

Communication Micro-Credential Reflection

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For my Communication Micro-Credential, I had the opportunity to collaborate with my colleague, to develop and present a professional poster entitled “*Beyond the Resume: Credentialing Student Worker Skills for Career Success*” at a campus conference. This project provided a valuable platform to demonstrate my expertise in professional communication across multiple formats—written, verbal, and visual—and allowed me to apply numerous skills outlined in the communication rubric.

From the commencement of this project, my colleague and I engaged in thorough collaboration to formulate our messaging and organize the poster’s structure in a manner that was clear, concise, and engaging for our intended audience. I ensured that the tone remained professional while also being relatable and that the language employed was inclusive and accessible. My significant contributions included content planning, editing, and visual layout, which underscored my strong written communication skills and my attention to the needs of the audience. This experience further reinforced the importance of effective communication in achieving career success.

To enhance the impact of our presentation and ensure we left a memorable impression, I came up with the idea of designing custom business cards tailored for both of us. Aware that traditional networking tools like business cards are becoming less prevalent in the digital age, I creatively incorporated QR codes on our cards. These codes link directly to our LinkedIn profiles, where attendees can explore our verified micro-credential badges, and certifications that highlight our skills and achievements. This forward-thinking design not only distinguished us from others but also demonstrated the real-world relevance of micro-credentials in advancing professional development.

At the conference, I drew upon my public speaking and interpersonal communication skills to connect with a wide array of attendees, ranging from industry professionals to academic staff and fellow students. I adjusted my presentation style on the fly, tailoring my explanations of our project to suit the audience’s background and interests. For example, I used relatable terminology when speaking with students, while providing more in-depth industry insights to faculty and professionals, ensuring everyone felt engaged and informed. By

actively listening to their questions and feedback, I fostered dynamic discussions that deepened their understanding of our work. Through clear, confident communication, I effectively conveyed our insights and illustrated how micro-credentials have not only shaped our educational paths but have also significantly propelled our career advancements. After the event, I followed up by sharing our LinkedIn profiles with attendees who wanted to learn more and provided additional information to those who asked questions during the session. This extra step helped maintain professional connections and reinforced the value of our presentation.

As a Student Lead at the Registrar's Office, I leverage my communication skills daily to foster an effective and supportive working environment. My role involves assisting fellow student employees, whether they are new hires just learning the ropes or experienced staff members navigating more complex inquiries. I take the initiative to answer their questions, clarify office procedures, and provide guidance during unexpected challenges that may arise throughout the day.

Each day in our dynamic office setting brings a unique set of inquiries and obstacles, demanding that I remain adaptable and resourceful. For instance, when a colleague encounters a sudden surge of student questions about registration deadlines, I help them prioritize and tackle these issues collaboratively. This experience has sharpened my ability to think on my feet, allowing me to problem-solve effectively while maintaining calm and clear communication under pressure. Even when faced with uncertainty, I actively seek out solutions by collaborating with my peers, always striving to maintain a professional tone and convey information straightforwardly.

Through my role and the interactions I engage in daily, I have consistently showcased the communication skills outlined in the rubric—such as tone awareness, active listening, adaptability, and professionalism in both verbal and written forms. For instance, my commitment to active listening allows me to truly understand the concerns of my colleagues and respond thoughtfully. I also make it a point to follow up with my coworkers and supervisor when resolving questions or completing tasks. Whether checking in on an ongoing issue or confirming that a student's concern was resolved, I communicate updates and next steps as needed to keep everyone on the same page. I believe that these demonstrated behaviors not only illustrate my capability but also underscore my commitment to excellence. This experience has rightfully positioned me to earn the Communication Micro-Credential, as I continuously apply these essential skills in meaningful and impactful ways every day.



Beyond the Resume

Credentialing Student Worker Skills for Career Success



Office of the Registrar
UNIVERSITY OF COLORADO BOULDER

By Beyonse Gordillo Jimenez and Laura Miller

What Are Micro-Credentials?

Micro-credentials are **digital certifications** that verify specific skills and competencies.

Key Features:

- More focused than traditional degrees, recognizing practical, real-world abilities.
- Earned through courses, training, or on-the-job experience.
- Stackable – multiple credentials can build toward larger qualifications.

How They Work:

- Represented as digital badges.
- Can be shared on resumes, LinkedIn, and portfolios.
- Recognized by universities and employers.



Why This Matters

For Students:

- Your work experience deserves recognition! Workplace Skills for Student Employees micro-credentials prove your skills, such as leadership, communication, and training.
- Set yourself apart—employers and graduate schools want candidates who can demonstrate their skills, not just claim them.

For Employers:

- Micro-credentials help identify job-ready candidates with verified workplace skills.
- Saves time in training and hiring by ensuring applicants already meet key competencies.

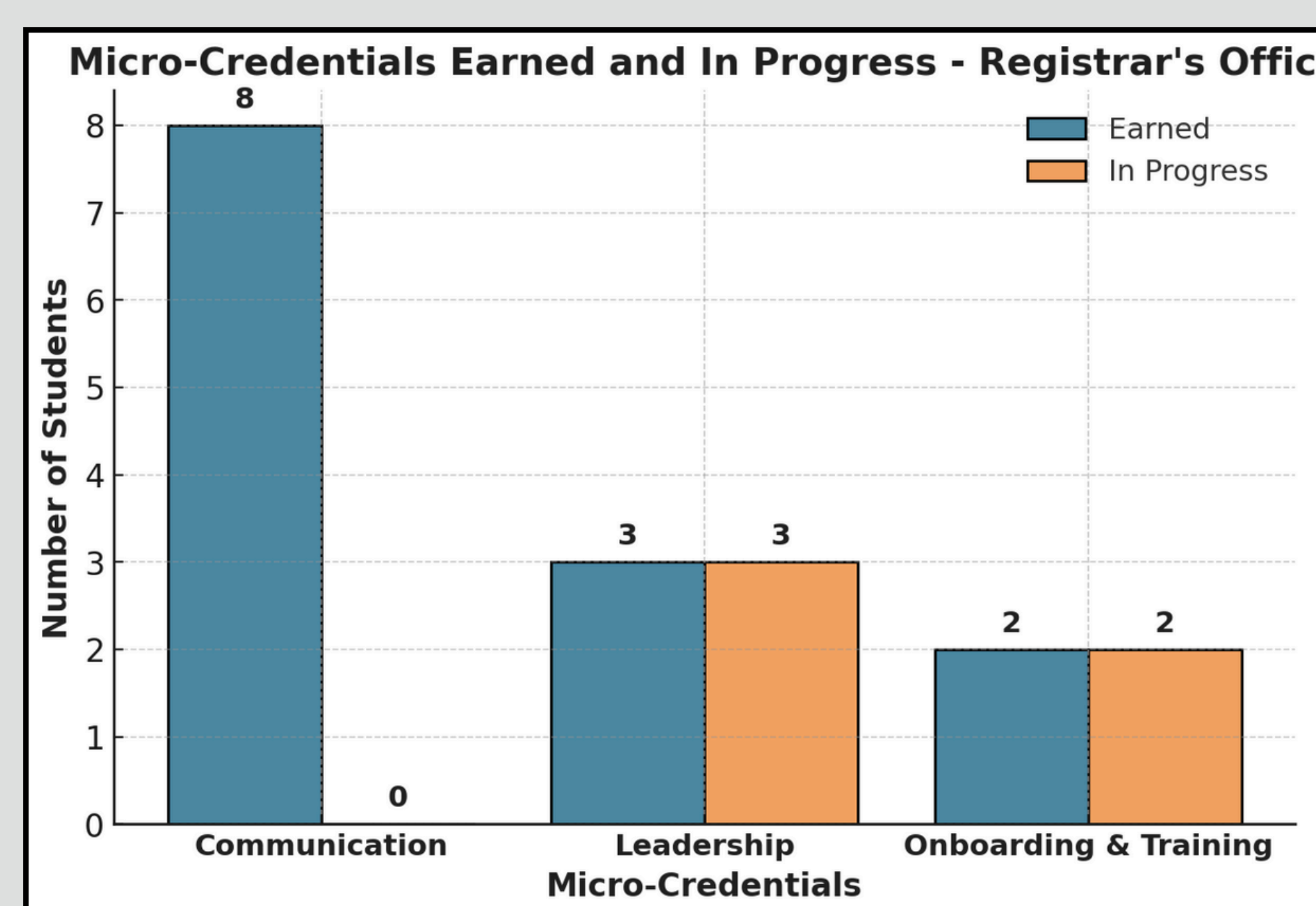
For Universities & Campus Offices:

- Boost student engagement & retention by showing that student employment is more than just a paycheck.
- Creates a culture of professional development, making student jobs more meaningful.
- Scalable and cost-effective—easy to implement with digital platforms like Credly or Badgr.



Micro-Credential Statistics

Workplace Skills for Student Employees – Micro-Credentials Earned & In Progress (Registrar’s Office)



The data represents the number of student workers in the Registrar’s Office who have earned or are working towards a Workplace Skills for Student Employees micro-credential.

Real Skills, Real Experience

As student workers, we often spend more time at work than in classes, but our skills aren't recognized on transcripts. Micro-credentials provide official proof of the professional growth we achieve in this role.



- **Hands-on experience in Hiring and Leadership**
 - Our involvement in interviewing new student employees provides valuable insight into what hiring teams truly value. By reviewing resumes and applications, we sharpen our job search skills and prepare ourselves for future opportunities.
- **Leading Meetings and Strengthening Communication**
 - We hold bi-weekly team meetings to develop key skills like leading discussions, organizing agendas, and fostering effective communication, which are essential in today's workplace.
- **Translating Experience into Career Success**
 - We emphasize our experiences rather than simply listing “student worker” on our resumes. These valuable skills set us apart and significantly enhance our chances of securing competitive internships, full-time positions, and admission to graduate programs.

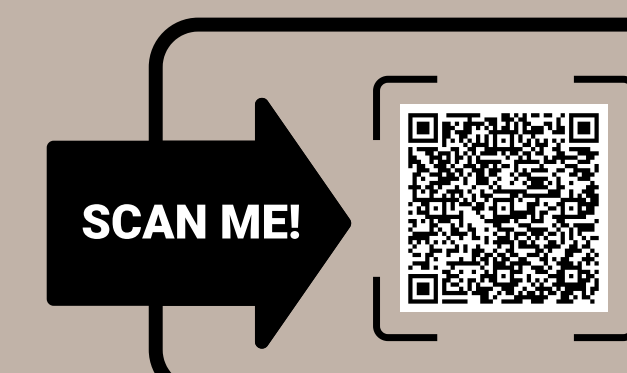
Applications

As student workers, we do more than just customer service — we gain skills that shape our future careers, no matter our major or background.

Micro-credentials give us official recognition for these experiences, helping us stand out.

- **More Than Customer Service** - We develop problem-solving, adaptability, and leadership skills that apply to any field.
- **Stronger Resumes & Interviews** - Digital badges prove our skills to employers and graduate schools.
- **Career-Ready Skills** - Handling challenges, training others, and working in a professional setting prepares us for any industry.
- **A Competitive Edge** - Instead of just listing “student worker” we can showcase verified skills that potential employers value.

See the Workplace Skills for Student Employees Pathway by scanning the QR Code!



Life as a Student Worker: Registrar’s Office

Working at the Registrar’s Office is more than just answering emails and phone calls—we take on real responsibilities that challenge us and help us grow.

- **Enhancing Training:** Student workers helped create a full Canvas course to streamline onboarding for new hires.
- **Hiring & Development:** We interview new student employees, review resumes, and provide input on hiring decisions.
- **Leading & Problem-Solving:** We run bi-weekly meetings, incorporating training refreshers and discussing new ways to tackle challenges.

