this, "The first thing that captured my attention about Masumi was her resume, which reflected her research and analytical skills. Then, in the interview she presented details about her experience in the military in a clear and precise way." He went on to say, "Throughout the interview Masumi showed her intelligence and strengths, which made me realize she was exactly what I needed."

In an email sent to the JCEP counselors working with Masumi, Mr. Ornelas wrote, "I would like to thank you for the invaluable support you provided Jim Wells County in the recruitment of a qualified Project Manager for our Public Transportation Department. I found your support extremely professional and very prompt in forwarding a qualified candidate." "It truly is a wonderful opportunity to hire a returning hero as we work at improving public transportation in the Coastal Bend region. Thank you again for the service you provide to our returning heroes and to our communities as we strengthen our communities work force."

Speaking further with Mr. Ornelas, he provided additional insight into why he hired Masumi Borgohain. "The subject matter of transportation was not the area of strength we were looking for, rather the analytical component, the technical component, and the discipline was the attraction to hire the best candidate." He went on to say, "You can't teach discipline or being detailed-oriented. One doesn't teach how to stay focused or on task, yet these are highly valuable skills. Masumi Borgohain possessed those skills through the military and that is why she is a wonderful match to our organization."

I completely agree with Martin Ornelas. Masumi started her new job this week and she has already been tasked to disseminate information collected and present the findings to leaders of the project on Friday. I believe she will be amazing and professional in her presentation and confirm that SGT Masumi Borgohain was, "Exactly" what Martin Ornelas and the Jim Wells County Public Transportation Department needed.