

■ **SHOW YOU'RE AN ASSET:** It's not always about the job openings. Most companies will fight to bring you on board if they believe you will be an asset to the team regardless of if they are hiring.
 SOURCE: Metro Vancouver News Services



■ **THANK YOU!** Your interview isn't over when you leave the office. Send a personalized note — not e-mail — thanking the interviewer for their time and consideration.
 SOURCE: Metro Vancouver News Services



WORKOLOGY

Matchmaker gets goose bumps

Professional Cupid has introduced hundreds of couples

By TIA ABELL
 for Metro Vancouver

Professional cupid Jane Carstens still gets choked up when one of her arrows makes a direct hit.

"I got an e-mail last week from one of my clients. He said, 'Jane, I've asked her to marry me and she said yes.'"

Carstens, the vivacious 47-year-old managing partner of Hearts matchmaking service in Yaletown, shakes her blond head and smiles.

"I cry every time; I get goose bumps when I think if I didn't get up and go to work that day, they never would have met."

Carstens has been getting goose bumps frequently in the five years since she moved to Vancouver to expand the Toronto-based business. She's introduced hundreds of couples who date exclusively and 15 of her matches have bloomed into marriages.

Yet until eight years ago, Carstens was jetting across the continent as a management consultant, solving

the IT and recruiting problems of big companies such as IBM and Price Waterhouse Coopers.

"I found I wasn't really enjoying (work) anymore," she explains. "9-11 really affected me — I thought 'I'm ready for a career change.' And my zest was really for helping people out."

Carstens had an idea of what job would feel fulfilling. Twenty-one years ago, while she was a divorcee with a seven-year-old son, she helped her best friend Ruth Claramunt start up Hearts in Toronto.

Over the years she continued to assist Claramunt — flying to Vancouver and other locations to see clients.

"It's just like in my corporate life when I was matching corporate problems with solutions; it's a natural fit, only I'm matching up skiing, hiking, if people want a baby, or their religion. It was an easy transition for me."

And she had experienced the process herself — although she met her husband of two years, Ralph, on her own. She grins at the irony.

"Ruth was trying to match me up. I met some great people; maybe that's what sold me on it ... but I wasn't ready."

Nevertheless, Carstens says



Professional Cupid Jane Carstens knows how to mix and match.

TIA ABELL/METRO VANCOUVER

everyone can be matched, given time. "(The biggest challenge is) expectations from clients who expect me to drop Prince Charming on

their doorstep. But if I don't have him today, I'll have him tomorrow."

Effective matchmakers need objectivity, thoroughness and a sense as

to what makes people click, she adds.

"It makes me happy to make others happy. I think deep down I was born to do this job."