

Online Appendix

Physical Disability and Labor Market Discrimination: Evidence from a Video Resume Field Experiment

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Section A of this appendix provides the power analysis we performed to predict the minimum number of applications we had to send. In Section B, we comment on the Siegelman and Heckman critique. Section C provides additional tables and figures. Section D provides the employer messages we received commenting on the videos. Section E details the design of the experiments. Section F presents the translated script recited by the actress. Finally, Section G provides translated examples of cover letters and resumes sent in our experiments, while Section H provides examples of the original versions (in French).

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A - Power Analysis

Our aim is to detect with sufficiently high sampling probability differences 1) in callback rates between applications that do and those that do not include a video resume, 2) in callback rates between applications disclosing or not a disability and 3) in the effect of video resumes for these two populations. Prior to the video experiment, we conducted a power analysis based on the results from the benchmark experiment to assess the distribution and number of application types that should be sent. The basic power analysis was based on the following probit model :

$$\Pr(\text{callback}|\text{video}, \text{disability}) = \Phi(\beta_0 + \beta_1\text{video} + \beta_2\text{disability} + \beta_3\text{video} \times \text{disability}) \quad (1)$$

where *video* and *disability* are two dummy variables. We used secretary and receptionist callback rates from the benchmark experiment to obtain calibrated values ($\beta_0 = -0.412, \beta_2 = -0.763$). We considered values of ($\beta_1 = 0.483, \beta_3 = -0.366$) which are consistent with video resumes increasing callback rates of persons with and without disabilities by 2.5 and 5 percentage points respectively. These values were set assuming video resumes could possibly be less effective when revealing a physical disability. We conducted the power analysis using simulation methods by assigning no invitation to click and view a video resume to 25% of applications (this subset being equally split between both disabled and non-disabled populations). 75% of applications were assigned an invitation to view a video resume, this subset being equally split across both populations and early/late disclosure. An experiment is considered to have sufficient power when it can detect a treatment effect of interest with at least 80% sampling probability (Bellemare et al., 2016) for a discussion). The analysis revealed that power would exceed 90% (two-sided tests) for all model parameters in (1) when sending 2,000 independent applications using the distribution of application types outlined above.¹

Extending the power analysis to account for early/late disclosure of a disability requires some assumptions about the expected effects of this treatment variation. As argued above, it seems reasonable to assume that this change should not affect callback rates when no disability is revealed. We extended the power analysis to account for a possible effect of

¹Power was simulated using 1000 samples drawn from (1) for a range of sample sizes.

early/late disclosure for persons with disabilities. We did this by adding $\beta_4 video \times disability \times late$ as an explanatory variable in (1), where *late* denotes a dummy variable for videos with late disclosure. We set ($\beta_4 = 0.3666$) which implies that late disclosure of a disability allows the effect of video resumes to match those of persons without disabilities. Simulated power of the extended model remained in excess of 90% for all parameters when sending 2000 applications as described above. These results validate the design of the video experiment and provide a target sample size for the experiment.

We therefore sent 2021 applications between September 2018 and August 2019. Of those, 569 applications (311 and 258 with/without a disability) contained no video resume. The remaining 1,452 applications (719 and 733 with/without a disability) included a video resume, half of which switched from a narrow to a wide frame after 51 seconds instead of 13.

B - Siegelman and Heckman critique

[Siegelman and Heckman \(1993\)](#) and [Heckman \(1998\)](#) have argued that estimates of discrimination using correspondence studies can potentially be biased in unknown directions. Their critique is based on a structural model of statistical discrimination that assumes employers seek to interview an applicant when they believe their productivity has a large enough probability to exceed a given threshold. In this model, employers make decisions based on group status because of beliefs about group differences in productivity distributions. In that case, the differential callback rate estimated using standard methods (e.g., linear probability model or probit/logit) may result from employers' beliefs about both the mean and the variance of the applicants' unobserved productivity, which differs across the reference group and the potentially discriminated group. If fictitious applications are of high (low) quality, so that the average applicant is expected (not) to be productive enough, then a higher variance of the error term decreases (increases) the probability that the applicant's productivity is at least equal to the threshold and that the applicant is called back. In that case, even if the average applicant is perceived to have the same productivity in both groups, the group with the highest variance will have a lower (higher) callback rate. [Neumark \(2012\)](#) presents an approach to decompose the estimated discrimination effect into a level effect (i.e. the

effect of disability on the level of the latent variable in the structural model) and a variance effect (i.e. the effect of a greater variance of the error term that would affect the probability of exceeding the threshold), the latter being possibly an artifact of the study design. The approach is based on a binary choice model which allows the variance of the error term to differ between populations of interest. The main identifying assumption is that the effect of at least one variable should be restricted to be the same for both the reference and the potentially discriminated group. We therefore estimate the following heteroscedastic probit model:

$$P(\text{callback}|d, x) = \Phi \left(\frac{\beta_0 + \beta_1 d + \beta_2 x}{\exp(\theta d)} \right), \quad (2)$$

where d is the disability dummy variable and x is a control variable restricted to have the same effect for disabled and non-disabled applications. Identification of the model parameters given this restriction is straightforward. Regression of callback rates on x for the subgroup of applications not revealing a disability identifies an intercept $\beta_0^{ND} = \beta_0$ and a slope parameter $\beta_2^{ND} = \beta_2$. The same regression restricted to the subgroup of applications revealing a disability identifies an intercept $\beta_0^D = \frac{\beta_0 + \beta_1}{\exp(\theta)}$ and a slope parameter $\beta_2^D = \frac{\beta_2}{\exp(\theta)}$. The ratio β_2^{ND} / β_2^D identifies $\exp(\theta)$ given the restriction that β_2 does not vary across subgroups. Given identification of β_0 , β_2 , and $\exp(\theta)$, it is possible to back out β_1 from β_0^D .

We estimate the heteroscedastic probit model using two different control variables x (i.e. the variable assumed to affect perceived productivity equally for both groups). Column (a) of Table C6 presents estimates combining data from both experiments, where x is a binary variable taking a value of 1 for applications in the video experiment and a value of 0 for applications in the baseline experiment. Overall callback rates were larger in the second experiment, as indicated by our estimate of the video experiment dummy in our main regressions. One likely explanation is that unemployment rates were lower at this time, as mentioned in the main text. Assuming diminishing marginal productivity, an additional employee adds higher marginal productivity when an employer has fewer employees. Column (b) restricts the analysis to data from the video experiment, where x denotes the dummy variable identifying applications where firms received an invitation to click and view a video resume. This choice is motivated by the prior that the video sent a positive signal on the applicant's productivity, as the video depicts a well-spoken person who looks professional.

This assumption is also reinforced by our finding that videos increase callback rates by 10 percent, which suggest that employers perceive a positive signal from the video. Thus, both of our identifying variables likely exogeneously increase employers’ perceived productivity of the applicant. We find no significant evidence that the variance of unobserved characteristics is related to disability status across both specifications. These results suggest that differences in callback rates between applications revealing or not a disability capture discrimination rather than specific elements of our experimental design.

C - Additional tables and figures

Table C1: Differences in means of CV characteristics across treatments - video experiment

	No video		Video		Diff (2)-(1)	Diff (3)-(1)	Diff (4)-(1)	Diff (3)-(2)	Diff (4)-(2)	Diff (4)-(3)
	No Disab (1)	Disab (2)	No Disab (3)	Disab (4)						
Not currently working	0.543	0.553	0.598	0.581	0.010 [0.804]	0.055 [0.124]	0.039 [0.281]	0.044 [0.183]	0.028 [0.400]	-0.016 [0.531]
Experience (years)	13.760	13.701	13.645	13.723	-0.059 [0.635]	-0.114 [0.299]	-0.036 [0.738]	-0.056 [0.585]	0.022 [0.826]	0.078 [0.328]
Late disclosure			0.499	0.520						0.021 [0.427]
Observations	258	311	733	719	569	991	977	1,044	1,030	1,452

Notes: **P-values in square brackets.** Columns (1) to (4) show average values of variables for each treatment. The other columns present the differences in means between indicated columns and the p-values of two-tailed tests testing the null hypothesis that the means are equal. “Late disclosure” is a dummy variable indicating that the wheelchair (or regular chair) was disclosed later. “Not currently working” is a dummy variable indicating the applicant is not currently working. “Experience” is the number of years of experience indicated in the CV.

Table C2: Differences in means of firms characteristics across treatments - video experiment

	No video		Video		Diff	Diff	Diff	Diff	Diff	Diff
	No Disab (1)	Disab (2)	No Disab (3)	Disab (4)	(2)-(1)	(3)-(1)	(4)-(1)	(3)-(2)	(4)-(2)	(4)-(3)
Québec City	0.380	0.373	0.389	0.392	-0.007 [0.867]	0.009 [0.799]	0.012 [0.727]	0.016 [0.631]	0.019 [0.561]	0.003 [0.895]
Required experience	1.244	1.156	1.282	1.315	-0.088 [0.407]	0.038 [0.684]	0.071 [0.471]	0.126 [0.130]	0.159 [0.069]	0.033 [0.631]
Bilingual required	0.496	0.460	0.503	0.520	-0.036 [0.389]	0.007 [0.855]	0.024 [0.507]	0.043 [0.205]	0.060 [0.075]	0.017 [0.506]
Posted Sept-Oct-2018	0.198	0.167	0.319	0.316	-0.030 [0.348]	0.122 [0.000]	0.118 [0.000]	0.152 [0.000]	0.149 [0.000]	-0.004 [0.886]
Posted Nov-Dec-2018	0.132	0.177	0.269	0.274	0.045 [0.141]	0.137 [0.000]	0.142 [0.000]	0.092 [0.001]	0.097 [0.001]	0.005 [0.823]
Posted Jan-Feb-2019	0.306	0.280	0.273	0.260	-0.026 [0.490]	-0.033 [0.306]	-0.046 [0.154]	-0.007 [0.820]	-0.020 [0.513]	-0.013 [0.583]
Posted Mar-Apr-2019	0.364	0.376	0.139	0.150	0.012 [0.771]	-0.225 [0.000]	-0.214 [0.000]	-0.237 [0.000]	-0.226 [0.000]	0.011 [0.550]
Observations	258	311	733	719	569	991	977	1,044	1,030	1,452
Employees ≤ 10	0.539	0.574	0.510	0.510	0.035 [0.430]	-0.029 [0.441]	-0.029 [0.448]	-0.064 [0.069]	-0.064 [0.072]	0.000 [0.991]
10 < Employees < 50	0.300	0.278	0.326	0.323	-0.022 [0.588]	0.026 [0.460]	0.023 [0.527]	0.048 [0.142]	0.044 [0.177]	-0.004 [0.883]
Employees ≥ 50	0.161	0.148	0.164	0.167	-0.013 [0.686]	0.003 [0.914]	0.007 [0.818]	0.016 [0.536]	0.020 [0.456]	0.004 [0.864]
Firm creation year	2004.000	2004.095	2003.188	2003.367	0.095 [0.894]	-0.812 [0.200]	-0.633 [0.311]	-0.907 [0.125]	-0.728 [0.212]	0.179 [0.695]
Observations	230	284	671	651	514	901	881	955	935	1,322
Accessibility	0.576	0.563	0.559	0.580	-0.013 [0.763]	-0.017 [0.651]	0.004 [0.926]	-0.004 [0.915]	0.017 [0.637]	0.021 [0.451]
Observations	229	270	651	638	499	880	867	921	908	1,289

Notes: **P-values in square brackets.** Columns (1) to (4) show average values of variables for each treatment. The other columns present the differences in means between indicated columns and the p-values of two-tailed tests testing the null hypothesis that the means are equal. “Accessibility” is a dummy variable indicating that the firm is considered accessible for wheelchairs. “Québec City” is a dummy variable indicating the position is in Québec City instead of Montréal. “Required experience” and “Bilingual required” the number of years of experience required and whether the candidate must be bilingual. The “employees” and “Firm creation year” variables are respectively dummies for the number of employees and the year the firm was created, both measured from the business registry when possible to find the firm. The “Posted” variables are dummies indicating when the job ads were posted.

Table C3: Linear Probability Models. Dependent Variable: Call-back for an Interview or for Requesting Additional Information - Robustness test including month fixed effects

	Video experiment			All data
	(a)	(b)	(c)	(d)
Disab.	-0.252 (0.038)	-0.259 (0.048)	-0.252 (0.038)	-0.232 (0.040)
Video	0.109 (0.037)	0.110 (0.039)	0.109 (0.037)	0.127 (0.035)
Disab. × Video	-0.025 (0.046)	-0.023 (0.048)	-0.035 (0.049)	-0.057 (0.041)
Access		0.054 (0.034)		0.035 (0.032)
Disab. × Access		0.002 (0.044)		0.014 (0.040)
Disab. × Video × Late reveal			0.019 (0.033)	
Constant	0.459 (0.041)	0.438 (0.048)	0.459 (0.041)	0.432 (0.045)
Month FE included	Y	Y	Y	Y
Observations	2021	1788	2021	2236

Notes: Columns (a), (b), and (c) present estimations only on the video experiment data. Column (d) presents the estimation that pools data from the benchmark experiment’s secretaries-receptionists observations with data from the video experiment. “Disab” is a dummy variable indicating that the application disclosed a disability, either through the cover letter or in the video. “Video” is a dummy variable indicating that the cover letter included a hyperlink to a video resume. “Access” is a dummy variable indicating that the firm is considered accessible for wheelchairs. “Late reveal” is a dummy variable indicating that the wheelchair (or regular chair) was disclosed later. This variable is set to zero for applications without a video. Robust standard errors are reported in parentheses.

Table C4: Linear Probability Models. Dependent Variable: Callback for an Interview or for Requesting Additional Information - Robustness test including full set of controls

	Video experiment			All data
	(a)	(b)	(c)	(d)
Disab.	-0.266 (0.041)	-0.271 (0.050)	-0.266 (0.041)	-0.265 (0.045)
Video	0.104 (0.039)	0.109 (0.041)	0.104 (0.039)	0.119 (0.038)
Disab. × Video	-0.017 (0.048)	-0.018 (0.051)	-0.033 (0.051)	-0.038 (0.045)
Access		0.069 (0.036)		0.043 (0.033)
Disab. × Access		-0.001 (0.046)		0.022 (0.043)
Disab. × Video × Late reveal			0.032 (0.035)	
Constant	0.412 (0.196)	0.383 (0.208)	0.419 (0.197)	0.649 (0.201)
Disab. × Subsidy				0.065 (0.052)
Not currently working	0.023 (0.038)	0.021 (0.040)	0.022 (0.038)	0.056 (0.032)
Experience	-0.003 (0.012)	-0.002 (0.013)	-0.003 (0.012)	0.012 (0.008)
Age (implicit from CV)				-0.014 (0.009)
Québec City	0.058 (0.023)	0.056 (0.025)	0.058 (0.023)	0.057 (0.023)
Required experience	0.004 (0.008)	0.005 (0.009)	0.003 (0.008)	0.003 (0.008)
Bilingual required	0.088 (0.023)	0.076 (0.024)	0.088 (0.023)	0.078 (0.022)
10 < Employees < 50	-0.007 (0.024)	-0.013 (0.026)	-0.006 (0.024)	-0.008 (0.024)
Employees ≥ 50	0.001 (0.031)	-0.025 (0.033)	0.001 (0.031)	-0.012 (0.029)
Month FE included	Y	Y	Y	Y
Observations	1832	1629	1832	1949

Notes: Columns (a), (b), and (c) present estimations only on the video experiment data. Column (d) presents the estimation that pools data from the benchmark experiment’s secretaries-receptionists observations with data from the video experiment. “Disab” is a dummy variable indicating that the application disclosed a disability, either through the cover letter or in the video. “Video” is a dummy variable indicating that the cover letter included a hyperlink to a video resume. “Access” is a dummy variable indicating that the firm is considered accessible for wheelchairs. “Late reveal” is a dummy variable indicating that the wheelchair (or regular chair) was disclosed later. This variable is set to zero for applications without a video. “Not currently working” is a dummy variable indicating the applicant is not currently working. “Experience” is the number of years of experience indicated in the CV. “Québec City” is a dummy variable indicating the position is in Québec City instead of Montréal. “Required experience” and “Bilingual required” the number of years of experience required and whether the candidate must be bilingual. The “employees” variables are dummies for the number of employees. Robust standard errors are reported in parentheses.

Table C5: Linear Probability Models.
 Dependent Variable: Accessibility of firms

	Accessibility	
Québec City	0.051 (0.020)	0.042 (0.021)
Firm created after 2005		0.103 (0.021)
10 < Employees ≤ 50		0.068 (0.024)
Employees > 50		0.136 (0.028)
Constant	0.583 (0.013)	0.484 (0.020)
Observations	2399	2231

Notes: Robust standard errors are reported in parentheses. “Québec City” is a dummy variable indicating the position is in Québec City instead of Montréal. “Firm created after 2005” is a dummy indicating the firm was created after 2005. The “employees” variables are dummies for the number of employees.

Table C6: Heterogenous probit estimates of the model coefficients

	(a)	(b)
Disab. - level effect (β_1)	-0.843 (0.240)	-0.783 (0.381)
Disab. - variance effect (θ)	0.147 (0.261)	0.075 (0.523)
Vid. exp. dummy (β_2)	0.489 (0.083)	
Video (β_2)		0.262 (0.091)
Constant (β_0)	-0.422 (0.073)	-0.127 (0.078)
Observations	2809	2021

Notes: This table shows the estimates of the model parameters of the Neumark (2012) decomposition. The model is estimated for secretary-receptionist positions (positions common to both experiment). Robust standard errors are reported in parentheses.

Table C7: Callback for an interview
(excludes calls only requesting additional information)

	Reference (a)	Diff. if disab. (b)	Ratio ref./disab. (c)	Obs. (d)
Video experiment				
Secretary-Receptionist	0.284	-0.176 (0.018)	2.631	2021
Benchmark experiment				
Secretary-Receptionist	0.162	-0.098 (0.022)	2.553	788
Accounting clerk	0.116	-0.085 (0.028)	3.682	319
Programmer	0.127	-0.008 (0.037)	1.067	370
Total	0.144	-0.072 (0.016)	1.989	1477
Both experiments				
Secretary-Receptionist	0.254	-0.160 (0.014)	2.710	2809
Not accessible for wheelchairs	0.267	-0.191 (0.024)	3.539	950
Accessible for wheelchairs	0.262	-0.138 (0.021)	2.111	1449
Total	0.234	-0.143 (0.012)	2.564	3498

Notes: Column (a) presents callback rates for applications without a disability. Column (b) presents the differences in callback rates, with respect to column (a), for applicants with a disability. Column (c) presents the ratios of the callback rate for applicants without a disability on the callback rate for applicants with a disability. Standard errors are in parentheses.

Table C8: Linear Probability Models. Dependent Variable:
 Callback for an Interview (excludes calls only requesting additional
 information)

	Video experiment			All data
	(a)	(b)	(c)	(d)
Disab.	-0.151 (0.030)	-0.179 (0.039)	-0.151 (0.030)	-0.165 (0.032)
Video	0.079 (0.031)	0.070 (0.033)	0.079 (0.031)	0.075 (0.029)
Disab. × Video	-0.031 (0.037)	-0.023 (0.039)	-0.046 (0.038)	-0.032 (0.033)
Access		0.004 (0.031)		0.006 (0.028)
Disab. × Access		0.045 (0.037)		0.036 (0.033)
Disab. × Video × Late reveal			0.029 (0.029)	
Vid. exp. dummy				0.007 (0.022)
Constant	0.225 (0.026)	0.229 (0.033)	0.225 (0.026)	0.216 (0.030)
Observations	2021	1788	2021	2236

Notes: Columns (a), (b), and (c) present estimations only on the video experiment data. Column (d) presents the estimation that pools data from the benchmark experiment’s secretaries-receptionists observations with data from the video experiment. “Disab” is a dummy variable indicating that the application disclosed a disability, either through the cover letter or in the video. “Video” is a dummy variable indicating that the cover letter included a hyperlink to a video resume. “Access” is a dummy variable indicating that the firm is considered accessible for wheelchairs. “Late reveal” is a dummy variable indicating that the wheelchair (or regular chair) was disclosed later. This variable is set to zero for applications without a video. “Video exp. dummy” is a dummy variable indicating that the application was sent during our second experiment. Robust standard errors are reported in parentheses.

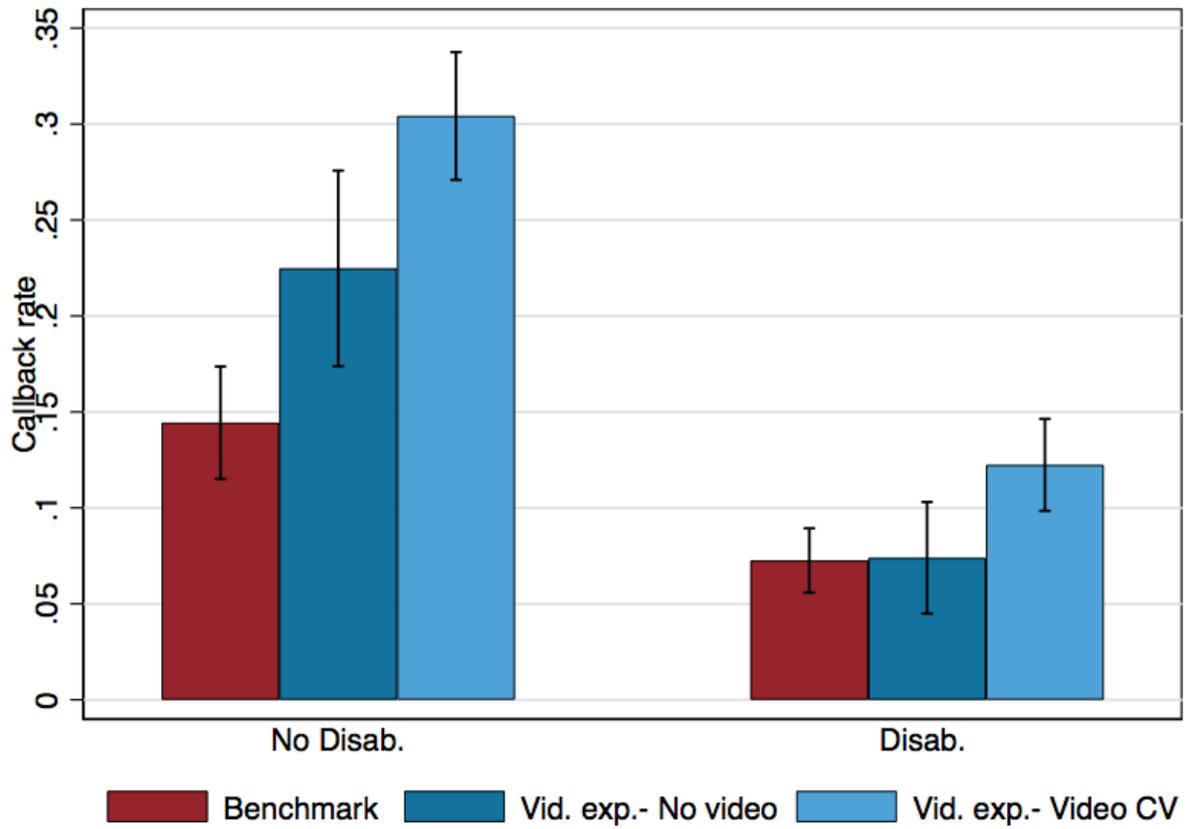


Figure C1: Callback Rates (excluding calls only requesting additional information) for both experiments broken down by disability status. 95% confidence intervals for proportions shown.

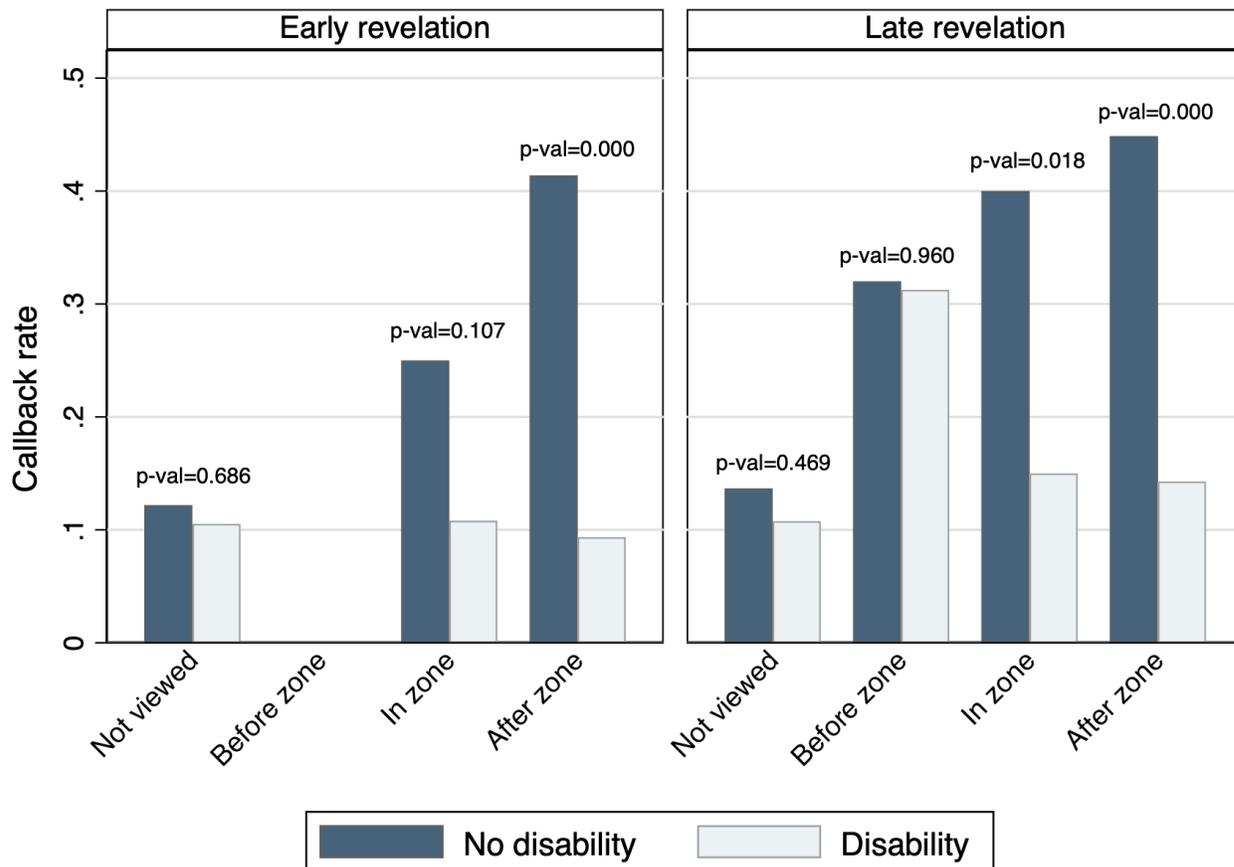


Figure C2: Callback rates (excluding calls only requesting additional information) and viewing categories for firms who received an invitation to view a video resume. Category "Not viewed" captures firms that did not view their videos. Category "Before zone" contains firms that stopped viewing before the revelation zone. Category "In zone" contains firms that stopped viewing in the revelation zone. Category "After zone" captures firms that stopped viewing after the disclosure zone or that viewed the video entirely. p -values are for tests of differences in callback rates between disabled and non-disabled applicants.

D - Translated comments on video resumes

This section provides all written responses from employers who commented specifically on the video.

- I am really impressed by the originality of your presentation. Unfortunately, the administrative assistant position has been filled.
- I left you a message over the phone. I really liked your CV video, very current, WELL DONE!
- And congratulations on your video. I found it quite daring on your part, and above all very refreshing.
- I congratulate you on your video CV. You present yourself very well.
- I really liked your video CV!
- Thank you for your curriculum vitae, very nice presentation both through text and through video! I have a few questions for you.
- Thank you for sending me your CV, I really enjoyed your presentation video.
- We were charmed by your presentation video.
- I am taking the liberty to keep your application in the event that we need someone for a front-line customer service position (which should happen quite shortly), because your presentation is superb!
- We do not have an open position at the moment, but I wanted to tell you that your presentation is excellent, both your CV and your video.
- Thank you for applying. I am impressed by the professionalism of your application and your experience.

- I really like your video CV. It is the first time I receive one like this!
- I received your CV and viewed your presentation, which I loved!
- Wow, your video CV is really cool. :)
- I received your CV and watched your video, and I think you would be a candidate worthy of our company, I quite liked it.
- I thought your video-CV was very good. It was the first time I received such a CV. It is very effective. I wonder which organization produced this video.
- I received your curriculum vitae and I really appreciated the video presentation.
- I appreciate your video presentation; however, it is important for us to have your detailed CV.
- Your keen interest in customer service, as well as your video presentation, captured our attention.

E - Details of the experimental design

This appendix details the design of the experiments. We start by describing the python programs used to generate applications for each experiment. We then detail how applications were sent and how employers' responses were collected.

E.1 - Generating a pool of applications

E.1.1 - Benchmark experiment

We created separate programs for each of our target position: secretaries, receptionists, accounting clerks, computer programmers requiring a technical degree, and computer programmers requiring a university degree. We created two files for each position: one generating applications to be sent in the city of Montréal and one generating those to be sent in the city of Québec. Each file:

1. generated applicants' characteristics randomly,

2. wrote cover letters and resumes based on those characteristics in the LaTeX language,
3. created a LaTeX file for each application suffixed with an identifier (e.g. "CV1.tex"),
4. inputed the loop number and the application's characteristics into a Stata database, allowing to map applications to their characteristics.

The benchmark experiment varied many applications' characteristics to test for potential effects on responses. For applications sent in 2016 (2017), each applicant's characteristics were generated using the following rules:

- (A) Last year of education: drawn from a uniform distribution between 1995 (1996) and 2014 (2015),
- (B) First employment year: 50% probability of equaling (A). Otherwise, equal chances of starting 2, 3, 4, or 5 years after (A). In the case where the result is higher than 2014 (2015), the first employment year is set to 2014 (2015).
- (C) Last employment year: 50% probability of equaling 2016 (2017). Otherwise, equal chances of finishing 2, 3, 4, 5 or 6 years before 2016 (2017). In cases where (C) is superior or equal to (B), (C) is replaced with 2016 (2017).
- (D) Gender: Secretaries and receptionists are always women. Accounting clerks and computer programmers have equal probabilities of being women and men.
- (E) Disability status: In the first phase of the benchmark experiment (68% of applications for this experiment), we set the probability of mentioning a disability to 75%. In the second phase, this probability was 25%.²
- (F) Mention of eligibility to subsidy: If mentioning a disability, 50% probability of also mentioning eligibility to a subsidy.
- (G) Year of accident: If mentioning a disability, 50% probability that the year of the accident is set to (C). Otherwise, equal probabilities that the accident took place 9, 10,

²We first sought to have more applications mentioning a disability in order to test, within this group, for the effect of mentioning eligibility to a subsidy. Later tests suggested that a larger control group was needed given the number of open positions.

11, 12 or 13 years before (A). This ensured that the year of the accident was greater than the year of birth that could be inferred by the employer.

(A) allowed to vary the implicit age that could be inferred by the employer.³ (C) allowed to create a dummy variable indicating that the applicant was not currently working. (B) and (C) both created variation in the number of years of experience.

Once the above characteristics were generated, the Python program used those to create a LaTeX file for each application. It first created the cover letter’s heading using the names ”Jessica Gagnon” and ”Jonathan Gagnon” for women and men respectively, the gender-specific phone numbers, and the email address. This was followed by the main text included in the cover letter, modified according to the (E), (F), and (G) variables discussed above (see Appendix F for the texts).⁴ The cover letter ended with a salutation and a signature based on the gender/name.

The CV started with the same heading as the cover letter. The first section that followed contained the education details, listing a combination of high school, college, or university degrees in selected institutions from the target city and relevant to the target occupation. The elements included depended on the target position and target city as detailed in Table E1. We set the year of the last degree obtained to the last year of education (generated by the program) and the duration of degrees to their normal completion times.

The next section listed the past employment details. For all applicants, we included only one employment from year (B) to year (C). The fictitious employer was specific to the target position and city as detailed in Table E2. We stated fictitious employer names, and thus did not vary them with the target city. We listed a series of responsibilities specific to each target position, which we selected by manually exploring online job descriptions of open positions.

For both programmer positions, we included an additional ”internship” section, as it is

³For example, consider a resume sent in 2016. If the resume indicates that high-school lasted between 1999 and 2004, and considering high-school usually starts at age 12, the employer may reasonably infer that the candidate is about 29 years old (2016-1999+12)

⁴For applications mentioning eligibility to a subsidy, we added the following sentence at the end of the paragraph that mentioned the disability: ”Please note that you are entitled to a financial support that covers all expenses necessary to adapt your work environment to my situation.” This implicitly referred to the Québec Job Integration Contract, which offers wage subsidies that can cover at most 85% of wages (depending on the severity of the disability), 50% of the costs to provide physical access to workplaces (wheelchair ramps, automatic doors, etc.), and 100% of costs to adapt the workspace of the disabled employee (tables and disability related equipment).

Table E1: Education qualifications in resumes - benchmark experiment

Position	City	Institution stated	Degree stated	Years stated
Secretaries	Montréal	Collège Lionel-Groulx Pierre-Laporte High School	Office System Techniques High School Diploma	A-3 to A A-8 to A-3
	Québec	Cégep Garneau Rochebelle High School	Office System Techniques High School Diploma	A-3 to A A-8 to A-3
Receptionists	Montréal	EMICA Pierre-Laporte High School	Secretarial Professional Diploma High School Diploma	A-1 to A A-6 to A-1
	Québec	CFP Limoilou Rochebelle High School	Secretarial Professional Diploma High School Diploma	A-1 to A A-6 to A-1
Accounting clerks	Montréal	Maisonneuve Collège Pierre-Laporte High School	College Diploma in Accounting and Management High School Diploma	A-3 to A A-8 to A-3
	Québec	Cégep Sainte-Foy Rochebelle High School	College Diploma in Accounting and Management High School Diploma	A-3 to A A-8 to A-3
Programmers- no univ.	Montréal	Maisonneuve Collège Pierre-Laporte High School	Computer Science Technology High School Diploma	A-3 to A A-8 to A-3
	Québec	Cégep Limoilou Rochebelle High School	Computer Science Technology High School Diploma	A-3 to A A-8 to A-3
Programmers- univ	Montréal	University of Montréal Maisonneuve Collège Pierre-Laporte High School,	Bachelor of Computer Science Office System Techniques High School Diploma	A-3 to A A-6 to A-3 A-11 to A-6
	Québec	Université Laval Cégep Garneau, Québec Rochebelle High School	Bachelor of Computer Science Office System Techniques High School Diploma	A-3 to A A-6 to A-3 A-11 to A-6

Notes: This table details the qualifications listed in the "Education" section of the fictitious resumes, depending on the target position and city (first two columns) in the benchmark experiment. The third and fourth columns show real institutions and degrees translated from their original names in French. In the last columns, the letter "A" refers to the last year of education randomly generated by the program (see discussion above).

Table E2: Employment experience in resumes - benchmark experiment

Position	Employer stated	Details stated	Years stated
Secretaries	Emballages F. Beaulieu	Redacting and translating text and reports Managing calls and mail Respond to clients' information requests	B to C
Receptionists	Emballages F. Beaulieu	Welcoming clients Managing calls and mail Sorting documents	B to C
Accounting clerks	Emballages F. Beaulieu	Management of accounts receivable Managing payroll Preparing financial statements	B to C
Programmers- no univ.	LGK	Software programming Programming management systems in C# Conducting functional analysis Software implementation IT support	B to C
Programmers- univ	LGK	Project management Software programming Programming management systems in C# Conducting functional analysis Software implementation IT support	B to C

Notes: This table details the qualifications listed in the "Employment experience" section of the fictitious resumes depending on the target position (first column) in the benchmark experiment. The employers stated (second column) are fictitious names. The third column presents the job responsibilities we stated under the past employer, translated for French. In the last columns, the letters "B" and "C" refer to the first and last employment years, respectively, randomly generated by the program (see discussion above).

Table E3: Computer skills in resumés - benchmark experiment

Position	Skills stated
Secretaries	Microsoft Office suite
Receptionists	Microsoft Office suite
Accounting clerks	Microsoft Office suite Avantage SMB accounting software
Programmers- no univ.	Languages : C#, .NET, MySQL, VBA, JAVA, HTML5, jQuery, CSS3, JavaScript and Python Content management system : Drupal, WordPress, Symfony, Zend, Angular and Bootstrap Software : SQL Server and Adobe Photoshop
Programmers- univ.	Languages : C#, .NET, MySQL, VBA, JAVA, HTML5, jQuery, CSS3, JavaScript and Python Content management system : Drupal, WordPress, Symfony, Zend, Angular and Bootstrap Software : SQL Server and Adobe Photoshop

Notes: This table details the qualifications listed in the "Computer skills" section of the fictitious resumes depending on the target position (first column) in the benchmark experiment.

common to complete an internship while studying for these degrees.⁵ The penultimate section included a voluntary work experience, as is common to include in Québec. We selected a voluntary experience with a Canadian Revenue Agency federal program from 2012 to 2014, which did not vary with the target position or city. (see Appendix F for the text.) The final section included other aptitudes and was separated into three subsections: languages, computer skills (separate section for programmers), and personal interests. The language subsection did not vary across applicants and always listed French as the native language and advanced English skills. The second subsection listed informatics skills relevant to the target occupation. We determined those skills by manually exploring job offers and their required or preferred skills. Those are listed in Table E3. The third subsection did not vary across applicants and mentioned reading and music as personal interests, as it is common to mention such personal interests in Québec.

Overall, the Python program allowed to create a large pool of applications for each target position and city. Each pool included a large number of .tex files suffixed by an identifier. A Stata file was also saved and allowed to map the identifier to the application's characteristics. The .tex and Stata files were saved in a folder specific to the target position and city. All .tex files were compiled into .pdf files using a batch Windows program.

⁵This section stated an internship in another fictitious firm, "WebZ Solutions Internet", with the following responsibilities listed underneath: "PHP development of websites" and "Programming mobile apps (iOS and Android)" (translated from French).

E.1.2-Video experiment

The filming and editing of the videos, described in the main text, resulted in four different videos:

- normal chair, early disclosure of the chair,
- wheelchair, early disclosure of the chair,
- normal chair, late disclosure of the chair,
- wheelchair, late disclosure of the chair.

For each video, we created a large pool of hyperlinks in an Excel database. Each hyperlink led to a separate webpage within a domain we bought (<https://rosaliecote.com>)⁶ The URL for a webpage started with "https://rosaliecote.com/" followed by "cv/RANDOMCHARS", where RANDOMCHARS was a series of random characters. When opened, the webpage would only show the video playing.

Each hyperlink was assigned a unique identifier so that the viewing activity recorded at this hyperlink's webpage could be mapped to the resume in which it was used.

The next step was to generate a pool of applications. The video experiment focused exclusively on secretary and receptionist positions. Because of the similarity between the two positions in terms of requirements, and because the benchmark experiment did not find significant differences or heterogeneous discrimination effects across the two, we generated applications with a secretary-receptionist background that could be sent to both secretary and receptionist positions.

We created a Python program for each target city. The files generated the pools of applications in a similar logic as for the benchmark experiments. However, they provided fewer variations in characteristics in order to focus on estimating our treatments of interest. For applications sent in 2018 (2019), each applicant's characteristics were generated using the following rules:

- (A) Last year of education: 2003 (2004).

⁶We do not possess the domain anymore and any content still displayed is not ours.

- (B) First employment year:2003 (2004).
- (C) Last employment year: 50% probability of equaling 2018 (2019). Otherwise, equal chances of finishing 1, 2, 3 or 4 years before 2018 (2019).
- (D) Gender: Woman.
- (E) Disability status: 50% probability of having a disability.
- (F) Video resume: During the first part of the experiment, we set the probability of including a video to 80%.⁷ This applied to the 67% of applications sent first in this experiment. In the last months, we modified this probability to 50%.
- (G) Disclosure of the chair/wheelchair: If including a video resume, we used a 50% probability that the chair/wheelchair is disclosed after 51 seconds rather than 13.

Once the above characteristics were generated, the Python program used those to create a LaTeX file for each application. It first wrote the cover letter text. This included contact information distinct from the benchmark experiment (i.e. a new phone number and email address). When the application did not include a video, the cover letter’s structure was similar to our benchmark experiment.

When the application included a video, a paragraph was added before the salutation and a signature, inviting the employer to view the video by clicking the hyperlink. The hyperlink and its identifier were selected from the appropriate sheet depending on (E) and (G). Each hyperlink could be selected only once, making it specific to an application.

The second page was the CV. It followed the same structure as the benchmark experiment. This page’s heading included another link to the video. The education institutions we used adjusted to the target city as shown in Table E4. The employment experience section contained one past experience similar to that of the benchmark experiment for secretaries from year B to C, only changing the name of the fictitious employer to minimize detection risks of employers talking to each other (“Les Transports Marchand”).

⁷This was done to analyse the effect of different videos (i.e. wheelchair vs. normal chair, late vs early disclosure) and because we intended to use the observations from the benchmark experiment as the control group. However, preliminary analysis suggested that the callback rates during the benchmark and video experiments differed for CVs without a video. We therefore increased the proportion of application without a video to increase the size of the control group within the video experiment.

Table E4: Education qualifications in resumes - video experiment

City	Institution stated	Degree stated	Years stated
Montréal	Collège Lionel-Groulx	Office System Techniques	A-3 to A
	Pierre-Laporte High School	High School Diploma	A-8 to A-3
Québec	Cégep Garneau	Office System Techniques	A-3 to A
	Rochebelle High School	High School Diploma	A-8 to A-3

Notes: This table details the qualifications listed in the "Education" section of the fictitious resumes depending on the target city (first column) in the video experiment. The second and third columns show real institutions and degrees translated from their original names in French. In the last columns, the letter "A" refers to the last year of education randomly generated by the program (see discussion above).

We again included a voluntary work section with an experience in a Canadian Revenue Agency federal program from 2012 to 2014, which did not vary with the target position or city. The final section included other aptitudes and was separated into two subsections: languages, which listed French as the native language and advanced English skills, and informatics skills, which mentioned the Office suite.

Thus, the program created a pool of applications for each target city. As in the benchmark experiment, each application could be mapped to its characteristics (in a Stata file) using the identifier from its name.

E.2 - Job samplings and application submissions

Between May 2016 and April 2017 (benchmark experiment) and September 2018 and April 2019 (video experiment), a research assistant regularly consulted two major online job search engines (Indeed.ca and emploiquebec.gouv.qc.ca). We sampled all positions that advertised one of our target positions within a 100 km radius of either Montreal or Québec City, the two largest cities in the province of Québec. This was done in two steps: first, by typing the target occupation, city, and radius into the website's search tool and, second, by manually making sure the advertised positions truly corresponded to our target position. We excluded positions that had been advertised for more than two weeks to focus on employers with potential vacancies.

A single application was sent to each position. To select this application from our pool, the research assistant opened the folder containing the appropriate pool of applications (specific to the experiment, target city and occupation), ensured that the pdf applications files were sorted by name, and selected the first identifier that had not yet been sent in this

pool. The application pdf file was moved to a "sent" folder specific to the target occupation and city. The file was copied, and the copy was renamed to "CV.pdf", thus removing the identifier, before it was submitted through the website. The research assistant inputted the identifier in an excel spreadsheet, along with the target position, firm address, firm name, and the date the resume was sent. The firm's name and address allowed the research assistant to recover the number of registered employees from the business registry of the province of Quebec. The address was also used to visit a sample of firms to measure accessibility for wheelchairs. We also recorded whether the firm required bilingualism and the number of required years of experience from the job ads.

E.3 - Recording employers' responses

The employer could respond by phone or email using the contact information provided in the CV. A gender-specific phone number was assigned to each gender, and a gender-specific voice message was recorded by individuals in their early thirties, the average age of our fictitious applicants (see above). The voice mail message stated: "Hello, this is [full name used]. Please leave a message and I will call you back shortly". We used a common email address for all applicants within an experiment (i.e. `jjagnon35@hotmail.com` in the benchmark experiment and `rcote5@hotmail.com` in the video experiment).

When an employer left a message by phone or email, the research assistant inputted the response in the Excel sheet in the line corresponding to the business name, specifying if it was an invitation for an interview, a request for more information, or a negative response. The identifier from this sheet, along with the target position and city, allowed to match the employer's response and firm characteristics to the Stata file of application characteristics. In order to limit their burden, employers were informed by email within 48 hours that the candidate had found another job and was therefore not interested in pursuing matters further.

F - Translated script recited by the actress

Hello, my name is Rosalie Côté and I am looking for a secretary or secretary-receptionist position.

I have many years of experience as a secretary. I can manage customer inquiries, calls, correspondences, letters and emails. I can also write and translate texts and reports.

I have a DEC (college degree) in office technology. I am quite comfortable with the Office suite and I can easily learn new software. Generally speaking, I am someone who is always looking for continuous improvement in my work. I am completely bilingual. I can answer clients and manage appointments.

Why should you choose me? Because I am a helpful person, I like helping others and that is why I volunteered to assist individuals at the Revenue Agency to prepare their tax return. I am a hardworking, reliable person who cares about doing the job correctly, and I really take to heart the success of the company where I work.

References

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G - Examples of cover letters and resumes (translated from French to English)

Video experiment - cover letter without a video - no disability

Rosalie Côté

Phone : (□□□) □□□ – □□□

email : @hotmail.com

Subject : Application to a secretarial-receptionist position

Attachment: Curriculum vitae

Mrs, Sir,

I am pleased to present you my candidacy for a secretarial position.

I am very interested in your offer which describes a profile that matches me perfectly. Indeed, I already have receptionist-secretary experience that I will be able to put to the benefit of your company. I am used to many challenges. I am a hard-working, reliable person and I attach great importance to a job well done. I am also bilingual, both orally and in writing.

I hope to be able to meet you soon to discuss with you my interest in the position. Please accept, Madam, Sir, my sincere greetings.

Rosalie Côté

Video experiment - cover letter without a video - with disability

Rosalie Côté

Phone : (□□□) □□□ – □□□

email : @hotmail.com

Subject : Application to a secretarial-receptionist position

Attachment: Curriculum vitae

Mrs, Sir,

I am pleased to present you my candidacy for a secretarial position.

I am very interested in your offer which describes a profile that matches me perfectly. Indeed, I already have receptionist-secretary experience that I will be able to put to the benefit of your company.

As a person moving in a wheelchair, I am used to many challenges. I am a hard-working, reliable person and I attach great importance to a job well done. I am also bilingual, both orally and in writing.

I hope to be able to meet you soon to discuss with you my interest in the position. Please accept, Madam, Sir, my sincere greetings.

Rosalie Côté

Video experiment - cover letter with a video

Rosalie Côté

Phone : (□□□) □□□ – □□□

email : @hotmail.com

Subject : Application to a secretarial-receptionist position

Attachment: Curriculum vitae

Mrs, Sir,

I am pleased to present you my candidacy for a secretarial position.

I am very interested in your offer which describes a profile that matches me perfectly. Indeed, I already have receptionist-secretary experience that I will be able to put to the benefit of your company. I am used to many challenges. I am a hard-working, reliable person and I attach great importance to a job well done. I am also bilingual, both orally and in writing.

In order to introduce myself, I have produced a video CV which I invite you to view by [clicking here](#).

I hope to be able to meet you soon to discuss with you my interest in the position. Please accept, Madam, Sir, my sincere greetings.

Rosalie Côté

Video experiment - resume without a video

Rosalie Côté

Phone : (□□□) □□□ – □□□□

email : @hotmail.com

Education

Office System Techniques 2000-2003
Cégep Garneau, Quebec City (QC)

High School Diploma 1995-2000
École secondaire De Rochebelle, Quebec City (QC)

Professional Experience

Secrétaire 2003-2018
Les Transports Marchand, Quebec City (QC)

- Billing management
- Writing and traducing documents and reports
- Managing calls and mails
- Answering to information requests from clients

Volunteer Work

Community Volunteer Income Tax Program 2012-2014
Canadian Revenu Agency

- Preparing individual tax returns

Other Skills

Languages

- French (mother tongue), spoken and written
- English (advanced), spoken and written

Computer Skills

- Office Suite

References available upon request

Video experiment - resume with a video

Rosalie Côté

Phone : (□□□) □□□ – □□□□

email : @hotmail.com

Video CV : [click here](#)

Education

Office System Techniques 2000-2003
Cégep Garneau, Quebec City (QC)

High School Diploma 1995-2000
École secondaire De Rochebelle, Quebec City (QC)

Professional Experience

Secretary 2003-2015
Les Transports Marchand, Quebec City (QC)

- Billing management
- Writing and traducing documents and reports
- Managing calls and mails
- Answering to information requests from clients

Volunteer Work

Community Volunteer Income Tax Program 2012-2014
Canadian Revenu Agency

- Preparing individual tax returns

Other Skills

Languages

- French (mother tongue), spoken and written
- English (advanced), spoken and written

Computer Skills

- Office Suite

References available upon request

Benchmark experiment - cover letter without disability

Jessica Gagnon

(□□□) □□□ – □□□□

□□□□@hotmail.com

To the attention of the person responsible for hiring staff

Mrs,
Sir,

I am pleased to present you my candidacy for a secretarial position.

I am a hard-working, responsible, reliable, honest person and I give great importance to work well done. I am also a helpful person who likes to help her entourage. This explains my participation in volunteer activities at the Canada Revenue Agency. In addition, I already have a secretarial experience which, I am certain, would benefit your business. I am also bilingual, both orally and in writing.

I hope to be able to meet you soon to discuss with you my interest for the post. Please accept, Madam, Sir, my best regards.

Jessica Gagnon

attachment: Curriculum vitae

Benchmark experiment - cover letter with disability

Jessica Gagnon

(□□□) □□□ – □□□□

□□□□@hotmail.com

To the attention of the person responsible for hiring staff

Mrs,
Sir,

I am pleased to present you my candidacy for a secretarial position.

I am a hard-working, responsible, reliable, honest person and I give great importance to work well done. I am also a helpful person who likes to help her entourage. This explains my participation in volunteer activities at the Canada Revenue Agency. In addition, I already have a secretarial experience which, I am certain, would benefit your business. I am also bilingual, both orally and in writing.

I would like to mention that, following an accident in year 2003, I am using a wheelchair. Be aware that this does not impair the quality of my work in any way.

I hope to be able to meet you soon to discuss with you my interest for the post. Please accept, Madam, Sir, my best regards.

Jessica Gagnon

attachment: Curriculum vitae

Benchmark experiment - resume

Jessica Gagnon

(□□□) □□□ – □□□□

□□□□@hotmail.com

Education

Office System Techniques 2010-2013

Cégep Garneau, Quebec City (QC)

High School Diploma 2005-2010

École secondaire De Rochebelle, Quebec City (QC)

Professional Experience

Secretary 2013-2017

Les Emballages F. Beaulieu, Quebec City

- Writing and traducing documents and reports
- Managing calls and mails
- Answering to information requests from clients

Volunteer Work

Community Volunteer Income Tax Program 2012-2014

Canadian Revenu Agency

- Preparing individual tax returns

Other Skills

Languages

- French (mother tongue), spoken and written
- English (advanced), spoken and written

Computer Skills

- Office Suite

Personal Interests

- Reading
- Music

References available upon request

H - Examples of cover letters and resumes (original versions in French)

Video experiment - cover letter without a video - no disability

Rosalie Côté

Téléphone : (XXX) XXX-XXXX

Courriel : XXXXX@hotmail.com

Objet : Candidature au poste de secrétaire-réceptionniste

p. j. Curriculum vitae

Madame, Monsieur,

Il me fait plaisir de vous présenter ma candidature pour un poste de secrétaire-réceptionniste.

Je suis très intéressée par votre offre qui décrit un profil me correspondant parfaitement. En effet, je possède déjà une expérience de secrétaire-réceptionniste que je saurai mettre au profit de votre entreprise.

Je suis une personne travaillante, fiable et j'accorde une grande importance au travail bien fait. Je suis également bilingue, tant à l'oral qu'à l'écrit.

J'espère pouvoir vous rencontrer prochainement afin de discuter avec vous de mon intérêt pour le poste. Veuillez agréer, Madame, Monsieur, mes sincères salutations.

Rosalie Côté

Rosalie Côté

Téléphone : (XXX) XXX-XXXX

Courriel : XXXXX@hotmail.com

Objet : Candidature au poste de secrétaire-réceptionniste

p. j. Curriculum vitae

Madame, Monsieur,

Il me fait plaisir de vous présenter ma candidature pour un poste de secrétaire-réceptionniste.

Je suis très intéressée par votre offre qui décrit un profil me correspondant parfaitement. En effet, je possède déjà une expérience de secrétaire-réceptionniste que je saurai mettre au profit de votre entreprise.

En tant que personne se déplaçant en disab roulant, je suis habituée à relever de nombreux défis. Je suis une personne travaillante, fiable et j'accorde une grande importance au travail bien fait. Je suis également bilingue, tant à l'oral qu'à l'écrit.

J'espère pouvoir vous rencontrer prochainement afin de discuter avec vous de mon intérêt pour le poste. Veuillez agréer, Madame, Monsieur, mes sincères salutations.

Rosalie Côté

Video experiment - cover letter with a video

Rosalie Côté

Téléphone : (XXX) XXX-XXXX

Courriel : XXXXX@hotmail.com

Objet : Candidature au poste de secrétaire-réceptionniste

p. j. Curriculum vitae

Madame, Monsieur,

Il me fait plaisir de vous présenter ma candidature pour un poste de secrétaire-réceptionniste.

Je suis très intéressée par votre offre qui décrit un profil me correspondant parfaitement. En effet, je possède déjà une expérience de secrétaire-réceptionniste que je saurai mettre au profit de votre entreprise.

Je suis une personne travaillante, fiable et j'accorde une grande importance au travail bien fait. Je suis également bilingue, tant à l'oral qu'à l'écrit.

Afin de me présenter, j'ai réalisé un CV vidéo que je vous invite à visionner en [cliquant ici](#).

J'espère pouvoir vous rencontrer prochainement afin de discuter avec vous de mon intérêt pour le poste. Veuillez agréer, Madame, Monsieur, mes sincères salutations.

Rosalie Côté

Video experiment - resume without a video

Rosalie Côté

Téléphone : (XXX) XXX-XXXX

Courriel : XXXXXX@hotmail.com

Formation

Techniques de bureautique 2000-2003
Cégep Garneau, Québec (Québec)

Diplôme d'études secondaires 1995-2000
École secondaire De Rochebelle, Québec (Québec)

Expérience professionnelle

Secrétaire 2003-2018
Les Transports Marchand, Montréal

- Gestion de la facturation
- Rédaction et traduction de textes et de rapports
- Gerer les appels et le courrier
- Répondre aux demandes d'information des clients

Bénévolat

Programme communautaire des bénévoles 2012-2014
en matière d'impôt
Agence du revenu du Canada

- Préparer les déclarations de revenus pour des particuliers

Aptitudes

Langues

- Français (langue maternelle), parlé et écrit
- Anglais (avancé), parlé et écrit

Informatique

- Suite office

Références fournies sur demande

Rosalie Côté

Téléphone : (XXX) XXX-XXXX

Courriel : XXXXXX@hotmail.com

CV video : [cliquez ici](#)

Formation

Techniques de bureautique 2000-2003
Cégep Garneau, Québec (Québec)

Diplôme d'études secondaires 1995-2000
École secondaire De Rochebelle, Québec (Québec)

Expérience professionnelle

Secrétaire 2003-2018
Les Transports Marchand, Montréal

- Gestion de la facturation
- Rédaction et traduction de textes et de rapports
- Gerer les appels et le courrier
- Répondre aux demandes d'information des clients

Bénévolat

Programme communautaire des bénévoles en matière d'impôt 2012-2014
Agence du revenu du Canada

- Préparer les déclarations de revenus pour des particuliers

Aptitudes

Langues

- Français (langue maternelle), parlé et écrit
- Anglais (avancé), parlé et écrit

Informatique

- Suite office

Références fournies sur demande

Benchmark experiment - cover letter without disability

Jessica Gagnon
(XXX) XXX-XXXX
XXXXXXXXXX@hotmail.com

**À l'attention de la personne responsable
de l'embauche du personnel**

Madame,
Monsieur,

Il me fait plaisir de vous présenter ma candidature pour un poste de secrétaire.

Je suis une personne travaillante, responsable, fiable, honnête et j'accorde une grande importance au travail bien fait. Je suis également quelqu'un de serviable qui aime aider son entourage. Cela explique ma participation à des activités de bénévolat à l'Agence du revenu du Canada. De plus, je possède déjà une expérience de secrétaire que je saurais mettre au profit de votre entreprise. Je suis aussi bilingue, tant à l'oral qu'à l'écrit.

J'espère pouvoir vous rencontrer prochainement afin de discuter avec vous de mon intérêt pour le poste. Veuillez agréer, Madame, Monsieur, mes salutations distinguées.

Jessica Gagnon

p.j. Curriculum vitae

Benchmark experiment - cover letter with a disability

Jessica Gagnon
(XXX) XXX-XXXX
XXXXXXXXXX@hotmail.com

**À l'attention de la personne responsable
de l'embauche du personnel**

Madame,
Monsieur,

Il me fait plaisir de vous présenter ma candidature pour un poste de secrétaire.

Je suis une personne travaillante, responsable, fiable, honnête et j'accorde une grande importance au travail bien fait. Je suis également quelqu'un de serviable qui aime aider son entourage. Cela explique ma participation à des activités de bénévolat à l'Agence du revenu du Canada. De plus, je possède déjà une expérience de secrétaire que je saurais mettre au profit de votre entreprise. Je suis aussi bilingue, tant à l'oral qu'à l'écrit.

Je tiens à mentionner que, suite à un accident survenu en 2003, je me déplace en fauteuil roulant. Sachez toutefois que cela n'affecte aucunement la qualité de mon travail.

J'espère pouvoir vous rencontrer prochainement afin de discuter avec vous de mon intérêt pour le poste. Veuillez agréer, Madame, Monsieur, mes salutations distinguées.

Jessica Gagnon

p.j. Curriculum vitae

Benchmark experiment - resume

Jessica Gagnon
(XXX) XXX-XXXX
XXXXXXXX@hotmail.com

Formation

Techniques de bureautique 2010-2013
Cégep Garneau, Québec (Québec)

Diplôme d'études secondaires 2005-2010
École secondaire De Rochebelle, Québec (Québec)

Expérience professionnelle

Secrétaire 2013-2017
Distributions F. Beaulieu, Québec

- Rédaction et traduction de textes et de rapports
- Gerer les appels et le courrier
- Répondre aux demandes d'information des clients

Bénévolat

Programme communautaire des bénévoles en matière d'impôt 2012-2014
Agence du revenu du Canada

- Préparer les déclarations de revenus pour des particuliers

Aptitudes

Langues

- Français (langue maternelle), parlé et écrit
- Anglais (avancé), parlé et écrit

Informatique

- Suite office

Intérêts personnels

- Lecture
- Musique

Références fournies sur demande