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The UNA Career Center is committed to empowering students and alumni to engage in all phases of career development. In support of this mission, the Career Center serves as the primary resource on campus for career related information; providing resources, services and programs to facilitate successful career development as it relates to students, alumni, faculty and employers.

Career Center services include:

- Assisting with major and career choices
- Providing information about different occupations
- Providing information about the job search process
- Maintaining LionJobs database of employment opportunities (on- and off-campus, part-time and full-time, internships and co-ops, paid and unpaid)
- Assisting with résumé and cover letter writing
- Preparing students for interviews, conducting mock-interviews, hosting etiquette dinners
- Hosting career and graduate school fairs
- Connecting students and alumni for career mentoring

Events to Remember:
(Please visit career.una.edu for exact dates and locations)

- Spring Experience Expo
- Fall Career Fair
- Etiquette Sessions – Each Semester
- Mock Interview Days and Networking events
  (Both general and discipline specific, each semester)

**HOW TO USE THIS CAREER GUIDE**

This Career Guide is meant to serve as a tool to assist you in your personal career preparation. The job search process requires much individual thought, preparation and decision-making. It is our hope that this guide will provide a starting point for you towards that end.

The UNA Career Center looks forward to working with you as you develop your own personal career plan. We encourage you to stop by our office, 202 GUC, to utilize the resources and expertise we have to offer.
UNA ACADEMIC PROGRAMS AND MAJORS

COLLEGE OF ARTS AND SCIENCES MAJORS

Art
Art-Education (see College of Education and Human Sciences) BSED
BFA Concentration:
  Ceramics BFA
  Digital Media BFA
  Painting BFA
  Photography BFA
  Sculpture BFA

Biology
  Option I: Professional Biology BA or BS
  Option II: General Biology BA or BS
  Option III: Environmental Biology BA or BS
  Option IV: Cellular and Molecular Biology BA or BS
Marine Biology BA or BS

Chemistry
  Option I: Professional Chemistry BA or BS
  Option II: General Chemistry BA or BS
Industrial Hygiene BA or BS

Communications
Communication Arts
  Option I: Film and Digital Media Production BA or BS
  Option II: Public Communication BA or BS
  Option III: Theatre BA or BS
Mass Communication
  Option I: Journalism- Multimedia BA or BS
  Option II: Public Relations BA or BS
  Option III: Radio-Television and Interactive Media BA or BS

Criminal Justice BA or BS

English
  Option I: Literature BA or BS
  Option II: Professional Writing BA or BS
  Option III: Language Arts BA or BS

Entertainment Industry
  Option I: Entertainment Business BA or BS
  Option II: Entertainment Technology BA or BS

Foreign Languages
  Option I: Foreign Languages BA
  Option II: Foreign Languages for Commerce BA
  Option III: Foreign Languages, Professional BA
Geography
   Option I: General Geography   BA or BS
   Option II: Geographic Information Science  BA or BS
   Option III: Business Geography   BA or BS

History and Political Science
   History   BA or BS
   Political Science   BA or BS
   Social Science   BA or BS

Mathematics   BA or BS

Music and Theatre
Music
   Option I: Performance   BAM or BSM
      1. Instrumental Emphasis   BAM or BSM
      2. Piano Emphasis   BAM or BSM
      3. Vocal Emphasis   BAM or BSM
   Option II: Vocal/Choral Music   BAM or BSM
   Option III: Instrumental Music   BAM or BSM
Music Education (see College of Education and Human Sciences)   BSED

Physics
   Option I: Professional Physics   BA or BS
   Option II: General Physics   BA or BS
   Option III: General Science   BA or BS
   Option IV: Geophysics

Psychology   BA or BS

Social Work   BSW

Sociology
   Gerontology Concentration   BA or BS

COLLEGE OF EDUCATION AND HUMAN SCIENCES MAJORS

Elementary Education
   Elementary Education K-6   BSED
   K-6 Certification with P-3   BSED

Health, Physical Education and Recreation
   Non-teaching options:
      HPER – Exercise Science Concentration   BA or BS
      HPER – Fitness Management Concentration   BA or BS
      HPER - Health Promotion Concentration   BA or BS
      HPER – Recreation Concentration   BA or BS
      HPER – Sport Management Concentration   BA or BS

Human Environmental Sciences
HES – Concentration in Child Development  BA or BS
HES – Concentration in Culinary Arts  BA or BS
HES – Concentration Food Service Management  BA or BS
HES – Concentration in Hospitality Management  BA or BS
HES – Concentration in Interior Design  BA or BS
HES – Concentration in Merchandising  BA or BS
HES – Concentration in Therapeutic Nutrition  BA or BS

Secondary Education

Professional Education P-12 with one of the following teaching fields:
Visual Arts P-12  BSED
Choral Music P-12  BSED
Instrumental Music P-12  BSED
Physical Education P-12  BSED

Professional Education Secondary (grades 6-12)  BSED

SBE/NCATE Approved Teaching Fields
Biology  General Social Science
Business and Marketing Education  Geography
Chemistry  German
English/Language Arts  History
Family & Consumer Sciences  Mathematics
French  Physics
General Science  Spanish

COLLEGE OF BUSINESS MAJORS

Accounting  BBA

Computer Information Systems  BBA
Option I: Enterprise Information Systems
Option II: End-User Computing Systems

Computer Science  BS

Economics  BBA

Finance  BBA
Option I: Professional Finance
Option II: Banking and Financial Services

Professional Management  BBA
Option I: Entrepreneurship Concentration
Option II: General Management Concentration
Option III: Hospitality Management Concentration
Option IV: Human Resources Management Concentration

Professional Marketing
Option I: Sales Concentration
Option II: General Marketing Concentration

COLLEGE OF NURSING MAJORS

Nursing - Traditional
Nursing - On-line

UNIVERSITY COLLEGE MAJORS

Interdisciplinary Studies

MINORS

Accounting
Art
Art for Interior Design
Art History
Asian Studies
Biology
Broadcast Journalism
Business Administration
Category Management
Chemistry
Coaching & Officiating
Community Recreation
Computer Information Systems
Computer Science
Criminology
Culinary Arts
Digital Media Production
Economics
English
Entrepreneurship
Exercise Science
Family Studies
Film Studies
Fitness Management
Food Management
Foods & Nutrition
Foreign Language
General Geography
Geographic Information Science

Geospatial Human-Computer Interaction
Geology
Gerontology
Global Studies
Health
Health Promotion
History
Hospitality Management
Human Computer Interaction
Development – Computer Science
Human Computer Interaction
Development – Computer Information Systems
Human-Computer Interaction
Interaction/User Experience – Design (HCI/UX Design)
Human Environmental Sciences
Human Resource Management
International Studies
Journalism
Latin American Studies
Legal Studies
Management
Marketing
Marketing Communications and Technology
Mass Communication

Mathematics
Military Science
Music
Outdoor Recreation
Parent Education
Photography
Philosophy
Physics
Political Science
Professional Writing
Project Management
Psychology
Public Communication
Public Relations
Quantitative Methods
Real Estate & Insurance
Religion & Philosophy
Retailing & Clothing
Sales
Screenwriting
Security & Emergency
Management
Sociology
Space Planning and Design
Sport Management
Theatre
Therapeutic Nutrition Science
Women’s Studies

PREPROFESSIONAL PROGRAMS

Agriculture & Forestry*
Architecture*
Engineering

1. Dual Degree Engineering Program (DDEP) For details, visit http://www.una.edu/math/engineering.html.
2. Pre-engineering Program (PREP)*

**Health and Allied Health**
- Allied Health*
- Dentistry
- Medical Technology*
- Medicine
- Occupational Therapy
- Optometry
- Pharmacy
- Physical Therapy
- Physician Assistant
- Podiatry
- Veterinary Medicine
- Law
- Library Science
- Religious Education
- Theology

* Students may take basic coursework at UNA before transferring to the school offering a degree program in the field
A Note About Professionalism

As you begin to explore the world of work, realize that the workforce world has different rules, procedures, and behaviors than are common in the school environment. It is important to be aware of these differences in all phases of career exploration and development and especially during the job search phase. You must always strive to make a good impression by representing yourself as a mature, respectful adult who deserves to be taken seriously. Employers are evaluating your character as well as your abilities, and it’s important to make a good impression.

You will find information on professionalism throughout this Career Guide. However, keep the following ideas in mind:

- Always be polite. Address people formally (Mr./Ms./Dr.), shake hands, maintain eye-contact and good posture.
- Be upbeat. Have a positive attitude, show enthusiasm, and smile.
- Avoid interruptions and distractions. Listen carefully.
- Be prepared. Do your research in advance. Convey interest and knowledge.
- Communicate effectively. Speak and write formally. Talk clearly and slowly; avoid “ums” and “ahs” and slang. Proofread written communication carefully.
- Take pride in your image. Dress professionally. Have an appropriate email address and voice mail message.
- Show appreciation. Be gracious, say thank you, and send thank you notes or emails.
- Be very mindful of what you post on social media sites. Employers do look at these sites and can find ways around privacy settings if they wish to do so. Employers want to make sure you will benefit their company if you are hired and not cause them harm.
CAREER ACTION PLAN

Preparing for your first career position begins as you start your college career. Follow this checklist each year to be sure you are preparing for your career both inside and outside the classroom.

FRESHMEN AND PROSPECTIVE STUDENTS - Inquiry and Awareness
- Consult with an academic advisor in your division to schedule classes and plan a course of study. Explore the UNA catalog.
- Establish your LionJobs account at career.una.edu/LionJobs. Update your résumé and have it critiqued by the Career Center staff.
- Visit the UNA Career Center and meet with a Career Counselor to identify skills, abilities, interests and values as they relate to possible career choices.
- Attend career development classes, workshops, seminars, presentations, and career fairs to explore possible career choices.
- Thoroughly research career choices and conduct information interviews in your areas of interest.
- Establish relationships with upper classmen, faculty members and administrators.
- Visit University Advising for help with study habits, test-taking skills, or test anxiety.
- Get involved in campus activities.

SOPHOMORES - Assessment and Exploration
- Update (or create) your LionJobs Account at career.una.edu/LionJobs.
- Consult with an academic advisor early in the semester to select courses for the next semester. Consult UNA catalog.
- Undecided about a major? See an advisor in your division or a counselor in the Career Center, 202 GUC.
- Clarify skills, abilities, interests and values to help identify potential careers.
- Begin to develop a professional résumé; schedule a mock interview.
- Explore job shadowing and internship opportunities.
- Get involved with campus activities.
- Attend career development classes, workshops, seminars, presentations, and career fairs.

JUNIORS - Gaining Career Experiences
- Update (or create) your LionJobs account at career.una.edu/LionJobs.
- Consult your catalog (online at una.edu/catalog).
- Consult with an advisor in your major to confirm degree requirements.
- Continue developing skills and abilities through student organizations, internships, part-time employment and community service.
- Assume leadership roles in student organizations as appropriate.
- Relate values, interests, skills and abilities to possible career choices.
- Meet with a Career Counselor to discuss career choices.
- Thoroughly research career choices and conduct information interviews in your areas of interest.
- Explore programs and entrance requirements to graduate school.
- Make plans to take entrance tests appropriate to your program.
- Update your résumé and have it critiqued by the Career Center staff.
- Attend career development classes, workshops, seminars, presentations, and career fairs.
CAREER ACTION PLAN (CONTINUED)

SENIORS - Job Search
• Apply for graduation.
• Consult with an advisor/registrar to confirm degree requirements.
• Update (or create) your LionJobs account at career.una.edu/LionJobs.
• Have résumé critiqued by the the Career Center staff.
• Meet regularly with a Career Counselor.
• Take advantage of on-campus and off-campus recruiting events.
• Attend workshops, seminars, presentations, and career fairs.

GRADUATE AND PROFESSIONAL SCHOOL STUDENTS

• Make sure your LionJobs Account is updated at career.una.edu/LionJobs.
• Meet with a Career Counselor to discuss career interests and ways to market your experiences.
• Clarify work interests and associate them with educational and career opportunities by utilizing self-assessments and other information resources.
• Investigate the world of work.
• Continue to update and revise your résumé.
• Network with employers through LionJobs and On-Campus Recruiting and by attending Career Fairs.
• Report employment status to the Career Center via the Graduation Survey.

ALUMNI

• Make sure your LionJobs Account is updated at career.una.edu/LionJobs.
• Meet with a Career Counselor to discuss career interests.
• Clarify work interests and associate them with educational and career opportunities by utilizing self-assessments and other information resources.
• Investigate the world of work.
• Continue to update and revise your résumé.
• Network with employers through LionJobs, On-Campus Recruiting, and by attending Career Fairs.
• Offer your support to underclassmen by mentoring and providing job shadowing experiences.
• Report employment status to the Career Center via Career Outcomes and the First Destination survey in LionJobs.
FIRST-TIME REGISTRATION:

- Go to career.una.edu/LionJobs. Click FOR STUDENTS.
- Click REGISTER. Enter the information requested and click SUBMIT.
- You will receive two emails at the address you entered. One has a confirmation link that you MUST click to complete the registration process. The other email contains your username and a URL to set your password.

TO UPLOAD A RÉSUMÉ:

- FIRST, VIEW SAMPLE RÉSUMÉS AT CAREER.UNA.EDU. When your résumé is complete and saved, you are ready to submit.
- Click the DOCUMENTS tab.
- Click APPROVED DOCUMENTS, then ADD NEW.
- CHOOSE FILE (Locate your saved résumé, double click and submit.
  
  All documents will be reviewed by the Career Center staff to ensure they have up-loaded correctly. *Please allow 48 hours for review.*
  - You will receive an email with comments and instructions.
  - Make any suggested changes and re-submit.
- WHEN YOUR DOCUMENT IS APPROVED, YOU WILL BE ABLE TO APPLY FOR JOBS.

TO SEARCH FOR JOBS:

- Click the JOBS tab. Next click CSM JOBS, then Advanced Search, OR NACElink Extended Job Search (for full-time positions).
- Indicate the POSITION TYPE you are seeking (part-time or full-time, on- or off-campus, internship or co-op).
- Click SEARCH, or further narrow the search as you wish.
- Scroll down to view the list of positions. Click on the JOB TITLE of the position you wish to review.
- Follow the instructions to apply for the job. In most cases, you will not be able to apply for the job if you do not have an approved résumé and cover letter uploaded to your LionJobs account.

Please visit us in GUC 202 or call (256)765-4276 with questions.
**KNOW YOUR OPTIONS: CAREER EXPLORATION**

*Discover your Options*

Doing some research is an essential first step on the path to a successful and rewarding career. You cannot choose a career path until you know about the different types of careers available. The perfect job is probably out there waiting for you, but you might not even know that it exists! Even if you think you know exactly what you want to do, spend some time learning about related careers and keep your options open. Find information from the following sources:

**Online Resources**

There are countless websites devoted to career exploration. Begin by visiting the following sites:

- [http://www.bls.gov](http://www.bls.gov) – The Occupational Outlook Handbook is a nationally recognized source of career information, designed to provide valuable assistance to individuals making decisions about their future work lives. The Handbook describes hundreds of jobs in terms of the training and education needed, earnings, expected job prospects, what workers do on the job, working conditions, and related occupations.

- [http://online.onetcenter.org/](http://online.onetcenter.org/) – The O*NET program is the nation’s primary source of occupational information. It is an interactive database that contains details on hundreds of standardized and occupation-specific descriptors. It also offers a set of valuable assessment instruments for workers and students looking to find or change careers.

- [http://www.act.org/wwm/index.html](http://www.act.org/wwm/index.html) – The World-of-Work Map organizes occupations into six clusters, 12 regions, and 26 career areas. It graphically shows how occupations relate to each other according to primary work tasks including data, ideas, people, and things.

- [http://career.una.edu/MAJORS/](http://career.una.edu/MAJORS/) – The chart helps students draw connections between academic majors and careers. Click on MAJORS of interest to see outlines of common career areas, employers, and strategies designed to maximize career opportunities. Choose LINKS to find a list of websites that provide additional insight. This valuable information is available right from the UNA Career Center website!

- [http://www.careeronestop.org/](http://www.careeronestop.org/) – This site is sponsored by the U.S. Department of Labor and offers career resources and workforce information to foster talent development in a global economy. It includes (1) America’s Career InfoNet, which helps individuals explore career opportunities to make informed employment and education choices, and (2) America’s Service Locator, which connects individuals to employment and training opportunities available at local One-Stop Career Centers.

- [http://www2.dir.state.al.us/OES/CAREER/DEFAULT.aspx](http://www2.dir.state.al.us/OES/CAREER/DEFAULT.aspx) – Produced by the Alabama Department of Industrial Relations, Labor Market Division, Alabama’s Career Exploration Guide is designed for anyone seeking a job or considering a career direction. The information provides employment projections and salary information, specific to the state of Alabama, for hundreds of jobs.
Other Resources for Career Exploration

Career Fairs – Don’t wait until you are looking for a job to attend your first career fair. Attend these types of recruiting events in your freshman and sophomore years as a way to explore your options. Ask lots of questions; learn what employers are in your area, what types of positions are in demand, and what credentials are expected of applicants. Ask what the position entails and what other opportunities exist in that field.

Use Your Network – A lot of great career information can be learned just by talking to the people you interact with on a daily basis. Talk with people about what they do for a living, what they like and dislike about their work, and what they studied in school. In addition to offering insight in the exploration phase, these same individuals can be helpful when you’re ready to begin applying for jobs. Don’t forget to talk with members of your family, friends, friends’ families, neighbors, professors, and advisors. Most people love talking about themselves and will be glad to share their experiences with you!

Job Shadowing – Observing people in their work setting can be the best way to learn what is truly involved with their occupation. Arrange to spend a day or an afternoon observing someone in a line of work that interests you. Being in the environment and witnessing the day-to-day happenings and job responsibilities will offer realistic insight that is difficult to gain in any other manner.

Information Interviewing – Information interviewing is another way of interacting with people who work in an occupation you are considering. It is generally not a casual conversation among acquaintances; rather, it takes a more formal and professional tone. Schedule an appointment to meet at the person’s place of employment. Develop a list of questions in advance, and dress in business attire. Use the opportunity to learn about the occupation and also as a way to improve your self-confidence and interviewing skills. (Continue reading for more details on information interviewing.)

NOTES:
INFORMATION INTERVIEWING
A strategy to explore and research careers and employers

Information interviewing is a technique used to explore and research occupations and organizations. It has several benefits, including:

- Discovering first-hand knowledge about an occupation. Reference books can provide facts about an occupation, such as salary and demand, but information interviews provide a personalized perspective of an occupation or job.
- Providing access to the “hidden” job market. Only 20% of all job openings are advertised! Direct contact and networking are essential to finding out about unadvertised job openings. Information interviewing is not a job interview, but it will establish your interest and can be a helpful first step in eliciting information about a prospective employer.
- Improving your self-confidence and interviewing skills.

The steps below explain how to set-up and conduct an information interview. The more prepared you are for an information interview, the more you will get out of it!

STEP 1: Identify Occupations, Job Titles, or Potential Employers of Interest
Begin by identifying occupations, job titles, or potential employers that you want to explore. Research these areas as thoroughly as you can. Look to the following resources: UNA Career Center (202 GUC), local public libraries, professional associations related to a particular industry or occupation, specific organizations’ websites, employees of the targeted organizations, a local phone book, the local Chamber of Commerce.

STEP 2: Identify Potential Contacts
Begin to identify contacts through family, friends, instructors, employer directories, the Career Center employer listings, telephone directories, and other networking contacts within the community. You may have to contact the organization directly to identify someone you can interview. Familiarize yourself with professional titles for the types of people you’re trying to contact. As an example, if you are interested in a marketing position, you might contact a particular organization and ask them for the name of the Director of the Marketing Department. Once you’ve developed a list of contacts, it is time to set up the interviews.

STEP 3: Schedule the Interview
You can write a letter, send an email, or call to arrange an appointment with the target individual. If you send a letter or email, it is important to follow up a few days later with a phone call. Be sure to make it clear that you’re not looking for a job at this time, but that you are just trying to obtain information. You might begin your conversation like this:

Student: “Hello, Ms. Smith, my name is ________________ and I am a University of North Alabama student. I am very interested in marketing and I am trying to learn as much as I can about careers in marketing. I have read a lot about the subject, but I really feel it might help to talk to someone who works in the field. If you have the time, I would appreciate meeting with you to discuss this occupation. The interview would only take approximately 20-30 minutes to complete. My schedule is flexible and I can meet with you at your convenience.”
STEP 4: Prepare Your Questions
Based upon your goals and the results of your research of the area, prepare your questions for the interview. Try to make them open-ended questions, not questions with simple “yes” or “no” answers. The suggestions below may give you some ideas:

- What is a typical day in the life of a ________?
- How did you get interested in this occupation?
- What do you like and dislike about your occupation?
- What is a typical career path in this occupation?
- What kind of academic/training preparation do you recommend for this occupation?
- What is the projected growth for this occupation?
- What skills should I be developing?
- Would you recommend participating in any particular clubs or organizations?
- What is the organizational structure and where does your position fit in the organization?
- Is there someone else you can suggest for me to contact?
- If you were going to hire a new entry level person, what would a highly qualified candidate be like?
- What are the major challenges/problems that your organization is facing in the upcoming year?

STEP 5: Conducting the Interview
You should dress in business attire. Arrive early for the interview. When you meet your interview contact, you should shake hands and exchange greetings. Take notes during the interview. At the end of the interview, shake hands again, and express your appreciation for the interview. You should send a thank you note to the contact following the interview. (See section on “Interviewing Basics” for more details.)

STEP 6: Evaluate
Based upon the information gained during the interview, ask yourself the following questions:

- What did I learn about this occupation?
- What did I learn from the experience in general?
- What did I like about the job? What didn’t I like about the job?
- Am I still interested in this career?
- Am I willing to do what is necessary to be successful in this career?
- Did I learn of any related careers that I should explore?
- How can I make the next information interview more successful?

NOTES:
BUILD A FOUNDATION: GET EXPERIENCE

After you’ve identified careers of interest, obtain relevant experience.

Experiential Learning
Experiential learning is a process through which students develop knowledge, skills, and values from direct experiences outside a traditional academic setting. It is gained through work-related activities that help explore and clarify career interests and foster personal and professional growth while developing professional contacts. Here are some options for gaining experience:

Service Learning – Service-learning gives students the opportunity to integrate academic experiences with intentional and thoughtfully organized service experiences, in order for students to gain greater context with what they are learning in the classroom. Students who participate in service-learning are able to connect classroom learning to real world problems and issues, as well as network with community leaders, giving them greater experience for when they try to get internships, co-ops, and full-time employment.

Internships – Internships offer a hands-on opportunity to learn practical skills in the work environment rather than in a classroom. They give students the chance to put theory into practice. An internship should be a carefully monitored and structured experience that has intentional learning goals and outcomes. An internship is usually a semester in length and coincides with the school term. Students who participate in internships:

- Become self-managed learners
- Learn problem solving skills and improve communication skills
- Are better prepared and viewed as better candidates for employment
- Receive more job offers and are able to be selective
- Earn higher salaries

The Career Center posts all known internship opportunities on LionJobs. Students are responsible for securing their own internships, as the Career Center does not place interns. Once hired, students work with their college and then the Career Center to determine if academic credit will be approved and to complete the process.

Co-Ops – A co-op is even more structured than an internship. It usually requires students to work full-time for a semester and then attend classes for a semester for a 3-rotation work period. A student may also work part time and attend school part time with the same 3-rotation work period. Students retain full-time student status while participating in the co-op, even during the semesters they are not enrolled in classes. Students acquire increasing levels of responsibility and use their job knowledge and classroom learning to make meaningful contributions to the employer.

Part-time and Summer Employment – Take advantage of your summers and free time in college to explore the world of work. It’s tempting to babysit or mow lawns to make some extra money, but challenge yourself by seeking employment that is more in line with your career interests. Be sure that you’re registered in LionJobs and that you check the site regularly so you can be kept informed of all opportunities.

Volunteer – You do not have to be paid in order to get experience! Volunteering in the community can be an excellent learning experience. It also establishes genuine interest, as others recognize that you aren’t likely to do something for free unless you are truly committed.

Extra-Curricular Activities – Participating in social or philanthropic student organizations on campus is an excellent way to get real world experience while in college. Join a student group related to your major or interest area and take an active role. Attend meetings and events regularly, and work toward assuming a position of leadership.
Graduate School

If you’re considering continuing on to graduate school, first and foremost, you must determine WHY!! Why are you pursuing a graduate degree? Choosing to attend graduate school as a means of delaying the job search is not a wise move, even in poor economic times. Ask yourself:

- Is a professional graduate degree needed for my professional career (medical/law/dental school, etc.)?
- Will graduate education assist me in pursuing my personal career goals? (i.e. MBA)

Applying to Graduate Schools

Decide where you would like to attend graduate school based upon the type of program offered, geographic location, admissions requirements, etc. Begin reviewing application criteria in the summer before your senior year of college or at least a year before you plan to start graduate school. Deadlines will vary significantly depending on the institution to which you apply. Contact programs about visiting, and make trips if possible. (Be sure to brush up on your Interviewing Skills.)

Admissions criteria are one of the main factors you must take into consideration when applying to graduate and professional schools. Entrance criteria and standards vary from institution to institution. Criteria for admission are dependent upon the academic discipline, selectivity of the institution, and number of seats available in the program.

Criteria for admission will typically include the following:

- Grade Point Average (GPA)
- Standardized test scores (GRE, MAT, LSAT, MCAT, or GMAT score)
- Personal Statement/Statement of Purpose
  *Meet with current faculty members to discuss your statement and possible programs. Ask for letters of recommendation.*
- Experience or Undergraduate Research
- Completion of Course Prerequisites
- Letters of Recommendation
- Admission Essays
- Résumé or CV

To How Many Schools Should You Apply?

A common recommendation is to apply to five or six schools, reflecting the following categories:

- One program that is extremely desirable with very competitive admissions standards
- Three programs that are realistic for you in terms of admission standards and that also meet your criteria
- Two programs you are confident in being admitted to that meet your criteria

Some students choose to apply to 10 or more graduate and professional schools; however, keep in mind that this can become costly in terms of time and money.

When Should You Start Submitting Applications?

- Be sure to contact each school well in advance to determine graduate application deadline dates. Most deadlines fall between December and March but each program will have a specific deadline.
- For some universities it is best to apply in November or December of your senior year, due to the popularity and reputation of an institution’s program, in order to be admitted for the next academic year.
- Generally, the more competitive the program, the earlier you need to submit all pertinent application materials.

What Financial Aid and Assistance Are Available To Graduate Students?

Contact institutions directly to learn about financial assistance. The aid package will incorporate a combination of:

- Work programs (assistantships, institutional funding, and other part-time jobs on campus)
- Monetary awards (grants, fellowships, and scholarships)
- Loans (subsidized and unsubsidized). **Make sure you understand the differences in loans and your responsibility to repay them.**
**JOB SEARCH TECHNIQUES**

*Know Where to Look for Opportunities*

There is no quick, easy way to find a job. You should expect to put a considerable amount of time into identifying opportunities. It may be helpful to treat your job search like a three-hour class, and to devote that much time at scheduled intervals. Research the field thoroughly and develop a list of all potential employers. Consider all employment sectors including businesses, government, and nonprofit organizations. Once you’ve compiled that list, individually research each employer and familiarize yourself with the procedures for applying for positions.

**LionJobs** – LionJobs is an online database that lists full and part-time jobs, internships, and unpaid opportunities available to UNA students and graduates. New positions are added daily, so be sure you’re registered and check the site frequently. Register at [career.una.edu/LionJobs](http://career.una.edu/LionJobs).

**Other Online Sources** – Don’t overlook the following types of websites:

- Online newspaper classified ads
- Chamber of Commerce websites
- Professional association websites
- Websites of individual companies
- Employment websites like monster.com, indeed.com, and careerbuilder.com

**Career Fairs** – Most employers who attend recruiting events are hiring! Take advantage of the fact that these employers are all under one roof. Dress professionally and bring copies of your résumé. Try to find out in advance what companies will be represented and research those that are of interest. Also know that some larger companies (e.g., Marriott) host their own job fairs. While you are job searching, it can be helpful to subscribe to the local newspaper to learn of these kinds of events. **NOTE:** Don’t discount employers because you think they have nothing to offer to you. Employers hire a variety of majors. For example, almost every corporation has someone responsible for marketing, accounting, human resources, and so forth.

**Network** – Make sure that the people in your network are aware that you are looking for a job. They can’t assist in your job search if they don’t know you are searching! In addition to any professional contacts you’ve made, remember to talk with your family, friends, friends’ families, neighbors, professors, and advisors.

**JOB SEARCH ETIQUETTE**

Etiquette becomes especially important when you are looking for a job. You need to convince potential employers that you are able to conduct yourself in a professional manner on the telephone, in written communication, and in person. Put effort into your application materials. Once submitted, be patient waiting for a response. If you decide to phone the organization, be polite, not pushy. If you are offered an interview, prepare thoroughly and convey to the interviewer that you are a serious candidate and can meet and exceed expectations. Remember, not to let your excitement come across as arrogance. Strive to appear confident without being obnoxious.
NETWORKING

Getting started

We all want to be treated with respect, and it starts with the very first greeting. The following are guidelines to greeting someone the appropriate way.

Meeting Someone For The First Time:

- Stand when someone new comes into the room (whether you are a man or woman).
- Do make eye contact and smile!
- Offer your right hand out-stretched with palm facing left to shake hands.
- Your grip should be firm, but not a bone crusher.
- A handshake should last as long as it takes you and the other person to say your names.
- Introduce yourself by making direct eye contact and saying your first and last name.
- If you didn’t catch their name the first time, ask them politely to repeat it.
- At the end of the meeting, shake hands again and say how nice it was to meet them. Use their first name.
- Follow up if you promised to send them something, call them, or anything else. Follow up is a key to success!

Introducing Someone Else:

- Generally, you introduce the younger to the older; the junior executive to the senior executive; a colleague to a client.
- If you have forgotten someone’s name, politely tell him or her you have forgotten their name and they will repeat it for you.
- Always try to include a fact about each person in your introduction.

For example:

“Julie Baley, I would like to introduce you to Dan Green, our new Vice President. Dan (or Mr. Green), this is Ms. Baley, our new client who owns ABC Event Company. Julie (or Ms. Baley) just received the top Event Planner Award and Dan (or Mr. Green) received that award five years ago.”

- Always use a formal title such as Doctor or Judge if possible.
- Try to refrain from using nicknames unless you feel the person would prefer it.
- Always make sure to speak slowly and clearly so you can be heard and understood correctly.

One Last Thing:

Remember, people love it when you know and use their names. It is important to do your best to always remember and pronounce names correctly. There are several tips and techniques available to you if you have problems remembering names. Consider it an investment in your etiquette toolbox.
Networking is key in securing employment. The old cliché, “It’s who you know” holds true during the job search process. The power of networking should not be underestimated. When employers have an open position, they first think of whom they know personally that can fill the position. If the employer doesn’t know anyone, he/she will begin asking trusted friends, coworkers, and family members if they know anyone who can fill the position. If that avenue doesn’t bring a prospective employee, the employer will check to see if they have any résumés on file. If they are still unable to select a candidate, the employer will turn to staffing agencies for help. The last resort for most employers is posting an advertisement for the position on job boards, in the newspaper, etc.

Many students spend a lot of their time solely focused on job advertisements and not enough time networking with others. Sure, there might be an advertisement posted, but in most cases, the employer, already has an idea of whom they wish to hire. We encourage students to set a goal of meeting at least one new person per week during the job search.

The picture below illustrates the way most employers hire:
PROFESSIONALISM AND TECHNOLOGY

Evaluate Your Web Presence

Employers are evaluating your character as well as your abilities, and it’s important to make a good impression. Before beginning your job search take a minute to consider the following:

- What kind of information might an employer be able to discover about you from the Internet? Type your name, in quotation marks, into any search engine and see what links result. Consider whether this is information you want made available to a prospective employer.

- Review your profile on social networking sites like Facebook and Twitter. Photos and certain types of information or messages may work against you as you seek to make a good impression. While you probably think the messages and pictures are funny and innocent, employers might think they are immature, unprofessional, or even arrogant. Most networking sites have detailed privacy options; make sure you understand how these work and restrict access to your friends only. Even if you take this precaution, realize that others may gain access to your profile in any number of ways. Consider de-tagging yourself from questionable photos and deleting any questionable messages.

- Develop your professional presence using a LinkedIn profile. LinkedIn is a well-respected, professional, online tool for job search.

Using Email

You must always be professional when communicating with prospective employers. Put just as much time and effort into composing an email as you would writing your résumé or cover letter, and follow these guidelines:

- Proofread carefully for incomplete sentences, punctuation, spelling, and grammatical errors
- In the “Subject” line, write something concise and descriptive
- Consider creating a signature block, complete with your contact information as listed on your résumé
- Be sure your email address is professional (not partygirl@xyz.com)
- Be careful about including flowery quotations or extraneous statements in your signature block
- Internet slang including LOL, Thx, and :) are not acceptable in professional email communication
- Check your email regularly and respond promptly to any employment-related messages
- Read emails thoroughly before responding, and follow all directions
- Don’t write in all UPPERCASE or bold; this is considered SHOUTING at the recipient

Posting your Résumé Online

Many career websites (monster.com, indeed.com, careerbuilder.com, etc.) provide job seekers with the option to upload a résumé that will be available to hiring employers. Employers are able to read through all posted résumés and contact the most qualified candidates. In practice, very few people get hired using this approach. If you decide to post your résumé online, remember that these types of résumé banks are essentially open to the public. Consider whether or not you want to list your address or your phone number on your résumé when posting to generic job boards. Also, be respectful of the individuals you’ve listed as references and do not post their information online. If you are contacted by an employer about a position, you can send references separately at that time.
How to Network Professionally Online

You've heard it before: “Success is not just about what you know; it's about who you know.” With LinkedIn, the world’s largest professional online network, the “who” is at your fingertips. Follow these easy steps to get connected, and to turn those connections into opportunities.

1. 100% complete = 100% more likely to get noticed
You can't build connections if people don’t know you exist or see what you have to offer. Your LinkedIn profile is your online business card, your resume, and your letters of rec all in one. Don’t be shy: users with complete profiles are 40 times more likely to receive opportunities through LinkedIn.

2. You’re more experienced than you think
Complete profiles are so important because the more information you provide, the more people will find reasons to connect with you. Think really broadly about all the experience you have, including summer jobs, unpaid internships, volunteer work, and student organizations. You never know what might catch someone’s eye.

3. Use your inbox
Contrary to popular belief, networking doesn’t mean reaching out to strangers. The best networks begin with those you know and trust, and then grow based on personal referrals. Start building your LinkedIn network by uploading your online address book and connecting to friends, relatives, internship colleagues, and professionals you know in the “real world.”

4. Get personal
As you build your connections on LinkedIn, always customize your connection requests with a friendly note and, if necessary, a reminder of where you met or what organization you have in common. If a mutual friend is referring you, write a brief intro of who you are and why you’d like to connect. You'll impress people with your personal touch.

5. Join the “in” crowd
Another way to form new online relationships is to join LinkedIn Groups. Start with your university group—alums love to connect with students—and then find volunteer organizations or professional associations you already belong to. As a member, you can comment on discussions, find exclusive job listings, and meet people who share common interests.

6. Lend a (virtual) hand
As you build connections and group memberships, think about what you can do to support other people. Comment on a classmate’s status update, forward a job listing that fits the criteria of a friend, or write a recommendation for a summer job colleague. You'll find that your generosity is always rewarded (and, of course, it feels really good to help someone!).

7. Update your status #early and #often
Networking is not just about who you know; it’s about who knows you. Stay on other people’s radar screens by updating your LinkedIn status at least once a week—you can do this directly on LinkedIn or by linking your Twitter account and marking tweets with #in. Mention events you’re attending, projects you’ve completed, and other professional news.

8. Question (and answer) everything
LinkedIn’s Answers feature is a great place to seek advice from a wide variety of people all around the world. You can also show the world what you have to offer by answering people’s questions about a topic where you have some expertise. The more active you are in Answers, the more people will view your profile and want to connect with you.

9. Do your homework
Before an informational interview, a job interview, or a networking get-together, use LinkedIn to learn about the background and interests of the people you’re scheduled to meet. Access Company Pages to research organizations and their employees, and use Advanced Search to find things you have in common with people you’re meeting.

10. Now step away from the computer...
There’s a perception that young people are only comfortable communicating online, so be sure to support your online networking with real human contact. Set up phone calls, attend live events, and send snail mail notes to people you interact with on LinkedIn. Remember that online methods should supplement, not replace, in-person relationship building.
CREATING A COVER LETTER

Once you’ve identified positions to apply for, it’s time to prepare your application materials. You should include a cover letter each time you submit your résumé for a position. The cover letter is your opportunity to present yourself as you wish to be seen. Use it to highlight your skills and qualifications and to explain why those experiences make you a good candidate for the job. Do not just reiterate your résumé. Instead, focus on several key areas and go into detail including what you did and what you learned.

Rather than submit a standard letter, be sure to tailor your cover letter to the specific organization and job for which you are applying. Research the organization and include sentences that correspond to the job duties or qualifications from the job description. Employers will know if your cover letter is generic and mass produced.

When submitting a résumé by email, consider the body of your email as the cover letter. Be sure to include proper contact information in your email signature.

When submitting your application by postal mail, the cover letter should be typed and laser-printed on the same type and color paper as your résumé in business letter format. The heading of your cover letter should match the heading of your résumé. The letter should be 3 or 4 paragraphs and should not exceed one page in length.

Remember, the cover letter is a sample of your writing ability. Employers will assume that the quality of your letter is indicative of the quality of your work. Proofread and spell check carefully!

Salutation – Never address your letter "To Whom it May Concern" unless you don’t care if you get the job. If you don’t know whom to send the letter to, call and request the name of the person who is responsible for hiring entry-level professionals in your area. You can also check the Internet or book directories to find names of people to contact. Be certain to get the name and title (and correct spelling). Whenever possible, avoid sending your letter to the personnel department as it generally does not have the power to hire - only the power to screen you out.

Section I – Your opening sentence should state the purpose of your letter (your objective). Mention a name if you have permission (e.g., John Smith recommended I contact you). You should also mention how you heard about the job and why it interests you. Try to make the first paragraph interesting to get the reader’s attention.

Section II – Stress the particular strengths you have which qualify you for the job, but do not repeat information word-for-word from your résumé. Highlight coursework, skills, or experiences that will be of greatest interest to the organization. Reference actual job duties from the job description. This section can be more than one paragraph and should answer the question, “Why should I hire you?” Match your skills and experience to the job description.

Section III – Thank the reader for their consideration. Indicate your desire for a personal interview and state how the employer should contact you (phone, email). Offer any assistance to help in a speedy response. It is also a good idea to follow up each résumé and cover letter you send with a telephone call.

NOTES:
January 7, 2016

Mr. James Field
Putnam, Hayes, & Bartlett, Inc.
10940 Boulevard Road, Suite 1500
Huntsville, AL 35802

Dear Mr. Field:

I am writing regarding the Research Assistant Position. I am interested and excited about the position at Putnam, Hayes, & Bartlett, Inc. because it offers an ideal opportunity to expand my knowledge of the consulting profession.

As an Economics major at the University of North Alabama, I have taken a variety of courses preparing me for a career in economics and management consulting. In Public Finance and Labor Economics, I studied cost-benefit analysis and labor structures. Currently, in Industrial Organization, I am learning the intricacies of corporate institutions. I have also taken several communications and persuasion courses that will help me to work effectively on project teams and with clients. I enjoy using computers and have extensive experience with application software. As can be seen through my academic record, I love to be challenged, to work hard, and to excel. I have supplemented my education with an assortment of internships and summer employment. Through these experiences I have been able to express my creativity and enhance my analytical abilities. I am self-motivated and dedicated in both academics and employment. I work not only until the job is done, but until it is done well.

I am very interested in working as a Research Assistant. I feel that my abilities and interests will help me to succeed at Putnam, Hayes, & Bartlett, Inc. I would like to meet with you to attain more information about your organization and to further discuss my qualifications for the position. If you need any more information from me, or if you have any questions, please feel free to call me at (213) 345-3456.

Sincerely,

Jim Smith

Enc
Cover Letter Sample (Block Style)

August 27, 2015

Mr. Igor D. Hinchmann  
Director of Human Resources  
Einstein Laboratories  
321 Windmill Ave.  
Florence, AL 35630

Dear Mr. Hinchmann,

Please consider me for the position of Accountant (#1003) which I read about on the Einstein Laboratories website. I will be completing my degree in Accounting from the University of North Alabama in May 2016 and I have prior experience as an intern at Vlad, Claudin, and Gray Antiquities in Florence.

In your advertisement, you ask for applicants with experience in tax-related matters. As an accounting major at UNA, I received high marks in courses such as Auditing and Tax Accounting. I also elected to pursue a minor in Finance. Just as important, I served in student organizations that highlight both my interests and skills. I was president of the Accounting Club, during which time we toured several local accounting firms and even placed some of our majors as interns and shadows during the tax season. I also served as treasurer of the film club, and was responsible for financial management of resources during our annual Full Moon Film Festival.

My experience at Vlad, Claudin, and Gray also makes me an excellent candidate for your position, as one of your preferred qualifications for the successful candidate is to have a science background. The firm has an international reputation for buying and selling antiques, so even as I assisted in managing their accounting records and working on their taxes, I also learned about antiques and artifacts, including a variety of tools and scientific instruments from the past several centuries. I read on your website that you specialize in working with electricity and 19th century equipment, so I have at least a working knowledge of your areas of scientific need.

I request an interview so we may discuss your needs and my qualifications in greater depth. I may be easily reached at 256-555-5000 or by email at JHarker1897@gmail.com.

Sincerely,

..

Jonathan M. Harker
RÉSUMÉ DEVELOPMENT

Your résumé is your personal work, so create a document that represents you well and that you like. While there is no perfect format, a well-organized résumé with a professional appearance will attract more attention from potential employers. Avoid using a template! **Employer databases can’t upload information from templates**; therefore, you may not receive any calls. Résumé templates are difficult to manipulate and demonstrate laziness and a lack of creativity. Also remember, it is YOUR RÉSUMÉ; it shouldn’t look exactly like your friend’s résumé!

**Basic Résumé Guidelines**

- Make sure your résumé says the most about you in the fewest number of words. One page is recommended for Bachelor’s level students (unless you had a previous career). If your résumé is two pages long, add “name” and “page 2” at the top of the second page.
- Make your résumé look professional. When submitting/presenting a hard copy, use good quality paper and a laser printer. Use white or off-white, 8 1/2” x 11” bond paper. (Be sure the color is light enough to photocopy well.)
- Choose a conservative font such as Helvetica, Times, Courier, Geneva, New York, Palatino, or a sans serif font no smaller than 10 and no larger than 12.
- Be consistent with your format. Margins, bolding, capitalization, and style must be consistent.
- Both the résumé and cover letter should be examples of your best work. Maintain a positive tone by excluding negative aspects of your experience.
- Use what is called telegraphic style. Omit all personal pronouns (I, we, they, you, etc.). Use incomplete sentences in list form (no paragraphs) without punctuation.
- Only items leading directly to setting up an interview should be included. Salary requirements, supervisor’s names, abbreviations, clichés, reasons for leaving jobs, personal opinions and personal information such as height, weight, age, marital status, etc. should be excluded.
- In general, don’t list any high school information. (Exceptions: freshmen and sophomores applying for part-time jobs, Education majors applying to a hometown school district)
- Proofread for typing and spelling and grammar accuracy.

**Résumé Categories**

**ALWAYS** – This information should always appear on your résumé!

Name
Address - permanent and current if they are different
Phone number
Email address - be sure your email address is professional (not partygirl@xyz.com)

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**JOHN B. GOOD**
johnbgood@yahoo.com
256-555-1234
Education –
In addition to the name of your school, list your degree and graduation date. Include your GPA only if it is 3.0 or higher, and use a scale.

**EDUCATION**

Bachelor of Science in Education, May 20xx
University of North Alabama, Florence, AL
Major: Secondary Education, Language Arts
GPA: 3.7/4.0

Experience (Work and/or Activities) –
Positions should be listed in reverse chronological order. Be specific with dates, job titles, employers, and accomplishments. Be complete and descriptive without being too long. Always be completely accurate and truthful. Be consistent in your format.

**RELEVANT EXPERIENCE**

Intern, Feature Columnist, Summer 20xx
*The Franklin County Times*, Russellville, AL
- Shadowed each department to gain insight and knowledge of operational procedures
- Wrote feature articles on local events including elections, entertainment and community issues

Contributing Journalist, August 20xx – May 20xx
*The Birmingham News*, Birmingham, AL
- Wrote feature articles on campus, community, activities and events
- Photographed interviews and sporting events and included captions for publications

SOMETIMES – Include some of these headings if they apply:
Honors, Awards, or Honor Societies
Leadership Experience
Computer Skills or Relevant Skills
Technical Expertise
Language Skills (Foreign or Computer)
Publications or Presentations
Professional Affiliations
Military Experience
Relevant Coursework (use to fill space when necessary)
Objective (use to fill space when necessary – your cover letter should explain your objective!)

NEVER include this information!
Personal statistics (height, weight, marital status, health information, social security number, or other personal information unless the job specifically asks for it. Example: Law Enforcement may have to provide health related information.)
Photos of any type
References (or “References Available Upon Request”)—Include a separate page for references.
Political or religious information (unless it is relevant to the job)
Anything related to high school (exceptions: freshmen, sophomores and Education majors)
GPA, if below a 3.0 (unless specifically requested by an employer)
CREATIVE RESUMES STYLE AND SUBSTANCE

No matter how clever the design, a resume will still need to convey to the employer your potential to bring value to the organization. If you put all your effort into the style of your resume, you may neglect to develop the substance. Focus first on the content of your resume. The suggestions in the “Building Your Resume” section may help you generate ideas. Think of creative projects you have done as a volunteer, organization member, employee, or intern. Relevant experience does not have to be paid experience. Let the employer know you have demonstrated your talents and honed your skills. The resumes on the following pages offer examples of ways to highlight accomplishments and diverse abilities. If you are interested in learning how you might add an appropriate touch of creativity to your resume, talk with professionals in your targeted field or meet with one of our UNA Career Center staff. Employers recommend promoting creativity through a portfolio, but they also caution that creative resumes can backfire. Research the organization to which you’re applying and try to determine if a more cutting-edge resume design is your best bet. If the organization receives hundreds of resumes for each position, you might go with a design that will stand out (positively) from the rest. Examples of creative resumes are available on numerous websites including Pinterest (www.pinterest.com). If using a more creative style, be mindful of the fact that some Applicant Tracking systems may not be able to read the graphics, textboxes, etc.

RESUMES FOR GOVERNMENT JOBS

Resumes for federal jobs include more details than those written for jobs in private industries. You can begin building a resume for federal employment in the same way you build any resume—by listing jobs, skills, accomplishments, projects, leadership positions, and activities. After generating this list, visit www.federaljobresume.com or www.usajobs.gov to learn how to put your information into the required format.

ONLINE RESUMES

Creating an online resume allows you to present your qualifications through videos, images, and examples of your work. Depending on your field, an online resume might be more effective than a traditional resume. There are a variety of options for developing an online resume including paying someone to create one for you. Before deciding on this option, consider using a free service to create your own.

INTERNATIONAL RESUMES

If you are interested in working in another country, be sure to research guidelines for writing an appropriate resume for your desired location. A resource that may help you is www.transitionsabroad.com.

THE MILITARY-TO-CIVILIAN RESUME

Military experience provides opportunities to develop a range of skills, many of which transfer to civilian jobs. When you review potential job descriptions, you may quickly identify specific responsibilities in the military that allowed you to learn or strengthen those skills and abilities.

Once you begin targeting jobs, you’ll want to write a resume that includes your military experience described in terms readily understood by someone without a military background. Avoid using military jargon, abbreviations, and acronyms. Focus on the skills you developed in leadership, communication, teamwork, management, supervision, training, translating, coordinating, planning, monitoring, and organizing. These are among the many transferable skills gained through military experience.

The following are resources that can help you translate your military experience and job titles into terms familiar to civilian employers:
Veterans’ Employment & Training Service Transition Assistance Program: dol.gov/vets/programs.
Applying for a job with the federal government is different from applying for a position in the private sector. For more information about applying for federal government jobs, go to the Resource Center at usajobs.gov.
SAMPLE PART TIME JOB RESUME FOR FRESHMEN

Mary Smith
msmith21@una.edu
205-555-5555

Education

Bachelor of Business Administration, August 2016
University of North Alabama, Florence, AL
Major: Marketing

Advanced Diploma, May 2016
Hoover High School, Hoover, AL
GPA: 3.8/4.0

Experience

Crew Member, May 2014-August 2016
McDonald’s, Homewood, AL
• Provided customers with quick and accurate service
• Prepared and cooked food
• Maintained cleanliness and good hygiene according to standards

Childcare, Summers 2012-2015
Williams Family, Hoover, AL
• Supervised activities in children’s rooms and play area
• Planned, prepared and arranged nutritious meals for children
• Transported children to and from school or other activities
• Performed child related everyday jobs as directed by parents

Community Service

Special Olympics, August 2014-Present
Relay for Life, May 20014, 2015, and 2016

Computer Skills

Microsoft Office Programs
Windows XP, Vista

Honors

National Merit Finalist
Coca Cola Dream Scholarship
Who’s Who Among High School Students

Activities

National Honor Society, April 20014-May 2016
Hoover High School Marching Band, August 2012-May 2016
Spanish Club, 2014-2016
Mary Helper
jrc@una.edu
(256) 555-7899

Education

Bachelor of Social Work, May 2017
University of North Alabama, Florence, AL
GPA: 3.8/4.0

Associate in Applied Science, December 2015
Northwest Shoals Community College, Muscle Shoals, AL
GPA: 4.0/4.0

Experience

Student Intern, August 2016-Present
Make Believe Hospital, Florence, AL
- Serve as family service assistant, conducting assessments and making referrals
- Co-facilitate development of parent/teen support groups
- Refer patients to community resources during prenatal and postpartum stages

Service Learning, January 2016 – May 2016
Mitchell Hollingsworth, Florence, AL
- Assisted nurses with resident activities
- Created a newsletter for resident families

Discharge Planning Assistant, May 2009-August 2012
Pretend Medical Center, Atlanta, GA
- Organized resource packets for hospital pregnancy clinic
- Updated and maintained filing system to improve follow-up rate
- Provided office support for eight full-time employees

Volunteer, Peer Contacts Program, January 2007-August 2008
Not Real Clinic, Birmingham, AL
- Compiled and organized resource information for young mothers
- Coordinated monthly educational programs
- Served as mentor to parents, providing support and information

Professional Association

National Association of Social Workers (NASW) Student Chapter
ABC Human Services Council

Honors/Activities

Gamma Beta Phi Honor Society
Alpha Delta Pi, Standards Committee, 2012-Present
Meals on Wheels, Volunteer, 2012-2015
College of Arts and Sciences Sample Resume

Heather Mapps
(256) 123-4567
heather.mapps@gmail.com

Education  Bachelor of Science, May 2015
University of North Alabama, Florence, AL
Major: Geography (Option: Geographic Information Science)
Minor: Computer Information Systems
GPA: 3.2/4.0

Computer Skills  Proficient use of Microsoft Office Suite, Windows XP and Vista
Experienced user within ERDAS Imagine and ArcGIS 9.3

Related Experience  Geographic Information Systems Intern, December 2014-Present
ISC, Huntsville, AL
• Create maps and update spatial data within Spatial Database Environment
• Utilized GIS technology and techniques to analyze multiple resources for a variety of projects
• Gained knowledge of land use planning and classification
• Evaluate source material for map production for a variety of projects
• Assist co-workers with advice in the development and construction of maps
• Use a variety of techniques to evaluate and update existing feature classes

Student Projects, 2012-2015
University of North Alabama, Florence, AL
• Worked on several projects with guidelines using ArcMap software (data and instructions provided by professors)
• Researched and gathered information on a potential landfill site
• Studied a variety of planning mistakes in various cities and offered possible solutions
• Researched Alabama wildlife to determine the impact that an invasive species has on the state’s residents and other wildlife

Other Experience  Server/Trainer, January 2012-Present
Outback Steakhouse, Sheffield, AL
• Promoted to trainer after 6 months
• Train new servers on protocol and procedures
• Serve as hostess and develop seating charts when needed
• Ensure efficient customer service and customer satisfaction
JOHN A. BIOLOGIST
Mobile phone: (256) 987-6543
jabiologist@una.edu

OBJECTIVE
Seeking position in Wildlife Biology, Conservation Biology, or Molecular Biology. Field work and/or laboratory work.

EDUCATION
Bachelor of Science, December, 2015
University of North Alabama, Florence, AL
Major: Biology

EXPERIENCE
Field Experience & Field Skills:
- Collected & released crayfish, studied their population distribution patterns; populations of woodlice also studied
- Collected, pressed, keyed, and identified several local plants: trees, flowers, mosses, liverworts, ferns, algae
- Collected, keyed, and identified several local vertebrates (or their remains): deer, foxes, armadillos, lizards, frogs, rodents, birds, fish
- Performed tests of, and recorded environmental parameters, including: temperature, rH, soil moisture, foot-candles, ppm, pH, dominant species
- Located and identified which kind of animal left specific tracks

Lab Experience & Lab Skills:
- Experienced with microscope: dissecting and compound light microscopes; light field, dark field, and phase contrast microscopy; utilization of stains
- Identified, cultivated, streaked bacterial plates, performed bacterial colony counts, and bacteriophage plaque counts, and experimented with microorganisms
- Performed several laboratory procedures: Pipetting, micropipetting, vortexing, microcentrifugation, TLC, column chromatography, polymerase chain reaction
- Plasmid insertion, gel electrophoresis, gel analysis, Southern blot, Western blot, dot blot, fluorescent in situ hybridization (FISH), enzyme-linked immunosorbent assay (ELISA), recombinant DNA experiments, used a spectrophotometer, studied Beer-Lambert law
- Dissected numerous plants and animals for anatomical study and taxonomic study
- Studied biological diversity of flora & fauna, both large and small; analyzed owl pellets
- Can create & edit charts, graphs, and tables; can use Microsoft Excel, PowerPoint, and Word

ADDITIONAL EXPERIENCE
Sales Associate, Pet Depot, Florence, AL, August 2011 - Present
- Maintain all live animals in store including feeding and grooming
- Perform customer service including sharing knowledge of all aspects of pet ownership for a wide variety of animals
MOLLIE SAFETY
256-444-1111 youremail@una.edu

EDUCATION
University of North Alabama Florence, AL
Bachelor of Science/Arts: Industrial Hygiene and Chemistry
Minor: if applicable
Expected graduation Month Year
GPA: optional

INDUSTRIAL HYGIENE COURSEWORK
- Sampling Methods in Industrial Hygiene
- Control of Airborne Hazards
- Ergonomics and Physical Agents
- Industrial Hygiene Management
- Toxicology
- Safety

RELEVANT/RELATED EXPERIENCE
Student Projects, University of North Alabama Department of Industrial Hygiene 20XX – 20XX
- Conducted personal and area noise monitoring at XYZ Facility in City, AL
- Conducted air sampling for specific chemical/compound at ABC Company in City, AL

Name of the most recent employer
Your Position Title
Employer Location
MM YY – MM YY
List most relevant/important accomplishment related to listed position
Action Verb + problem/project + results: use this formula to list experiences

PROFESSIONAL ASSOCIATION MEMBERSHIPS
- American Industrial Hygiene Association: Member
- American Industrial Hygiene Association, UNA Student Chapter: Member
- American Chemical Society, UNA Student Chapter: Member

LEADERSHIP AND SERVICE/VOLUNTEER EXPERIENCE
- Name of the organization or service agency, Your Position
- University Housing and Residence Life, Resident Advisor

HONORS AND AWARDS
- List most relevant/important recognition; spell out acronyms
- National Institute of Occupational Safety and Health (NIOSH) scholarship recipient
- Phi Kappa Phi
SUMMARY OF QUALIFICATIONS
- Excellent written and oral communication skills
- Experienced in event planning and community outreach
- Proficient with InDesign, Microsoft, HTML and Final Cut Pro

EDUCATION
Bachelor of Science, May 2015
University of North Alabama, Florence, AL
Major: Mass Communication Concentration: Public Relations
Honors: Dean’s List, Omicron Delta Kappa

EXPERIENCE
Media/Community Relations Intern, Shoals Hospital, Muscle Shoals, AL, 2014-present
- Organize corporate events and coordinate media coverage with Media/Community Relations Director
- Design and produce hospital information brochure and education boards
- Assist in retail sales within hospital gift shop
- Maintain hospital’s Facebook and Twitter pages

Public Relations and Showroom Sales Representative, S.B.S. Electric, Florence, AL, June 2013-October 2013
- Organized PR event at “The Big Deal” in partnership with the University of North Alabama
- Provided quality customer service by assisting clients in choosing the proper indoor/outdoor lighting
- Maintained showroom area displays, catalogs and price sheets
- Assisted with TVA energy efficiency lighting audit for Marriott Shoals, Shoals Conference Center and 360 Grille

Communications Intern, Shoals Chamber of Commerce, Florence, AL, July 2012-December 2012
- Coordinated and served as emcee for NCAA Division II National Championship Football Banquet
- Introduced communications plan to local businesses to help support the Chamber of Commerce’s campaigns
- Served as Chamber liaison to new residents of the Shoals
- Designed and edited Shoals Chamber of Commerce membership book
- Designed website and competition sponsor board for BEST Robotics program

LEADERSHIP PROJECT EXPERIENCE
- Organized “The Kid’s Corner”
- Filmed and edited video trailer
- Assembled sponsor media packets and managed social media sites

Randy Owen Celebrity Golf Classic, Muscle Shoals, AL, January 2013-June 2013
- Worked with hostess on organizing schedule of events
- Coordinated golf tournament hole fundraisers

COLLEGIATE INVOLVEMENT
- Zeta Tau Alpha
- UNA PRIDE (Public Relations Individuals Dedicated to Excellence), Member
Marcus B. Ready  
(Name as it appears on Nursing License)  
mbready@hotmail.com  
(256) 789-1234

Education  
Bachelor of Science in Nursing, May 2015  
University of North Alabama, Florence, AL  
GPA: 3.5/4.0

Certification  
Alabama Board of Nursing

Licensure  
Eligible to take National Council of Licensure Exam (NCLEX)  
Advanced Basic Life Support, American Red Cross, expires 2020

Experience  
Preceptorship, January 2015-April 2015  
Eliza Coffee Memorial Hospital, Emergency Department, Florence, AL (36 hrs)  
- Administered medication (intramuscular injections, PO, IV piggy backs, IV push, PO charcoal lavage) under supervision of preceptor and observed roles and responsibilities of charge nurse  
- Performed nursing assessments and practiced registered nursing skills

Internship, January 2014-April 2014  
Helen Keller Hospital, Emergency Department, Sheffield, AL (48 hrs)  
- Performed venipuncture, inserted foley catheters, administered medications, functioned as a triage nurse, drew blood and assisted with rapid response  
- Assisted Physician and/or N.P. with procedures such as inserting wick dressing, shoulder displacement, lancing and draining an abscess, and assisted with fluorescein eye stain

Nursing Student, 2014-2015  
Eliza Coffee Memorial Hospital, Pediatrics, Florence, AL  
Handy Homes Community Health Clinic, Florence, AL  
Phil Campbell Elementary School, Phil Campbell, AL  
Decatur General West, Decatur, AL  
University of North Alabama, College of Nursing, High Fidelity Simulations, Florence, AL  
- Performed nursing assessments and basic nursing skills, composed and implemented individual care plans, delegated and prioritized patient care  
- Taught health promotion to patients and elementary students, composed and implemented, composed SOAP notes on individual patients, administered medications (intramuscular and subcutaneous injections), assisted with annual health fair  
- Observed nurse addressing psychological issues faced by children and engaged in therapeutic communication with mental health patients

Additional Experience  
Server, August 2013 – Present
College of Business Sample Resume

Seth Paige
(205) 814-5210
sethpaige@email.com

Education
 Bachelor of Business Administration, December 2014
University of North Alabama, Florence, AL
Major: Accounting GPA: 3.5/4.0

Relevant Experience
 Accounting Intern, Summer 2014
Wise Metals Group, Florence, AL
  ▪ Assisted with month end financial report
  ▪ Posted journal entries
  ▪ Assisted with audits
  ▪ Supported payment processing team
  ▪ Worked with finance team on yearly forecasting efforts

Keyholder/Sales Representative, April 2013-May 2014
Pretty Clothes, Mayfield, AL
  ▪ Fitted toddlers in shoes designed for their age group
  ▪ Completed a daily sales report
  ▪ Suggested latest baby fashions to customers
  ▪ Managed cash register and counted down drawer
  ▪ Made daily deposit totaling up to $2000
  ▪ Opened and closed the store

Leadership Experience
 Student Government Association
President, 2012-2014
  ▪ Collaborated with UNA Athletic Department to increase campus spirit by providing promotions and incentives for all students to attend athletic events
  ▪ Worked with Florence City and University Police to gain access to the downtown parking garage to improve parking for all students
Executive Council—Senate Pro Tempore, 2012-2014
  ▪ Advised the Freshman Forum Branch
Senator—Student Welfare Committee, 2012-2014
Freshman Forum—Service Committee, 2012-2014

LaGrange Society
University Ambassador, 2012-2014
  ▪ Awarded LaGrange Society “Rookie of the Year” 2012-2013
  ▪ Served as a Host at home football games, commencements and other official events
  ▪ Helped raise funds for Leo and Una, UNA’s live mascots

Volunteer Experience
 Big Brothers/Big Sisters, United Way of the Shoals, Walk-A-Mile in her Shoes for Rape Response,
Habitat for Humanity, Special Olympics, Adopt-A-Mile, Adopt-A-Street, Higher Education Partnership
Michelle McMillion
(256) 724-4336
mmcmillion@email.com

EDUCATION
Bachelor of Science, May 2015
University of North Alabama, Florence, AL
Major: Computer Science
Minor: Human-Computer Interaction/User Experience (HCI/UX)
GPA: 4.0/4.0

RELEVANT EXPERIENCE
Assistant Web Developer, October 2014-present
Dynetics Technology, Huntsville, AL
- Develop applications for the company website with PHP/MySQL/Javascript/HTML/CSS
- Manage and design website layouts with HTML/CSS
- Lead one-on-one training for the site’s Content Management System (CMS)
- Edit videos and create graphics

Student Web Developer, September 2014-May 2015
North Alabama Collaborative Education, Florence, AL
- Develop website applications for cpr2.org using PHP/MySQL/Javascript/HTML/CSS
- Use Git as version control/collaboration system
- Penetration security testing

Video Editor/Technical Assistant, Summers 2012 - 2014
Greenscreen, Muscle Shoals, AL
- Videography and video editing for interviews and documentaries
- Custom software development
- Create graphics for website

INDEPENDENT ACTIVITIES
Owner/Manager, Fall 2013-present
McMillion Web Services, Florence, AL
Portfolio: portfolio.mcmillion.com
- Develop customized websites for clients
- Development with PHP/MySQL/Javascript/HTML/CSS
- Use of Content Management Systems (CMS’s) such as Wordpress, Drupal, MODX

3 Day Startup, University of North Alabama College of Business, February - March, 2015
- Selected as one of 40 participants to rapidly develop a business in 3 days
- Developed a semi-functional prototype to demonstrate at the final pitch to investors

COMPUTER SKILLS
Programming Languages
- C++, Java, Python, PHP, Javascript
Database Languages
- MySQL, MongoDB
Web Development
- HTML, CSS, Bootstrap, Wordpress, PHP, MySQL, NodeJS, MongoDB, Python, Django
System Administration
- Linux Terminal, Linux Installation, Windows Administration
Software Development Tools
- Git, Apache Server, Dev C++, Notepad++, FileZilla, WinSCP, Putty
Prototyping Computers, Robotics
- Arduino, Raspberry Pi, BeagleBone
Digital Media Software
Photoshop, Gimp, Inkscape, Sony Vegas, Microsoft Word/Excel/PowerPoint

College of Education and Human Sciences Sample Resume: Teaching

Tisha Smith  
(256) 867-5309  
tishasmith@emaildomain.com

Education  Bachelor of Science in Education, May 2015
University of North Alabama, Florence, AL
Major: Secondary Education, Language Arts  
GPA: 3.5/4.0

Certification  Class B, Language Arts Education (6-12)
Lee vs. Macon
HIGHLY QUALIFIED

Experience  Intern, 8th and 9th grade English Composition, January 2015-May 2015
Florence High School, Florence, AL
• Prepared daily classroom lessons using new technologies
• Instructed approximately 110 students
• Computed student grades and averages
• Developed activities incorporating multiple learning styles
• Communicated with parents regarding student progress
• Managed classroom and maintained organization

Practicum Experience (150+ hours), August 2013-December 2014
Colbert Heights High School  McBride Elementary School
Sheffield Junior High School  Clements High School
Kilby Lab School  West Limestone High School
Florence Freshmen Center
• Introduced Shakespeare to 6th graders at Kilby Laboratory School and conducted an interactive
  lecture once a week for six weeks, Fall 2014
• Accompanied 8th grade of Clements High School on field trip to the University of North
  Alabama, May 2014
• Prepared a three week all-inclusive unit on the novel Delirium by Lauren Oliver

Daycare Provider, February 2014-February 2015
Little Anna’s Daycare, Florence, AL
• Provided care for approximately ten children ages 2-4 years old
• Organized classroom activities to engage children and teach basic information such as colors,
  numbers, and alphabet

Honors/Activities  Member, Phi Kappa Phi
Member, Kappa Delton Epsilon
Member, Education Organization
• Organized membership drive and increased membership by 25%
• Visited local high schools and shared information on education as a career option
College of Education and Human Sciences Sample Resume: Non-Teaching

MICHAEL F. JORDAN
Phone: (256) 456-7890  E-Mail: mfjordan1@una.edu

EDUCATION

Bachelor of Science in Health, Physical Education and Recreation, May 2015
University of North Alabama (UNA), Florence, Alabama
Concentration in Exercise Science
GPA: 3.5/4.0

SPECIAL SKILLS

- Submaximal VO2 Fitness Testing
- Flexibility Fitness Testing
- Body Composition Testing
- Skinfold Calipers
- Hand Grip Fitness Testing
- HIPAA Training
- NIH Human Subjects Training
- Sphygmomanometer Blood Pressure Reading

RELATED EXPERIENCE

Internship, Advanced Therapy Center, Muscle Shoals, Alabama, Spring 2014
- Observed therapists instruct patients in exercise programs
- Operated therapy equipment (ultrasound/electrical stimulation machine, exercise machines)
- Performed different office and staff tasks (filing, laundry, cleaning, answering phones)

- Served as Head Coach for Junior Varsity Girls and Assistant Coach for Varsity Girls
- Prepared practice itinerary
- Instructed girls during practice and games

RESEARCH EXPERIENCE

Harlan Pedometer Research Project, Fall 2014
- Assisted teachers with their goal setting each week
- Composed of teacher volunteers from an elementary school
- Project was designed to compare the number of steps taken each week from a control group (teachers simply wearing a pedometer throughout the school day) and an intervention group (teachers wearing a pedometer every school day along with having goal setting each week and motivational tips each day)

ADDITIONAL EXPERIENCE

Student Assistant, University of North Alabama Continuing Studies, 2013-2015
- Prepared materials for weekly workshops

HONORS/ACTIVITIES

Leadership Scholarship—UNA, full tuition, Fall 2011-Spring 2015
Muse Estate Endowed Scholarship—UNA, Fall 2011-Spring 2015
Dean’s List, 4 semesters
Honor’s Program Scholarship—UNA, 2011-2015
W.C. Handy Festival Design Contest Winner, 2015

PROFESSIONAL AFFILIATIONS
The Honor Society of Phi Kappa Phi, 2011-2015
Undergraduate Service Award Nominee, 2013
Honors Program, 2011-2015
Alabama State Association for Health, Physical Education, Recreation and Dance (ASAHPERD), 2011-2015
College of Education and Human Sciences Sample: Non-teaching

Michelle Thread
mthread@una.edu

Education
Bachelor of Science in Human Environmental Science
University of North Alabama, Florence, AL
Concentration: Interior Design  Minor: Art
GPA: 3.6/4.0

Experience
Intern, Smith Designs and Décor, Florence, AL May 2014-Present
• Participated in meetings with clients to determine space needs of renovation projects
• Completed inventories of spaces, focusing on potential environmental problems
• Assisted in creating renovation time-lines and coordinating with contractors
• Selected paint colors, furniture, and wall prints for homes

Sales Associate, Bath and Body Works, Florence, AL April 2012-November 2014
• Researched and promoted new products and their effectiveness
• Helped organize stock room to ensure speediness of product replenishment
• Designed and set up effective window displays
• Motivated fellow associates to help reach daily and weekly sales goals

Activities
UNA Chapter, National Kitchen and Bath Association
Society of Interior Designers (ASID) Student Chapter
UNA Fashion Forum, Vice President, September 2012-May 2014

Design Skills
AutoCAD 2014, Google Sketch-Up, Technical Hand Drafting, Hand Rendering, Microsoft: Visio, OneNote, Access and Publisher

Relevant Coursework
Resume sample with multiple undergraduate leadership experiences

CARL E. LEWIS
carlelewis105@gmail.com

EDUCATION
Bachelor of Business Administration, May 2015
University of North Alabama, Florence, Al
Major: Marketing Minor: Management

LEADERSHIP EXPERIENCE
All positions held at University of North Alabama, Florence, Al
Liaison/President/Vice-President, Black Student Alliance, 2011- Present
• Facilitate meetings; provide students with a voice on the campus and to implement change through various programming
• Coordinate special events that include: The March for Travion Martin, The Winter Solstice Gala, the annual fashion show to raise money for the Boys and Girls Club

Live Acts Chairman, University Program Council (Student Government Association), 2013-2014
• Secured an additional 75,000 in student resources to put on a spring concert, Ludacris, 2014; total budget ($150,000).
• Acted as project manager for concert and other special events.
• Coordinated closely with an agent and implemented contract details to ensure a successful concert; show sold out
• Served as Live Acts Delegate 2012-2013.
• Appointed to University Shared Governance committees: Commencement and Undergraduate Service Awards.

Secretary, Kappa Gamma Chapter, Alpha Phi Alpha Fraternity Inc., 2013-2014
• Documented all fraternity activities for local and national records.
• Coordinated all travel arrangements for regional conferences.
• Reviewed all new member intake forms and verified accuracy.
• Represented the chapter on the National Pan Hellenic Council.

ADDITIONAL EXPERIENCE
Cashier, Publix Super Markets Inc., Florence, AL, 2007-Present
• Provide excellent customer service.
• Assist customers with merchandise location.
• Assist potential employees fill out job applications at the kiosk.
• Additional responsibilities including ordering and customer service when needed.
• Closing store duties such as straightening the registers as well as leveling the store for next day’s business.

HONORS AND ACTIVITIES
Utilizing Summary of Qualifications and Graduate Sample resume

Monica Wyatt
Phone: 256-588-8888
monicawyatt@una.edu

SUMMARY OF QUALIFICATIONS
- Over nine years accounting and finance experience
- Extensive experience in Payroll and Cost Budgeting
- Current CPA license
- Experience in small business and the corporate sector
- Proficient use of Excel, Word, PowerPoint, QuickBooks, Peachtree and JD Edwards
- Excellent written and verbal communication skills

EXPERIENCE HISTORY
Staff Accountant, Hicks Accounting Firm, Tupelo, MS, May 2014-Present
- Maintain general ledger for 2 distribution centers with a combined sales volume of $200 million annually
- Collaborate with internal and external auditors to provide variance analysis, budget support, and support schedules
- Support internal sales and distribution center management teams with ad hoc projects as required
- Reconcile all balance sheet accounts and bank statements monthly

Accountant, Mitchell and Associates, Florence, AL, June 2008-May 2014
- Prepared budgets and budget to actual reports
- Reconciled job costs and cash documentation for tax purposes
- Supervised 2 office staff

Controller, Dibby College, Mountain Brook, AL, June 2000-January 2008
- Prepared monthly financial statements
- Performed cost accounting for all university entities
- Assisted in preparation of budgets and feasibility studies
- Prepared monthly operating statements

EDUCATION
Master of Business Administration, December 2012
University of North Alabama, Florence, AL
Concentration: Accounting GPA: 3.94/4.0

Bachelor of Business Administration, May 2000
EXPERIENCE SUMMARY

Management Experience

- Successfully led refurbishment campaign on all three extruder gearboxes
- Reallocated resources during two-week annual shutdown so that no down time was encouraged and all projects finished on time
- Supervised a team of 15 crew members to ensure jobs were completed in a timely and accurate manner
- Organized production work daily

Quality Assurance Experience

- Ensure that production is being met on a daily/weekly basis to meet demand for product
- Inspect product before it leaves the department to ensure that it meets state codes and quality expectations
- Repair product as needed

Communication Experience

- Implemented safety related information to senior staff, peers and subordinates
- Frequently requested to explain processing issues involving batching processes
- Provided operational information to senior management as well as to the process operators and managers on the floor

EMPLOYMENT HISTORY

Senior Process Engineer, Mobley Corporation, Hollywood, CA, 2011–Present
Process Engineer, Times Square Inc., Phoenix, AZ, 2005-2011
Technical Support, Morgan Computers, Florence, AL, 2003-2005

EDUCATION

Bachelor of Science, May 2003
University of North Alabama, Florence, AL
Major: Computer Science
Each job duty on a résumé needs to begin with an action verb. Use past tense action verbs for previous jobs and present tense action verbs for current positions. Below is a list of action verbs to help you get started:

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Set goals   Succeeded    Taught   Utilized
Sold        Summarized  Trained  Validated
Solved      Supervised  Transformed  Verified
Specialized Supported  Translated  Wrote

PROFESSIONAL REFERENCES

- Your references should not be included on your résumé. List them on a separate page with the same heading as your résumé.
- Also, don’t write “References Available Upon Request” on your résumé. It is assumed that you are able to provide references.
- Contact each person you intend to list as a reference and ask his or her permission. Ensure they are willing to provide a strong, positive recommendation. It is important that your references know you well and can speak to your character. It is also considerate to provide each reference with a copy of your updated résumé.
- Include the following for each reference: name, title, place of employment, business address (city, state, zip code), business telephone number, and email address.
- List 3-5 references. At least one (though you may use more than one) should be an Academic Reference (professor, advisor, etc.). At least one reference (though you may use more than one) should be a Professional Reference (employer, supervisor, etc.). The remainder of your references can be of your own choosing. Avoid “Personal References” unless they are specifically requested.

James Tee
James.tee@hotmail.com
(256) 555-8234

REFERENCES

Mr. John Doe
President
Alpine Camp for Boys
1234 Maple Street
Mentone, AL 35555
(256) 555-5555
john.doe@mentonecamp.com

Ms. Sharon Watson
Volunteer Coordinator
Big Brothers/Big Sisters
100 Mentor Lane
Athens, AL 12223
(256)123-1234
sharon.watson@mentor.com

Dr. Jane Smith
Professor
University of North Alabama
UNA Box 5066
Florence, AL 35632
(256) 765-5555
janesmith133@una.edu

Dr. Adam Mooney
Professor
University of North Alabama
UNA Box 5042
Florence, AL 35632
(256) 765-4444
adammooney789@una.edu

Miss Susan Johnson
Store Manager
Logan’s Roadhouse
5555 Florence Blvd.
Florence, AL 35630
(256) 767-5555
susanjohnson@logans.com
INTERVIEWING BASICS

Job Interview Types

It is helpful to know the format of the interview in advance so that you can prepare accordingly. If the employer is not forthcoming with this information, consider asking about the format/schedule. Knowing what to expect will make you more comfortable and allow you to start the interview strong and more relaxed. Common types of interviews styles are listed below.

Screening Interviews are meant to weed out unqualified candidates. Providing facts about your skills is more important than establishing rapport. A common type of screening interview is the telephone interview.

Telephone Interviews are screening interviews designed to eliminate less qualified applicants so that only the best are invited for a personal interview. Phone interviews are typically scheduled in advance. Be sure you take the call in a quiet location, free from any distractions. It can also be helpful to dress in professional attire, because your clothes can affect your attitude and conversational style. If an interviewer calls unexpectedly, stay calm and answer their questions to the best of your abilities. Your goal is to provide concise, thoughtful answers and to be invited for a personal, face-to-face interview.

One-on-One Interviews are situations where you are face-to-face with just one other person. If invited to an interview, the employer has already established that you have the skills and education necessary for the position. The interviewer wants to see if you will fit in with the organization and how your skills will complement the rest of the department. Your goal in a one-on-one interview is to establish rapport with the interviewer and show him or her that your qualifications will benefit the organization.

Committee Interviews require that you face several members of the organization at one time. Each committee member generally has a say in whether you are hired, and they will take turns asking questions. Take your time responding, and try to find a way to connect with each person. Maintain eye contact primarily with the person who asked the question, but also look around the room and connect with the other committee members as you respond.

Group Interviews gather the front-runner candidates together in an informal, discussion-type interview. This type of interview is designed to gauge the leadership potential and interpersonal skills of the candidates. The interviewer will notice how you interact with others and how you use your knowledge and reasoning powers to influence others.

Lunch Interviews are especially difficult because in addition to worrying about interview questions and your answers, you need to be aware of your table manners, too! The setting may be more casual, but remember it is an interview and you are being watched carefully. Use the lunch interview to develop common ground with your interviewer. Follow his or her lead in both food selection and in etiquette. (See section on Dining Etiquette)

Stress Interviews are a deliberate attempt to see how you handle yourself in an uncomfortable situation. The interviewer may be sarcastic, argumentative, purposely silent, or may keep you waiting. Remain patient and calmly answer each question as it is asked. Request clarification if you need it and never rush into an answer. If the interviewer lapses into silence, recognize this as an attempt to unnerve you. Sit still and remain silent until the interviewer resumes asking questions.

Online Interviews are very common as employers try to save time and money. If asked to do an online interview (i.e. Skype), make sure that you are in a well-lit room with no shadows. Dress professionally, sit up straight, and look at the camera and smile. As tempting as it might be, don’t repeatedly look at yourself to check your appearance. Make sure the setting behind you is neat, clean, and organized.
INTERVIEW PREPARATION

Make a good impression at your interview by preparing thoroughly.

Days Before the Interview
- Research the organization and the position. Find out as much key information as you can about the organization and its products, services, and customers. The more you know about the organization and the job you are applying for, the better impression you will make in the interview. Things to know: mission/vision, annual sales, size/structure of the organization, locations, competitors, history, etc.
- Be prepared to sell yourself. Show enthusiasm, interest, and confidence. Know yourself and what you have to offer to the employer.
- Review lists of common interview questions and practice your answers out loud.
- Identify two or three of your top selling points. Determine how you will convey them during the interview.
- Be prepared to provide examples of when things did not turn out as planned. What did you do?
- Review your résumé. Identify examples of situations where you have demonstrated the behaviors a given organization seeks.
- Rehearse your responses with a friend. You should be able to convey all pertinent details about yourself in 15 minutes. Tape yourself to check your diction, speed, and body language.
- Research current salary ranges for similar positions. If the employer asks, you should have a general idea of how much an entry-level employee earns doing similar work. It is safest to give a range (i.e. $25,000-$30,000).
- Prepare a list of questions to ask the employer. Asking questions shows you are interested and engaged.
- Prepare your interview materials before you leave. Bring several copies of your résumé, a copy of your references, and, if appropriate, any work samples. Make sure all are updated.
- Know what you want and why. Don’t be afraid to let the employer know that you want the job. Ask for it!

Before the Actual Interview
- Be on time, preferably 10-15 minutes early.
- Dress professionally and conservatively. You will be judged in some respects by what you wear.
- Bring a pen and notepad to jot down anything you may need to remember.
- Be positive and respectful when meeting others. The interview begins when you drive into the parking lot.
- Be confident. Have a firm handshake, make eye contact, and be aware of your posture.

During the Interview
- Show self-confidence and establish a rapport with the interviewer.
- Make eye contact, maintain proper posture, listen carefully, and respond in a clear voice.
- Be aware of any distracting overdone gestures (e.g., talking with your hands, raising your eyebrows).
- Avoid slang and use correct grammar.
- Relax! Take deep breaths, pause before answering questions, and stay calm.
- Ask the employer 2-3 questions at the end of the interview.

After the Interview
- End with a handshake and thank the interviewer.
- Ask for the employer’s business card if you haven’t received it already.
- Send a thank you note within 24 hours of the interview.
- Follow up with a phone call within 7-10 days of the interview.
- Review your performance during the interview. Look for ways to improve next time.
ANSWERING INTERVIEW QUESTIONS

Whatever the type of interview, you can be certain that the employer will be asking questions and that you will be expected to respond! Some questions will be general, with straightforward answers. Other questions are likely to require more reflection on your part. The questions will target past performance and behaviors, and will require you to recall specific situations and your reactions. When answering questions:

- Always make eye contact!
- Listen carefully to the question, ask for clarification if necessary, and make sure you answer completely the question that was asked.
- Use specific and detailed responses, not general responses. Whenever possible, use the STAR method to frame your response. This method provides a logical approach to answering any question:

  - **S** – Situation or Task
    - Describe the situation that you were in or the task that you needed to accomplish. Be specific! Provide enough detail for the interviewer to understand. Quantify your results with numbers to illustrate your level of authority and responsibility. (Rather than “I was a shift supervisor,” explain that “As a shift supervisor, I trained and evaluated 4 employees.”)

  - **A** – Action
    - Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did—not the efforts of the team. Don't tell what you might do—tell what you did.

  - **R** – Results
    - Describe what happened or how the situation ended. Focus on your accomplishments and what you learned.

COMMON INTERVIEW QUESTIONS

By rehearsing interview questions, you will become more familiar with your own qualifications and will be well prepared to demonstrate how you can benefit an employer. Remember to use the STAR method where appropriate; describe the situation or task at hand, explain what actions you took, and then discuss the results. The following are common interview questions:

- Tell me about yourself.
- What are your strengths and weaknesses?
- What makes you stand out among your peers?
- How do you determine or evaluate success?
- What college subjects did you like best? Least? Why?
- What motivates you?
- Where do you see yourself in five years?
- What qualities should a successful manager possess?
- Why did you select your college or university?
- What led you to choose your major or field of study?
- Why did you choose the career for which you are preparing?
- In what kind of work environment are you most comfortable?
- How do you think you can make a contribution to our organization?
- What have you learned from participating in extracurricular activities?
- What are the most important rewards you expect in your career?
- What has been your most rewarding experience in college?
Use the STAR method to practice your answers to these sample questions:

- Tell me about a time when you had to go beyond the call of duty in order to get a job done.
- Describe a situation in which you were able to persuade someone to see things your way.
- Give me a specific example of a time when you used good judgment to solve a problem.
- By providing examples, convince me that you can adapt to a wide variety of people, situations, and environments.
- Tell me about a good decision you made recently.
- Describe a situation in which you worked as part of a team.
- Give an example of a goal you reached and explain how you achieved it.
- Describe a decision you made that was unpopular and how you implemented it.
- What do you do when your schedule is interrupted? Give an example of how you handle it.
- Have you had to convince a team to work on a project they weren’t thrilled about? How did you do it?
- Have you handled a difficult situation with a classmate, co-worker, or supervisor? How?
- Tell me about how you worked effectively under pressure.
- Give me an example of a complex process or task you had to explain to another person or group of people.
- Talk about a recent problem you faced at work and how you found the best solution.

Some phrases to help kick-start your answers:

Next time you’re faced with the dreaded, “Tell me about yourself…” question, try these:

1. “I can summarize who I am in three words.” Grabs their attention immediately. Demonstrates your ability to be concise, creative and compelling.
2. “The quotation I live my life by is…” Proves that personal development is an essential part of your growth plan. Also shows your ability to motivate yourself.
3. “My personal philosophy is…” Companies hire athletes – not shortstops. This line indicates your position as a thinker, not just an employee.
4. “People who know me best say that I’m…” This response offers insight into your own level of self-awareness.
5. “Well, I googled myself this morning, and here’s what I found…”Tech-savvy, fun, cool people would say this. Unexpected and memorable.
6. “My passion is…” People don’t care what you do – people care who you are. And what you’re passionate about is who you are. Plus, passion unearths enthusiasm.
7. “When I was seven years old, I always wanted to be…” An answer like this shows that you’ve been preparing for this job your whole life, not just the night before.
8. “If Hollywood made a move about my life, it would be called…”Engaging, interesting and entertaining.
9. “Can I show you, instead of tell you?” Then, pull something out of your pocket that represents who you are. Who could resist this answer? Who could forget this answer?
10. “The compliment people give me most frequently is…” Almost like a testimonial, this response also indicates self-awareness and openness to feedback.

Keep in mind that these examples are just the opener. The secret is thinking how you will follow up each answer with relevant, interesting and concise explanations that make the already bored interviewer look up from his stale coffee and think, “Wow! That’s the best answer I’ve heard all day!”
Questions To Ask the Interviewer
Employers will be expecting you to be prepared to ask 2-3 thoughtful questions. The questions you ask distinguish you from the other candidates. In some cases, your questions are more likely to be remembered than any answers you provide. Never inquire about salary, benefits, and/or company perks at an interview!

- Can you tell me what a typical day would be like?
- Can you explain the typical career path of someone entering this position?
- Does this firm recommend taking night classes during the first year?
- How often are performance reviews given?
- Does this organization promote from within?
- How much exposure to, and contact with, management is there?
- What are the commonly experienced satisfactions and frustrations of this job?
- What types of training programs do you incorporate?
- Some of my strong characteristics that I believe are applicable to this position are_______. What specific characteristics are you looking for?
- Where did the person who previously held this job go?

Notes:

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THE ONE-MINUTE MIRACLE

Learn How to Perform a One-Minute Miracle

by Kevin Gray

You step into the hubbub of the career fair, take a deep breath, and make your way toward a representative from the top-ranked company on your personal list. This is the company you want to work for, and the woman you are approaching is the first gatekeeper.

You make eye contact. Smile. Say “hi.” Your practiced firm handshake follows. And then … you’re on.

Even though no one yells “Lights, camera, action!” this might be as close to an audition as you will ever come. What can you say and do during the next 60 seconds to make this recruiter want to explore the possibility of hiring you?

Several career services counselors recommend drafting an introduction as a brief “commercial” that allows you to sell yourself. Mark Reed, career counselor at California State University, Hayward, suggests developing an “elevator speech,” a personal presentation just long enough to say to someone in an elevator before they reach their floor. (After all, you never know when or where an opportunity will arise to pitch yourself.)

Follow the formula

College career counselors and employers alike suggest following a formula for your introduction. According to them, students should provide the following information during their introduction:

- Name
- Class (senior, junior, sophomore)
- Major
- Opportunities that you are seeking
- Relevant experience (work, internship, volunteer work)
- Highlights of skills and strengths
- Knowledge of the company

Tailor your introduction to each employer based on good research and knowledge of each company—this will generally impress recruiters. Ted Bouras, director of the Grainger Center for Supply Chain Management at the University of Wisconsin-Madison Business School, says you should articulate how you’ll fit with the company based upon your research.

Do your research before the career fair. A list of employers attending is usually available prior to the event through the career services office. Most companies have web sites that provide information about their products and services. Other resources such as annual reports, press releases, and newspaper coverage are also very helpful and can usually be found on the Internet or in the library with a little digging.

Ask an engaging question

Tracey Cross-Baker, associate director of career services and leadership education at St. Lawrence University, suggests that you end your introduction by asking a focused question that will engage the employer in conversation. Robert Jankouskas, human resources analyst for the Pennsylvania Department of Transportation, says he often remembers students by the questions they ask during career fairs.
Cross-Baker suggests asking: “Could you tell me more about the new (product) you are developing?” or “Could you tell me more about your financial management training program?”

Several things career services counselors and employers say you should avoid doing include:

- Asking what the company does;
- Asking if the company has any jobs; and
- When asked what type of position you are seeking, saying you would be willing to do anything at the company.

**Practice to perfection**

Many career services counselors recommend practicing your introduction. “Winging it” is not a very wise plan of action, especially when a potential job is at stake.

You’ll project confidence and charisma during your introduction if you are comfortable with what you are saying. Remember, the words that you say are just part of your presentation package to potential employers. Your overall manner and confidence are also critical components to the successful introduction. Of course, your confidence and personality should be obvious, but not in an exaggerated or cocky way...just a professional one.

Incorporate positive nonverbal communications, such as eye contact, facial expressions, body language, posture, etc. A mirror, a friend, and/or a career services staff member are all good practice partners. Ask for constructive criticism and try it again. Take the adage “practice doesn’t make perfect; perfect practice makes perfect” to heart.

A solid introduction will help you move on to the important next step—the interview. A poor introduction, however, may put you on a slippery slope to the cutting room floor.

Here’s a sample introduction from a fictional college senior at Catalina College’s annual career fair. She is an economics major and is about to speak with a recruiter from the Acme Financial Corp.

Hello. My name is Kathy Thompson and I am a senior economics major at Catalina College. I noticed on Acme Financial's web site that you have openings for financial managers, and I am interested in a position in this capacity. Last summer, I had an internship with Johnson Financial and was able to participate in a variety of company operations. The most interesting project I worked on was redesigning the company's service demonstration events for the Southern California region. This was invaluable training because it afforded me greater insight into the finance industry and allowed me to show my ability as a team player. Perhaps best of all, it confirmed my desire to become a financial manager for a top-10 firm, such as Acme Financial. I have been following your company's expansion into the greater Los Angeles area in the L.A. Times. I also read in Acme Financial's annual report that it is considering establishing operations elsewhere in Southern California. Could you tell me more about this proposed expansion? Could you also tell me about your financial management training program?

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INTERVIEW ATTIRE

Dress Code for Men

• Wear a dark tailored suit (navy, charcoal, or gray are recommended).
• Wear a starched long-sleeved white shirt to give a more professional appearance.
• Invest in an updated silk tie with a tasteful, conservative pattern. A Four in Hand Knot (check out a how to video on YouTube).
• Match your belt with the color of your shoes (black or brown).
• Make sure your shoes are polished and your socks coordinate with your suit. Avoid light colored socks with a dark suit.
• Jewelry should be worn in moderation (wedding ring and/or class ring, watch).
• Grooming tips: cleanly shaven or neatly trimmed facial hair; clipped fingernails; hair freshly cut, not below base of neck; no visible body piercings or tattoos; avoid cologne and aftershave, use only deodorant. DO NOT SMOKE before your interview.
• Carry a briefcase and/or portfolio to enhance your overall professional appearance; accessories should be quality leather investments, black or tan in color.
• If using breath mints, finish before greeting the recruiter; do not use gum.
• When in doubt about how to dress for an interview, dress conservatively and professionally.
• Do not button the bottom button of your suit jacket.

Dress Code for Women

• Wear a two-piece business suit in a dark or neutral color
• Avoid ill-fitting (short, tight, clingy, or slit) skirts; skirts should be no higher than your knee when you are standing.
• When choosing a shirt, select a classic, tailored blouse in cotton or silk fabric. Conservative necklines are extremely important; low-cut tops and other revealing clothing will ruin your chances to make a professional appearance.
• Wear simple classic heels with a closed heel and toe (black, navy, brown, or taupe).
• Always wear hosiery that matches your skin tone—no bare legs.
• Jewelry should be worn in moderation (only 1 ring on each hand, watch, earrings, bracelets, or necklaces in 14 karat gold or sterling silver; no costume jewelry).
• Grooming tips: hair should be natural color; if not, beware of off-colored or contrasting roots; if hair is longer or your style is flowing and wispy, wear it pulled back away from your face; no visible body piercing beyond conservative ear piercings; no visible tattoos; make-up should be natural; avoid perfume, use deodorant only; nails should be well manicured, clear nail polish is best. DO NOT SMOKE before your interview.
• Carry a briefcase and/or portfolio to enhance your overall professional appearance; accessories should be quality leather investments, black or tan in color (it is recommended that you do not carry a handbag in addition to the briefcase).
• If using breath mints, finish before greeting the recruiter; do not use gum.
• When in doubt about how to dress for an interview, dress conservatively and professionally.
“You never get a second chance to make a first impression.”

BUSINESS PROFESSIONAL DRESS FOR INTERVIEWS

The pictures above illustrate several options for interview attire. We require all students dress BUSINESS PROFESSIONAL for the Career Fair and the Etiquette Dinner and Lunch.
Dining Etiquette

Often an employer will take potential candidates to lunch or dinner to continue the interview process. This is an opportunity for the employer to observe candidates in a more conversational setting; however, it is important to be mindful of social etiquette. Remember, this is still a job interview and your communication skills, interpersonal skills, and manners are all being critiqued.

General Etiquette
• Turn off your cell phone and other electronic devices
• Have proper posture and keep your elbows off the table
• Participate in the conversation
• Follow the lead of the host

Sitting Down
• Do not place any bags, purses, sunglasses, cell phones, or briefcases on the table
• When all are seated, unfold your napkin and place it on your lap, folded in half with the fold towards your waist
• Wait for all parties to arrive before beginning any part of the meal

Ordering
• Don’t order the most expensive item
• Order simply; don’t ask for many substitutions
• Avoid finger foods or foods that are difficult and messy to eat
• In general, don’t order alcohol at a business meal, even if others do

While Eating
• Wait for everyone to get their meal before starting
• Take small bites and don’t talk with your mouth full
• Cut your salad into bite size pieces if necessary
• Break your bread/rolls and butter each piece individually
• Gently stir your soup to cool it instead of blowing on it; spoon your soup away from you
• Try to pace yourself to finish at the same time as everyone else
• If something undesirable is in your mouth, discretely remove it with your fork
• If you leave the table, excuse yourself and place your napkin on your seat

After Eating
• When finished, place your napkin neatly to the left of your plate; don’t push your place setting away from you
• If you don’t finish your meal, don’t ask for a doggy bag!
• Assume that the employer will pay the bill and tip
• Remember to thank the employer for lunch/dinner

Practice by attending an Etiquette Dinner!
(offered every semester)
THANK YOU NOTES

Writing a thank you note after your interview won't necessarily help you secure the job, but not sending one will most certainly hurt your chances. You should write a follow-up letter immediately after each interview, ideally within twenty-four hours. Hand-written notes, hard copy letters, and emails are acceptable formats. Sending emails might be more manageable if you've met with many different recruiters. Emails are certainly received faster and may be the best option if you’re uncertain of the hiring timeframe. Each thank you note should be brief and personalized. Try to recall a moment from your interview. Be sure to:

- Express your appreciation for the opportunity to interview with the recruiter
- Express your continued enthusiasm about the position and the organization
- Recap your strengths, being careful to relate them to the requirements of the job and the organization

John Smith  
256-555-5555  
john.smith@gmail.com

February 9, 2016

Mr. Andrew Hur  
Putnam, Hayes, & Bartlett, Inc.  
10940 Boulevard Road, Suite 1500  
Huntsville, AL 35802

Dear Mr. Hur:

It was a pleasure meeting with you yesterday regarding the research assistant position. I enjoyed learning more about the opportunity and about Putnam, Hayes, & Bartlett, Inc.

The position is exciting and seems to encompass a diversity of responsibilities. I believe that with my experience and skills, I'm qualified to make a valuable contribution to your organization.

Should you require additional information, please don't hesitate to contact me at the telephone number listed above or at (312) 555-1212. I look forward to hearing from you.

Sincerely,

[Your Signature Here]

John Smith
Part of Life After College:

Making the Transition from School to Life

Organizational Behavior and Office Politics

- Take time to learn how to work with new managers.
- Learn to listen to others and seek advice; don’t try to prove yourself all the time.
- Consider what others on a team have to say, and work together.
- If no mentor is set up for you, find one for yourself.
- Be careful what you say about others; protect your image; know who can be trusted and who cannot.
- Adapt to the organization’s style and culture; don’t be afraid to ask questions.
- Volunteer for projects and committees, but don’t line up more work than you can handle.
- Show enthusiasm and take initiative. Offer to help others with projects as time allows.
- Remember that you are in charge of your own career; don’t blame others if it’s not going the way you want.
- If you make a mistake, take responsibility and communicate with management.

Effects of Breaking the Law

- Any criminal record can have a disastrous effect on your career. You won’t be eligible for teacher certification; you won’t get security clearance for military, state, or federal jobs; you will have trouble getting a job in a medical field where there is access to controlled substances; you may not be eligible for jobs requiring travel if you have driving offenses.

Moving

- Know what your needs are in a home or apartment.
- When you look at properties, check to make sure everything works as it should.
- Read leases carefully and discuss any questions or concerns with the landowner.
- Complete a condition report so you have a record of any damages already made to the property. If not, you may lose your security deposit for something you didn’t do.
- Consider all costs: moving expenses, deposits, utilities (there is a charge to hook them up when you move in, and you need to have an idea how much they’ll run per month), phone, Internet access, water, cable, trash pickup, insurance, etc.

Money Matters/Financial Planning

- Make a budget (see p. 35) and stick to it. Keep track of your expenses so you can tell where your money is going.
- Keep only one credit card and use it only in real emergencies.
- Paying just the minimum each month keeps you barely ahead of the finance charges.
- It’s never too early to start saving. Invest in tax deferred accounts: IRA, 401K, annuities, Keogh plans.
- Use your employer’s automatic savings plan. If you never see the money, you won’t miss it.

Insurance

- Health insurance is a must; keep premiums lower by selecting high deductibles and coinsurance.
- If you’re renting, it’s important to have renter’s insurance - the landowner’s policy will not cover your belongings.
- Homeowner’s or renter’s insurance generally covers fire, storms theft, liability, etc., but most does not cover flood. If you are in a flood zone, consider adding flood insurance.
- Get coverage for replacement costs. It’s more expensive, but if you don’t, you could end up getting $100 for something that will cost you $500 to replace.
- Life insurance should cover paying off your debts and your funeral. If you have a family, you’ll need more.
- Disability insurance is more common than life insurance among people under 65. Get coverage at 50-60 percent of your income.
**NEGOTIATING SALARY**

1. Whenever possible, let the interviewer bring up the topic of salary.

2. Aim for a salary that equals the peak of your qualifications. The higher you state your qualifications, the higher the offer is likely to be. Always state your requirement within a range (e.g., high thirties to mid-forties). This is broad enough to negotiate and does not specify a low end, which the employer may likely select if you suggest it.

3. If the interviewer asks what salary you are seeking, you can reply, “What figure or range is the company planning to pay?” This gives you a start point for negotiation. If it is higher than you expected, you help yourself by not starting too low. If it is lower, you now have a place to begin negotiations.

4. Another appropriate response is, “The national average for a person with my experience, education, and training is $_____ Considering the cost of living here, I would expect a salary in the mid ______.” Optimism and realism make good partners in this case. To do this, you need to research the facts first! Web sites to review include bls.gov and www.salary.com.

5. If the interviewer brings up the subject of salary too early in the interview (before you have an adequate chance to demonstrate your suitability for the job), delay discussion of the topic, saying something like, “Actually, the position itself is more important to me than the salary. Could we first discuss the position a little more?”

6. While discussing salary, always return to your assets. Review all you have to offer the company.

7. Once you state your salary range, do not back down, particularly if you feel it is equal to your qualifications. The employer will respect confidence about the quality and wroth of your work. Base your range on careful research.

8. Do not discuss any other sources of income. Employers want to hire people who need the job. However, they do not want to hear about your personal expenses (e.g., babysitter fees, medical costs, car payments). Keep the interview positive.

9. Along with the topic of salary, you should discuss other fringe benefits of the job (e.g., insurance coverage, pension plans, paid vacations). Also discuss the criteria on which salary increases are based. If benefits and salary increases are good, they can offset a somewhat lower starting salary.

10. If the salary offer is made in a letter and the salary is too low for your needs, arrange an appointment to discuss it immediately. Your bargaining power is far better in person than by letter or telephone.

11. If the salary is not acceptable to you, state the salary you would accept and close the interview by reaffirming your interest in the company and the job. If the interviewer says, “I’ll have to think about your requirements,” wait one week, then call back. You may receive a higher offer or a compromise offer. If the interviewer gives a flat “no” to your salary requirements, express regret that you were unable to work out a compromise and restate your interest in the position and the organization. Send a thank-you letter within two days of your interview. This act of courtesy could be the deciding factor in your favor, resulting in a job offer you cannot refuse, or you might be remembered and called later. In any case, you will have completed the negotiations professionally, leaving a positive impression.

When it comes to negotiating a starting salary, here are some recommendations:

**Fully understand the job.** Make sure you understand the responsibilities, requirements, and expectations for the position.

**Educate yourself on the company.** Ensure you’ve asked and understand how the company reviews employee performance as well as the process for pay raises and promotions (which is a good discussion to have with the HR person during the telephone screening interview).

**Arm yourself with salary information.** Spend adequate time conducting research to find out average salaries and salary ranges for similar jobs in your area, industry, and geography. There are many websites that provide salary information, including: salary.com, payscale.com, indeed.com, careeronestop.org, glassdoor.com, bls.gov and jobsearchintelligence.com.

**Know your strengths and differentiators.** What makes you special and unique from everyone else? What are the differentiators and the special skills or experiences that could make you a valuable employee? Ensure you have these differentiators written down as this information can then be used as leverage to negotiate a higher starting salary with the hiring manager.

**Determine how much you’d like to make.** Consider what you’ve made in your last few jobs, the results of your online salary research, and your strengths and differentiators. Given that information, determine the target salary you’d like to make.

**Decide on an appropriate salary range.** Based on your research of similar jobs in your geography and industry, come up with what you think would be an appropriate salary range for the job. Your target salary should fall within this salary range.

**Define your “walk-away” point.** Now that you’ve determined your target salary and an appropriate salary range, think about the minimum salary you’re willing to accept and why you’d accept that amount. Then, consider the reasons why you’d be unwilling to accept a lower amount. Write these reasons down, as you may need to pull them out for your discussion with the hiring manager during the salary negotiation.

**Practice your negotiation skills.** Ask a friend or family member to play the role of a hiring manager who has offered you a salary that is lower than what you want. Then practice what you’ll say and how you’ll say it to persuade the hiring manager to increase their offer.

Keep in mind that it’s in the hiring manager’s best interest to carefully determine the salary offers they make to new employees. This is because he or she needs to make sure their compensation offers are internally and externally competitive and that they don’t offer too high or too low a salary, given the education, experience levels, and productivity of the employees currently working in the same or similar positions. At most companies, a lot of research and analysis goes into every salary offer, before the job offer is ever made.

That isn’t to say you shouldn’t negotiate for a higher salary – by all means, go for it if you believe you have good reasons for the request. This is especially true if you have specialized skills or training that are in short supply or worth more to the company. Most hiring managers don’t automatically try to low-ball salary offers, but they will usually start with an amount that is lower than what they are willing to pay, because they assume the candidate will try to negotiate upward. So remember, negotiation is a skill you can hone. But, it’s up to you to get what you want and what you deserve.

## MONTHLY BUDGET WORKSHEET

### Monthly Gross Pay

$_________________________

### Subtract 15% for taxes

$_________________________

### Subtract 10% for 401K/Retirement Contribution

$_________________________

#### TOTAL Take-Home Pay

$_________________________

### Typical Living Expenses:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Rent, plus Renter’s Insurance</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Electricity/Water</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Cable/Internet/Wifi</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Car Payment, plus Car Insurance</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Gas</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Student Loan Payment (if applicable, approximately 8%)</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Food (groceries and dining out)</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Medical and Dental Expenses (out of pocket)</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Clothes</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Hair Care and Maintenance</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Gifts/Charitable Contributions</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Gym/Health Club Memberships</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Entertainment (movies, ball games, concerts, trips)</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Digital Media/Magazine Subscriptions/Books</td>
<td>$_________________________</td>
</tr>
<tr>
<td>Pet Expenses</td>
<td>$_________________________</td>
</tr>
</tbody>
</table>

#### TOTAL Living Expenses

$_________________________

#### Spending Money (Total take home pay - Total living expenses)

$_________________________
RESUME TIPS:

Structure

- Use the active rather than passive voice.
- Begin with a strong, active verb that best represents what you contributed.
- Use present tense for current activities and past tense for past activities.
- Avoid the phrases “responsible for” or “duties include.”
- Prioritize sections based on most relevant information first.
- Write section headings based on tailoring them to the position. For example, “Work Experience” becomes “Research Experience,” while another section could be “Additional Employment Experience.”
- Within your bullets, organize these descriptors so that the most relevant appear first.

Formatting

- Maintain sufficient white space to make it easily readable and uncluttered, while still including thorough descriptions of your experiences.
- Be consistent with styling and formatting throughout all sections of the resume as you use bold, CAPS, italics, and underlining.
- Place important information toward the top of the document, because HR managers often scan resumes quickly. These sections include Education, Relevant Experience, and/or Leadership Experience.
- Each section should be organized in reverse chronological order.
- Use readable font, such as Cambria, Calibri, Times New Roman, Garamond, or Arial.
- Font should be size 10, 11, or 12 point and easy to read.
- Your name should be 16+ font size, in bold, and NOT in caps.
- Margins should be in the range of .5” to 1” on all four sides.
- Use numbers instead of writing them out, for example, use 5 instead of five.
- Use black ink.
- Don’t include tables to organize the document.
- Avoid personal pronouns in the resume.
- Don’t use full sentences or paragraphs to describe your experiences.

General Tips

- Keep your resume to one page in length.
- Proofread to avoid spelling or grammatical errors.
- Coursework must be relevant to the position. Irrelevant courses or standard courses expected of a student with the stated major should not be listed.
- Evaluate your language skills honestly, using words such as “beginner,” “intermediate,” “advanced,” or “native proficiency.” You can separate your experience between written and conversational aptitude.
- Technical skills should include your level of proficiency with language such as “proficient in” and “familiar with.”
- A photo is not recommended on a resume. For LinkedIn profiles, a photo of you in professional attire is common.
- If printing the document, use white or ivory resume paper.
- References should be on a separate page, so don’t make them a part of the resume. Do repeat your contact information at the top of the reference page.

**Improving Your Active Verbs**

<table>
<thead>
<tr>
<th>Good</th>
<th>Better</th>
<th>Best</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worked</td>
<td>Contributed</td>
<td>Improved</td>
</tr>
<tr>
<td>Did</td>
<td>Performed</td>
<td>Produced</td>
</tr>
<tr>
<td>Responsible for</td>
<td>Managed</td>
<td>Spearheaded</td>
</tr>
<tr>
<td>Attended</td>
<td>Participated</td>
<td>Orchestrated</td>
</tr>
<tr>
<td>Saw</td>
<td>Observed</td>
<td>Analyzed</td>
</tr>
<tr>
<td>Learned</td>
<td>Gained Experience</td>
<td>Implemented</td>
</tr>
<tr>
<td>Tried</td>
<td>Tested</td>
<td>Developed</td>
</tr>
</tbody>
</table>

*Duke Career Center, studentaffairs.duke.edu/career*