




























**CENTRAL
TEXAS
COLLEGE**

**CAREER SERVICES
HANDBOOK**



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MISSION STATEMENT

The mission of the Career Center is to educate and to serve the students and graduates of Central Texas College in their career development and educational planning processes. In support of the college mission, the Career Center functions as a vital component in the total educational experience of students, primarily in the development, implementation, and evaluation of career strategies and networking opportunities. The Career Center provides assistance to students for the cultivation and enhancement of their skills to choose careers, master job search techniques, and research employment information. Valuable and professional support is offered to employers through recruitment programs and activities.

ABOUT US

The Career Center is a leader in continuously fostering positive partnerships with employers, students, alumni, faculty, staff, administrators, and the greater community. These external and internal partnerships are critical in helping students, alumni, and the public discover their career potential while exploring and pursuing careers over a lifetime. This is accomplished by providing a broad range of educational programs and events delivered in a student-centered environment that include the following:

- Career Exploration and Counseling
- Computer Resources and Internet Usage
- Employment and Internship Information
- Workshops and Job Fairs
- Testing and Assessments
- Training and Career Coaching

The Career Center is here to assist you in all phases of the career planning and job search process. Additionally, literature is available about potential employers, occupations, and resources related to the job search process. All of our services are **FREE** and available to students, alumni, staff and faculty.

OUR SERVICES

- Career Counseling
- MyPlan - Career Assessment
- College Central Network
- Job Search Assistance
- Resume Critique
- Mock Interviews
- Typing Tests
- Career Related Seminars

CONTACT INFORMATION:

Central Texas College – Career Services
P. O. Box 1800
Building 118, Suite 6
Killeen, TX 76540
(254) 526-1106
career.center@ctcd.edu




HOURS OF OPERATION:

Monday – Thursday 7:30 a.m. – 5:30 p.m.
Friday 7:30 a.m. – 11:30 a.m.

RESOURCES



The **MyPlan** program provides guidance and information to help people make important career and educational decisions. **MyPlan** uses proven career development processes to help with career assessment and exploration.

-  For those seeking clarity on career goals, **MyPlan** provides information based on their own interests, abilities, and work values—based on comprehensive, research-proven assessments.
-  For those seeking quick, accurate answers to career-related questions, **MyPlan** provides easy access to comprehensive, coordinated information about occupations (civilian and military), majors, schools, scholarships and financial aid, and job seeking tools.
-  **MyPlan** is web-based and can be accessed from anywhere that internet access is available. See login instructions below.

LOGIN INSTRUCTIONS

Contact Career Services at career.center@ctcd.edu or (254) 526-1106 to request the current license code. You will need to enter the current license code, in order to complete the **MyPlan** assessments at no charge.

1. To use **MyPlan**, enter this URL: <http://www.ctcd.myplan.com/>
2. Click on the “Account” tab at the top of the page
3. Under New User: Click on “Create Free Account”
4. Complete registration
5. Enter License code: **CONTACT CAREER SERVICES**
6. COMPLETE ALL FOUR ASSESSMENTS:
 - ✓ **Personality Assessment** – Learn about yourself (20 minutes)
 - ✓ **Interest Inventory** – Learn what you like to do (25 minutes)
 - ✓ **Skills Profiler** – Learn what you do well (15 minutes)
 - ✓ **Values Assessment** – Learn what is important to you (12 minutes)

RESOURCES



College Central Network (CCN) is one of the most visited entry-level job sites on the internet. It provides both students and alumni with the ability to search Central Texas College's secure job database, in addition to CCN's Jobs Central national job board. The site also features valuable content geared toward entry-level job seekers.

Showcase your talents to over one million registered employers at **College Central Network!** Create, upload and update your résumé, portfolio, cover letter, and more. Submit them to recruiters seeking qualified job candidates like you.

Visit our online Job Board
..... Your job search starts here!

CollegeCentral.com/CentralTexasCollege

- SEARCH OUR EXCLUSIVE JOB LISTINGS AND SET UP YOUR JOB AGENT TODAY!
- CREATE YOUR ONLINE RÉSUMÉ. IT'S EASY WITH OUR RÉSUMÉ BUILDER!
- BUILD, UPDATE, AND FORWARD YOUR ONLINE CAREER PORTFOLIO TO EMPLOYERS!
- READ OUR CAREER-RELATED ANNOUNCEMENTS!
- CHECK OUT AND REGISTER TO ATTEND OUR LATEST CAREER EVENTS!
- DOWNLOAD OUR SCHOOL'S FREE CAREER ADVICE DOCUMENTS AND PODCASTS!
- READ HUNDREDS OF CAREER-RELATED ARTICLES!
- VIEW AND APPLY TO JOBS ON THE NATION'S LARGEST ENTRY-LEVEL JOB BOARD!

JOB SEEKERS: LOG IN NOW! TAKE CHARGE OF YOUR FUTURE!

CollegeCentral.com  **Go here. Get jobs.**

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RESOURCES



WorkInTexas.com is a comprehensive online job search resource and matching system developed and maintained by the Texas Workforce Commission and the state workforce network, Texas Workforce Solutions. It is intended to provide recruiting assistance to Texas employers of all types and sizes, and job search assistance to any individual seeking work in Texas.

WorkInTexas.com is Texas' Labor Exchange System as mandated by the Wagner Peyser Act, and operates in cooperative effort with JobCentral, the National Labor Exchange System.

WorkInTexas.com is provided at no cost, 24 hours a day, seven days a week, and seeks to match qualified job seekers with potential job opportunities by comparing experience, skills, abilities, education, and other factors.

Employers can post jobs, search résumés, recruit candidates, get labor market information, and receive a variety of other services available via a network of Workforce Solutions Offices throughout the state.

Individuals seeking a new job, different job, or an additional job can post their résumé, search job listings (including all Texas state agency jobs), obtain employer contact information to apply for jobs, get information about the job market, and receive a variety of other services also available via Workforce Solutions Offices throughout the state.

A SUCCESSFUL RESUME

So, how do I create it?

- ✓ Focus on a clear job target.
- ✓ Communicate your value to the employer by emphasizing your ability to produce results.
- ✓ Think of your resume as a self-advertisement that clearly describes your capabilities and accomplishments.
- ✓ Make sure your resume is error-free! It demonstrates the care you put into your work.

RESUME WRITING TIPS

- 📄 Use action verbs
- 📄 Emphasize results - Example:
increased sales by \$100,000
- 📄 Keep sentences and paragraphs short
- 📄 Use indented or bulleted statements
- 📄 Use simple terms
- 📄 Strongest statements on top
- 📄 Exclude “I”
- 📄 Explain or eliminate jargon
- 📄 Focus on what you have done or what you can do
- 📄 Review and ~~edit~~ edit

COMMON RESUME MISTAKES

- 📄 Typographical and grammatical errors
- 📄 Lack of specifics
- 📄 Too long or too short
- 📄 No action verbs
- 📄 Visually too busy
- 📄 Incorrect contact information
- 📄 Using paragraphs instead of bullets
- 📄 Including personal information
- 📄 “References available upon request”
- 📄 Ignoring keywords

GENERAL GUIDELINES FOR RESUME WRITING

An employer can receive hundreds of resumes. For every hundred resumes an employer receives, only a few resumes stand out from the crowd. Want your resume to stand out? Start by including a well-written cover letter with the resume. Then, follow these resume guidelines to create an interview-winning resume.

- ✓ Your resume, at first glance, can impress or depress the employer. Resumes should have a clear, easy-to-read font such as 12 point Arial, and easy-to-find and skim information; every mailed resume should be freshly printed on high quality paper.
- ✓ Correct spelling, appropriate grammar, no missing words, and no typing mistakes.
- ✓ Contact Information: Give the potential employer your name, address, cell phone number, home number, email address.
- ✓ Write and customize an “objective” for each job and employer. The objective is your opportunity to connect your skills, experience, traits, and job requirements with those the employer is seeking. Don’t use “I seek a challenging opportunity to utilize my skills with a progressive employer who will provide opportunities for growth.”
- ✓ Include a customized section called “Career Highlights / Qualifications.” This section of the resume is usually a series of bulleted points that emphasize your most important career experiences, your skills, your personality traits and characteristics, and some key accomplishments from your work history as they relate to the job for which you are applying.
- ✓ For each former employer, clearly indicate the company name, your position, and the dates and place of employment.
- ✓ Education statements matter. State dates of attendance, majors, minors, and degrees.
- ✓ Do include a section that lists awards and other recognition.
- ✓ Do include a personal qualities/strengths section that highlights accomplishments and anything else that will raise the value of you.

Action Verbs – By Skills Categories

Remember to use action verbs like these to describe your skills and accomplishments when writing your resume and cover letter to increase the strength of your writing and make potential employers take notice!

Communication/People Skills

Addressed
Advertised
Arbitrated
Arranged
Articulated
Authored
Clarified
Collaborated
Communicated
Composed
Condensed
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Debated
Defined
Developed
Directed
Discussed
Drafted
Edited
Elicited
Enlisted
Explained
Expressed
Formulated
Furnished
Incorporated
Influenced
Interacted
Interpreted
Interviewed
Involved
Joined

Judged
Lectured
Listened
Marketed
Mediated
Moderated
Negotiated
Observed
Outlined
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Reconciled
Recruited
Referred
Reinforced
Reported
Resolved
Responded
Solicited
Specified
Spoke
Suggested
Summarized
Synthesized
Translated
Wrote

Creative Skills

Acted
Adapted
Began
Combined
Composed
Conceptualized

Condensed
Created
Customized
Designed
Developed
Directed
Displayed
Drew
Entertained
Established
Fashioned
Formulated
Founded
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Originated
Performed
Photographed
Planned
Revised
Revitalized
Shaped
Solved

Data/Financial Skills

Administered
Adjusted
Allocated
Analyzed
Appraised
Assessed
Audited

Balanced
Budgeted
Calculated
Computed
Conserved
Corrected
Determined
Developed
Estimated
Forecasted
Managed
Marketed
Measured
Netted
Planned
Prepared
Programmed
Projected
Qualified
Reconciled
Reduced
Researched
Retrieved

Helping Skills

Adapted
Advocated
Aided
Answered
Arranged
Assessed
Assisted
Clarified
Coached
Collaborated
Contributed
Cooperated
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Ensured
Expedited
Facilitated

Familiarized
Furthered
Guided
Helped
Insured
Intervened
Motivated
Prevented
Provided
Referred
Rehabilitated
Represented
Resolved
Simplified
Supplied
Supported
Volunteered

Management Skills

Administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Controlled
Converted
Coordinated
Decided
Delegated
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established
Executed
Generated
Handled

Headed
Hired
Hosted
Improved
Incorporated
Increased
Initiated
Inspected
Instituted
Led
Managed
Merged
Motivated
Navigated
Organized
Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced
Recommended
Reorganized
Replaced
Restored
Reviewed
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Terminated

Organizational Skills

Approved
Arranged
Catalogued
Categorized
Charted
Classified
Coded
Collected
Compiled

Corrected
Corresponded
Distributed
Executed
Filed
Generated
Incorporated
Inspected
Logged
Maintained
Monitored
Obtained
Operated
Ordered
Organized
Prepared
Processed
Provided
Purchased
Recorded
Registered
Reserved
Responded
Reviewed
Routed
Scheduled
Screened
Submitted
Supplied
Standardized
Systematized
Updated
Validated
Verified

Research Skills

Analyzed
Clarified
Collected
Compared
Conducted
Critiqued
Detected
Determined
Diagnosed

Evaluated
Examined
Experimented
Explored
Extracted
Formulated
Gathered
Inspected
Interviewed
Invented
Investigated
Located
Measured
Organized
Researched
Reviewed
Searched
Solved
Summarized
Surveyed
Systematized
Tested

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Conducted
Coordinated
Critiqued
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Focused
Guided
Individualized
Informed
Instilled
Instructed
Motivated

Persuaded
Simulated
Stimulated
Taught
Tested
Trained
Transmitted
Tutored

Technical Skills

Adapted
Applied
Assembled
Built
Calculated
Computed
Conserved
Constructed
Converted
Debugged
Designed
Determined
Developed
Engineered
Fabricated
Fortified
Installed
Maintained
Operated
Overhauled
Printed
Programmed
Rectified
Regulated
Remodeled
Repaired
Replaced
Restored
Solved
Specialized
Standardized
Studied
Upgraded
Utilized







TYPES OF RESUME STRUCTURES

CHRONOLOGICAL RESUME

A chronological resume is the most common type of resume and accommodates all industries and levels of experience.

- ✓ Emphasis: Employment History
- ✓ Advantages: Shows continuity and career growth
- ✓ Best Use: When work history has minimal gaps and supports the desired position

GUIDELINES FOR WRITING A CHRONOLOGICAL RESUME

-  List your contact information at the top of the resume, including your full name, mailing address, telephone number and email address. This information is normally centered on the paper and written in a basic font style, such as Times New Roman or Arial.
-  Organize your resume into four sections: Summary, Job Experience, Education and Skills. Each of these headings should be in a bold font, and you will add the specifics under each section.
-  Summary Section: Write a short statement summarizing your skills and abilities.
-  Job Experience Section: List your work experience in a chronological list from the most recent to the least recent including your dates of employment, your job title, the name of your employer and a brief summary of the job description for each job held.
-  Education Section: Include all degrees held from colleges, universities or trade schools. You can also list any training programs or prominent workshops you have attended.
-  Skills Section: List skills which apply to the type of job you are looking for. This section might include word processing programs, typing speed, and computer programming skills.

EXAMPLE ON PAGE 11

RILEY RESUME

222 West First Street ~ Williamsburg, Virginia 23081

804-555-1212

rileyresume@email.com

SUMMARY OF QUALIFICATIONS

Accomplished professional with proven success in operations management. Superior communication skills, easily interacts with executives, regulatory agencies, clients, and staff. Technically proficient in spreadsheets, word processing, graphics, and accounting software. American Institute of CPAs Member.

PROFESSIONAL SKILLS

- Project Management
- Customer Satisfaction
- Staff Supervision and Training
- Vendor Management
- Regulatory Compliance
- Benefits Administration
- Proficient in Microsoft Office
- Excellent Communication Skills
- Quality Assurance
- Financial Management

EMPLOYMENT HISTORY

ELECTRONICS EDGE, INC., Williamsburg, VA

June 2009 – Present

Chief Operating Officer

- Oversee all operational matters for a contract electronic manufacturing plant, in particular management development and strategic planning
- Spearhead effort for International Organization for Standardization (ISO) 9001 certification
- Secure financing for turnkey manufacturing; implemented new methods to track and improve profitability

FINANCE TEAM, INC., Baltimore, MD

April 2003 – May 2009

Chief Operating Officer

- Supervised accounting staff with direct oversight of all accounting, payroll, and banking activities, using Generally Accepted Accounting Principles (GAAP)
- Acquired lines of credit and initiated effective collection processes
- Implemented GAAP-compliant financials and tax-planning strategies

SPHERE ROBOTICS, Washington, D.C.

March 1995 – March 2003

Subcontract Administrator

- Administered all areas of Agency compliance
- Established periodic compliance audits and reviews; performed daily compliance supervision
- Organized and conducted full operations training, from investments and insurance to financial and tax planning; directed clients relations

EDUCATION

GEORGETOWN UNIVERSITY, Washington, D.C.

May 1997

Master of Business Administration, Financial Management Emphasis

STANFORD UNIVERSITY, Stanford, CA

May 1989

Bachelor of Science in Accounting, Minor in Business







TYPES OF RESUME STRUCTURES

FUNCTIONAL RESUME

A functional resume highlights skills and abilities, rather than chronological employment history.

- ✓ Emphasis: Professional skills and experience gained through employment
- ✓ Advantages: Provides considerable flexibility to best illustrate skills and abilities
- ✓ Best Use: When changing careers or entering the job market for the first time

GUIDELINES FOR WRITING A FUNCTIONAL RESUME

-  Group your top skills and experiences into different career categories. These categories become the subheadings for the "Experience" section of your resume. Create categories such as "Leadership," "Systems Administration," or "Sales and Marketing." You may emphasize some skills over others depending on the job for which you are applying.
-  List the job title and the company for which you gained that experience. Be consistent.
-  Describe how you used each skill at each position and what resulted from using that skill.
-  Include experiences and skills you picked up volunteering, interning or at part-time jobs. These experiences are just as valuable as full-time work experience.
-  Include a chronological work history underneath your experiences. Position education either before or after experiences. If you just graduated from school, you may want to list work experience first.
-  Use the job posting to determine which category to put first, based on required qualifications.

EXAMPLE ON PAGE 13

RILEY RESUME

222 West First Street ~ Williamsburg, Virginia 23081

804-555-1212

rileyresume@email.com

SUMMARY OF QUALIFICATIONS

Accomplished professional with proven success in operations management. Superior communication skills, easily interacts with executives, regulatory agencies, clients, vendors, and staff. Technically proficient in spreadsheets, word processing, graphics, and accounting software. Thorough knowledge of Generally Accepted Accounting Principles (GAAP). American Institute of CPAs Member.

PROFESSIONAL EXPERIENCE

Operations Management

- Provide oversight for all operational matters for a contract electronic manufacturing plant, in particular management development and strategic planning
- Spearhead effort for International Organization for Standardization (ISO) 9001 certification
- Secured financing for turnkey manufacturing; implemented new methods to track and improve profitability

Financial Administration

- Supervised accounting staff with direct oversight of all accounting, payroll, and banking activities
- Acquired lines of credit and initiated effective collection processes
- Implemented GAAP-compliant financials and tax-planning strategies

Compliance & Training

- Administered all areas of agency compliance
- Established periodic compliance audits and reviews; performed daily compliance supervision
- Organized and conducted full operations training, from investments and insurance to financial and tax planning; directed clients relations

WORK HISTORY

ELECTRONICS EDGE, INC., Williamsburg, VA June 2009 – Present
Chief Operating Officer

FINANCE TEAM, INC., Baltimore, MD April 2003 – May 2009
Chief Operating Officer

SPHERE ROBOTICS, Washington, D.C. March 1995 – March 2003
Subcontract Administrator

EDUCATION

GEORGETOWN UNIVERSITY, Washington, D.C. May 1997
Master of Business Administration, Financial Management Emphasis

STANFORD UNIVERSITY, Stanford, CA May 1989
Bachelor of Science in Accounting, Minor in Business






TYPES OF RESUME STRUCTURES

TARGETED RESUME

A targeted resume highlights the experience and education that best matches a specific type of job.

- ✓ Emphasis: Skills, experience, and accomplishments targeted to a specific job posting
- ✓ Advantages: Provides considerable flexibility
- ✓ Best Use: When applying for a specific job type or position

GUIDELINES FOR WRITING A TARGETED RESUME

-  Study the advertisement for the position and the company website carefully. Make a note of all the requirements for the job, both professional and educational, and make note of any skills or traits that the company seems to value, such as excellent customer service skills.
-  Create an objective for your resume. Your objective should be targeted to the specific job you're applying for, such as "Seeking a position as a Junior Account Executive in the financial industry."
-  Add a section to list your professional skills. List the specific skills you have that are also listed in the job ad and that you noticed the company values on their website. This section can include technical skills; proficiency with a certain computer program, or interpersonal skills; excellent customer service skills. List the skills that are most relevant to the job you're applying for.
-  Create a professional experience section. This section will list your past positions. For each position, list your title, the company's name, the location, dates of employment and three to five bullet points that explain the main duties and responsibilities you had on the job. These should also be targeted to the specific job for which you are applying.
-  List your education in an education and training section. Include degrees you've received, and the university, location and date you received the degree. Also, list any professional training you've received that's relevant to the position you're applying for.

EXAMPLE ON PAGE 15

RILEY RESUME

222 West First Street ~ Williamsburg, Virginia 23081

804-555-1212

rileyresume@email.com

OBJECTIVE

Looking to obtain position as Senior Operations Manager within ABC Corporation that enables use of 10+ years experience managing resource allocation, strategic planning, personnel recruitment and financial analysis to support organizational growth.

PROFESSIONAL SKILLS

- Project Management
- Customer Satisfaction
- Staff Supervision and Training
- Vendor Management
- Regulatory Compliance
- Benefits Administration
- Proficient in Microsoft Office
- Excellent Communication Skills
- Quality Assurance
- Financial Management

EMPLOYMENT HISTORY

ELECTRONICS EDGE, INC., Williamsburg, VA June 2009 – Present

Chief Operating Officer

- Oversee all operational matters for a contract electronic manufacturing plant, in particular management development and strategic planning
- Spearhead effort for International Organization for Standardization (ISO) 9001 certification
- Secure financing for turnkey manufacturing; implement new methods to track and improve profitability

FINANCE TEAM, INC., Baltimore, MD

April 2003 – May 2009

Chief Operating Officer

- Supervised accounting staff with direct oversight of all accounting, payroll, and banking activities, using Generally Accepted Accounting Principles (GAAP)
- Acquired lines of credit and initiated effective collection processes
- Implemented GAAP-compliant financials and tax-planning strategies

SPHERE ROBOTICS, Washington, D.C.

March 1995 – March 2003

Subcontract Administrator

- Administered all areas of agency compliance
- Established periodic compliance audits and reviews; performed daily compliance supervision
- Organized and conducted full operations training and directed clients relations

EDUCATION

GEORGETOWN UNIVERSITY, Washington, D.C.

May 1997

Master of Business Administration, Financial Management Emphasis

STANFORD UNIVERSITY, Stanford, CA

May 1989

Bachelor of Science in Accounting, Minor in Business

TYPES OF RESUME STRUCTURES

ELECTRONIC RESUME

An electronic resume is a traditional resume which is properly prepared for electronic storing, distributing, tracking and searching via the applicant-screening programs that are used by many job banks, employers and recruiters. The three most popular electronic resume formats are **PDF**, **HTML**, and **ASCII Text**.

PDF FORMAT

The **PDF** (portable document file) format can be used as an email attachment and is the best option when a resume will be read by a person and not a computer. There are various ways to convert a print resume to PDF format:

- ✓ There are third party software programs that can convert various document formats to PDF.
- ✓ There are web sites that can convert documents by simply uploading the document.
- ✓ The document can also be scanned to convert it to PDF.

HTML FORMAT

HTML is markup language that is used to build web pages. General Rules for online resumes in HTML format:

- ✓ Be careful, check your code and view the resume on various browsers.
- ✓ Tables can be used effectively for formatting the content.
- ✓ Stick to common fonts like Times New Roman or Arial.
- ✓ HTML Editors, Microsoft® FrontPage® can be helpful in developing HTML resumes.
- ✓ Check to see how your resume looks using various font sizes in the browser.
- ✓ Check to see how your resume looks using various screen resolutions (800x600, 1024x768, etc).
- ✓ The use of Cascading Style Sheets (CSS) can be helpful.

ASCII TEXT FORMAT

ASCII Text is basic text that would be used in an email message or for posting to an online job board.

Follow these steps to convert a print resume to a basic text document:

1. Open the completed resume in a word processing software (Word, WordPerfect, OpenOffice, etc).
2. Next, also open up a text editor program found on every computer - in Windows it's known as 'Notepad' (under Start > Programs > Accessories > Notepad), on a Mac it is 'TextEdit'.
3. Back to your resume which is still open in your word processing program.-

Highlight all the text in your document by -

- a. Clicking on - Edit > Select All **or**
- b. Using your mouse to run from the top of the file to the bottom

Notice that everything selected is 'highlighted' with background color.

4. Copy the highlighted text by clicking on Edit > Copy
5. Return to the text editing program and click on Edit > Paste
6. Save - To save as a text document: (the file type will be txt)
 - a. Click on - Save As and
 - b. Name the file resume.txt (or whatever.txt)

The resume has now been saved in a plain text document format. All of the formatting previously seen in the word processed version has been removed. Keep in mind the following:

- Avoid centering information on the document; do not use the 'Tab' key
- Make sure that all information is left justified.
- Eliminate all bullets and replace with an ASCII Character such as * (asterisk) or - (dash).
- Bold, underlined, italicized text is not possible.
- Make sure that there are no extra tabs or character returns in the document.
- Eliminate the "left-overs" from the print resume (for example, the page numbers and page headings, if any).
- Try not to group too much information. Put extra blank lines to draw attention to certain parts of your resume. Put spaces between headings.

Use all CAPS for words that need special emphasis. Since Text Only or Notepad stripped your resume of all bolds, underlines and italics used for highlighting words, use all capitalized letters to draw attention to important words, phrases and headings. For the best overall effect, use all caps sparingly and judiciously.

Don't forget to save all of the changes!

EXAMPLE ON PAGE 18

RILEY RESUME
222 West First Street
Williamsburg, Virginia 23081
804-555-1212
rileyresume@email.com

SUMMARY OF QUALIFICATIONS

- Accomplished, seasoned professional with proven success in operations management to achieve the organizational mission.
- Superior communication skills, easily interacts with executives, regulatory agencies, clients, vendors, and staff.
- Technically proficient in spreadsheets, word processing, graphics, and accounting software.
- Member AICPA.

EMPLOYMENT HISTORY

ELECTRONICS EDGE, INC., Williamsburg, VA June 2009 – Present

Chief Operating Officer

- Oversee all operational matters for a contract electronic manufacturing plant, in particular management development and strategic planning
- Spearhead effort for ISO 9001 certification
- Secure financing for turnkey manufacturing; implemented new methods to track and improve profitability

FINANCE TEAM, INC., Baltimore, MD April 2003 – May 2009

Chief Operating Officer

- Supervised accounting staff with direct oversight of all accounting, payroll, and banking activities
- Acquired lines of credit and initiated effective collection processes
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SPHERE ROBOTICS, Washington, D.C. March 1995 – March 2003

Subcontract Administrator

- Administered all areas of Agency compliance
- Established periodic compliance audits and reviews; performed daily compliance supervision
- Organized and conducted full operations training, from investments and insurance to financial and tax planning; directed clients relations

EDUCATION

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Master of Business Administration, Financial Management Emphasis, May 1997

STANFORD UNIVERSITY, Stanford, CA

Bachelor of Science in Accounting, Minor in Business, May 1989



Career Services - Resume Critique Checklist

PRESENTATION AND LAYOUT

Is resume presented in a professional manner?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is name at the top of the page and in bold?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is address, phone number easy to read?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is email address appropriate?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is formatting (e.g. bold, font, bullet sizes, heading styles) consistent throughout the resume?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are the headings and statements evenly spaced?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are 1-inch margins on top, bottom and sides?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Used 11 or 12 point font?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Eliminated artwork, photographs, cutesy bullets, fancy/color font?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Avoided using a resume wizard/template?	<input type="checkbox"/> Yes <input type="checkbox"/> No

ORGANIZATION

Used commonly recognized headings, e.g., Objective, Education, Work Experience, Related Experience (or similar title), Summary of Qualifications, Relevant Skills?	<input type="checkbox"/> Yes <input type="checkbox"/> No
FOR TARGETED RESUME --The objective clearly states what position you are seeking?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Resume showcases skills and experience to their best advantage?	<input type="checkbox"/> Yes <input type="checkbox"/> No
The education section includes official title of the degree program and (expected) graduation date?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Sentences begin with action verbs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Omitted references (list them on a separate sheet)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

CONTENT

Easy for the employer to see how you meet the specific job requirements/qualifications?	<input type="checkbox"/> Yes <input type="checkbox"/> No
The descriptions of experience, skills and knowledge are <u>related to the job/career field</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Use of present tense and past tense applied correctly?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Avoided use of personal pronouns?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Avoided use of abbreviations (exception for State names) and jargon that is not commonly understood?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Selected words related to the job description?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Included details that made the resume stand out from the other applicants?	<input type="checkbox"/> Yes <input type="checkbox"/> No

COVER LETTER FORMAT SAMPLE

Date (Month Day, Year)

Ms. Alice Rivers
Hiring Manager
ABC Corporation
P.O. Box 1147
Killeen, Texas 76549

Dear Ms. Rivers:

Opening paragraph: State why you are writing; how you learned of the organization or position, and basic information about yourself.

Middle paragraph: Tell why you are interested in the employer or type of work the employer does (simply stating that you are interested does not tell why, and can sound like a form letter). Demonstrate that you know enough about the employer or position to relate your background to the employer or position. Mention specific qualifications which make you a good fit for the employer's needs (focus on what you can do for the employer, not what the employer can do for you). This is an opportunity to highlight relevant items in your resume. Refer to the fact that your resume is enclosed. Mention other enclosures if such are required to apply for a position.

Last paragraph: Indicate that you would like the opportunity to interview for a position or to talk with the employer to learn more about their opportunities or hiring plans. State what you will do to follow up, such as telephone the employer within two weeks. If you will be in the employer's location and could offer to schedule a visit, indicate when. State that you would be glad to provide the employer with any additional information needed. Thank the employer for her/his consideration.

Sincerely,

(Your handwritten signature)

Riley Resume

(In case of e-mail, your full contact info appears below your printed name [instead of at the top, as for hard copy], and there is no handwritten signature).

Enclosure(s) (refers to resume, etc.)








Career Services – Cover Letter Critique Checklist

Eliminated spelling, grammar or punctuation errors.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The cover letter is typed, neat, clean and professional-looking.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Margins at sides and bottom are not less than one-half inch.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Used simple language, kept it short and to the point.	<input type="checkbox"/> Yes <input type="checkbox"/> No
No extraneous personal information (height, weight, age, sex, etc.).	<input type="checkbox"/> Yes <input type="checkbox"/> No
The tone of the cover letter is proactive.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The cover letter is written specifically for a job announcement.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The cover letter is individualized and addressed to a specific person.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Cover letter is written in business letter format, typed in an eye-pleasing, easy-to-read font, printed on the same bond paper used for the resume.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Overall appearance invited the employer to read it.	<input type="checkbox"/> Yes <input type="checkbox"/> No

REFERENCES

Who?

References should be people who will speak highly of your past work performance (class work, job, research, etc.). Character references should be provided only if requested or if your choices are limited.

-  Professors
-  Academic Advisor
-  University Administrators
-  Work Supervisors
-  Supervising teacher(s)

How many?

The standard is three to five.



Should I ask them?

Absolutely! Ask the people you have selected if they will serve as a positive reference. Do not provide their names to an employer without asking their permission. Ensure that you have their correct title and contact information. Give references a copy of your resume.

Should I include references on my resume?

No. References should be listed on a separate document in a format that mirrors your resume. Do not include “References available upon request” on the bottom of your resume.

How should my reference page look?

-  Use the same paper, font, and format as your resume. Include your name and contact information at the top of your reference page.
-  Make sure you have the correct spelling of each reference’s name, official job title, company, address, email address and telephone number where your reference wishes to be contacted. You can also list your relationship to them (ex. Direct Supervisor or Academic Advisor).

When do I give references to an employer?

Follow the employer’s instructions. If they ask, send them your reference sheet. Some employers prefer to have references provided with the resume and application. Always take a copy of your reference sheet to an interview. At the end of the interview, ask the interviewer if he or she would like your references.

EXAMPLE ON PAGE 24

RILEY RESUME

222 West First Street ~ Williamsburg, Virginia 23081

804-555-1212

rileyresume@email.com

PROFESSIONAL REFERENCES

Mr. Brian Barnes
Chief Executive Officer
Electronics Edge, Inc.
811 Corporate Avenue
Williamsburg, VA 23081
brianbarnes@email.com
(804) 555-1971

Ms. Laura Martin
Chief Executive Officer
Finance Team, Inc.
922 Capital Street
Baltimore, MD 21201
lauramartin@email.com
(410) 555-1976

Taran Bailey, Ph.D.
Professor of Business Administration
Georgetown University
3700 O Street NW
Washington, D.C. 20057
taranbailey@email.com
(202) 555-3700

Barry Marth, Ph.D.
Professor of Accounting
Stanford University
450 Serra Mall
Stanford, CA 94305
barrymarth@email.com
(650) 555-0450

COMMON INTERVIEW QUESTIONS

So, tell me a little about yourself.

I'd be very surprised if you haven't been asked this one at every interview. It's probably the most asked question because it sets the stage for the interview and it gets you talking. Be careful not to give the interviewer your life story here. You don't need to explain everything from birth to present day. Relevant facts about education, your career and your current life situation are fine.

Why are you looking (or why did you leave you last job)?

This should be a straightforward question to answer, but it can trip you up. Presumably, you are looking for a new job (or any job) because you want to advance your career and get a position that allows you to grow as a person and an employee. It's not a good idea to mention money here; it can make you sound mercenary. And if you are in the unfortunate situation of having been downsized, stay positive and be as brief as possible about it. If you were fired, you'll need a good explanation. But once again, stay positive.

Why do you want to work at X Company?

This should be directly related to the last question. Any research you've done on the company should have led you to the conclusion that you'd want to work there. After all, you're at the interview, right? Put some thought into this answer before you have your interview, mention your career goals and highlight forward-thinking goals and career plans.

What relevant experience do you have?

Hopefully, if you're applying for this position, you have plenty of related experience, and if that's the case you should mention it all. But if you're switching careers or trying something a little different, your experience may initially not look like it's matching up. That's when you need a little honest creativity to match the experiences required with the ones you have. People skills are people skills after all, you just need to show how customer service skills can apply to internal management positions, and so on.

If your previous co-workers were here, what would they say about you?

If some people from your past are going to say you're a boring jerk, you don't need to bring that up. Stay positive, always, and maybe have a few specific quotes in mind. "They'd say I was a hard worker" or even better "John Doe has always said I was the most reliable, creative problem-solver he'd ever met."

How do you handle working under pressure?

Once again, there are a few ways to answer this but they should all be positive. You may work well under pressure, you may thrive under pressure, and you may actually PREFER working under pressure. If you say you crumble like aged blue cheese, this is not going to help you get your foot in the door.

COMMON INTERVIEW QUESTIONS

What motivates you to do a good job?

The answer to this one is not money, even if it is. You should be motivated by life's noble pursuits. You want recognition for a job well done. You want to become better at your job. You want to help others or be a leader in your field.

What's your greatest strength?

This is your chance to shine. You're being asked to explain why you are a great employee, so don't hold back and do stay positive. You could be someone who thrives under pressure, a great motivator, an amazing problem solver or someone with extraordinary attention to detail. If your greatest strength, *however is to drink anyone under the table or get a top score on Xbox keep it to yourself*. The interviewer is looking for work-related strengths.

What's your biggest weakness?

Please, let's keep our feet on the ground. If you're asked this question, give a small, work-related flaw that you're working hard to improve. Example: "I've been told I occasionally focus on details and miss the bigger picture, so I've been spending time laying out the complete project every day to see my overall progress."

Here are some tips and strategies taken from *Sweaty Palms: The Neglected Art of Being Interviewed* by H. Anthony Medley

- ✓ You've got nothing to lose. You didn't have an offer before the interview. If you still don't have one after the interview, you are no worse off. **SO WHY WORRY?**
- ✓ You as applicant are also an interviewer seeking to find out if the position is right for you. If something bothers you about the position for which you are interviewing, you should be as candid about your doubts and express it to the interviewer.
- ✓ Don't say something unless you mean it. If you are going to say it, especially when it's not entirely true, be able to answer questions about it.
- ✓ Treat every question as important.

Although the interviewer controls the flow of the interview, the interviewee controls the content.

BEHAVIORAL INTERVIEW QUESTIONS

Employers may attempt to determine whether or not you are a good fit for their organization, by asking behavioral questions. Behavioral questions can identify leadership, initiative, and problem-solving ability. Your responses to these questions are generally indicative of how you have handled adverse situations or problems, and how you will handle them in future instances. The following are some examples of common behavioral questions and tips on how to prepare for them:

What did you do in your last job to effectively plan and organize?

- ✓ Identify task(s)
- ✓ Summarize how you planned the task(s)
- ✓ Describe the results

Describe a situation at work that required you to accomplish several things at one time.

What did you do?

- ✓ Outline a specific situation
- ✓ Identify the actions you took to handle the situation
- ✓ Describe the results

Have you suggested any new ideas to any of your bosses? What prompted the ideas? What happened?

- ✓ Identify specific idea/suggestion
- ✓ Explain why you made the suggestion
- ✓ Describe the results

Interacting with others can be challenging at times. Describe a situation when you wished you had acted differently with someone.

- ✓ Outline a specific situation
- ✓ Identify the actions you took
- ✓ Describe how you would change those actions

Describe a situation in which your efforts influenced the actions of others.

















- ✓ Outline a specific situation
- ✓ Identify how your actions influenced others
- ✓ Describe the results

How frequently do (did) you have interactions with customers in your previous/current employment? Tell me about one of these interactions.

- ✓ Outline a specific situation
- ✓ Summarize your interaction with the customer(s)
- ✓ Describe the results

QUESTIONS FOR THE EMPLOYER

Remember, you are interviewing the company as much as they are interviewing you. Therefore, it is important to do your homework on the organization where you have an interview. Always be prepared with questions to ask the prospective employer. The questions that you ask will be indicative of your interest, so prepare carefully. Here are some suggestions:

-  What is the next step in the hiring process?
-  What future changes do you see for the organization?
-  What makes your organization different from others?
-  How would my job fit with the mission of the organization?
-  What will I be contributing to the organization?
-  What do you wish you knew about the organization before you started?
-  What are the ethical and environmental philosophies of your organization?
-  What values are sacred to the organization?
-  What are the short term and long term strategic directions of the organization?
-  What is the greatest challenge, from your perspective, that the organization faces during the next year?
-  Can I expect opportunities for advancement with the company if I prove myself?
-  What was your career path within the organization?
-  What makes your association with this employer enjoyable?
-  What are the organization's goals for the future?
-  If I do well, what will I be doing in five years?
-  How would top management describe the corporate culture and how does that compare to your experience?

THANK YOU LETTER SAMPLE

Date (Month Day, Year)

Ms. Alice Rivers
Hiring Manager
ABC Corporation
P.O. Box 1147
Killeen, Texas 76549

Dear Ms. Rivers:

Please accept my sincere thanks for the time and opportunity to interview with you yesterday. The visit to your office and tour of the facility was very informative and served to reinforce my interest in ABC Corporation. I would like to reaffirm my interest in the position of Analyst Manager with your company.

I am confident that my Bachelor of Arts degree in Finance, from Texas State University, coupled with my experience at America Bank has provided me the necessary background to contribute to your organization. In addition, I would like to highlight my success with the Banking Practices in Bell County project I completed for the Capstone Finance 478 class. As the elected team leader, I established an inviting atmosphere of interaction amongst my teammates, collaborated with local companies, and developed a methodology to assess client information, only further enhancing my analytical skills. Joining the analyst team within ABC Corporation will enable me to continue to grow and be challenged.

Once again, thank you for the interview opportunity. I am excited to be a candidate for the Analyst Manager position, and I hope to hear from you soon.

Sincerely,

(Signature)

Riley Resume

LETTER OF ACCEPTANCE SAMPLE

Date (Month Day, Year)

Ms. Alice Rivers
Hiring Manager
ABC Corporation
P.O. Box 1147
Killeen, Texas 76549

Dear Ms. Rivers:

I am delighted to confirm my acceptance for the position of Analyst Manager in your Finance department at ABC Corporation. I will begin my employment on December 5, 20xx.

In speaking with Ms. Smith, the human resources representative, I understand that ABC Corporation has an extensive healthcare and insurance benefits program as well as a 401(k) company match plan. As we agreed, my compensation will be \$45,000 annually and will provide for two weeks paid vacation leave each year.

I would like to once again express my appreciation for your offer and my excitement about joining your team. I look forward to my association with ABC Corporation and feel my contributions will be in line with your goals of growth and continued success for the company.

Sincerely,

(Signature)

Riley Resume

CAREER SERVICES



**P. O. Box 1800
Killeen, TX 76540-1800**

**6200 West Central Texas Expressway
Building 111, Room 208**

Email:

career.center@ctcd.edu

Local Number:

(254) 526-1106

Toll Free Numbers:

Within the state of Texas: (800) 223-4760 EXT 1106

Outside of the state of Texas: (800) 792-3348 EXT 1106

Hours of Operation:

Monday – Thursday 7:30 a.m. – 5:30 p.m.

Friday 7:30 a.m. – 11:30 a.m.