



**CENTRAL
TEXAS
COLLEGE®**

CAREER SERVICES HANDBOOK



CAREER SERVICES



Mailing Address:

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

Physical Address:

**6200 West Central Texas Expressway
Building 253E, Suite 6**

Email Address:

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

Webpage:


























www.ctcd.edu/career-center

Social Media:

 [@CTCCareerServices](https://www.facebook.com/CTCCareerServices)

 [@CTCcareer1](https://twitter.com/CTCcareer1)

TABLE OF CONTENTS

Career Services Overview	1 – 4
 Mission Statement.....	1
 Services and Hours of Operation	1
 Resources	2 – 4
A Successful Resume	5 – 9
 Resume Writing Tips and Common Mistakes	5
 General Guidelines	6
 Action Verbs	7
Types of Resume Structures	10 – 18
 Chronological Resume Guidelines	10
 Sample Chronological Resume.....	11
 Functional Resume Guidelines	12
 Sample Functional Resume	13
 Targeted Resume Guidelines.....	14
 Sample Targeted Resume.....	15
 Electronic Resume Guidelines (PDF)	16
 Electronic Resume Guidelines (HTML)	16
 Electronic Resume Guidelines (ASCII Text)	17
 Sample Electronic Resume (ASCII Text)	18
Resume Checklist.....	19
Sample Cover Letter Format.....	21
Cover Letter Checklist.....	22
Professional References.....	23 – 24
A Successful Interview	25 – 34
 Interview “Do’s”.....	25
 Interview “Don’ts”	26
 Dress for Success – Women	27
 Dress for Success – Men	28
 Responses for Common Interview Questions.....	29
 Behavioral Interview Questions – Examples & Tips.....	31
 Sample Questions for the Employer	32
 Sample Thank You Letter	33
 Sample Letter of Acceptance.....	34
Central Campus Map.....	Inside Back Cover

MISSION STATEMENT

The mission of the Career Services department is to educate and 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. Career Services provides assistance to students for the cultivation and enhancement of their ability to choose careers, master job search techniques, and research employment information.

ABOUT US

Career Services is dedicated to 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 resources, programs and events delivered in a student-centered environment that include the following:

- Career Exploration and Guidance
- Computer Resources and Internet Usage
- Employment and Internship Information
- Workshops and Job Fairs
- Testing and Assessments
- Professional Interview/Work Attire

Career Services personnel are available 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 Advising*
- MyPlan - Career Assessment
- College Central Network
- Job Search Assistance
- Resume/Application Assistance*
- Mock Interviews*
- Typing Tests
- Career-Related Presentations*

*These services are available by appointment only.

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: <https://www.ctcd.myplan.com/>
2. Click on “Create an Account”
3. Complete *Account Information* section, then click on “Continue”
4. Enter License code: **CONTACT CAREER SERVICES**
5. Click on “Submit”
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!
- ➞ LEARN EXPERT JOB SEARCH TIPS FROM OVER 100 FREE CAREER VIDEOS!
- ➞ 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.

© 2011 College Central Network, Inc. All rights reserved.

RESOURCES



The Eagle Career Closet is available for current students who need professional clothing items for an interview or work. It is located in the Oveta Culp Hobby Memorial Library on Central Campus. Some of the clothing is free to keep and some clothing items are available for students to borrow.



Link to website



NEED PROFESSIONAL CLOTHES?

Eagle Career Closet is intended to help students of Central Texas College be successful in their job-seeking endeavors to successfully attain employment.











Sponsored by Library Services & Career Services
Contact: CareerCloset@ctcd.edu 254-526-1621/254-526-1106

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

COMMON RESUME MISTAKES

- | | |
|--|---|
|  Typographical and grammatical errors |  Incorrect contact information |
|  Lack of specifics |  Using paragraphs instead of bullets |
|  Too long or too short |  Including personal information |
|  No action verbs |  “References available upon request” |
|  Visually too busy |  Ignoring or omitting 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 or Times New Roman, and easy-to-find and skim information; every mailed resume should be freshly printed on high quality paper.
- ✓ Proofread! Your resume should be free of any spelling, grammatical, or typographical errors.
- ✓ Contact Information: Give the potential employer your name, address, telephone number, and email address.
- ✓ Profile/Summary: This is your opportunity to summarize the skills, experience, and key accomplishments from your work history as they relate to the job/career field for which you are applying.
- ✓ Highlights/Professional Skills: This section of the resume is usually a series of bulleted points that emphasize your most significant career-related skills, abilities, personality traits, and characteristics.
- ✓ Objective Statement: This is a targeted statement that briefly describes what you have to offer the employer in regards to a specific job or type of position.
- ✓ Employment History: For each former employer, clearly indicate the company name, your position, the location, and dates (month/year) of employment. You can include volunteer experience if you have limited wage-earning experience.
- ✓ Education: Include completion date (or anticipated completion date), majors/minors, degrees, as well as the name and location of the educational institution. You can also include any relevant continuing education or professional development.

Action Verbs – By Skills Categories

Remember to use action verbs like these to describe your skills and accomplishments when developing your resume and cover letter to increase the strength of your writing and make potential employers take notice! The action verbs used for your current employment should be present tense and past tense should be used for previous employment.

Communication/Interpersonal Skills:

Addressed	Debated	Interviewed	Publicized
Advertised	Defined	Involved	Reconciled
Arbitrated	Developed	Joined	Recruited
Arranged	Directed	Judged	Referred
Articulated	Discussed	Lectured	Reinforced
Authored	Drafted	Listened	Reported
Clarified	Edited	Marketed	Resolved
Collaborated	Elicited	Mediated	Responded
Communicated	Enlisted	Moderated	Solicited
Composed	Explained	Negotiated	Specified
Condensed	Expressed	Observed	Spoke
Conferred	Formulated	Outlined	Suggested
Consulted	Furnished	Participated	Summarized
Contacted	Incorporated	Persuaded	Synthesized
Conveyed	Influenced	Presented	Translated
Convinced	Interacted	Promoted	Wrote
Corresponded	Interpreted	Proposed	

Creative Skills:

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

Data/Financial Skills:

Administered	Budgeted	Forecasted	Projected
Adjusted	Calculated	Managed	Qualified
Allocated	Computed	Marketed	Reconciled
Analyzed	Conserved	Measured	Reduced
Appraised	Corrected	Netted	Researched
Assessed	Determined	Planned	Retrieved
Audited	Developed	Prepared	
Balanced	Estimated	Programmed	

Collaborative Skills:

Adapted	Contributed	Facilitated	Provided
Advocated	Cooperated	Familiarized	Referred
Aided	Counseled	Furthered	Rehabilitated
Answered	Demonstrated	Guided	Represented
Arranged	Diagnosed	Helped	Resolved
Assessed	Educated	Insured	Simplified
Assisted	Encouraged	Intervened	Supplied
Clarified	Ensured	Motivated	Supported
Coached	Expedited	Prevented	Volunteered
Collaborated			

Management Skills:

Administered	Delegated	Incorporated	Presided
Analyzed	Developed	Increased	Prioritized
Appointed	Directed	Initiated	Produced
Approved	Eliminated	Inspected	Recommended
Assigned	Emphasized	Instituted	Reorganized
Attained	Enforced	Led	Replaced
Authorized	Enhanced	Managed	Restored
Chaired	Established	Merged	Reviewed
Considered	Executed	Motivated	Scheduled
Consolidated	Generated	Navigated	Secured
Contracted	Handled	Organized	Selected
Controlled	Headed	Originated	Streamlined
Converted	Hired	Overhauled	Strengthened
Coordinated	Hosted	Oversaw	Supervised
Decided	Improved	Planned	Terminated

Organizational Skills:

Approved	Distributed	Ordered	Routed
Arranged	Executed	Organized	Scheduled
Catalogued	Filed	Prepared	Screened
Categorized	Generated	Processed	Submitted
Charted	Incorporated	Provided	Supplied
Classified	Inspected	Purchased	Standardized
Coded	Logged	Recorded	Systematized
Collected	Maintained	Registered	Updated
Compiled	Monitored	Reserved	Validated
Corrected	Obtained	Responded	Verified
Corresponded	Operated	Reviewed	

Research Skills:

Analyzed	Diagnosed	Inspected	Reviewed
Clarified	Evaluated	Interviewed	Searched
Collected	Examined	Invented	Solved
Compared	Experimented	Investigated	Summarized
Conducted	Explored	Located	Surveyed
Critiqued	Extracted	Measured	Systematized
Detected	Formulated	Organized	Tested
Determined	Gathered	Researched	

Teaching Skills:

Adapted	Developed	Individualized	Taught
Advised	Enabled	Informed	Tested
Clarified	Encouraged	Instilled	Trained
Coached	Evaluated	Instructed	Transmitted
Communicated	Explained	Motivated	Tutored
Conducted	Facilitated	Persuaded	
Coordinated	Focused	Simulated	
Critiqued	Guided	Stimulated	

Technical Skills:

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







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, Employment History, Education and Professional Skills. Each of these headings should be in a bold font, and you will add the specifics under each section.
-  Summary Section: Write a brief statement summarizing your experience, skills, and abilities.
-  Employment History Section: List your work experience in a reverse chronological order (most recent position goes first) including your dates of employment, your job title, the name of your employer, and a brief summary of the job description and accomplishments for each job.
-  Education Section: Include all degrees held from colleges, universities or trade schools. You can also include any relevant continuing education or professional development.
-  Professional Skills Section: List skills which apply to the type of job or career field you want to pursue. This section might include productivity software, characteristics (communication skills, dependability, etc.), and technical 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

Chief Operating Officer

June 2009 – Present

ELECTRONICS EDGE, INC., Williamsburg, VA

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

Chief Operating Officer

April 2003 – May 2009

FINANCE TEAM, INC., Baltimore, MD

- 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

Subcontract Administrator

March 1995 – March 2003

SPHERE ROBOTICS, Washington, DC

- 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

Master of Business Administration, Financial Management Emphasis

May 1997

GEORGETOWN UNIVERSITY, Washington, DC

Bachelor of Science in Accounting, Minor in Business

May 1989

STANFORD UNIVERSITY, Stanford, CA








TYPES OF RESUME STRUCTURES

FUNCTIONAL RESUME

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

- ✓ **Emphasis:** Professional knowledge, skills, and abilities
- ✓ **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

-  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.
-  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

- Provided oversight for all operational matters for a contract electronic manufacturing plant, in particular management development and strategic planning
- Spearheaded the 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

Chief Operating Officer

ELECTRONICS EDGE, INC., Williamsburg, VA

June 2009 – Present

Chief Operating Officer

FINANCE TEAM, INC., Baltimore, MD

April 2003 – May 2009

Subcontract Administrator

SPHERE ROBOTICS, Washington, DC

March 1995 – March 2003

EDUCATION

Master of Business Administration, Financial Management Emphasis

GEORGETOWN UNIVERSITY, Washington, DC

May 1997

Bachelor of Science in Accounting, Minor in Business

STANFORD UNIVERSITY, Stanford, CA

May 1989







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.
-  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.
-  Create an objective for your resume. This is a targeted statement that briefly describes what you have to offer the employer in regards to a specific job or type of position.
-  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 employment. For each position, list your job 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 have received or are working toward, and the college/university/trade school, location and date (anticipated date) you received the degree. You can also include any relevant continuing education or professional development.

EXAMPLE ON PAGE 15

RILEY RESUME

222 West First Street ~ Williamsburg, Virginia 23081

804-555-1212

rileyresume@email.com

OBJECTIVE

To obtain the position of Senior Operations Manager within ABC Corporation that facilitates the 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

Chief Operating Officer

June 2009 – Present

ELECTRONICS EDGE, INC., Williamsburg, VA

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

Chief Operating Officer

April 2003 – May 2009

FINANCE TEAM, INC., Baltimore, MD

- 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

Subcontract Administrator

March 1995 – March 2003

SPHERE ROBOTICS, Washington, DC

- 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

Master of Business Administration, Financial Management Emphasis

May 1997

GEORGETOWN UNIVERSITY, Washington, DC

Bachelor of Science in Accounting, Minor in Business

May 1989

STANFORD UNIVERSITY, Stanford, CA

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.
- ✓ In MS Word, select Adobe PDF or Save as PDF from the print menu.

HTML FORMAT

HTML is a markup language that is used to build web pages. These are some 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' (type notepad in the search bar), on a Mac it is 'TextEdit'.
3. Go back to your resume which is still open in your word processing program.-

Highlight all the text in your document by -

-  Using the CTRL-A function (tap on the 'A' key, while holding down the CTRL key) OR
-  Click and drag the mouse from the top of the file to the bottom

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

4. Copy the highlighted text by using the CTRL-C function (tap on the 'C' key, while holding down the CTRL key)
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 (ex. resume.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

Chief Operating Officer

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

- 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

Chief Operating Officer

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

- 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

Subcontract Administrator

SPHERE ROBOTICS, Washington, DC March 1995 – March 2003

- 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

Master of Business Administration, Financial Management Emphasis, May 1997
GEORGETOWN UNIVERSITY, Washington, DC

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



Career Services - Resume Checklist

PRESENTATION AND LAYOUT

Resume is presented in a professional manner.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Full name is included, in bold print, at the top of the resume.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contact information is complete and easy to read.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Email address is appropriate.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Formatting (e.g. bold, font, bullet sizes, heading styles) is consistent throughout the resume.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Headings and statements are evenly spaced.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Margins are at least 1-inch 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, institution, institution's location, 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

Included details that demonstrate how you meet the specific job requirements/qualifications and stand out from other applicants.	<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 is 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
Included keywords related to the job description.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Eliminated spelling, grammar, or typographical errors.	<input type="checkbox"/> Yes <input type="checkbox"/> No

SAMPLE COVER LETTER FORMAT

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 and 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 attached. Mention other attachments 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 their 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).

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








Career Services – Cover Letter Checklist

Eliminated spelling, grammar, or typographical errors.	<input type="checkbox"/> Yes <input type="checkbox"/> No
The cover letter is written in business letter format.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Margins at sides and bottom are not less than one inch.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Used simple language, kept it brief 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 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 invites 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. Examples of professional references include:

-  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



Interviews: To-Do Tips

"You hit home runs not by chance but by preparation." — Roger Maris

The right attitude, the right action

Congratulations! You made it past the cover letter and résumé gauntlet and have landed an interview with the company of your choice. What could go wrong? Answer: Plenty.

Relax. You've done everything right up till now. Plus, you know the basics: What to wear; how to greet; saying thank you. Now focus on these interview tips to stand out from the competition.

Pre-interview to-do's

Practice and preparation. Making the cut leaves some job seekers so excited that they overlook the importance of practicing and reviewing answers to potential interview questions. Big mistake. Preparation is key: Practice, practice, practice out loud, even video yourself to see how you move, until you feel confident and it feels natural.

Do your homework. Research the company, job position, and interviewer so you know what you're talking about and asking for. Empower yourself: Read annual reports, news releases, Google the firm. Inquire if it will be a one-on-one or panel interview. Don't be caught off guard.

Proper contact. Create a dedicated email address for career/job search-related contacts. End phone out-going messages with a "Thank you."

Know your worth. Research the average salary range so you can respond intelligently when the interviewer raises the topic of salary and benefits. Expect a 5% margin for negotiating.

The night before. Lay out your interview clothes and make sure everything is pressed and polished; ladies, bring an extra pair of panty hose. Pack only relevant items in your portfolio or briefcase: extra copies of your résumé in a stiff blue folder; pad and pen; references, if requested; business cards, if available. A sheet with previous employer contact info is helpful if you're filling out an application. Get plenty of rest.

Be on time! Have directions. Do a dry run, if necessary, to familiarize yourself with travel time

and road conditions; scout out parking to avoid additional stress. Arrive 15-30 minutes early to give yourself time to gather your thoughts. DON'T BE LATE -- it's a killer.

The Big Day

Eat something. You should be doing the talking, not your stomach.

Watch your wait. Magazines you select while waiting can reveal your personal preferences, information that may affect the hiring decision. Instead, quietly gather your thoughts, review your answers, or read your own material.

Cell block. Turn off your cell phone.

Two-way traffic. The exchange should be a conversation. However, the interviewer is not your friend, so keep the interchange professional and watch what you divulge; answer when asked.

Communicate. Be clear about what you expect to gain if hired so that you can clearly articulate your goals and contributions to the company.

Give attention, get attention. Focus on the interviewer's needs, not your own; get attention by giving it; emphasize what you can do for the company.

Back it up. Be quantitative: Give dates, examples, figures to support your points.

Manners matter. Be polite with everyone, including the receptionist. Be honest, positive, and enthusiastic even when discussing your weaknesses.

Bow out. Regardless of how things go, conclude with a sincere thank you, a firm handshake, and a gracious smile. Maintain a professional attitude even after you've left the premises; you never know who may be watching. And be sure to send the recruiter a written thank you on quality matching stationery within two days.



i n a nutshell:

Be positive! A successful interview is within your power. Follow these tips:

- Practice, practice, practice
- Do your research, know your material
- Be rested, well groomed, and on time
- Focus on the company's needs
- Be polite and respectful
- Stay brief, relevant, and concise
- Listen and communicate
- Be gracious. Say and send a thank you

You've made it this far. Focus on the details and you'll ace that interview.



Interviews: Taboos

Don't undermine your hiring chances by overlooking what NOT to do.

Life is like a baseball game.

"When you think a fastball is coming, You gotta be ready to hit the curve." — Jaja Q

You passed the cover letter and résumé litmus tests. Now comes the third and most important step of the job search: The Interview. Everything you've done has been leading up to this moment. And while you may have all TO DO's down pat, the game isn't over yet. Errors can still keep you from scoring a home run.

Strike #1 — Before the interview no-no's

The wrong message. "hotmama@..," "Hey, Dude! Leave a message...," and "...here's me at Spring Break..." can leave negative impressions for recruiters emailing, telephoning, or checking social networks to learn more about job candidates. Photos, poor spelling, even blogs may reveal more about you than is appropriate. Be sure your email address is suitable for your job search. End your outgoing message with a "thank you," and watch what you post online.

Being late. Not knowing the interview location, the best route to avoid travel delays, or a good parking place if you're driving can kill the interview before it even begins. Be safe: Do a trial run.

Fools rush in. Don't arrive sweaty and disheveled. 15 minutes before is standard to calm down and collect your thoughts. If you're really nervous, give yourself 30 extra minutes: 15 minutes outside in your car to calm down, then walk in early.

Attire that speaks louder than your résumé. Don't accessorize to excess. Avoid heavy scents. No clothing stains or wrinkles. Ladies, wear stockings and don't try a new hairdo right before the interview: You need to feel familiar and comfortable with yourself. When interviewing for a financial firm, don't try to out-dress the suits.

Strike #2 — During the interview no-no's

No pulse. Get a grip; no anemic handshakes, please, or fist pumping. A firm, friendly handshake with a smile and eye contact is appropriate.

Loose lips sink ships. Avoid sharing too much personal information or just talking too much. The gift of gab may be seen as glib. Don't be so conversational that you come across as being too casual or rude. Resist the urge to be humorous or cocky. Witty, yes. Smug, no.

Be self-erasing. Modesty is not a virtue here. Confidently relay your skills and achievements, but do so without trumpeting.

Winging it. No impromptu performances! Don't be lazy. Practice beforehand, but avoid sounding stiff.

"Show me the money!" Let the recruiter bring up the topic of salary and benefits.

Being clueless. Yes, be sure you're interviewing for the right job.

Poor body language. Don't slouch, scratch, stare, chew, or smoke. Sit up; be attentive. Resist fidgeting with rings and clothing. Let your mouth do the talking, not your hands. Also, be aware of the interviewer's body language: Don't overstay your welcome.

Airing dirty laundry. No negative talk about personal woes or previous employers. Emphasize your strengths and qualities, not your weaknesses.

Missing the point. Listen carefully and understand the question before answering. Address *their* needs.

Failing to ask intelligent questions. Yes, you are interviewing the company as much as it is interviewing you.

Lying. Don't. Period.

Strike #3 — After the interview no-no's. You're out!

No thanks. Thank the recruiter when done. Ask about the next step. Send a thank you in writing within 48 hours. It's courtesy and indicates interest in the job.



i n a nutshell:

For the interview, don't:

- Be late
- Fail to practice beforehand
- Dress inappropriately
- Talk too much or lie
- Overlook body language
- Speak negatively of yourself or others
- Sabotage yourself online
- Be unfamiliar with your résumé or the company
- Fail to ask questions
- Leave your cell phone on
- Fail to thank the interviewer

Remember, you are responsible for your own career success.



Dress for Success: Women

When interviewing, dress for the position you want, not for the job you have.

Clothing is non-verbal communication.

Clothes say a lot about you: Your values, economic status, savviness, and more. So when interviewing, how do you keep your own individual style and personality while still being seen as a good fit for the company?

Keep it professional. Avoid frayed, wrinkled, or soiled clothing. Avoid clothes that are too short, tight, baggy, boldly colored, revealing, or trendy. No flashy jewelry. Also, most companies frown on visible tattoos, body piercings, and unusual hair coloring and styles.

Back to basics.

Begin with the basics: well-styled, understated outfits. Nothing provocative or sexy. Start with a canvas of grays and blacks that look good and fit well. Classic, conservative skirt suits are always the safest route. Even if business casual is the company code, it's better to be over- rather than underdressed for the interview. Skirts should be about knee-length. Wear neutral toned hose for a well-groomed look even if it's warm outside.

Research the company: Some places are sexist when it comes to pantsuits at interviews. Otherwise, these outfits make good wardrobe foundations and alternatives to the formal suit. Coordinate the above with a simple white, ivory, or business blue blouse. Don't accessorize to excess, only for a finished look. Keep the focus on your abilities, not your attire. And whenever possible, buy quality, versatile fabric like wool. It lasts longer, looks better, and breathes for comfort.

You can put together a good interview ensemble without breaking the bank by setting and sticking to a realistic budget. Observe and analyze others. Enlist the input of a sales associate, family member, or friend to guide and help you work within your budget. Consider consignment shops that offer professional and quality attire.

The color of success.

Where corporate palettes are not necessary, choose garment colors that flatter your features

and complement your skin tones. If it's rainy or dark outside, consider a silk accent scarf or broach to highlight your face and brighten the day for a more memorable effect.

Let's makeup.

Use understated makeup to gently enhance your look, not devour it. Save the raccoon eyes mascara for after-hours fun. Regarding perfume, don't set your atomizer on "stun." Some people are allergic to perfume, so try a lightly scented bath soap instead.

Nails hammered.

Killer-length, brightly decorated fingernails may make for great conversation at parties, but can draw negative attention during an interview or in the corporate workplace. Modest manicures work best.

Baubles, bangles, and beads.

Think conservative and subtle: Jewelry should complement and enhance for a polished look. Nor should jewelry be audible, so avoid bangles that jangle and distract.

When interviewing, keep it simple; showcase your sense of style by reducing clutter. When in doubt, remember that less is more.

Scarves, handbags, and shoes.

Scarves can customize your basic wardrobe with a quick dash of color and texture. Shoes and handbags should match up and be stylish but simple. Wear closed toe shoes with flat or moderate 1 1/2" heels. Choose a briefcase or portfolio in place of a purse.

Know the company's culture. After all, you are joining a group.

Remember the saying, "When in Rome...."



i n a nutshell:

Remember, for an interview it is better to follow this standard dress code and create a good first impression:

- **Clean, pressed suit or dress that fits; tailor if needed.**
- **Classic or conservative styles and colors**
- **Don't accessorize to excess**
- **Polished dark shoes**
- **Minimal perfume and make-up**
- **Deodorant / anti-perspirant**
- **Manicured nails**
- **Avoid trends & underwear lines**
- **Neat, tidy, comfortable hairdo**

Your appearance makes a statement. Be sure it's the right one.



Dress for Success: Men

When interviewing, dress for the position you want, not for the job you have.

First impressions count.

Few things have as much impact as the first impression you make for that anticipated face-to-face interview. Research shows it only takes a few seconds to make a lasting impression. That means no matter how solid your credentials, you still want to look professional.

Dressing appropriately not only gives you more confidence and credibility, it surrounds you with a sense of belonging that can help deflect the minor slips or stumbles we all can make during that critical interview or, once hired, in daily routines.

Understand the company culture.

The bottom line is about striking a balance between what is expected and still being yourself. After all, you want to be seen as a good fit in the company and for the potential job position. Avoid questionable factors that may undermine that effort. Research the company: You are the product, so package yourself appropriately. If you find the company dress code too restrictive, apply for a job elsewhere. Don't try to break the code. If you choose to fight the system, be prepared to lose.

Remember, clothing is non-verbal communication.

Don't dress to un-impress.

For the interview, avoid frayed, wrinkled, or soiled clothing. Avoid clothes that are too short, tight, baggy, boldly colored, or trendy. Even if it's "casual Friday," you should still look professional; it is better to be overdressed than underdressed. Limit the jewelry. No backpacks; it's briefcases or portfolios now. Generally, companies frown on visible tattoos, body piercings, and unusual hair coloring and styles. Some firms do not encourage facial hair, so keep it neat and trim if you have it.

Unless you're a character actor or in an environment that allows more casual and less "power suit" attire, quirky, over-the-top fashion statements can be distracting and even put you at a disadvantage when it comes to being taken seriously.

So, what's a job seeker to do?

Guys: Do what suits you best.

Start with business basics when interviewing:

- a solid navy, dark gray, or black suit that FITS. Get it tailored, if necessary; add a dark blue pinstriped or conservatively patterned navy or gray suit later; select a good wool that breathes;
- bright white dress shirt; business blue is also acceptable;
- tasteful solid, or simple striped or patterned ties;
- straight, spread, or button-down collars; for wide collars, tie a full Windsor knot, which should finish with a dimple;
- leather shoes that complement your suit; choose a simple black, classic cap-toe; match with black, calf-length socks; expand by adding a good black slip-on that pairs with casual or dressy attire;
- match your belts to your shoes; silver buckles are more reserved.

Clothes should fit the man.

A two-button jacket should be down to where your closed knuckles fall. The jacket shoulders should be the same width as yours. Trousers should touch the tops of the shoes and break slightly. Shirts should fit close to the neck with enough room to fit one or two fingers. The tip of your tie should fall to your waist about where your belt is.

Remember, 1) dress for the job you want, not for the job you may already have; and 2) dress comfortably. You want to focus on the interview or the job without either you or the interviewer being distracted by what you're wearing.

Look around. If it's a conservative environment, dress conservatively. Remember the saying: "When in Rome...."



i n a nutshell:

Remember, for most interviews it is better to follow this standard dress code and create a good first impression:

- Clean ironed shirt
- Neatly tied tie; no stains
- Pressed suit or jacket that fits
- Polished dark shoes
- Deodorant / anti-perspirant
- Minimal or no cologne
- Groomed head and facial hair
- Trimmed and clean nails
- Clean breath and teeth

Clothes say a lot about you. And while they may not make the man, they certainly make an impression. Make sure it's the right one.

COMMON INTERVIEW QUESTIONS

So, tell me a little about yourself.

It would be very surprising 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 have done on the company should have led you to the conclusion that you would want to work there. After all, you're at the interview, right? Put some thought into this answer before you have your interview and be sure to 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. Always stay positive and maybe have a few specific quotes in mind. "They'd say I was a hard worker" or even better "One previous co-worker always said I was the most reliable, creative problem-solver they had 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 have 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 the 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 a task(s) or project for which you were responsible
- ✓ Summarize how you planned and organized the task(s)/project
- ✓ 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 that demonstrates your ability to multi-task
- ✓ 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 a 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 that required you to work with others on a task or project
- ✓ Identify how your input or 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 in which you had a positive interaction with a customer
- ✓ Summarize your interaction with the customer(s)
- ✓ Describe the results
- ✓ **NOTE:** If you have had no direct customer interactions, describe a positive interaction you have had as a customer and indicate how you would replicate that experience

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 will face 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?

SAMPLE THANK YOU LETTER

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

SAMPLE LETTER OF ACCEPTANCE

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



**FOR STUDENTS
OF THE
REAL WORLD**

