

# READY TO WORK GRADUATE



“All I can say is ‘wow’ and ‘thank you’. This is a great program for newcomers and anyone interested in pursuing a career in the travel industry. It opened doors and gave me the training, confidence, tools and certificates I needed to find the job I wanted”

## Jessica Torcuator

Jessica Torcuator knew that starting a new life in Canada with a family to support was going to be a challenge. But she did not anticipate how daunting the process would be. As an experienced travel industry professional, she thought she was doing everything right. Before she left the Philippines, she updated her resume, did her research, and contacted prospective Canadian employers. In her home country, she had a senior position with a travel company as a customer service agent responsible for resolving disputes and retaining clients. Making the transition to the Canadian market should not have been a huge problem.

Unfortunately, there was no response to her employment inquiries. So she stepped up her efforts after arriving in Canada in April 2010. But still there was no response.

Fortunately, Jessica picked up a brochure about *Ready to Work* at a Newcomer Information Centre. It was the first time she saw a way to connect her work experience in the Philippines with employment in the tourism industry here in Canada. It wasn't long before she began her training. And what a difference it made.

Jessica now works as a travel consultant for Carlson Marketing. She plans to continue her education and training and secure an emerit certification as a Travel Counsellor Professional and a diploma in Travel and Tourism. Her goal is to eventually land a management position in the travel industry.

### Graduate Profile

**Name:**

Jessica Torcuator

**Country of origin:**

Philippines

**Arrived in Canada:**

April 7<sup>th</sup>, 2010

**Current Employment:**

Carlson Marketing as a  
Travel Consultant



Ready-to-Work  
Emplois clés en main

### OTEC Head Office & Training Centre

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