



# IC CONNECT

## Internship and Career Newsletter

October 2016

Issue 01

### Welcome! Fùnyìhng! Bem-Vindo!

IC connect welcomes students and staff to the inauguration of the first series of career newsletters created and published by the Internship and Career office. Our motto is to “connect the unconnected” by providing a platform for the USJ community to connect with the greater Macao. This publication does just that. It connects USJ with its partners, local and foreign community and Macao-based companies. Our advice to you is to get and stay connected for the latest scoop and news on Macao’s job market, events, interviews, career tips, and opportunities.

*IC Connect newsletter team*

### In this issue

- Meet the ICO newsletter team
- Learn about the internship and career office (ICO)
- Get an overview of Macao’s job market
- Life and career advice from Eugene Chan, assistant vice president of organization development at Galaxy Entertainment Group
- Career tips

### Meet the team



Head of ICO



Laura Manhiça



Denzel Calangi



Claire Jurado



**JCHR: Self-Assessment and Skills Development**

**23 September 2016**



**Alex Lu: Marketing yourself**

**30 September 2016**



**Links International: Interviewing Skills and Techniques**

**07 October 2016**



**Career Day 2016**

## All about the Internship and Career Office (ICO)

The Internship and Career Office (ICO) aims to assist students with their career development. Offering personal advice, workshops, career opportunities and training for local and non-local students enrolled at the university.

### 1. Workshops, Seminars and Site Visits

The ICO office regularly organizes and hosts career workshops throughout the year. Workshops are designed to be interactive, motivating and fun. Concepts developed target individuals that seek work or wish to establish start-ups. Concepts taught center on career development, including, topics on writing effective curriculum vitae, job search tools and techniques, interview skills, self-development and more.

Our offices also organize field trips and visits to Macao and Hong Kong based companies, connecting students with companies, professionals and experts in various career fields and obtaining first-hand work experience.

### 2. Career Day

Career Day is an opportunity for students at the university to explore internship and career opportunities. Our aim is to:

- (1) Connect students to the business world
- (2) Provide insight into potential jobs and careers
- (3) Give employers an opportunity to meet with staff and students
- (4) Introduce work experience placement to students over the summer period
- (5) Provide networking opportunities to both students and company representatives

ICO Office

# Macao's Job Market

By Denzel Calangi

## Overview

Macao's job market has expanded greatly over the years. Since the openings of a number of casino firms, the expansion has led this region to position itself as an entertainment hub attracting a number of foreigners. Although Macao's employment market has gone to an economic downturn, the employment market is slowly making a rebound. The expectation is that individuals residing in Macao will see a wide range of opportunities on all levels of the career ladder.

## Casino and Tourism Industry

Although Macao has a number of job openings across various industries, the two main industries that attract a wide range of individuals is the casino industry and the tourism industry. The previous attracts 13.3% while the latter attracts 12.7% of employment, industries contributing heavily to Macao's economic growth. Viewed as an entertainment destination, Macao has experienced an increase in tourism operations. Consequently, these industries have become a spotlight for the job market, offering a wide range of career paths to individuals with different skill sets

Though expanding the casino industry in Macao is not new as it dates back to the mid-19 century. However, developments in this industry have continued to be outstanding and will continue to contribute to Macao's growth. Moreover, these fast developments and new casino establishments in the last few years it is clear that Macao may have a great number of employment opportunities in the near future for locals. A major challenge foreigners continue to face is the continuous tightening of government regulations on foreign employment.

## Common Job in Macao

### 1. Casino Industry

- Gaming supervisors
- Surveillance Officers
- IT Technician

### 2. Wholesale and Retail Industry

- Manager
- Sales Representative
- Administrative Assistant

### 3. Public Sector

- Secondary Support Assistant
- Procurement Administration
- Medical Sales Advisor

### 4. Financial Services

- Clerk, Accountant
- Bookkeeper
- Managers/ Assistant Managers



*Photo: Eugene Chan  
Assistant Vice President*

*Organizational Systems & Effectiveness  
Galaxy Entertainment Group*

## **Insights into becoming the head of an HR department**

**By Claire Jurado**

Chan Eu-Gené never stopped searching nor seeking for opportunities after college, as he moved from mechanical engineering into a people-oriented industry. Having obtained a degree in computer engineering from Malaysia, Eu-Gené Chan geared his career as an engineer where he worked for American firm Hewlett-Packard Software (HP) right after university. Wanting to broaden his journey, he moved to Macau in 2008 and now is the assistant vice president at Galaxy Entertainment Group under the department for organization and development.

**What made you change jobs, from mechanical software engineer to human resources?**

I had a good life, good job, and nothing to complain about while working at HP, other than feeling that something was missing. During the time in which I worked for HP, the area was new but now it is common. I loved the field, but I thought that during that time there was more for me. More for me to see learn and grow and that is why I left my position. It was a good job, good compensation. Surprisingly, the role I am in now has nothing to do with machines and more to do with people.

### **What skills do you need to be head of the Human Resources Department?**

One needs service skills, organizational skills, high emotional intelligence (EQ) and performance management skills. Effective communication with different kinds of people is also essential.

To work within the HR field, it requires organizational development, performance management, and communication development. To some it may come naturally but if not it can also be groomed. A minimum of 2 years in consulting should be sufficient to obtain the necessary skills and expertise.

### **What role do extra-curricular activities have on success?**

Community plays a huge role in developing your interpersonal, and EQ skills. Students should seek to get involved in volunteer work. Examples would be church communities or organizations.

### **Asking your younger self, what did you want to become?**

Prime minister of Malaysia

### **What advice would you give a newly graduated student?**

Always stay humble. Keep an open mind and do not be limited to your major for you do not know what other potentials you are capable of possessing. If it is your first job after you graduate, take it as an opportunity to keep growing. Also, do not be limited to investing into only one technical skill because in this century we are constantly changing. There are opportunities that you may not even realize when you graduate. Whatever you learn and are developing now could be so common in the workplace in 2-5 years' time. Give yourself the opportunity to see the world, always be on the journey of exploration. Perhaps the field of your study will keep you going for the first few years and then you will realize that you will contribute differently in a very different field. The only way to find out is to keep an open mind.

**“It is a journey of exploration. I realize one thing, maybe I do not want to spend 20 to 30 years of my life continuing to do what I do without broadening my horizons without wondering what opportunities lie out there”**

# 5 actions you must take **BEFORE**

## you start a job search

By Denzel Calangi

- 1.** Be mentally prepared and properly motivated. Finding a job could take a while. No matter how talented you are or how good your connections are. You need to be ready to expect huge setbacks, many frustrations and many rejections. One thing to have in mind is to **keep your eye on the prize!** Finding the right job for you where you are capable of producing positive results, providing for your family and most importantly feeling happy about yourself.
- 2.** Be thankful. Every morning we wake up, do our scheduled routines, see our family, talk to them, have food on the table and get to work, these are what we take for granted. It is important to **be very thankful for them.** Gratitude helps your attitude and a great attitude is essential for success in a job search.
- 3.** Identify a teammate(s). Find a trusted companion. A close friend or family member. Someone with experience in job searching and who you think **is capable of being a career coach.**
- 4.** Stay Active. Take up part-time positions that connect to your career. Try to get involved in an educational term, something to gain experience and more knowledge about your chosen career. Employers do not want to hire the “unemployed”. **Take initiative and keep your skills and expertise fresh.**
- 5.** Identify a job search “office” and get the right tools. Select a location where you will conduct all your job search activities. It could be at the Nape 1 library or at a local Starbucks. It is healthy to separate work and home especially during stressful searches like this. **Supply yourself with a good workplace and the tools and you will get a job faster!**

*Source: Pete Leibman*

*Career Expert*

### Contact Details

NAPE 1 Campus  
University of Saint Joseph  
Rua de Londres, No.16 NAPE, Macau, China

(Every Mondays to Fridays)  
9:00 am – 1:00 pm  
2:00 pm – 6:00 pm

laura.manhica@usj.edu.mo or lico@usj.edu.mo