



# Career Resource Guide

**What you need to know to be a well prepared candidate  
& have a successful internship or job search**



INDIANA UNIVERSITY  
SOUTH BEND  
CAREER SERVICES OFFICE



As a Northwestern Mutual Financial Representative you can make a difference in people's lives and fulfill your potential. Opportunities await.



Amy Dowd  
Director of Recruiting and Development  
4215 Edison Lakes Pkwy  
Mishawaka  
[nm-indy.com](http://nm-indy.com)



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## **THE CAREER SERVICES OFFICE (CSO) AT IU SOUTH BEND**

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To schedule an appointment:

(574) 520-4425  
[sbcareer@iusb.edu](mailto:sbcareer@iusb.edu)

### **Mission:**

The Career Services Office supports and empowers students and alumni in their career development as they make career decisions, develop job search strategies, pursue experiential opportunities, and secure employment. Further, we promote faculty involvement in the career development process through collaborative relationships and classroom presentations.

### **Services We Offer**

#### **Gain Experience with an Internship**

Internships provide you with the opportunity to explore a potential career field, develop skills, expand knowledge, and integrate classroom theory with real-life experiences. Professional level experiences and challenges improve your marketability upon graduation.

#### **Search for a Job**

The CSO assists you with the job search process. Whether you are looking for résumé assistance or honing your interviewing skills, an appointment with our Career Counselor can get you moving in the right direction.

#### **Choosing a Major Program**

Are you undecided about your major or thinking of changing your major? The CSO assists with self-exploration and choosing an academic major. Receive career counseling, take career assessments, and search for specific career information to make a well-informed decision about your career path.

#### **CSO Events**

Each semester the CSO sponsors events that support you in choosing a major, getting an internship and landing a job including the Academic Majors Fair, Etiquette Dinner, and Career and Internship Fairs.



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# Getting Started



Over the span of your life, you may find yourself repeating the job search process several times since most people will change positions several times throughout their working lives. Learning and adapting job search skills will provide you with a lifelong ability to effectively maneuver through the job search process.

## BEFORE YOU BEGIN

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### Job Search Basics

- Determine your objectives
- Develop effective documents
- Extend your career network
- Interview Preparation
- Interview and afterward

### Evaluation of Job Offers

Once you have received a job offer, you must evaluate the offer and determine if the position will be a good fit for you.

- Are the position and employer compatible with your values and interests?
- Are you prepared to reject the offer if the position is wrong for you?
- Does the salary meet your requirements?

### Handling Job Search Rejection

Rejection is a natural part of the job search process. You will not obtain a 100%, or even 50%, success rate with employers. Keep in mind the factors influencing the employer's decision-making. The number of résumés received, specific candidate experience, and networking all play a large role in the selection process.

It is easy to become snagged by the notion that a job rejection equates to a personal rejection; however, consider that perhaps you were not an ideal fit for the employer. It is normal and okay to feel hurt and frustrated, but refocus your energy on maintaining your job search and keeping a positive mental attitude.

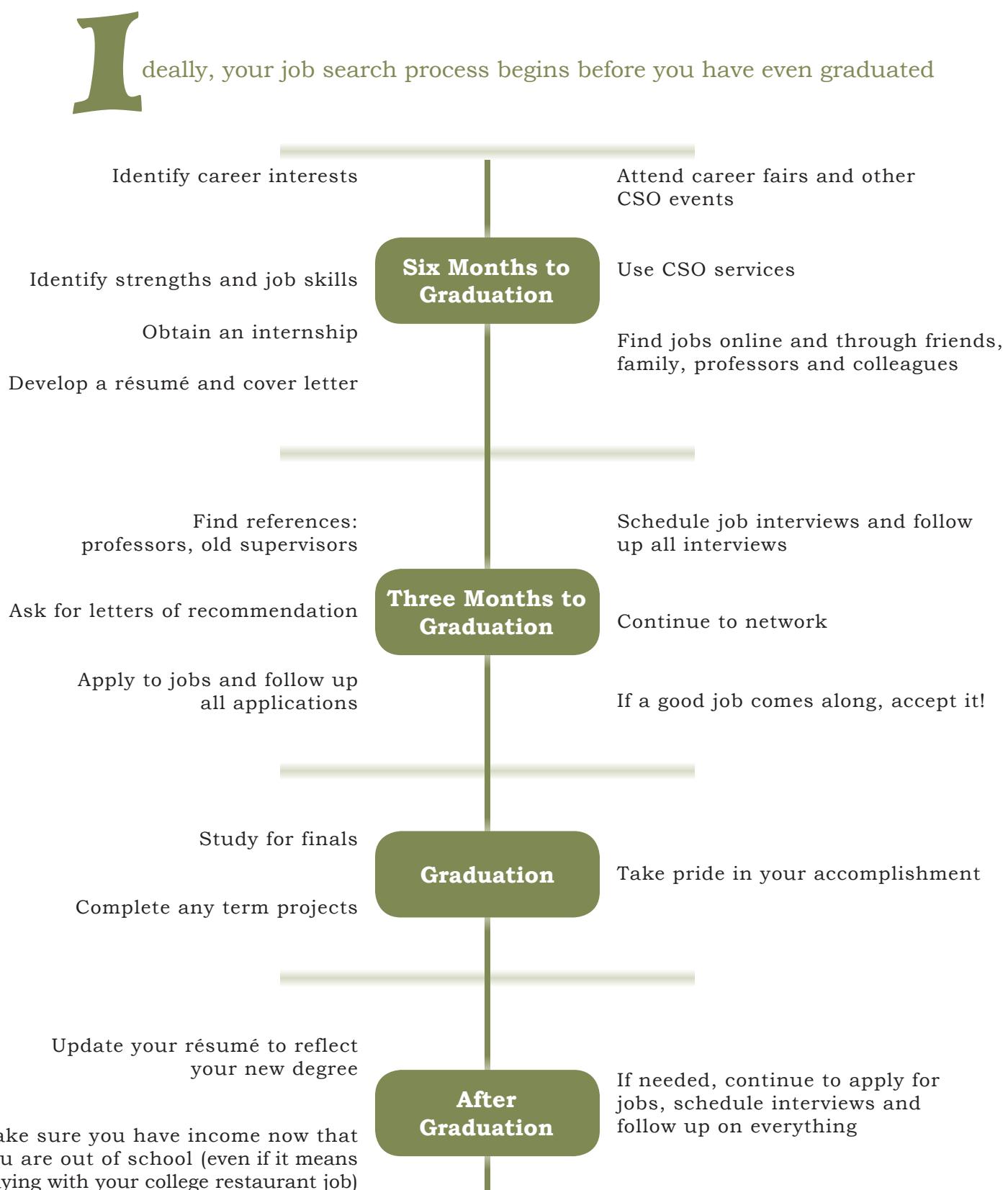


### About Networking

Networking is about building and maintaining relationships. In this case, your network will help you tap into the hidden job market.

This can feel like an uphill battle until you identify your connections with the world of work. At first, networking can seem unnatural as the thought of rejection sends most people into a panic. However, preparing yourself in advance can alleviate the paralyzing effects associated with networking.

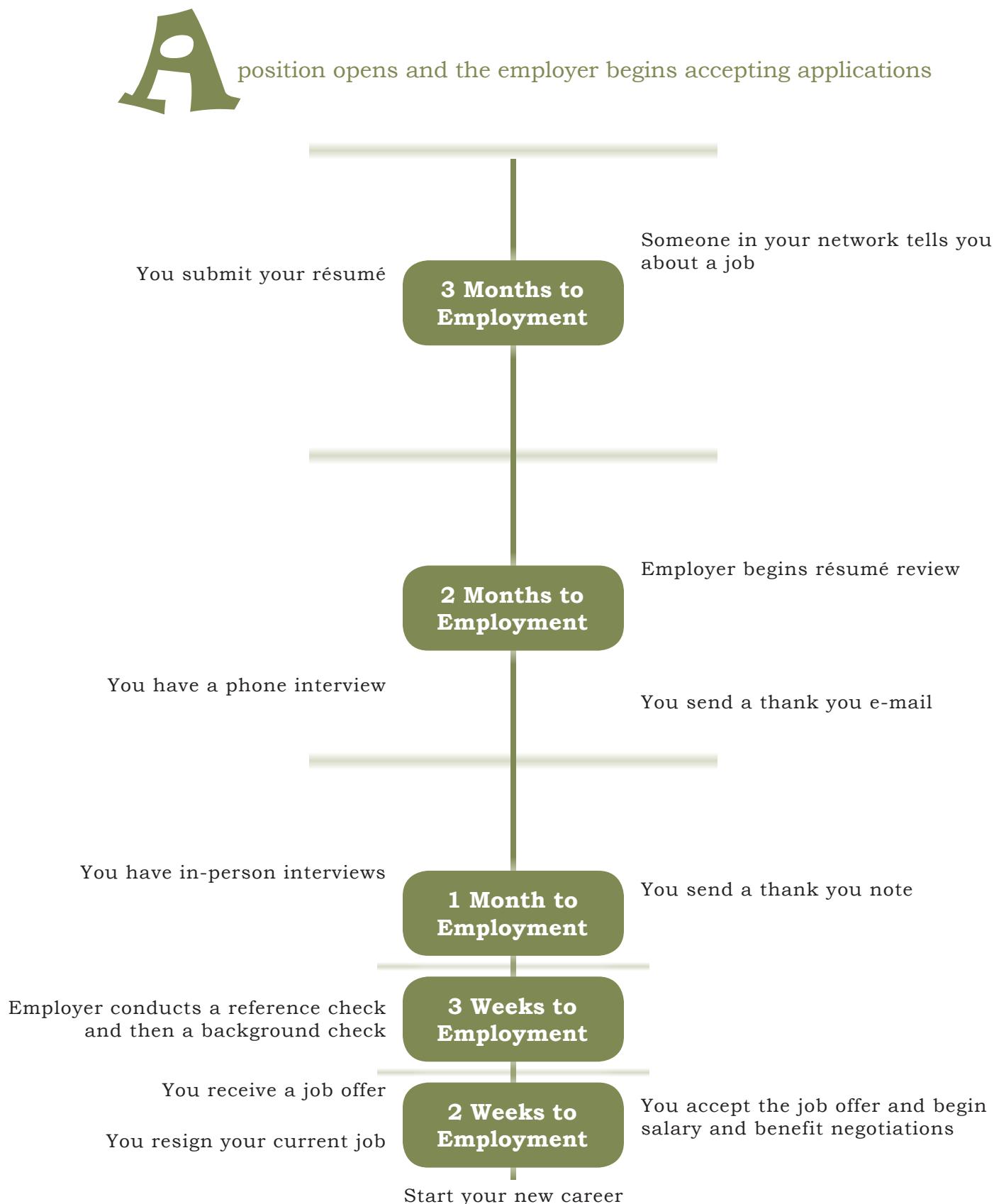
## EXAMPLE GRADUATION TIMELINE



Adapted from

Job Search Tips and Job Timeline for New Grads. Career Explorer.com. Retrieved February, 18, 2013 from <http://www.campusexplorer.com>

## EXAMPLE JOB SEARCH TIMELINE



## EXAMPLE OF EFFECTIVE JOB SEARCH DOCUMENTS

Job search documents can include not only résumés and cover letters, but also portfolios, thank you notes, acceptance letters, and any additional documents related to the job search. This guidebook will assist you in the development of effective documents that will assist in marketing your skills and abilities to potential employers. The CSO has several resources to assist you including:

- CSO website
- Workshops
- Individual appointments
- Check the Career Events website for a list of upcoming CSO events; [careerevents.iusb.edu](http://careerevents.iusb.edu)

### TAYLOR L. BARRETT, JR.

222 Park Court • Elkhart, IN 46516 • (574) 555-5555 • tbarrett@iusb.edu

#### SUMMARY OF QUALIFICATIONS

- Exceptional interpersonal communication skills, both written and verbal
- Excellent organizational, analytical and problem-solving skills
- Over 7 years of experience working with and mentoring at risk youth
- 10+ years of experience of maintaining confidentiality of medical, civil, and research documents

#### EDUCATION

Indiana University South Bend

May 2012

Bachelor of Science, Major: Criminal Justice

Ancilla College

June 2002

Associate of Science, Major: Physical Sciences

Danlaldson, Indiana

Concentration: Chemistry

#### WORK EXPERIENCE

Legal Program Administrative Intern

March 2011 – June 2011

Northern District of Indiana Federal Community Defenders, Inc.

South Bend, IN

- Served subpoenas and notified defense witnesses of court appearances
- Prepared legal documents for individual hearings
- Communicated with staff attorneys, paralegals, and investigator in regard to cases
- Compiled and summarized substantive information on statutes
- Interviewed expert and fact witnesses and coordinated testimony
- Collected, organized and evaluated evidence and exhibits

Lab Assistant/Lab Technician

Dec. 2003 – July 2004 and Sept. 2008 – June 20010

St. Joseph County Court Substance Abuse Program

South Bend, IN

- Labeled and logged specimens
- Created and distributed positive test reports for utilization in individual case files and treatment plans
- Maintained confidential client files and all case notes
- Witnessed and answered individual inquiries regarding urinary
- Bridged gap from client to case worker about alcohol abuse history
- Processed client files utilizing the Wintox computer program

Taylor L. Barrett, Jr.  
222 Park Court  
Elkhart, IN 46516

Applications Technician

# THANK YOU

Taylor L. Barrett, Jr.

### TAYLOR L. BARRETT, JR.

222 Park Court • Elkhart, IN 46516 • (574) 555-5555 • tbarrett@iusb.edu

September 24, 2012

George Kuta, Coordinator  
Human Resources  
St. Joseph County Probate Court  
1000 S. Michigan St.  
South Bend, IN 46601

#### RE: Electronic Monitoring/Day Reporting Officer

Dear Mr. Kuta:

While browsing the Juvenile Justice Center website, I was excited to learn about the Electronic Monitoring/Day Reporting Officer opportunity within the Monitoring Home Detention Program. I have enclosed my résumé for your review for this position.

While working at Madison Center, I developed a passion to assist our local at-risk youth in achieving personal goals and becoming contributing members of the community and society. Additionally, while interning at the Northern District of Indiana Federal Community Defenders, Inc., I had the opportunity to grasp the impact we all have as civil servants. Therefore, I look forward to the opportunity to apply my knowledge, skills and abilities from my education and professional work experience to assist the Juvenile Justice Center in achieving its goals.

Upon review of my résumé, I am confident you will find my skills and experience to be an excellent complement for your Electronic Monitoring/Day Reporting Officer position. I would welcome the opportunity to further discuss my qualifications in an interview at your earliest convenience. Should you have questions or need additional information please contact me at (574) 555-5555 or tbarrett@iusb.edu.

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,

*Taylor L. Barrett, Jr.*  
Taylor L. Barrett, Jr.

Enclosures: Résumé  
References

George Kuta, Coordinator  
Human Resources  
St. Joseph County Probate Court  
1000 S. Michigan St.  
South Bend, IN 46601

## NOTES

# Find a Job or Internship at **IUSBCareers**

[www.iusbcareers.com](http://www.iusbcareers.com)

## **Job and Internship Searching**

With IUSBCareers, you can search:

- Full-time, part-time and temporary positions
- Internship opportunities
- Work study opportunities on and off campus
- Local, regional, national and international jobs

The job and internship search functions also allow you to apply for positions online, save opportunities to folders for quick and easy access, and view recommended positions based upon profile information.

## **Résumé Referral**

IUSBCareers allows you to upload and publish your résumé to various résumé books including the general résumé book, job fair résumé books, and the national résumé book. You can also upload targeted résumés and cover letters to apply for specific positions online. Transcripts, writing samples, and other job search-related materials can be uploaded as well.

## **Career Services & Events**

View upcoming IU South Bend Career Services events including workshops, and information tables. In addition, view local and national career fairs, workshops, and other career-related events.

## **Employer Profiles**

Search for local and national employer profiles by name, city, and/or industry. Employer profiles include a brief overview of the company, industry, web site, current job/internship positions, events, and contact information.

## **All IU South Bend Students Have an IUSBCareers Account!**

Learn how to take advantage of this instrumental tool by visiting our website

**[careers.iusb.edu](http://careers.iusb.edu)**

If you experience any trouble, contact the CSO by calling (574) 520-4425 or e-mailing [sbcareer@iusb.edu](mailto:sbcareer@iusb.edu).  
We are happy to help.

*Community members are welcome to use IUSBCareers. Create an account by going to IUSBCareers and following the **Register** prompts.*

# Cover Letters



**A** cover letter is an introduction of your interests, skills, and abilities to an employer based upon their company's employment needs. Cover letters serve many purposes including:

- Letting the employer know which position you are applying for
- Highlighting your relevant skills and experience
- Clarifying information your résumé cannot portray (career changes, gaps in employment history, etc.)
- Functioning as a career objective (which is recommended as a section on your résumé for 'résumé only' applications)
- Providing the employer a snapshot of your personality

Cover letters should accompany every résumé that is sent for a position or possible positions. Even when a cover letter is not specifically requested, send one if possible. In fact, few employers will seriously consider a résumé that is not accompanied by a cover letter; therefore, an effective cover letter must be incorporated into your job search strategy to increase your chances of being invited for an interview.

**TAYLOR L. BARRETT, JR.**

222 Park Court • Elkhart, IN 46516 • (574) 555-5555 • tbarrett@iusb.edu

September 24, 2012

George Kuta, Coordinator  
Human Resources  
St. Joseph County Probate Court  
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South Bend, IN 46601

**RE: Electronic Monitoring/Day Reporting Officer**

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Upon review of my résumé, I am confident you will find my skills and experience to be an excellent complement for your Electronic Monitoring/Day Reporting Officer position. I would welcome the opportunity to further discuss my qualifications in an interview at your earliest convenience. Should you have questions or need additional information please contact me at (574) 555-5555 or tbarrett@iusb.edu.

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,

*Taylor L. Barrett, Jr.*  
Taylor L. Barrett, Jr.

Enclosures: Résumé  
References

## BASIC STRUCTURE OF COVER LETTERS

Although there are two different types of cover letters, interest/inquiry and application, the structure for both is basically the same, however the wording is different. Three basic paragraphs should be incorporated into your cover letter, with additional paragraphs as needed.

### First-name Middle-initial Last-name

and contact information should be in a header that matches your résumé

April 3, 2013

Mr./Ms. First Name Last Name, Title  
Company Name  
Address  
City, State Zip

RE: XYZ POSITION

Dear Mr./Ms. Last Name:

**Opening paragraph:** State why you are writing, identify the position for which you would like to be considered, and indicate how you heard of the position. If you are sending a letter of interest which is not in response to a specific job opening, simply indicate the type of work you are seeking. Be specific. (1 - 2 sentences)

**Middle paragraph(s):** (4 - 5 sentences) Your goal here is to show how you can be useful to this particular organization. Describe what strengths you have to offer this employer. You might use one of the following approaches:

- Mentoring Adolescents and Youth: Provided xxx for at-risk adolescents and youth for the Texas Youth Commission
- Illustrate the relationship between your skills and experience and the position for which you are applying
- Describe your previous accomplishments as they relate to the position
- Identify three reasons for the employer to consider you for the position
- State why you want to work for their organization
- Education (degree and courses), past experiences (directly or indirectly related), skills (hard and soft), any other qualifications that are relevant to the position

**Closing paragraph:** (2 - 3 sentences) Refer the reader to your enclosed résumé for additional information. End your letter by clarifying what will happen next and how they can most easily reach you. You might say, "I look forward to meeting with you to discuss my qualifications in more detail. Please contact me at (xxx) xxx-xxxx or <e-mail> to arrange an interview time."

Thank you for your time and consideration. I look forward to hearing from you in the near future.

Sincerely,

Your Signature

First-name Middle-initial Last-name

**Audit Staff Accountant**

Crowe Horwath LLP

Job Function: Accounting

Salary Range: Competitive

Desired Start Date: October 2, 2013

**Description:**

Are you looking to start your career in the right direction with a nationally recognized public accounting and consulting firm? Staff Accountants at Crowe may work in the external audit, internal audit, or risk consulting areas of the firm.

Responsibilities may include:

- Audit, review, and compilation of financial statements
- Assistance in the preparation of financial statements and application of GAAP
- Advising clients with routine accounting functions
- Maintaining relationships with key client personnel
- Consulting with management of large organizations
- Providing internal control, process consulting and internal audit services
- Assisting in Sarbanes-Oxley and other compliance related projects.
- Participating in special reviews relating to mergers, acquisitions, and the sale of businesses.

In addition, staff will have diverse opportunities to work as a team member in a variety of industries on both domestic and international client engagements.

We provide our professionals with the appropriate level of training, opportunities and support enabling them to take on additional responsibilities and encounter a broader range of experiences earlier in their careers. In short, we believe that Crowe is truly The Unique Alternative to the Big Four®. Seldom do you get the chance to join a firm where you can make a difference. Join us and experience a career with an impact!

Location 1: Elkhart, Indiana

Location 2: South Bend, Indiana

Position Type: Full-time (Degree Required)

Desired Start Date: September 2, 2013

**Qualifications:**

Applicants should meet the following qualifications:

- Outstanding academic performance in one of following preferred majors or similar background:
- Accounting
- Strong academic credentials – Minimum major and cumulative GPA of 3.0 required. Minimum major and cumulative GPA of 3.2 preferred
- Proficient with Excel
- Relevant work experience (e.g. internships, summer positions, school jobs)
- Accounting majors are required to meet 150 credit hours by start date (before beginning full-time employment)
- Demonstrated leadership, problem solving, and strong verbal and written communication skills
- Ability to prioritize tasks and work on multiple assignments
- Ability to work both independently and in a team environment with professionals of all levels
- Desire to travel
- Available to work/travel evenings or weekends (Saturday and/or Sunday) – Car may be required to travel to client site

**Required Documents:**

Résumé, Cover Letter, Transcript

Posted On: Jul 29, 2012

Applications Accepted Until: Sep 19, 2012

**Screening Criteria**

Degree Level(s): Bachelors, Masters

Minimum GPA: 3.0

**ADDITIONAL TIPS**

- Research the employer to determine how you will fit the position and organization's culture
- Do not copy the position description word-for-word, but use key words and terms from the position advertisement
- Analyze your own background and highlight skills and experiences that relate to the position
- In addition to yourself, have the CSO, friends and family members proofread the letter before sending
- Format your cover letter and references to match and be consistent with your résumé style
- Address your cover letter to a specific person rather than Human Resources or Personnel, if possible

**Hayden D Martin**

109 N Washington Pl, South Bend, IN 46617

Home: (574) 555-2508

hdmartin@hotmail.com

September 19, 2012

Skyler Davis  
Director of Recruiting  
Crowe Horwath LLP  
330 E Jefferson Blvd  
South Bend, IN 46601

RE: Audit Staff Accountant

Dear Ms. Davis:

I am applying for the Audit Staff Accountant position posted through the IU South Bend Career Services Office. My father, Thomas Martin, spent his career with Crowe, Chizek, and Associates. As I grew up in South Bend, it was natural to associate starting a career in accounting with Crowe. Many times I found myself looking at the campus off Jefferson Blvd and thinking "I want to work there one day." That day can finally be now.

Though my cumulative GPA at IU South Bend was 3.368, my GPA during my final three years and 109 credit hours was 3.703. Throughout my college career, I led numerous successful teams through group projects in classes in accounting, finance, and management information systems. I was recognized on the Dean's List five times and in Who's Who Among Students in American Universities and Colleges 2012-2013. However, my successes in college are only part of the foundation of my future accounting career. I have worked with four different accounting software packages including extensive use of Microsoft Dynamics GP ERP as well as have extensive experience in the formatting and use of Microsoft Word, Excel, and Access. As the purchasing agent at Modern Kitchen Distributors, I was responsible for all order entry and purchase order creation. I negotiated better pricing with long time vendors and found new products for the company to sell. This position required frequent interaction with both internal and external partners to solve sourcing needs and product availability issues. Finally, this position was responsible for all inventory management and answered directly to the company president.

You will find my résumé attached for your inspection. I would greatly appreciate the chance for a personal interview to further discuss the start of my accounting career with Crowe Horwath and how I can impact and contribute to your organization. The best ways to reach me are either by phone at (574) 555-2508 or by e-mail at hdmartin@hotmail.com.

Thank you for your time and consideration. I look forward to hearing from you in the near future.

Sincerely,

*Hayden D Martin*

Hayden D Martin

Enclosure: Résumé



## INTEREST OR INQUIRY COVER LETTER

An interest or inquiry cover letter is sent to investigate possible job or internship opportunities. In this type of cover letter, you will need to state how you found out about the organization, why you are sending them your résumé and indicate if you received a referral from someone within the organization. It is important to follow up these types of cover letters within two weeks with a telephone call since you will most likely not receive any response, especially if no positions exist.

### Dakota Gonzalez

58482 Cedar Rd • Goshen, IN 46528

Cell: 574-555-5555

dakotagonzalez@gmail.com

January 15, 2013

Jamie Anderson  
Human Resources Director  
1st Source Bank  
100 N Michigan St.  
South Bend, IN 46601

Dear Ms. Anderson,

As a long time customer, I have been impressed by the quality of service I have consistently received from 1st Source Bank. I have recently graduated from Indiana University South Bend and would like to build my career with a quality organization like 1st Source Bank.

I received my Bachelor of Science in Business with concentrations in Accounting and Finance from Indiana University South Bend in December. I developed my skills in finance while serving as Treasurer and then Vice President of the Finance Student Association. My internship experiences furthered my skills and interest in the finance industry. 1st Source Bank's #25 ranking in Forbes list of America's Best Banks as well as local recognition and awards indicate that 1st Source Bank is the kind of professional organization I wish to join.

Would you be available for a brief meeting to discuss possible entry level positions? I will call your office next week to arrange a time. If you have questions regarding my résumé or anything else about myself please call me at 574-555-5555 or e-mail me at [dakotagonzalez@gmail.com](mailto:dakotagonzalez@gmail.com).

Thank you for taking the time to review my résumé. I look forward to speaking with you soon.

Sincerely,

*Dakota Gonzalez*  
Dakota Gonzalez

## APPLICATION COVER LETTER

An application cover letter is sent in response to an advertisement for a job or internship opportunity. In this type of letter, you will need to indicate how you found out about the position and relate your skills and experience to the specific position. As with the interest/inquiry cover letter, it is vital to follow up with the employer within two weeks to ascertain your application status.

# Jordan M Stevens

116 Hill Trail  
South Bend, IN 46628  
574/555-5555  
jstevens@iusb.edu

March 14, 2013

Ms. Mary Lou Nelson  
Manager of Human Resources  
Continental Industries, Inc  
2900 Rosemont Blvd  
Rosemont, IL 60018

**RE: Staff Accountant**

Dear Ms. Nelson,

I am applying for the Staff Accountant position that was posted on IUSBCareers.com this week. The position fits well with my education, experience, and career interests.

Your position requires skills in various accounting functions, including performing general ledger reconciliations, analysis, and reporting; ensuring accuracy and timeliness of the general ledger, and internal monthly and quarterly statement. In my experience as a junior accountant, accounting intern, and billing coordinator, I handled monthly journal entries, analyzed expenses, reviewed and corrected accounting entries, and generated reports. Accounting corrections I made as an intern revealed \$50,000 in unpaid bills and mislaid funds. My enclosed résumé provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively.

Please consider my request for a personal interview to discuss my qualifications and to learn more about this opportunity. Should you need to reach me, please contact me at 574/555-5555 or jstevens@iusb.edu.

Thank you for your consideration. I look forward to talking with you.

Best regards,

*Jordan Stevens*

Jordan M Stevens

## SALARY REQUIREMENTS AND SALARY HISTORIES

If a position advertisement indicates they would like a salary requirement or history, you should always address the issue in the final or next to last paragraph of your cover letter.

### Salary Requirements

In the situation of a salary requirement, it is best to indicate that this can be negotiated or discussed in the interview. This allows you flexibility in determining a salary fit for the position after you are able to discuss the full details of the position. You do not want to lock yourself into a salary figure that is either too high for the employer or too little for what the position deserves.

If you feel inclined to provide a salary requirement, perhaps because your résumé or application will not be considered without it, you should always give a range.

You can research salary ranges by occupation and location on the internet:

- Salary.com
- Occupational Outlook Handbook  
(stats.bls.gov/ooh)

### Salary Histories

- Give the salary history of your recent work experiences or most relevant work experiences
- Can be included in one of the final two paragraphs of your cover letter or as a separate document; formatted to match your cover letter, résumé and references
- Should always be accompanied by a salary requirement since your current salary requirement may not match your salary history

### JOIN THE IU SOUTH BEND ALUMNI ASSOCIATION AND TAKE ADVANTAGE OF THESE BENEFITS:

- Exclusive Job Opportunities & Career Coaching
- Exclusive, Low-Cost SAC Membership  
*Join the fully equipped, convenient workout facility at the Student Activities Center for just \$30 a month. After you graduate you will no longer be able to use this facility for free.*
- Discounted Continuing Education Courses  
*Receive a 20% discount on selected IU South Bend Extended Learning Courses.*
- Local Discount Card  
*Members receive a discount card good at 20 local businesses, including the campus Bookstore.*
- PLUS...  
*\$5 price for any IU South Bend arts/cultural events, IU South Bend **Foundations** magazine, and invitations to members-only events!*

IU South Bend continues to grow and evolve to serve the needs of our community – and *YOUR* alumni association is committed to doing the same with our members!

See our website at

**alumni.iusb.edu**

Join online at

**alumni.indiana.edu/  
membership/  
membership-levels.html**



**INDIANA UNIVERSITY  
SOUTH BEND**

**ALUMNI ASSOCIATION**

## NOTES

Cover Letters





# Résumés



The résumé is a personal marketing tool that outlines your skills and experiences so an employer can see, at a glance, how you can contribute to their organization. The most effective résumés are clearly focused on a specific job title and address the employer's stated requirements for the position. While you may have all the requirements for the position, your résumé may be overlooked if it does not clearly identify these requirements. The more you know about the duties and skills required for the job, and organize your résumé around these requirements, the more effective the résumé.

## RÉSUMÉ HEADINGS

Select headings to be used on your résumé that best highlight achievements and experiences that are relevant to the position you seek. Begin with the basic sections: Identification, Qualifications Summary, Education, Skills, Experience, and Work History. Add additional sections to customize your résumé.



### Identification Section

- The identification section does not require a title.
- Be sure to list your full name (no nickname) including your middle initial.
- At a minimum, you should provide the basics including your current mailing address, city, state, zip code, telephone number, and e-mail address.
- Web addresses can act as an additional *plug* for your qualifications, used ONLY if they are professional and promote you as a job seeker.
- Do not display personal information from any of the links on your website; if it is not visible on your résumé, it should not be on your website.

Image courtesy of stockimages / FreeDigitalPhotos.net

### Note: Objective Section

**The objective section of a résumé is often used in place of an accompanying cover letter, when an employer asks for a résumé only.**

## Qualifications Summary Section

This is a list of the strongest qualifications you can bring to the job and should be tailored to each of the positions for which you apply. It is important to use a qualifications summary. It can be one of your defining elements. The employer will typically scan your résumé, looking for key words which can be clearly marked in this section. Qualifications Summary examples include:

- Exceptional interpersonal communication skills, both written and verbal
- Strong ability to effectively multitask in a fast paced office environment
- Motivated towards achieving set goals and deadlines in a timely manner
- Experienced in customer service and warranty claims
- Professional and energetic work attitude

### Examples

#### Summary of Qualifications

#### Profile

#### Qualifications Summary

#### Career Summary

#### KEY QUALIFICATIONS

#### *Career Profile*

#### Career Highlights

## Education, Training, and Certifications

List your primary academic institutions (those institutions that have granted a certification/degree to you). Include the institution's name, city, state, graduation date, degree/diploma, field(s) of study, grade point average (if 3.0 or higher), and academic honors and awards. If you have limited experience in the field for which you are applying, consider listing relevant course work related to your job objective and career-related research and projects.

### Examples

#### Education, Training, and Certification

#### Education and Certification

#### Education

#### Training and Certification

#### EDUCATION AND TRAINING

#### *Training*

#### Academic Achievements and Accomplishments

## Skills, Experience, and Work History Section

This is the most difficult section of your résumé to develop. It requires you to take a look at your current and previous experiences in full-time, part-time, paid, unpaid, volunteer, and internship positions plus be able to put these experiences on your résumé in a way that will garner attention. Choose action verbs to start each statement describing your work experience (examples on pages 24-25.)

Examples	
Work History	Relevant Experience
Work Experience	Relevant Skills and Experience
<b>EMPLOYMENT HISTORY</b>	<b>SKILLS AND EXPERIENCE</b>
Employment Experience	Volunteer Experience
<b>Volunteer Skills and Experience</b>	
<i>Career Profile</i>	
<b>Particular Area (i.e., Accounting, Counseling, ...) Experience</b>	

## Individualized Résumé

Although all résumés have the same purpose, your résumé should be unique to you and not a generic template. Employers receive hundreds of résumés for jobs every day and it is to your advantage to design a résumé that will set you apart from all the other candidates. Consider using text box quotes, lines, graphics, lightly colored or textured paper, or a unique layout to enhance your résumé.

Examples	
Computer Skills	Honors
Technical Skills	University/Community Involvement
<b>LABORATORY SKILLS</b>	<i>Professional Affiliations</i>
<b>Awards and Recognitions</b>	



## FORMAT YOUR RÉSUMÉ

### Do's

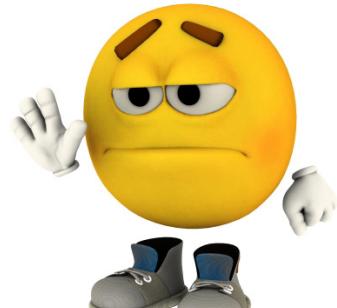
- State your *Qualifications / Summary* clearly and concisely
- Focus on accomplishments, skills, and results
- Show verifiable accomplishments in terms of numbers, percentages, or dollars
- Make sure your résumé is concise and error free
- Use short phrases and strong action verbs and words
- Write in the active voice
- Allow for ample white space
- Use a visually appealing format
- Use bolds, small caps, italics, underlines, and bullets to emphasize key points and create visual interest
- Use graphics only when necessary
- Use a quality paper in white, ivory or a light hue
- Be consistent in all matters of style, punctuation, grammar, and format



*Image courtesy of farconville / FreeDigitalPhotos.net*

### Do Not's

- Include personal or discriminatory information such as; height, weight, race, religion, etc.
- include any nonessential information
- Include any misrepresentations or any statements that cannot be proven
- Send your résumé out with errors or incorrect information
- Use flowery language or self-congratulatory puffery
- Use *I, me, my, or we*
- Use too little or too much white space
- Send out copies with smudges and marks on them
- Overuse bolds, small caps, italics, underlines, and bullets
- Use tasteless or unnecessary graphics or attach a photograph
- Use odd sized or brightly colored paper, fancy binders or folders
- Use abbreviations, acronyms, or buzz-words where misunderstanding may result



*Image courtesy of farconville / FreeDigitalPhotos.net*



**Locally Owned**  
**Kathleen & David Sparks**  
**KADA**

**Locations In:**  
**St. Joseph County, IN**  
**Berrien County, MI**

## CHRONOLOGICAL RÉSUMÉ

A chronological résumé is the most common type of résumé. It lists your work experience in reverse chronological order. So, your most recent work experience is listed first, then the one prior to that and, so on. Because a chronological résumé is sequenced by dates, it is customary to clearly list the dates of your employment, education, and related activities.

### TAYLOR L. BARRETT, JR.

222 Park Court • Elkhart, IN 46516 • 574.555.5555 • tbarrett@iusb.edu

#### SUMMARY OF QUALIFICATIONS

- Exceptional interpersonal communication skills, both written and verbal
- Excellent organizational, analytical and problem-solving skills
- Over 7 years' experience working with and mentoring at-risk youth
- 10+ years' experience of maintaining confidentiality of medical and research documents

#### EDUCATION

<i>Indiana University South Bend</i>	May 2012
Bachelor of Science	South Bend, Indiana
Major: Criminal Justice	
<i>Ancilla College</i>	June 2002
Associate of Science	Donaldson, Indiana
Major: Physical Sciences	
Concentration: Chemistry	

#### WORK EXPERIENCE

<i>Legal Program Administrative Intern</i>	March 2011 – June 2011
Northern District of Indiana Federal Community Defenders, Inc.	South Bend, Indiana
• Served subpoenas and notified defense witnesses of court appearances	
• Prepared legal documents for individual hearings	
• Communicated with staff attorneys, paralegals, and investigator in regard to cases	
• Compiled and summarized substantive information on statutes	
• Interviewed expert and fact witnesses and coordinated testimony	
• Collected, organized and evaluated evidence and exhibits	
<i>Lab Assistant/Lab Technician</i>	Dec. 2003 – July 2004 and Sept. 2008 – June 2010
St. Joseph County Court Substance Abuse Program	South Bend, Indiana
• Labeled and logged specimens	
• Created and distributed positive test reports for utilization in individual case files and treatment plans	
• Maintained confidential client files and all case notes	
• Witnessed and answered individual inquiries regarding urinary drug screens (UDS)	
• Bridged gap from client to case worker about alcohol abuse history	
• Processed client files utilizing the Wintox computer program	
<i>Applications Technician</i>	Sept. 2005 – May 2007
The Lebermuth Company	Mishawaka, Indiana
• Operated a Density and Refractive Index Meter (DR 40)	
• Maintained and troubleshoot the Petro Lab Company Mini Flash Point Machine	
• Entered data into the in-house BPCS computer program	
• Combined Aromatic Chemicals and Essential Oils to create fragrance	
• Optimized fragrance in candle, fuel, hair care, and soap applications	
<i>Mental Health Technician</i>	Nov. 2002 – April 2003
Madison Center and Hospital	South Bend, Indiana
• Supervised and coordinated the daily activities of special needs children	
• Provided education on personal grooming for special needs children	
• Attended meetings for gathering information on incident reports	
• Documented individual children's progress on daily chart log	
• Trained on dealing with and providing effective solutions for difficult situations	
• Monitored children during classroom hours to ensure physical well-being of both children and teachers	

## FUNCTIONAL RÉSUMÉ

A functional résumé organizes your work experience by job function rather than by date. It emphasizes your abilities, rather than your career history. For instance, a functional résumé could be divided into headings, such as Supervisory Experience, Accounting Experience, Technology Experience and other headings that are related to the job and career.

# Jordan M Stevens

116 Hill Trail  
South Bend, IN 46628  
574/555-5555  
jstevens@iusb.edu

## EMPLOYMENT HISTORY

*Customer Service Supervisor*  
Musiciansfriend, Inc.  
South Bend, IN  
04/12 – Present

*Sales Supervisor*  
Musiciansfriend, Inc.  
South Bend, IN  
04/10 – 04/12

*Sales Product Specialist*  
Musiciansfriend, Inc.  
South Bend, IN  
02/09 – 04/10

*Sales Product Specialist*  
Dennis Bamber, Inc.  
South Bend, IN  
08/04 – 02/09

## EDUCATION

*Bachelor of Science in Liberal Arts*  
Illinois State University  
12/2013

*Associate of Science in Business*  
Indiana University  
South Bend  
12/2011

## PROFESSIONAL SKILLS EXPERIENCE

### MANAGERIAL EXPERIENCE

- Sales supervisor, 2 year period for brass and orchestral strings sales teams
- Customer service supervisor, near 1 year period in call center
- Sales over a million dollars for various companies and divisions
- Sales reporting and analysis
- Assess job skills and develop training for several employees
- Personal coaching, performance and attendance documentation
- Ability to multitask between different Microsoft programs including Outlook, Internet Explorer, Word, Excel and Dynamics AX
- Disarm and arm building upon start and close of work day

### MARKETING EXPERIENCE

- Identify errors in coupon codes and catalog source codes before public launch
- Perform publicly over 20 years as a classically trained musician
- Consult with customers including educational institutions, service, military and general public using telephone calls, letters and e-mails
- Representative at many trade shows and manufacturer tours in Canada, Czech Republic, Germany and the U.S.A.
- Provide company tours for potential employees and manufacturer representatives
- Appear in several catalog mailings as a tuba product specialist
- Development and implementation of an advertisement of low brass instruments to the national market appearing in several trade publications

### PROBLEM SOLVING

- Experience in initiating shipping claims, creating return authorization numbers, and placing exchange orders
- Identify product description errors and notify buyers and marketing team
- Filter and initiate customer special order requests
- Provide music product support and experience while maintaining profits for transfers of upset customers; calming and satisfying the customers
- Discover, ship and reconcile received inventory in the distribution center

## COMBINATION RÉSUMÉ

As the name implies a combination résumé format combines the functional and chronological résumé formats. A combination résumé format may be a more desirable variant of a functional résumé. Here the functional aspects of your career are highlighted within a chronological format.

	<p><b>Dakota Gonzalez</b> 58482 Cedar Rd • Goshen, IN 46528 Cell: 574-555-5555 dakotagonzalez@gmail.com</p> <p><b>SUMMARY OF QUALIFICATIONS</b></p> <ul style="list-style-type: none"><li>• Six months of basic bookkeeping</li><li>• Over three years combined of customer service</li><li>• Possess the initiative to work independently as well as part of a team</li><li>• Strengths: Communication, Honesty, Integrity, Organization, Creativity, Detail-oriented</li><li>• Computer Skills: MS Office (Excel, Outlook, PowerPoint, Word), Peachtree, SPSS, QuickBooks, Prosystem</li></ul> <p><b>EDUCATION</b></p> <p><b>Bachelor of Science in Business</b> <span style="float: right;"><b>Dec 2015</b></span> <b>Concentrations: Accounting and Finance</b> <b>Indiana University South Bend — South Bend, IN</b></p> <p><i>Relevant Course Work:</i></p> <ul style="list-style-type: none"><li>• Auditing</li><li>• Applications in Financial Management</li><li>• Introduction to Taxation</li><li>• International Business</li><li>• Business and Professional Communication</li><li>• Intermediate Finance</li></ul> <p><b>ACCOUNTING AND FINANCE EXPERIENCE</b></p> <p><b>Tax Intern</b> <span style="float: right;"><b>Feb 2013-April 2013</b></span> <b>McGladrey &amp; Pullen, LLC. — Elkhart, IN</b> • Verified all relevant information was included • Completed data entry into computer tax program • Discovered discrepancies by comparing this year's return to last year's</p> <p><b>Accounts Payable Intern</b> <span style="float: right;"><b>July 2012-Dec 2012</b></span> <b>Markley Enterprise, Inc. — Elkhart, IN</b> • Transferred purchase orders between programs • Received goods against purchase orders • Matched up invoices and packing slips, key bills, and completed check runs • Performed daily price audits to guarantee correct information</p> <p><b>Vice President</b> <span style="float: right;"><b>May 2011-May 2012</b></span> <b>Treasurer</b> <span style="float: right;"><b>May 2010-May 2011</b></span> <b>Finance Student Association</b> • Balanced finances and secured additional funding for club • Organized meetings • Initiated contact with new speakers</p> <p><b>ADDITIONAL WORK EXPERIENCE – IU SOUTH BEND</b></p> <p><b>Peer Mentor</b> <span style="float: right;"><b>June 2013-Present</b></span> <b>Student Services</b> • Direct students and guests to answers about campus operations • Support students during registration phase</p> <p><b>Orientation Team Leader</b> <span style="float: right;"><b>April 2013-Present</b></span> <b>Student Services</b> • Follow through with students for additional support • Lead presentations</p> <p><b>ASSOCIATIONS</b></p> <p><b>Member, Accounting Association</b> <span style="float: right;"><b>Aug 2012-Present</b></span> <b>Treasurer, Nap Club</b> <span style="float: right;"><b>Aug 2011-Present</b></span></p> <p><b>ACHIEVEMENTS</b></p> <p>Who's Who Among Students in American Universities &amp; Colleges <span style="float: right;"><b>April 2012</b></span></p>
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## RÉSUMÉ MYTHS

### Myth #1: Your résumé must be only one page

"Your résumé should be as long as needed [in order] to get your concise message across with zip and punch," says Joyce Lain Kennedy, career columnist and author of *Résumés for Dummies*. If your experience and background justify two or more pages, so be it. Recent grads should not go beyond one page, but senior executives with decades of experience will probably need at least two pages.

### Myth #2: Employers do not read cover letters

"Remember that anything you send is part of an image you're projecting," says Dominguez Chan. "If [nothing else,] your cover letter shows your writing skills...and if all the candidates [for the position] really are top notch, it could be the cover letter that lands you the job."

### Myth #3: Résumés should include and describe your entire work history

Image courtesy of imagerymajestic / FreeDigitalPhotos.net

Your résumé is a sales piece, a personal marketing tool. Take time to consider what skills the position requires. It is likely that a part-time job you took for a few months is not going to be relevant or impressive. Unless you need to cover a significant time gap, it is wise to include only those jobs that will showcase your ability to excel in the position for which you are applying.

Volunteer and other unpaid positions can be just as valuable as paid ones—especially if you are a recent grad or are re-entering the workforce after an absence. Use your résumé format to communicate volunteer work as experience.

### Myth #4: It is okay to fib on your résumé

If you think "blowing smoke on your résumé—inflating grades, inventing degrees, concocting job titles—is risk free because nobody checks, you're wrong," says Joyce Lain Kennedy. Employers do check, and those fibs will catch up with you. "People think they have to puff themselves up," says Ronnie Gravitz, a career counselor at UC Berkeley. "You just need to make a good case for what you have done."



### Myth #5: Including References available upon request is standard protocol

"An employer won't assume [that] you don't have references," says Dominguez Chan. "[Removing the line] gives you more room to include important information about who you are." She adds, "The only reason to include that [information] is if for some reason references are absolutely needed in the field. Academic positions, for example, typically ask for several reference names and/or letters."

### Myth #6: If your résumé is good enough, it will produce a job offer

Your résumé is only one part of the process. The résumé's job is to land you an interview. "Once you get the interview," says Joyce Lain Kennedy, "you are what gets you a job—your skills, your savvy, your personality, your attitude."

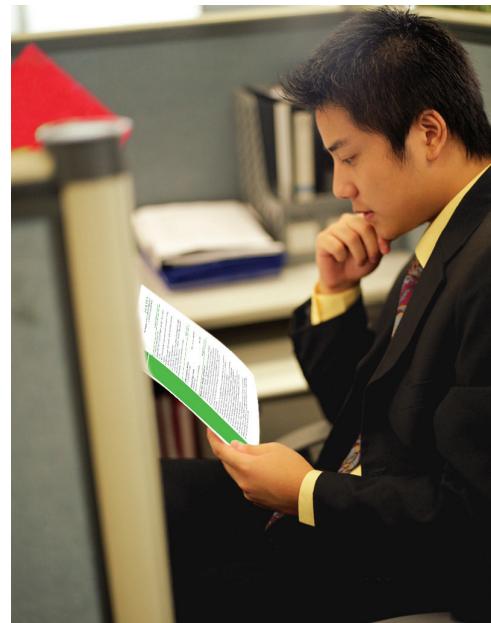
## RÉSUMÉ REVIEW

Have those who know you best (i.e., friends and family) review your résumé and give you an honest opinion about its effectiveness. The staff at the CSO can also review your résumé and answer any questions you may have about preparing and presenting your résumé.

We offer individual appointments to help you with any job search related needs. Stop by the CSO or contact us at (574) 520-4425 or [sbcareer@iusb.edu](mailto:sbcareer@iusb.edu) to make an appointment.

### THE WINNING RÉSUMÉ!

The ultimate test of your résumé will be adapting it to fit multiple positions. This is why it is crucial to review each job that you apply for and spend quality time on developing a résumé that will target each job. This will show the employers that you have taken the time to think about their needs and how your experiences and skills relate to their qualifications by highlighting the key qualifications in the job description. By doing so, you can clearly communicate in the employer's language that you have what it takes to get the job done!



**The ultimate test of your résumé will be making sure it can be adapted to fit each position for which you are applying.**

### SCANNED OR UPLOADED RÉSUMÉS

Get in the habit of naming your résumés in this manner: **firstname.lastname.jobtitle**. This will ensure the recruiter can identify your résumé by the document title. This can be a great advantage when applying for a highly sought after position.

Many businesses use computers to scan résumés, whether they are submitted on paper or electronically. Computers read résumés differently than people. If you are sending a résumé that may be scanned by a computer, here are a few tips:

- Put your name as the first readable item on the page (one page preferred to two), then list your contact information including your e-mail address
- Substitute a Keyword Summary for your Qualifications Summary
- Use nouns as your keywords
- As always, do not include personal information, particularly information that could expose you to identity theft
- Use a non-serif font (e.g., Helvetica or Arial) and 10-14 point size, not decorative type
- Use white (preferred) or light-colored paper, printed on one side
- Avoid italics, underlining, shading, graphics, and horizontal and vertical lines; also avoid staples and folds

*Adapted from  
North Carolina's Career Resource Network. 'Electronic Résumés.' Career Choices in North Carolina 2009–2010: 39*

## ACTION VERBS

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
Abated	Appropriated	Calmed	Canceled	Earned			
Abbreviated	Approved	Capitalized	Centered	Edited			
Abolished	Arbitrated	Centralized	Challenged	Eliminated			
Abridged	Arranged	Certified	Championed	Enabled			
Absorbed	Articulated	Changed	Channeled	Established			
Abstracted	Assembled	Charged	Charged	Evaluated			
Accelerated	Assessed	Charted	Charted	Examined			
Accompanied	Assigned	Checked	Circumscribed	Executed			
Accomplished	Assisted	Circumvented	Circumvented	Expanded			
Achieved	Assured	Clarified	Clarified	Explored			
Acquired	Attained	Classified	Classified	Extracted			
Acted	Attracted	Completed	Completed				
Activated	Augmented	Cured	Cured				
Adapted	Authenticated						
Added	Authored						
Addressed	Authorized						
Adjusted	Automated						
Administered	Averted						
Adopted	Avoided						
Advanced	Awarded						
Advertised							
Advised	Balanced						
Advocated	Banked						
Affirmed	Billed						
Aided	Blended						
Alerted	Bolstered						
Alleviated	Booked						
Allocated	Boosted						
Altered	Braced						
Amassed	Branded						
Ameliorated	Bridged						
Analyzed	Briefed						
Anchored	Broadened						
Answered	Budgeted						
Anticipated	Built						
Applied							
Appointed	Calculated						
Appraised	Called						

## ACTION VERBS

Headed	Molded	Recruited	Supported
Heightened	Motivated	Reduced	Sustained
Helped	Multiplied	Regained	<b>T</b>
Hired	<b>N</b>		Taught
Honed	Narrowed	Regulated	Tested
Hosted	Negotiated	Reinforced	Thinned
<b>I</b>		Relieved	Tightened
Identified	Nurtured	Removed	Tracked
Implemented	<b>O</b>		Transformed
Improved	Observed	Renewed	Translated
Increased	Obtained	Renovated	Transported
Individualized	Operated	Reorganized	<b>U</b>
Innovated	Organized	Repaired	Undertook
Instructed	Oriented	Researched	Unified
Introduced	Outlined	Resisted	United
Invented	Oversaw	Resolved	Updated
Invested	<b>P</b>		Upgraded
Itemized	Packaged	Retained	Urged
<b>J</b>		Revised	Utilized
Joined	Performed	<b>S</b>	
Judged	Persuaded	Saved	<b>V</b>
Justified	Planned	Scheduled	Vacated
<b>L</b>		Screened	Validated
Landed	Positioned	Segmented	Valued
Launched	Presented	Selected	Verbalized
Led	Probed	Serviced	Verified
Liaised	Programmed	Shared	Vitalized
Located	Proposed	Shortened	Voiced
Logged	Published	Slashed	<b>W</b>
Lowered	Purged	Sold	Waged
<b>M</b>		Sorted	Widened
Made	<b>Q</b>		Withdrew
Maintained	Qualified	Staffed	Withstood
Managed	Quantified	Stimulated	Won
Measured	Queried	Stocked	Wove
Mended	Quickened	Streamlined	Wrote
Minimized	Quizzed	Strengthened	<b>Y</b>
<b>R</b>		Stressed	Yielded
Raised	<b>Y</b>		
Rated	Raised	Submitted	
Rebuilt	Rated	Summarized	
	Rebuilt	Summed	
		Supervised	

## RÉSUMÉ QUIZ

You and those who review your résumé can use the following résumé quiz to test and rate your résumé. Looking at your résumé, answer the following questions.

1. Appearance: Is it enticing? Do you want to read it?  Yes  No

Notes: \_\_\_\_\_

2. Layout: Professional style, graphically presented?  Yes  No

Notes: \_\_\_\_\_

3. Length: Can you get the same effect if it is shorter?  Yes  No

Notes: \_\_\_\_\_

4. Relevance: Has extraneous material been deleted?  Yes  No

Notes: \_\_\_\_\_

5. Writing Style: Is everything grammatically correct?  Yes  No

Notes: \_\_\_\_\_

6. Action: Do phrases begin with action verbs?  Yes  No

Notes: \_\_\_\_\_

7. Specific: Is there focus instead of generalities?  Yes  No

Notes: \_\_\_\_\_

8. Accomplishments: Are your most outstanding abilities presented?  Yes  No

Notes: \_\_\_\_\_

9. Completeness: Have you left out important data?  Yes  No

Notes: \_\_\_\_\_

10. Goal Directed: Does the employer know what you want?  Yes  No

Notes: \_\_\_\_\_

11. Audit Trail: Can the employer find you later?  Yes  No

Notes: \_\_\_\_\_

12. Truth: Do you avoid inflating the truth?  Yes  No

Notes: \_\_\_\_\_

13. Documentation: Can statements be verified?  Yes  No

Notes: \_\_\_\_\_

14. Relationships: Have references been informed?  Yes  No

Notes: \_\_\_\_\_

## FIVE TIPS TO HELP YOU MAKE THE MOST OF YOUR REFERENCES

After hours and hours of searching for positions, focusing your résumé, and scoring an interview, you are still not done. Potential employers often want an outside opinion on your work habits, skills, and qualifications. In your last stretch of the application process, be sure your references do not shut the door on your chances for employment. **Please see page 43 for an example of a reference sheet.**



### 1. Choose the best 3-6 references

Select people who can speak about the skills that are relevant to the job. Good choices may include: former or current supervisors, co-workers, customers, vendors, colleagues, coaches, mentors, and professors. Less impressive references may be an advisor, or other more personal contacts. Tailor your reference list for each job, similar to how you tailor your résumé for each position.

### 2. Ask for permission

Before including someone as a reference, ask for their permission. Occasionally, someone will tell you they will not be the best reference. You would rather know this before the employer calls them. This will also give them a heads up that they will be receiving a phone call. If necessary, remind your references to focus on: how they know you, the time frame of your relationship, and positive qualities they will remember about you.

Sending a copy of your résumé may also be helpful. Ask how they prefer to be contacted, and include all contact information they are willing to provide. For example, provide the person's name, title, organization, and two ways to contact them (phone number and e-mail address being the most popular). Be sure they will be available during the hiring process.

### 3. Provide a reference list when asked

A reference list should be prepared ahead of time, and provided after the employer has asked for references, or toward the end of the interview process. Have your references on a separate sheet of paper, with the same header as your résumé and cover letter. Check for typos as one wrong digit or letter could prevent them from being contacted.

### 4. Keep references up-to-date on your job search

As appropriate, keep your references up-to-date on your job search. They are often excited to hear of your successes, and it is polite to let them know when and from whom they might receive a call.

### 5. Properly thank references

Thank your references at the end of your job search. Although a handwritten note is usually best, a personalized e-mail is also an acceptable way to say thank you.

*Five tips to help you make the most of your references. University Career Services, Brigham Young University. Retrieved June 2, 2013, from <https://ucs.byu.edu>*

## NOTES



# Interview Skills

**h**ow that you have spent weeks or even months working on your job searching skills, networking with employers, and sending out résumés, your hard work has finally paid off with an interview. The interview process will allow not only the employer to evaluate you, but also you to evaluate the employer. Interviews are a great opportunity to determine if you will fit within a particular organization and will be an excellent opportunity to learn more about how your skills and abilities can be utilized in a professional setting.

Many job seekers mistakenly think the interview begins when you step foot into the company on the day of the interview. In reality, the interview began the second you were contacted by the employer and invited for an interview.



Your communication, organization, and preparation skills will determine the success of the interview from beginning to end and even beyond. Perhaps the most important element to remember is to be yourself!

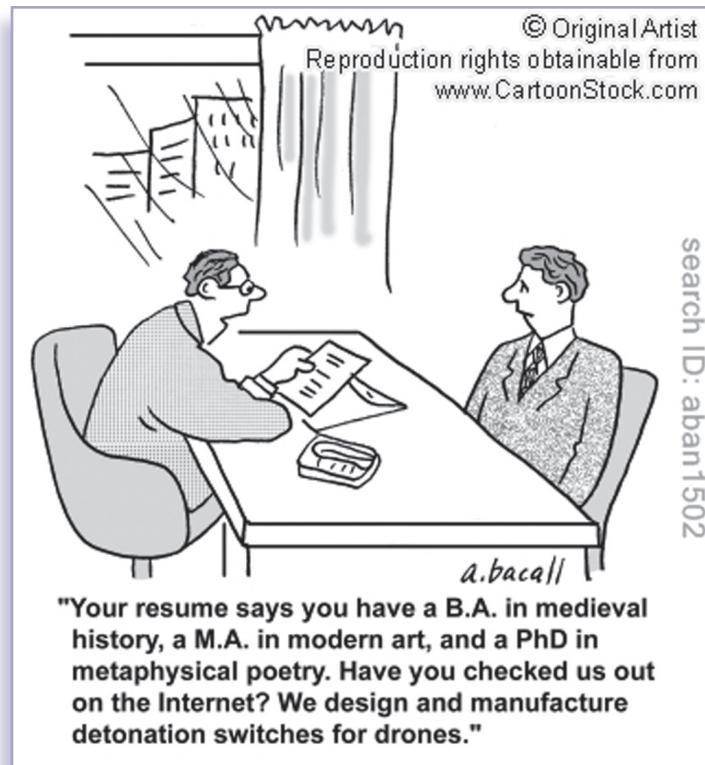
### Research the Company

Learn as much as you can about the company and the position. This provides a basic understanding of who the company is, services and/or products they provide, dress code, culture, and any other points of interest.

Much of this information can be found by researching the company's website, networking with contacts within the company, and researching employer databases such as Hoovers.com or Vault.com.

### Know the Job Description

It is important to have a complete job description prior to the interview in order to understand the full spectrum of duties and responsibilities. If you are unable to obtain a complete job description prior to the interview, research the occupation using the Occupational Outlook Handbook (OOH) or Dictionary of Occupational Titles (DOT), both of which are available online.



search ID: aban1502

### Practice Your Interview



Image courtesy of ambro / FreeDigitalPhotos.net

and sincere in your answers. It is best to have a general idea of the types of questions anticipated and be able to communicate your answers concisely, while allowing yourself freedom to change gears if asked a question you did not expect. The next page has a list of possible questions you may answer and questions you may want to ask.

Conduct practice interviews with the CSO staff, friends, family members or even yourself. Practicing the interview beforehand will allow you the opportunity to pinpoint areas in need of improvement such as communication, posture, dress code, etc.

### Prepare for Questions

Evaluating and thoroughly understanding your interests, skills, and abilities as they relate to the position will help you answer questions. Although you want to be prepared with answers to possible questions, you want to be genuine

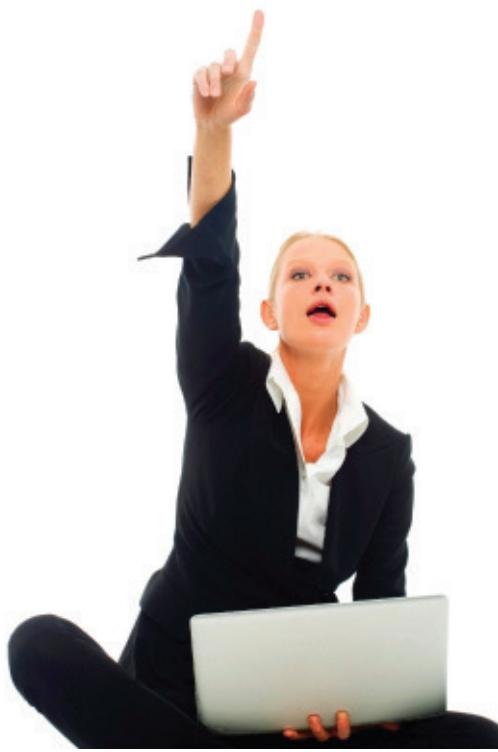
## Questions Employers May Ask You

- Tell me about yourself.
- What attracted you to this position?
- What do you consider to be your greatest strengths and weaknesses?
- What are your short- and long-term goals?
- Where do you see yourself in ten years?
- Describe your most rewarding accomplishment.
- What qualifications do you have that you think will make you successful in this position?
- Why are you interested in working for our company or organization?
- What two or three things are most important to you in your job?
- Why should I hire you?



*Image courtesy of ambro / FreeDigitalPhotos.net*

In addition to answering questions, be prepared to ask questions. This is your opportunity to demonstrate your interest and knowledge of the business as well as garner information from the interviewer. Below is a list of possible questions you may want to ask.



## Questions You May Ask Employers

- What skills and abilities would you look for in the ideal person to fill this position?
- What are the major responsibilities of this position?
- How would you describe a typical day in this job?
- How does one advance in the organization?
- What is the greatest challenge your organization faces or will face within the next year?
- What are the challenging facets of this position?
- What will be expected of me as a new employee?
- Why do you enjoy working for this company or organization?
- If I am extended an offer, how soon would you like me to start?
- When can I expect to hear from you?
- May I have your business card?

*Image courtesy of ambro / FreeDigitalPhotos.net*



## Legal and Illegal Questions

In addition to anticipating what questions they may ask, you should be aware of legal and illegal questions.



### Legal Questions

- Are you authorized to work in the U.S.?
- Are you over the age of 18?
- Will you be willing to relocate if necessary?
- Are you able to perform the essential functions of this job?
- Have you ever been convicted of \_\_\_\_ (with relevance to the job)?
- In what branch of the Armed Forces did you serve?



### Illegal Questions

- Are you an U.S. Citizen?
- How old are you?
- Are you married/ have kids/ plan on moving?
- Do you have any disabilities?
- Have you ever been arrested?
- Were you honorably discharged from the military?

## Prepare an Interview Package

It is always best to be well-prepared and make a checklist of items you will need to bring with you when you attend an interview. Your list might include:

- |   |   |
|---|---|
| ✓ Extra copies of your résumé                         | ✓ Breath mints (no gum!)  |
| ✓ Copies of your references                           | ✓ Maps and directions, flight or hotel accommodations (if needed) |
| ✓ Portfolio of work samples, if requested or needed   | ✓ Briefcase or portfolio to hold items                            |
| ✓ List of skills and abilities for your own reference |   |
| ✓ Complete job description                            |   |
| ✓ Names of interviewers                               |   |
| ✓ Paper and pen to take notes                         |   |

### Dress the Part

You will need to identify proper interview attire including outfit, accessories, and overall appearance prior to the interview. If you are concerned about what this may entail for a particular employer, be sure to contact them and simply ask. Here are some guidelines for men and women:

#### Men and Women

- Neatly trimmed, well groomed hair
- Modest jewelry and accessories (no visible, eccentric piercings or tattoos!)
- Polished shoes
- No missing buttons, crooked ties/scarves, lint or loose threads
- Crisp and clean clothing (dry cleaning interview attire is best)
- Portfolio or briefcase instead of a bulky purse or backpack

#### Women

Solid black, gray or navy blue suit with a knee length skirt or dress slacks

Tailored blouse

Pumps or dress shoes

Stockings without runs

Use makeup conservatively

No perfume



#### Men

Solid black, gray or navy blue two piece suit

Solid color and collared shirt

Simple and elegant tie

Dress shoes with dark socks high enough so no skin is visible when you sit down and cross your legs

No cologne

If you take the time to prepare an interview package or file, be sure to actually bring it! Make sure you have all your items in the package and keep it near the door or in your car, so you will not forget it. You will appear to be and feel much more confident about yourself.

### Punctuality

Before the interview, know where you are going and arrive 15-20 minutes before the interview. This will allow you time to get adjusted and prepare for the interview while indicating to the employer your commitment and promptness. Do not arrive late or miss an interview. If you cannot avoid being late for your interview (e.g. involved in a traffic accident), call

ahead and indicate so. Although employers do not look favorably upon tardy interviewees, they will appreciate your consideration in calling.

### Relax Before the Interview

If you are like most job seekers, you may have some anxiety and nervousness associated with interviewing, which is normal. Practicing some relaxation techniques may help relieve some of your nervousness.

## DURING THE INTERVIEW

### Greet and Shake Hands

It is common in American business culture to shake hands with those you first meet. It is seen as a sign of respect. Also, making physical contact with an individual will have a much greater positive impact on their impression of you, if handled properly. The general rule for shaking hands is for the receiver of the handshake to adjust his or her grip depending on the individual who initiates the handshake. Before shaking hands, be sure your hands are clean and not sweating, clammy or cold because this may come across as unfavorable.

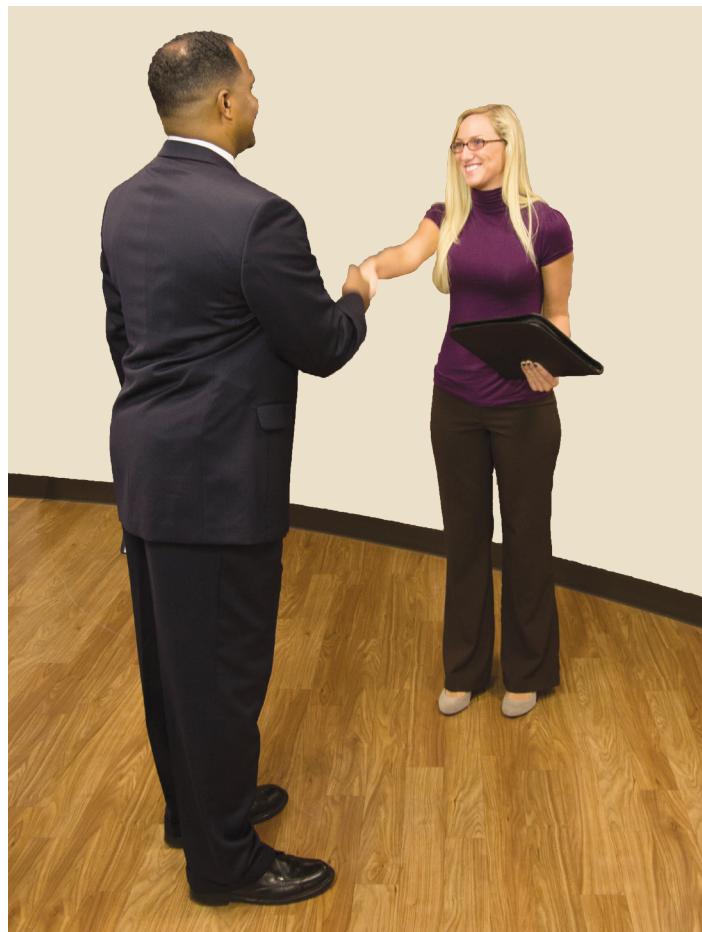


*Image courtesy of photokanok / FreeDigitalPhotos.net*

### Atmosphere and Culture

Do the people seem happy? Are they helpful? Are they enthusiastic about their work? Do you feel welcome? Do you like the people? Does this seem like a good place to work?

Nonverbal cues are any gestures or ways in which we communicate without using words. These can include but are not limited to body posture, facial expressions, gesturing of hands and eye contact. Nonverbal cues help us in evaluating situations and determining our effect on others.



### Salary Negotiations

Salary negotiations take place only after you have received a job offer.

### Before You Leave

Ask when a hiring decision will be made about the position. This will give you an approximate date by which you can expect to receive a telephone call or e-mail regarding the hiring status.

Get business cards from all the interviewers. The business cards you collect will come in handy later when writing thank you notes or e-mails and when following up after the interview. In addition, the business cards should be kept in a network file for later use.

### Thank You Note

Be sure to follow up with a thank you note or e-mail. It is a rarity for employers to be thanked for their time. A thank you note not only shows your gratitude for the interview, but also may help you stand out from other candidates.

A handwritten note may be the thing that sets you apart from the other candidates. This will only be the case if your handwriting is legible. Otherwise the e-mail may be the better option.

### Job Search Status

June 28, 2013

Dear Ms. Sheffer:

Thank you for taking the time to speak with me this morning. I enjoyed meeting you and Ms. Metzger.

My enthusiasm for IU South Bend has been strengthened by our talk. I am energized by the opportunity to leverage my skills and past successes for the benefit of IU South Bend. Please be assured of my strong interest in the position and in working with you and Ms. Metzger. Feel free to contact me at 574-520-4425 or sbcareer@iusb.edu if I can provide you with any additional information. Thank you again. I look forward to hearing from you soon.

Best regards,

Marie Geico

Follow up with the interviewer within one to two weeks after the interview. If the employer has given you a deadline for making a hiring decision, do not be afraid to contact them by either telephone or e-mail if you do not hear by that date. This will allow you to determine the status of the hiring process and whether or not you have a chance of being offered the position. Depending on the outcome, you can continue to focus your energy on your job search or accepting/rejecting job offers.

If offered the job, be sure to follow up with an acceptance or rejection letter. An acceptance or rejection letter will serve as formal means of concluding the interview process. It is important to objectively weigh the pros and cons of each job offer and make a sound decision based upon your individual needs.

## NOTES



# Networking Skills



**N**etworking, whether social or professional, is about building and maintaining relationships. Your professional network may provide you with the means to tap into the hidden market of unadvertised jobs and internships. Creating a network can be intimidating when you feel as though you have no professional connections. At first, networking can seem unnatural. However, being prepared can alleviate the fear associated with networking.

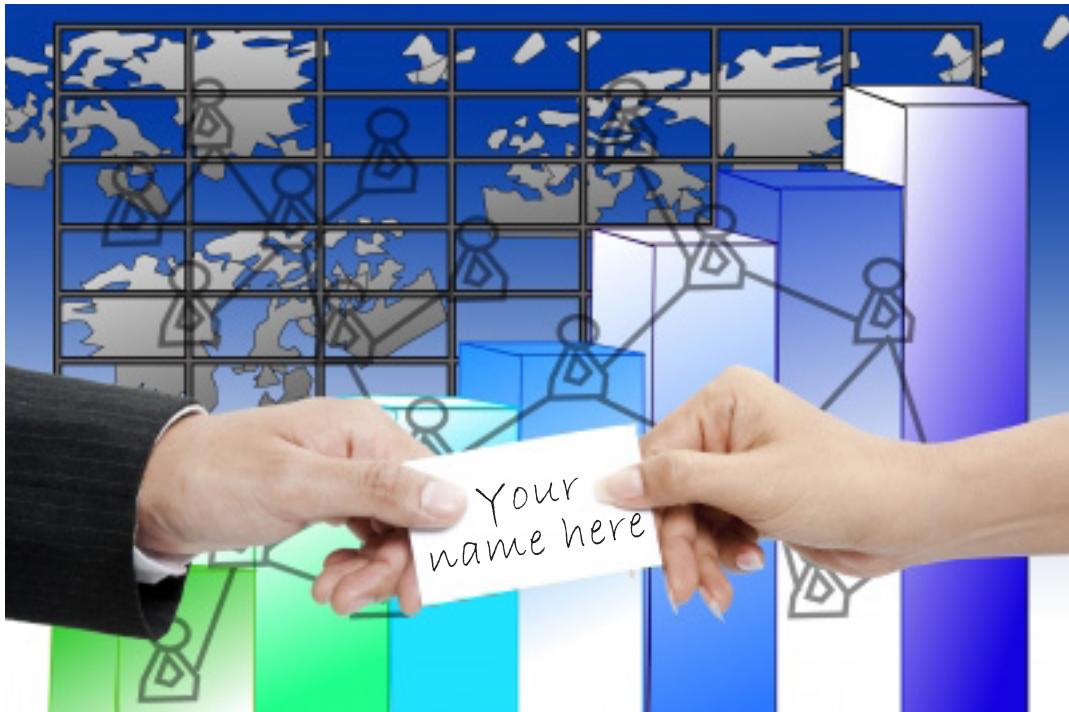


Image courtesy of Apple's Eyes Studio / FreeDigitalPhotos.net

## BUILDING YOUR NETWORK

### Network Preparation

- Know the key players in your industry, including individuals, employers, and current trends
- Understand that rejection is not a reflection of who you are and should not be taken personally

Confidence will be built with each positive response; persistence will be gained with each negative response. With the two working in conjunction with each other, you are well on your way to becoming a networking pro!

## Cultivating Current Contacts

Many students believe they have no place to start because they have no direct links to professionals in their field of study. This is simply not true. As a student you have access to an excellent source of contacts: professors! In addition to professors, you can cultivate contacts within your:

- Immediate and extended family
- Friends or neighbors
- Social clubs and organizations
- Campus clubs and organizations
- Church, synagogue and religious groups
- Professional associations
- Alumni and classmates
- Former employers, supervisors and co-workers

## Cultivating New Contacts

The contacts you already have can be extended to secondary contacts. This will include those you may not know directly, but through someone who knows them. In addition, if you have not already done so, cultivate new contacts from the preceding list.



Image courtesy of ambro / FreeDigitalPhotos.net



## Building a Strong LinkedIn Profile

- Use keywords in your qualifications summary. Many employers search by keyword, e.g. technical terms and skills from your field. Not sure what your best keywords are? Find profiles of people who hold the job you would like to get and see which keywords they use.
- Write short text. Describe your skills and abilities in short bursts of keyword-rich text. Use bullets to separate information.
- List all your experience. LinkedIn helps you connect with former colleagues and networking contacts who may be able to help you find a job opportunity. It also gives employers a description of your expertise.
- Ask for recommendations and collect one or two from someone at each organization where you have worked. Do not forget to get recommendations for internships you have completed.
- Refresh your news. Frequently update your status about major projects you have completed, books you are reading, and professional successes you have had. This lets your professional contacts know what you are doing and serves as a sign of activity for potential employers.

*Courtesy of the National Association of Colleges and Employers, copyright holder.*

## Developing a Strategy and Approach

In networking, you can take either a direct or indirect approach. The direct approach is to contact your network lead in person or by telephone. The indirect approach is to send a letter by either mail or e-mail.

Depending upon your individual style, either approach can be successful within some basic guidelines:

- Be genuine, confident, positive, and enthusiastic in all communications.
- When you approach a contact by either telephone or letter, know the questions you want to ask and decide in advance how to ask them. Do you want to know:
  - more about that person's type of field or career path;
  - what types of employees the person's firm hires; and/or
  - about the requirements for a posted opening at the person's firm?
- When you are calling a cold contact, write down what you would like to say on a card or piece of paper and keep it handy just in case you get nervous and forget your lines.
- Ask your contact if you may forward your résumé to him or her and, if the contact says yes, send it promptly, along with a cover letter referring to your conversation.
- Before you end a conversation with a cold contact, make sure you have the correct spelling of his or her name, the correct job title, telephone number, mailing, and e-mail addresses.

## Keeping the Details Straight



In your effort to cultivate networks, you will begin to develop numerous relationships. It is vital to maintain these relationships. In order to keep your contacts organized, it is best to keep a manual or electronic log including the following:

- Correct spelling of first and last name
- Title, employer, address, telephone, and e-mail
- Priority of contact (high, medium, low)
- Dates when contact is made and nature of contact

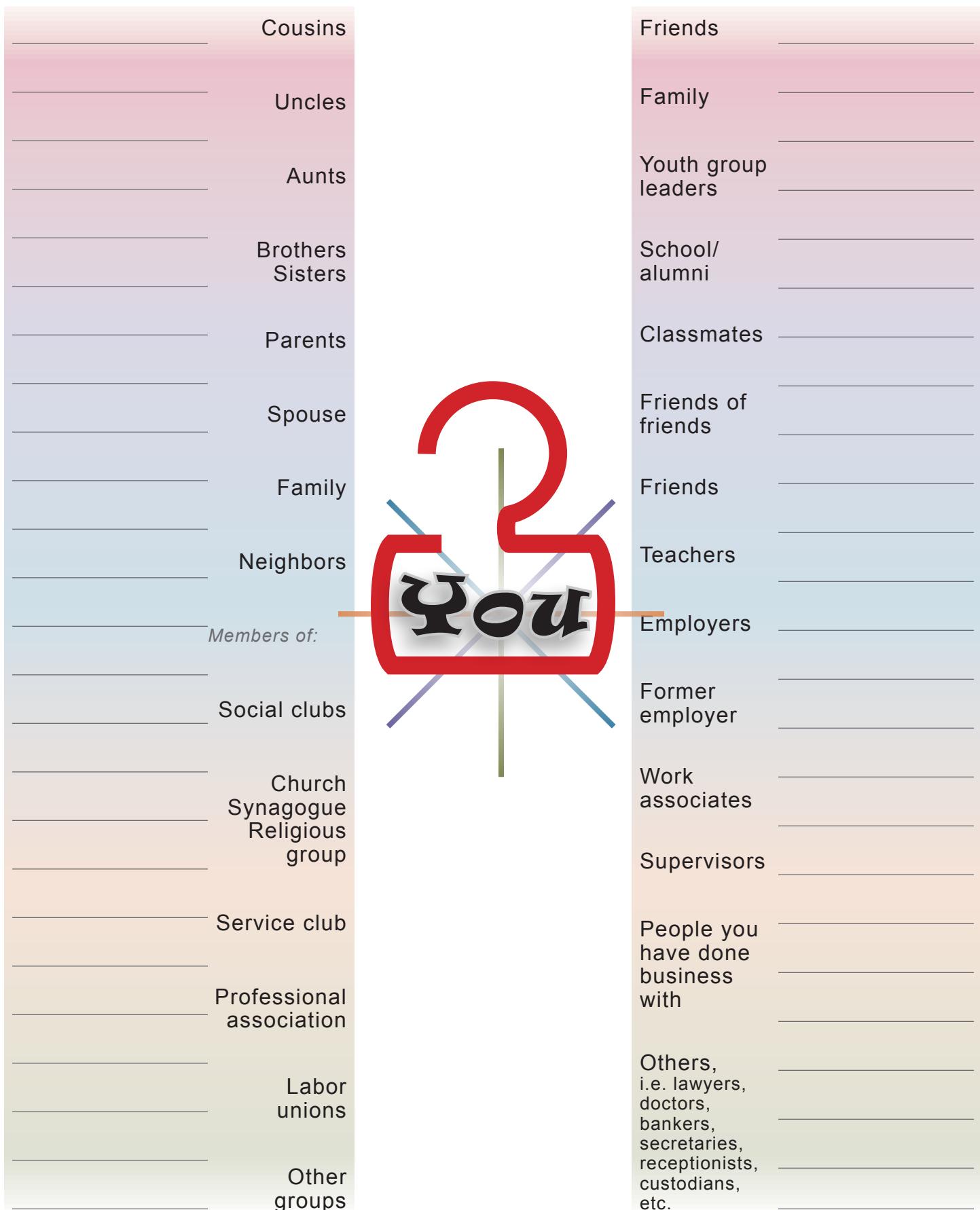
## Following Up

After you make a connection with a contact, be sure to send a thank you letter. This will indicate your appreciation of their time and maintain the relationship. On a weekly basis, check your network log and make contact with those individuals with whom you have not connected in a while. If your contact gives you additional names of individuals, make sure to connect with these leads as soon as possible.

**Check out the example of a networking letter on page 41.** It can be adapted for an e-mail as well as a phone conversation.



## NETWORKING / CONTACT TREE



## A NETWORKING LETTER (OR E-MAIL)

Structure this letter along these lines:

- Make a connection between you and the reader — (e.g., mutual acquaintance, similar background, etc.).
- State your purpose without pressuring the reader. Explain your situation briefly.
- Request a meeting at a mutually convenient time, and indicate that you will call to make arrangements.

### Hundahl, Jennifer

**From:** hdmartin@hotmail.com  
**Sent:** Monday, September 20, 2012  
**To:** jhundahl@fiserv.com  
**Subject:** Brief Meeting  
**Attachments:** Hayden.Martin.Resume.docx

Dear Ms. Hundahl:

Dr. Douglas K. Agbetsiafa, professor of economics at Indiana University South Bend, suggested that I contact you. He thought that, as an alumna, you would be in an excellent position to assist me with a career decision.

As an economics student, I am exploring which career path to pursue. Work in securities, trading, and investment banking all sound interesting to me at this point, but I want to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice on the long-term implications of each path as well as a better understanding of the day-to-day activities of a broker.

I shall call you next week to see if we can arrange a brief meeting at your convenience. Thank you for considering my request.

Sincerely,

Hayden D. Martin  
hdmartin@hotmail.com  
(574) 555-2508

*Adapted from  
Banis, William J. "The Art of Writing Job-Search Letters". Job Choices. NACE Retrieved June 4, 2013,  
from <https://www.nxtbook.com>*

## NOTES



# Appendix

## REFERENCE SHEET

### Dakota Gonzalez

58482 Cedar Rd • Goshen, IN 46528

Cell: 574-555-5555

dakotagonzalez@gmail.com

#### REFERENCES

##### **Dr. Bill Gray**

(Former Professor)

Criminal Justice Professor, Indiana University South Bend

1700 Mishawaka Avenue

South Bend, IN 46615

(574)520-5555

rgray@iusb.edu

##### **Mackenzie Jones**

(Former Supervisor)

Counselor, St. Joseph County Court Substance Abuse Program

753 N. 1st Street

South Bend, IN 46617

(574)555-6789

kjones@stjosephsubstanceabuseprogram.org

##### **Meagan Smith**

(Former Supervisor)

Assistant Director, Northern District of Indiana Community Defenders, Inc.

1001 S. Main Street

South Bend, IN 46637

(574)555-1234

meagan.smith@ndicd.com

## SAMPLE INQUIRY COVER LETTER

### CAMERON J. LEE

1234 Fifth Street  
Mishawaka, IN 46545  
(574) 520-4425  
[cjlee@iusb.edu](mailto:cjlee@iusb.edu)

January 16, 2013

Mr. Brett Newkirk  
Director of College Recruiting  
Midwest Mercantile Company  
4500 Randolph Drive  
Chicago, IL 60601

Dear Mr. Newkirk:

I read your company's description in NACE's *Job Choices* magazine and would like to inquire about employment opportunities in your management training program. I want to work in retail management and would like to move to the Chicago area.

I received my B.A. degree in Telecommunications in 2011. My interest in business started in Junior Achievement in high school and developed further through a variety of sales and retail positions during college. My internship with Macy's convinced me to pursue a career in retail. When I researched the top retailers in Chicago, Midwest Mercantile emerged as having a strong market position, an excellent training program, and a reputation for excellent customer service. In short, you provide the kind of professional environment I seek.

My résumé is enclosed for your consideration. My education and experience match the qualifications you seek in your management trainees, but they do not tell the whole story. I know from customer and supervisor feedback that I have the interpersonal skills and motivation needed to build a successful career in retail management. My relatively extensive experience gives me confidence in my career direction and in my abilities to perform competently.

I know how busy you must be during this time of year, but I would appreciate a few minutes of your time. I shall call you during the week of January 23 to discuss employment possibilities. In the meantime, if you need to contact me, my number is (574) 520-4425 and my e-mail is [cjlee@iusb.edu](mailto:cjlee@iusb.edu).

Thank you very much for considering my request. I look forward to talking with you.

Sincerely,

*Cameron Lee*

Cameron Lee



# SAMPLE CHRONOLOGICAL RÉSUMÉ

## CAMERON J. LEE

1234 Fifth Street  
Mishawaka, IN 46545  
(574) 520-4425  
cjlee@iusb.edu



### Education:

Indiana University, Bloomington, IN, USA

*Bachelor of Arts*

*May 2014*

Major: Telecommunications with focus in Industry Management

Minors: Business (Kelley School of Business), Fine Arts (Graphic Design)

### Skills:

Proficient in creating, planning, promoting, and executing events. Skilled in Microsoft Word, Excel, Outlook, PowerPoint, Photoshop, Reader, Facebook, Twitter, Google+ and other social media networks. Basic abilities in Dreamweaver, Flash, html, and CSS.

### Professional

#### Experience:

uHaps, South Bend, IN

*Director of the South Bend Market*

*May 2012 – Present*

- Handle scheduling, time-sheets, hiring, and Facebook account
- Manage events in a professional and timely manner
- Promotion earned following superior performance and ability to master complex concepts

*Event Specialist and Photographer*

*February 2012 – May 2012*

- Brand ambassador for Anheuser Busch
- Positively connected with consumers and clients at promotion venues

Macy's, Mishawaka, IN

*In-House Marketing and IT*

*November 2011 – Present*

- Create, design, and implement marketing tools
- Design advanced Excel spreadsheets for office use
- Organize and maintain the ALOHA database

Federated Media, South Bend, IN

*Marketing and Events Intern*

*Summer 2009 Internship*

- Developed advertising campaign for a rock radio station
- Led four bus trips (50+ listeners/winners each) to concerts, races, and festivals
- Ran the department for two weeks while Promotions Director was on leave

Indiana University, South Bend/Bloomington, IN

*Chair of MultiVisions Event Planning Committee*

*April 2010 – May 2011*

- Successfully led a team of eight people for two years

• Planned and executed breakfasts and lunches for 200+ people within a tight budget

*Promotions Director of the Sky & Snowboard Club*

*August 2009 – May 2011*

- Organized 30+ events throughout campus and four large trips of 150 members
- Worked with local ski slopes, movie companies, bands, and DJs
- Designed and distributed banners, sidewalk displays, and flyers

*Peer Mentor at the Gateway to Excellence*

*August 2005 – May 2009*

- Assisted students, parents, staff, and faculty in all aspects of college administration
- Created Identification cards for students



# Ryan Ward

 95595 View Dr. South Bend, IN 46614  (574) 555-1521  ryan.ward.1521@gmail.com

## Education

Indiana University South Bend South Bend, IN  
*Bachelor of Science in Business* Expected: August 2014  
Major: Advertising and Marketing  
Activities: Executive VP of Marketing Club, Advertising and Marketing Club, 2012-2013  
Create flyers, posters, and informational pieces displayed around campus regarding future events concerning the Advertising and Marketing Club  
Planning and execution of event to accumulate funds towards club trip to Chicago  
Team Captain of Intramural Basketball and Flag Football teams, August 2011-2014  
Attended Chicago's 30th Annual Advertising Federation's Career Day, 2013

## Work Experience

**The Home Depot** Mishawaka, IN  
*Sales Associate* Feb. 2013-present  
• Helped improve paint department to 2nd largest sales department in the store  
• Cashier and paint associate (2years), current garden associate, product knowledge certified in many surrounding sister departments  
• Two-time 1st place finisher in Cashier Olympics placing 3rd in district  
• Administered and organized 'Do It Yourself' clinics on several topics including interior/exterior painting, inside/outside garden tools and equipment  
  
**The Hot Tub Company** South Bend, IN  
*Sales, Delivery/Repair* May 2009-present  
• Learned the many specifications surrounding the numerous types of hot tubs to sell to customers along with repair and service duties  
  
**South Bend Tribune** South Bend, IN  
*Intern at Sports Department* Sep. 2006  
• Shadowed a professional sports story journalist while simultaneously attending sporting events to gain experience in keeping live statistics at the local high school and college levels

## Skills & Hobbies

- I enjoy and am consistently attracted to creating and developing new ideas, schemes, and adding innovative touches to all advertising mediums through computer software
- Bloomberg Certified, Microsoft Office, Adobe Photoshop, Illustrator, InDesign, After Effects, 3D technology including creating movies and pictures, SPSS, direct sales, customer service/relations, extensive internet research, digital media, intense market research, photography, reading, and sports enthusiast

Digital media presentations and artwork can be found by logging onto:



## SAMPLE THANK YOU E-MAIL

---

**Klein, Charles**

---

**From:** Susan Jones [sjones@gmail.com]  
**Sent:** Wednesday, June 19, 2013  
**To:** Charles Klein  
**Subject:** Thank You for Interview on 6/18/13

Dear Mr. Klein,

Thank you for taking the time out of your busy schedule on Tuesday afternoon to talk to me about the Marketing and Sales Internship position with Premier Company. I appreciate your time and consideration in interviewing me for this position.

After speaking with you and Ms. Foster, I am even more excited and interested in this position. In addition to my extreme enthusiasm for the marketing and sales field, I would bring the technical skills and work ethic necessary to get the job done. I believe my educational experience as a Marketing major at Indiana University South Bend and my current experience working for the Marketing department at Redder, Inc. as an Assistant make me the perfect candidate for this internship.

I am very interested in this opportunity with Premier Company and I look forward to hearing from you soon. Please feel free to contact me at any time if further information is needed. My cell phone number is (555) 555-1234. It was truly a pleasure to meet you and Ms. Foster.

Thank you again for your time and consideration.

Sincerely,  
Susan Jones  
Marketing Major, Class of 2015  
Future Marketing Professionals Club, Vice President  
Indiana University South Bend



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