

WRITING A RESUME'

TELLING THE STORY OF ME



**A GENERAL GUIDE FOR YOUR JOB
SEARCH, NETWORKING, RESUME'
WRITING, COVER LETTERS,
INTERVIEWING, AND APPROPRIATE DRESS
& APPEARANCE**

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Job Search -- How Do I Get a Job!

Would you like to have less stress and know you're ready to transition to a full-time professional position? Would you like to have confidence that you know what employers are looking for in a candidate – and be absolutely sure that your skills and quality are what they're looking for? Writing a resume can be made much easier when we know what we need to do and discover the secrets to putting on paper a quality "photograph" of who we really are and illustrating what value we have in the eyes of the employer to his or her business. It takes time to prepare to be a strong job candidate. Don't wait until the last minute to start your job search. When you get that great interview, it also means being prepared to market yourself effectively – to really show you're the best candidate for the position.

There are many ways to go about getting a full-time professional job. This booklet offers an effective process to help you fulfill your career goals. Employers expect you to be able to demonstrate how your skills and experience match the qualifications for their position.

In order to market yourself effectively, you must clearly describe your career goals, strengths, skills and qualifications to prospective employers. You should also know which of your interests, values, and needs must be satisfied so you target your job search appropriately.

Before you begin your job search, identify possible job titles and careers associated with your degree, experience, interests, and types of organizations that have related job opportunities.

How do I get help with my job search process and with making career, or job decisions?

- Conduct research
- Talk with family and friends (see Networking section)
- Do informational interviews
- Research potential employers' web sites
- Talk to your coworkers
- Visit your local Veteran Employment Specialists

What are the Job Search Action Steps?

- Use multiple approaches to look for job opportunities (i.e. job fairs, Internet postings, newspapers)
- Network with friends, family, and acquaintances (75-80% of jobs are not advertised anywhere)
- Initiate contact with employers of interest, regardless of whether or not they have internships or job positions advertised
- Attend career & job fairs
- Conduct informational interviews with employers in your career field (see Networking section)
- Research and apply for positions posted in the online newspaper classified ads
- Look for opportunities posted on employers' web sites
- Take part in a mock or practice interview and receive valuable feedback.

Additional knowledge that will help you prepare for your job search:

How Do I Identify Potential Employers?

- Use the Internet to research employers of interest
- Check out employer directories and other resources available in libraries, etc.
- Do some networking or Informational Interviewing (ask people you know for contacts in your specific career field)
- Attend job fairs

What Do I Need to Know?

- What does the employer do (e.g., services, products, size and structure of organization)?
- Are there current issues affecting the employer's business interest (market trends, legislation, etc)?
- What is the title and description of the job for which you are applying?
- What type of person is the employer looking for?

Ask Yourself . . .

- Can I name five types of employers who might hire a person with my background?
- Can I list at least five position titles that might fit me?
- Can I name at least three people with whom I've talked for the purpose of learning more about potential positions, as well as gaining future professional contacts?

Networking: Building Professional Relationships

How do I Network with Employers?

A study by Mark Gronowetter at Harvard University found that 75% of all professional and technical positions are filled through personal contacts. Your personal contacts will open doors to your future in ways you cannot foresee. Networking is one of the best ways to find a job in your desired career field.

What is Networking?

Networking is developing contacts in order to obtain information, advice, support, resources, and referrals. Networking helps you meet and develop credible relationships with professionals in your career field. It can be a helpful tool in marketing yourself for internship and job opportunities.

Steps to Networking

#1. Start at the beginning . . .

List every single person you know. Then, tell each of those people what kind of job you are looking for and ask them if they know anyone working in that field. Examples: professors, parents, friends, relatives, co-workers, employers . . .

#2. Set up a Meeting with your Contacts . . .

Call the contact people whose names you received. Tell them who referred you first. Then tell them who you are and why you are calling: i.e., you are interested in entering this field and were told he/she would be a good person to talk to. Tell each person you would like to learn as much about preparing for their career field as you can and that you only need a brief meeting (20-30 minutes). Ask what day and time is good for a meeting. Be flexible and polite.

#3. At the Informational Interview . . .

Be on time, dress professionally (see Dressing Appropriately Section), give the person a firm handshake, be pleasant, and polite. In your meeting (informational interview), let the contact know what you are looking for (career objective) and ask for suggestions on how you might pursue your career goal. Ask questions to obtain information and to learn all you can about that career field.

Have Questions Prepared

You may want to ask:

- How did you get your job?
- What skills, qualities and experience are employers looking for in job candidates for this career?
- What type of background or training is necessary for a position similar to yours?

- What personality traits are helpful for this type of work?
- What is the job demand for people in this career field?
- Does your organization offer part-time jobs or job shadowing experiences?
- What do you find most satisfying about your job?
- What are some of the challenging aspects of your job?
- What steps do you recommend I take if I am interested in pursuing a career in this area?
- Then do the following to market yourself
 - Give them your resume and ask for any advice regarding changes
 - Ask if they know of any entry level positions or internships open in their career field
 - Ask who else he/she would recommend that you contact and talk with

#4. Send a Thank You Note and Maintain the Contact

Always follow up a meeting (informational interview) with a thank you note. The note may be written or typed depending on the industry/organization. Be personal and specific in your thank you letter (see Interviewing Section).

Keep in touch with your contact by following-up periodically with a phone call (about once a month). In the follow-up phone call, ask if he/she has heard of any job openings or internships since you last met. Ask if the person has thought of anyone else you could contact. Thank the contact again for his/her help.

#5. Log Contacts

Keep a personal log of your contacts and who they were referred by (see example below). It's important to be able to keep track of the names of everyone you have talked to during your job search and the dates of these conversations. This information will help you to make follow-up phone calls. Refer to this log when an employer is contacting you so that you remember their title and organization's name.

Contact Log Example

Name & Title	Referred By	Organization	Address	Phone #	E-Mail Address	Date Contacted	Thank You Letter Sent

Resume Writing

How Do I Prepare to Write a Resume?

Your resume is often what creates a first impression of you with potential employers. It is critical that it is professional, polished and credible without any typographical, grammatical or spelling errors. One misspelling may seem insignificant, but it could result in your resume being thrown away. In addition to experience (both paid and unpaid), employers are most often looking for personal competencies and skills in job candidates that lead to success in their organizations.

On the following pages, instructions and guidelines are provided for writing a resume. We encourage you to have your resume critiqued before sending it to employers.

According to an employer survey conducted by the National Association of Colleges and Employers [Job Outlook 2007], these are the top skills or qualities on which internship and job candidates are rated:

- | | |
|-----------------------------|---------------------------------------|
| 1. Communication Skills | 11. Organizational Skills |
| 2. Honesty/Integrity | 12. Leadership Skills |
| 3. Interpersonal Skills | 13. Self-confidence |
| 4. Motivation/Initiative | 14. Friendly/outgoing personality |
| 5. Strong Work Ethic | 15. Tactfulness |
| 6. Teamwork Skills | 16. Well-mannered polite |
| 7. Computer Skills | 17. Creativity |
| 8. Analytical Skills | 18. Grade Point Average |
| 9. Flexibility/Adaptability | 19. Entrepreneurial skills/risk-taker |
| 10. Detail Oriented | 20. Sense of Humor |

Skills that are desirable and can be applied in a variety of careers and work settings are considered “transferable skills.” Transferable skills are skills that you develop in one position and carry over to another position. Example: In a position at McDonald’s, you may learn customer service skills, time management skills, organizational skills, and problem solving skills. All of these are important skills you learned while working at McDonald’s that can carry over into any type of work setting.

Example of skills:

- | | |
|------------------------------------|-------------------------|
| • Budget management | • Motivating |
| • Public speaking | • Implementing ideas |
| • Supervising | • Solving problems |
| • Writing | • Interviewing |
| • Public relations | • Negotiating |
| • Organizing/managing/coordinating | • Communication skills |
| • Coping with deadline pressure | • Honesty/integrity |
| • Developing rapport | • Interpersonal Skills |
| • Strong work ethic | • Analytical skills |
| • Teamwork skills | • Motivation/initiative |

- Flexibility/adaptability
- Computer skills
- Detail oriented (organized)
- Maturity/business etiquette
- Teaching/instructing

As you prepare to write a resume, conduct your own personal inventory of the skills and qualities listed above. If you need to expand your skills or acquire more of the qualities desired by employers, you can participate in the following types of experiences:

- Internships and part-time jobs
- College and community activities
- Volunteer work
- Study/work/travel overseas
- Specific skill courses/workshops
- Leadership opportunities in clubs and organizations

Employers are looking for graduates with associate degrees, too . . .

Associate degree grads were looking at a better job market in 2006-07 than they did in 2005-06. In a recent Job Outlook survey, about a third of employers reported that they planned to hire associate degree graduates in 2005-06. In 2006-07, about 40 percent of employers planned to hire associate degree grads, with government/nonprofit employers leading the way (42 percent), followed by service sector employers (40 percent), but followed closely (at 37 percent of respondents) by manufacturers.

Two-year grads holding technology/engineering degrees, computer science, and business administration/management degrees are most in demand. Jobs will also be there for those who want to work in insurance and hospitality, as well as in electrical and electronic machinery/equipment, and in agricultural products.

And there's more good news for associate degree grads: of those respondents who said they were looking for associate degree grads, 8.5 per cent said that they would hire from all majors.

Employers like hiring new graduates with associate degrees. Associate degree graduates often have more work experience than four-year graduates and a good work ethic, making them a solid choice for entry-level hiring. In addition, they often enter the work force with special skill sets unique to the positions they seek, so employers may find them ready to work immediately.

And this year, new graduates holding associate degrees look very attractive to a wide range of potential employers.

In addition, most two-year grads have realistic expectations in terms of salary and promotions, often giving them more longevity in the world of work (and perhaps leverage in the job market).

How Do I Write my Resume?

What is a resume? A resume is a summary of your skills, accomplishments, experiences, and education designed to capture the interest of a prospective employer. Accompanied by a cover

letter, the purpose of the resume is to generate an interview. It is the primary tool of your job search and usually takes several drafts to prepare effectively. For many employers, the resume must be short – generally one to two pages. If you're applying for a federal position, the resume may be much longer. The federal system requires a word match based upon what you have in your resume and what skills they feel you should have – and you must clear this hurdle before your resume can be forwarded to a hiring official. Know the “language” the employer is looking for – but be honest in describing your talents! The resume can be a teaser to entice the employer to want to interview you, or the only tool you'll have to present your qualifications. Some employers rarely interview – so take the time to find out what is needed, then prepare accordingly. Don't be afraid to ask someone at the organization how they use resumes. You'll have much more confidence, knowing you've prepared correctly.

Building an effective resume requires you to identify your skills and abilities, as well as your personal qualities. Prepare a list of your accomplishments, honors/recognition, activities, memberships in organizations, and educational experience.

As you organize your information, keep the following things in mind:

- the needs of the employer who will be reading it
- select appropriate category headings to make it easy for the reader to pick out your skills
- present the most related experience and skills higher on the page or within a section (the order of information conveys importance)
- be consistent with your pattern of spacing, highlighting, order of information presentation, and punctuation
- include current work experiences (go back no more than 10 years)
- start with a chronological resume format (most recent to oldest information)

Overview of the Resume Writing Process

- Customize the objective for each position (employers dislike generic objectives that indicate the same resume is being sent out to everyone)
- Create a good first impression by highlighting skills and abilities appropriate to the position
- Use action verbs to describe your skills and responsibilities (past tense verbs for previous positions)
- Present information in reverse chronological order (most recent first) within sections
- Check for grammar and spelling errors (one error can eliminate your candidacy) – do not rely solely on spell checker
- Choose a high quality (at least 20 lb.) paper in white or off-white to present a professional looking resume (use the same paper for your cover letter and references)
- Prepare your resume as a regular word processing document – avoid the use of templates and wizards because they often use a nontraditional format and do not allow you to change margins or move information
- A general rule of thumb is that your resume should be about one page for every ten years of work experience. Aim to fill the entire page. If your first resume draft is one-and-one-half pages, try to reduce it to one page. Never leave less than a half-page of content on one piece of paper.

Avoid:

- High school information, except for something VERY relevant to the position
- Salary requirements
- Reason for leaving previous positions(s)
- Geographical preferences
- Opinion words, such as excellent or superior (use instead: proficient, knowledgeable, skilled, etc.)
- Complete sentences
- Photographs, charts and graphs, clip art, borders, colored text
- Health/physical description
- Mention of age, race, religion, sex, national origin

Resume Content

There are many ways to organize a resume. Employers often prefer chronological resumes but there may be good reasons for using a combination (chronological/functional) resume based on your situation and experience. Examples of both resume styles are included in this packet.

The Chronological Resume contains multiple sections that are presented in a reverse chronological order (i.e., most recent work, school, etc., will be listed first). A one page, chronological resume highlights your career progression and steady work history. The majority of the resume samples in this packet appear in chronological format.

The Combination (Chronological/Functional) Resume consists of multiple sections and includes clusters of skill sets in addition to chronologically ordered employment experiences. Skill sets are clustered under headings such as Communication Skills, Management Skills, Research Skills, etc. A true functional format does not include dates of employment. Dates of past employment left out of the resume may cause a potential employer to assume there is a reason for “hiding” past dates of employment. What a functional resume does for you, however, is bring your best skills and qualifications to the top of the page for the hiring official. See the Resume Examples Section of this document for examples of a combination resume.

Review the section titles listed for ideas on sections to highlight your skills. As you create your first draft, don't be concerned about the length – sections or information can be added or deleted in later revisions.

REMINDERS:

- Type your resume as a word document with no auto formatting (no templates, please!)
- Start with a one inch margin on all sides
- Use Arial, Times New Roman, or Tahoma font (size 12 font is preferred but arial can often be reduced to size 11 – and may be easier to read for those new to the world of bifocals!)
- Refer to this packet for examples of resumes while you are writing your resume
- Section headings stand out best when they are bolded and capitalized, avoid underlines.
- Remove hyperlinks from email addresses (highlight text, right click, and remove hyperlink.)

Resume Components

Contact Information

- Name (bolded), address, telephone number, and e-mail address should be the first information on the page with your name in a larger font size (14 or 16)
- Remember to include area codes with telephone numbers
- Avoid the use of cutesy or suggestive email addresses. Keep them professional. Example: cutesygirl@hotmail.com or sexyone@yahoo.com.

Objective or Position

- The objective statement should give the prospective employer a clear idea of the type of position for which you are applying
- As an alternative to an objective, you can use the term “Position” as your heading and simply state the correct title of the specific position as it is known within the targeted organization
- The information in the rest of your resume should support your interest in, and capacity to perform, this position
- Each successive section should provide support for the section above it.

Examples:

- Objective: A position teaching science and/or math at the secondary school level
- Objective: Sales representative with (name of firm) marketing technical or semi-technical products
- Objective: To obtain a position in a social service agency using my administrative, counseling and programming skills
- Position: Network Administrator
- Position: Management Trainee

Professional Skills (this section is used for the combination resume format)

Similar to the Selected Coursework Section, the professional skills section is intended to highlight skills that you have acquired over a wide variety of experiences.

- Select three to four skill sets (e.g., Communication Skills, Technical Skills, etc.) that you have developed where you can provide examples of experiences
- List each skill set as a sub-heading under Professional Skills and develop 3-6 bullets that provide evidence supporting this skill proficiency (do not use periods at the end of bulleted statements)
- Match these skill sets to the position that you are applying for
- Save specific job titles for your Experience section; job titles do not belong in this section

Experience

In this section, summarize your work experience (*YES, employers want to see your work experience – even in unrelated jobs!*) highlighting the most recent or most relevant experiences first. Internships, student teaching, and volunteer work can all be included especially if you lack

work experience. Stress the level of responsibility, achievements, and motivation you demonstrated in previous jobs or activities.

Include:

- the title of your position (bolded), name of organization, location of employer (town and state) and dates
- descriptions of your work responsibilities (list the most important and relevant responsibilities first)
- the most relevant work experiences in the greatest detail – be brief with irrelevant experiences or omit them (it may be helpful to divide your work experiences into two categories: RELEVANT (or RELATED) EXPERIENCE and OTHER EXPERIENCE)
- do not use periods at the end of bulleted statements

Education It is my humble opinion that the education portion of the resume should be used as supportive information following the work history. Employers want to see right up front at the top, the qualifications, and specific work experience you bring to the position.

This section describes the scope of your academic preparation beyond high school. List your highest or most recent degree first and include:

- your degree and major (minor is optional), bolded
- name and location of your college
- date of graduation or anticipated month and year of graduation (not dates of attendance) if within 3 to 6 months. Otherwise, list total semester or quarter hours completed.
- GPA (rule of thumb – list it if it is 3.0 or higher; GPA is REQUIRED for accounting majors)
- If you do include GPA, specify the scale that it was calculated on (i.e. – 3.5/4.0)
- special emphasis areas, honors, thesis, or study abroad

Example:

Bachelor of Arts, Sociology
Emphasis: Social Issues
University of Northern Colorado (UNC), Greeley, CO
May 2006

Relevant Coursework

When you have little or no work experience related to the professional field you plan to pursue, create a section with this title. This section helps to build a bridge between your student experience and the professional world of work. See the Terry Lee sample resume in the Resume Examples Section for an example of this kind of section.

- Select three to four courses already completed and develop a descriptive statement for each one
- Describe a project or assignment to show you have knowledge learned in class that can be applied to the workplace
- Courses selected may need to be varied to support different types of positions

Making Your Resume Unique

Develop your own categories to highlight additional special experiences and skills. Examples of category headings for this additional information include:

- Experience With Children
- Related Courses
- Leadership
- Language Proficiencies
- Community Volunteer Work
- Military Experience
- Professional Memberships
- Honors and Awards

In place of RELATED EXPERIENCE, you might want to indicate your field of experience in the category heading; for example, BUSINESS EXPERIENCE, HUMAN SERVICES EXPERIENCE, SALES EXPERIENCE, etc.

References

References are individuals who can provide positive information about your work experiences and skills. They may be present or former employers, internship supervisors, faculty members, coworkers, clergy, or other members of organizations or volunteer activities. Keep the following guidelines in mind:

- Be sure to ask the individuals you have in mind if they are willing to serve as references for you
- References are listed on a separate sheet of paper, not on the resume itself
- It is not necessary to put the statement "References available upon request" on your resume – employers presume you can provide references if they request them
- It is very helpful to inform your references when you apply for a position and use their name – as well as to provide them with a copy of the job description – let them know which skills or responsibilities you'd like them to address if they are contacted by your prospective employer
- Some employers will request letters of reference, while others will only ask for contact information for your references

Examples:

REFERENCES

Robin Jones
Manager
Ultra Cool Shoes
2001 Main Street
Anytown, CO 86000
(970) 379-0000
rojo@aol.com

Jamie Kaleske, Ph.D.
Assistant Professor, Biology
University of Northern Colorado
Greeley, CO 80639
(970) 351-0000
jskales@unco.edu

Scannable Resumes

Some employers now scan resumes into a database in order to use keyword searches to identify applicants who have the traits they are looking for.

Features of resumes that make them difficult to scan include:

- resumes printed on colored paper
- unusual formats or those containing columns, complicated fonts, graphics or lines, etc.

Tips for Maximizing Your Scannable Resume

- Use white paper and do not fold or staple your resume
- Use a laser printed original rather than a photocopy
- Use standard fonts such as Arial, Times New Roman, or Tahoma
- Don't use anything smaller than a 12 point font
- Do not condense spacing between letters or use a condensed font
- Use boldface and/or all capital letters for section headings as long as letters don't touch each other
- Avoid fancy styles such as italics, underline, shadows and reverses
- Fax only when necessary and fax in "fine" mode, if possible

Tips for Maximizing "Hits" (Matches between your resume and employer's search criteria)

- Include a Qualifications Summary detailing your most relevant skills and experience
- Use jargon and acronyms specific to your field; use action verbs
- Increase your use of keywords by including specifics such as software names – Microsoft Excel, Access, dbase, etc.
- Use as many keywords from the job posting as possible throughout resume

What do I do when I'm clueless?

- Take some time to look through the other pages in this packet
- Make an appointment with a consultant to ask questions, explain your concerns, and get assistance with developing your action plan
- Attend Resume Workshops offered throughout the year

The following pages show several sample resume's, which should give you an idea of how you may want to format your own professional resume'.

Larry E. Daley

Current Address:

L_daley@yahoo.com

Relocating Jul 07 to:

17800 13th Street
Beale AFB, CA 95903
Business: (530)-634-2863

1234 Spring Circle
Warren Shingle, FL 12345
Mobile: (321)-555-1321

OBJECTIVE: To obtain a challenging position to utilize my training management skills.

QUALIFICATION SUMMARY: Possess 20 years of diverse and challenging military experience, combined with powerful people skills, a disciplined approach to the task at hand, an innate ability to anticipate potential obstacles, and a strong record of excellence in getting the job done.

SIGNIFICANT ACCOMPLISHMENTS AND RESPONSIBILITIES

Training Management

- Oversaw management of training program for over 4,000 personnel in 37 different organizations over eight year period
- Developed six new training courses for the Air Force's newest reconnaissance aircraft for 1,300 maintenance personnel
- Sole advisor to senior level management on all education and training issues for over 1,600 personnel
- Prepared and maintained training records, files and required materials
- Created tracking database to monitor individual training requirements and progression

Logistics Management

- Managed more than \$40 million in aircraft parts and deployment kits for five different military aircraft
- Received, inventoried and issued equipment and replacement parts to customers
- Kept records and compiled equipment reports for 44 accounts valued at over \$68 million
- Verified daily reports for receipt and issuing accuracy; researched discrepancies

Multifaceted leadership, management and organizational skills

- Directly supervised 30 associates in five individual outlets over 13 years
- Created and managed budget for training development/administration and office administration
- Directed training schedule for nine instructors in six European and three United States locations
- Prepared training directives to direct and control training programs

Experienced trainer and briefer, using various briefing aids for diverse audiences

- Responsible for developing and training new personnel and co-workers on specialty job duties and new procedures

- Developed and trained 40 personnel on organizational training management, none of whom had previous experience
- Compiled and presented statistical data for monthly briefing with senior leadership
- Instructed various initial and recurring training courses

Professional Profile

- Offer well rounded and versatile background with experience in training development and management as well as logistics/supply/equipment management
- Active Government Top Secret Clearance since 2003
- Ability to work as a team member and team leader
- Proficient in Microsoft Word, Excel and Power Point

WORK EXPERIENCE

United States Air Force (1987-Present)

Manager, Maintenance Training Flight (2005-Present) Beale AFB, CA

Manager, Regional Training Center (2002-2005) RAF Mildenhall, UK

Education and Training Manager (2001-2002) RAF Menwith Hill, UK

Education and Training Manager (1999-2001) Davis Monthan AFB, AZ

Supervisor, Mission Capable Logistics Swing Shift (1996-1999) Nellis AFB, NV

Supervisor, Aircraft Parts Primary Stock Store (1995-1996) Nellis AFB, NV

Supervisor, Readiness Spares Package Shop (1994-1995) Nellis AFB, NV

Supervisor, Multi-Aircraft Parts Store Customer Service (1993-1994) Nellis AFB, NV

Supply Technician/Specialist (1992-1993) Tyndall AFB, Florida

Equipment Management Clerk (1991-1992) Tyndall AFB, Florida

OTHER WORK EXPERIENCE

Lead Cashier, Office Depot – Part Time (1998-1999), Las Vegas, Nevada

EDUCATION

Associate of Applied Science in Education and Training Management (2004)

Associate of Applied Science in Logistics (2004)

Community College of the Air Force, Maxwell AFB, Alabama

TRAINING

- Senior Leadership and Management Development Course, March 2002
- Resources Management Systems Orientation, January 2002
- Classroom Instructor Course, March 2000
- Training Systems Specialist, August 1999
- Supply Management Craftsman Course, June 1996
- Air Force Training Course, December 1996
- Quality Improvement Awareness Course, February 1994
- Junior Leadership and Management Development Course, June 1992
- Inventory Management Specialist Course, January 1988

Mike Nichols

1801 Bunker Hill Road • Des Moines, IA 54001
555-552-5555 • mike.n204@hotmail.com

HIGHLIGHTS OF QUALIFICATIONS

- Diplomatic and tactful with professionals and non-professionals at all levels – over five years experience in customer relations, financial auditing, claims processing, fund allocation, regulation interpretation, product development and interpretation
- Exceptional communication and interpersonal skills involving working with many culture and language groups
- Poised and competent as a professional business representative

PROFESSIONAL EXPERIENCE

Extensive Skills in Financial Customer Service

- Resolved up to 40 customer service inquiries and disputes daily over telephone and internet sources dealing with U.S. military and civilian personnel world wide
- Acted as customer service representative with a major bank in sales and marketing for credit card fraud prevention programs

Coordination/Problem Solving

- Acted as liaison to seventeen different financial service satellite offices in many states, aiding in providing customers a quick resolution to their pay matters
- Managed an organizational email account to identify and correct errors in 43,000 personal information files for customers
- Maintained records of contacts, accounts and orders with a 98% accuracy rate
- Rectified discrepancies on \$6,000,000.00 worth of claims annually
- Organized and conducted a physical fitness program for 26 other coworkers; heightening physical health, team skills, and esprit de corps

Communication Experience

- Presented oral and written training to coworkers; improving team efficiency and accuracy
- Developed and conducted briefings for visiting financial representatives; establishing professional relations with long-distance colleagues

EMPLOYMENT HISTORY

2007-Present	Financial Service Auditor	United States Air Force, Ellsworth AFB, SD
2006-2007	Customer Service Rep	Advanced Datacom, Dubuque, IA
2004-2007	Customer Service Rep	Simoniz Car Wash, Dubuque, IA

EDUCATION

Associates/Applied Science, Financial Management -- Community College, Air Force, 2011

John Donovan

17800 13th Street, Suite 400, Seattle, WA 95903
Phone: 321-555-0539 Email: John.Donovan@yahoo.com

OBJECTIVE: To obtain a full-time position as a front desk agent or administrative assistant using my administrative and guest service skills.

WORK EXPERIENCE

United States Air Force Beale AFB, CA March 2005-Present

Avionics Systems Technician

- Performed routine maintenance on the U-2 reconnaissance jet
- Troubleshoot all aircraft electronic systems to include flight controls and navigation
- Handled daily problem solving challenges and immediate resolution of technical issues with attention to detail
- Effectively entered maintenance performed and ordered parts through computer data entry

Bugaboo Creek Steakhouse Bangor, ME April 2002-January 2005

Server/Hostess

- Provided excellent customer service and assistance to dining guests and their needs
- Handled hundreds to thousands of dollars daily
- Ensured sales transactions were completed accurately and efficiently
- Maintained a 4-5 table section while performing a myriad of duties to include telephone customer service

Beth Israel Synagogue/Rabbi David Cantor Bangor, ME October 2002-April 2003

Live-in Nanny

- Completely responsible for two male children ages three and five
- Supervised the children, prepared and served nutritious meals
- Maintained a safe and healthy environment for the children
- Assisted with light housework and prepared meals for up to ten guests

COMPUTER SKILLS

- Microsoft Windows
- Proficient in Microsoft Office products to include Access, Power Point, Excel, Word, Outlook

EDUCATION

Community College of the Air Force 2005-2007 Sheppard AFB, TX

Earned 41 credits towards Associate of Applied Science in Avionics Systems Technology

Anticipated Graduation date: 2008

Southern Maine community college 2004-2005 S. Portland, ME

University of Maine 2000-2003 Orono, ME

Earned 54 credits towards Bachelor of Science in Business Administration

SHARON E. PERKINS

led@aol.com
17800 Washinton Street
Browning, CA 95903
(530) 555-4567

OBJECTIVE An editorial position with The Sacramento Bee

EXPERIENCE **Assistant Managing Editor**, June 2002-Present
High Flyer, Beale AFB, CA

- Organized newspaper layout for entire paper
- Aided in the selection of front page stories
- Delegated article assignments to reporting staff
- Coordinated timing of deadlines to meet press deadlines

Writing Tutor, 2000-2001

Yuba College Writing Center, Linda, CA

- Taught students basic writing skills
- Assisted students with essay organization

Staff Assistant, Summer Seasons, 1999-2001

Galaxy Inc., Loveland, CO

- Proofread and edited manuscripts for publication
- Screened press releases under supervision of editor

EDUCATION Bachelor of Arts, Journalism

Emphasis: News-Editorial

University of Northern Colorado (UNC), Greeley, CO

Graduation: December 2004

GPA: 3.85/4.0

HONORS/ Student Reporting Award, 2003

AWARDS Dean's List, Fall Semester 2002

Who's Who Among Universities and Colleges, 2002

ACTIVITIES National Association of Journalism Students, 2002-Present

Communications Committee, 2002

Yearbook Staff, 2001-2002

PORTFOLIO Available upon request

CHRIS DADE

cdade@yahoo.com
17800 13th Street
Beaumont, TX 95991
(530) 555-2939

OBJECTIVE: A position working to conserve natural resources

EXPERIENCE:

Technician, Colorado Soil Conservation Service, Fort Collins, CO (2002-Present)

- Provided technical assistance to ranchers to promote the conservation of soil, water, and related natural resources
- Aided in the development of programs designed to maximize land productivity without harm or damage
- Implemented experimental planting of sedge grass to combat soil erosion in watershed area
- Created and delivered educational talks to middle school field trip students

Field Assistant, Oregon State University Field Camp, Klamath Falls, OR (1998-2002)

- Planted and maintained trees and other natural vegetation and charted their growth
- Tracked wildlife species and migration patterns
- Worked to preserve natural habitats for endangered species
- Tested soil and water samples

EDUCATION:

Bachelor of Science, Earth Sciences
Minor: Environmental Earth Sciences
University of Southern California
December 2004

HONORS/ACTIVITIES:

Colorado Ecological Society (2002-Present)
Tepper Badge for Outstanding Achievement: Natural Sciences (2002)
Earth Sciences Student of the Year (2001)
Award for Achievement of Field Study Excellence (2001)
Dean's List (2001-2003)
Endangered Species Club (2000)
Students United Against Erosion (SUAE) (2000)

SPECIAL PROJECTS:

Currently working on a project involving design and planting of test area with Colorado Blue Spruce to measure soil stabilization along three major highway expansions

JANE DILLINGER

17800 13th Street • Beale AFB, CA 95903 • (530) 555-5532 • jdillinger@yahoo.com

OBJECTIVE A management position in a battered women's shelter

EXPERIENCE

Case Worker Intern (August 2004 to Present)
Hemery Home, Longmont, CO

- Conducted comprehensive client assessments encompassing emotional, social, and developmental factors
- Performed crisis intervention and case management for a population of troubled teens
- Provided short-term counseling to both voluntary and involuntary clients
- Led group activities for self-image enhancement and behavior modification

Intern (January 2003 to June 2003)
Wyoming Medical Center, Casper, WY

- Participated in multi-disciplinary evaluations
- Assisted with medical and psychiatric social work involving direct patient care
- Helped intake, evaluate, and treat battered women

In-Home Specialist (June 2001 to December 2002)
NOWCAP, Loveland, CO

- Made bi-weekly visits to clients with mental illnesses to assist with routines such as bathing, shopping, and paying bills
- Provided emotional support to clients
- Attended meetings with other assisted living specialists to discuss clients' progress

EDUCATION Bachelor of Arts, Sociology
Emphasis: Family Studies
University of Northern Colorado, Greeley, CO
May 2005 GPA: 3.8/4.0

**HONORS/
ACTIVITIES** Golden Key International Honor Society (Inducted 2003)
Volunteer, Habitat for Humanity (2002 to Present)
President's Scholarship Recipient (2001)
Dean's List (2001 to Present)

Terry Lee

17800 13th Street
Beale AFB, CA 95903
(530) 555-5555
Klee*4564@aol.com

OBJECTIVE An internship or manager trainee position in hospitality services

EXPERIENCE

Landscaper

B. Baggins Landscaping, Mars Hill, NC (Summers, 2002-2004)

- Installed various types of drainage systems
- Utilized brick laying knowledge
- Designed and maintained landscape layout for an apartment complex

Vice-President for Academic Affairs

Student Representative Council, UNC, Greeley, CO (2002-2003)

- Analyzed grading and faculty evaluation policies and provided input as student body liaison to faculty senate and Provost
- Attended faculty senate meetings
- Initiated proposal to revise policy on repeated course grade recording on transcripts

Carpenter Apprentice

Craven Construction, Raleigh, NC (summers, 2000 & 2001)

- Performed jack hammering, drilling, sawing, and clean-up
- Oversaw materials inventory on construction sites
- Built and assembled prefabricated homes

EDUCATION

Bachelor of Arts, Psychology

Minor: Business Administration

University of Northern Colorado (UNC), Greeley, CO

Anticipated graduation: December 2004

SELECTED COURSE WORK

Management of Organizations: Analyzed management structure of local manufacturing firm and made recommendations for improving internal communication

Marketing: Conducted market research and developed marketing plan for self-employed owner of a graphic design company

Psychology of Prejudice: Learned about basic causes of prejudice and expanded understanding of others

ACTIVITIES

Representative, Model United Nations

Executive Board Member, Lambda Chi Fraternity

College Orientation Staff Leader

RITA L SASAKI

1960 Norwood Street
San Francisco, CA 94123
(415)672-8111

OBJECTIVE: Position as Executive Assistant in an international organization
Focusing on trade and business development in the Pacific Rim countries

HIGHLIGHTS OF QUALIFICATIONS

- Diplomatic and tactful with professionals and non-professionals at all levels
- Exceptional communication and interpersonal skills; effective negotiator
- Analytical and versatile; able to maintain a sense of humor under pressure
- Readily transcend cultural and language differences
- Poised and competent as a professional business representative

PROFESSIONAL EXPERIENCE

Knowledge of East/West Business

- Coordinated all elements of a high-rise construction project, dealing with:
 - American architects and construction firms – Chinese entrepreneur in Hong Kong
 - British bankers and solicitors in Hong Kong – American and Hong Kong brokers
 - Hawaii-based American mortgage bankers, attorneys and accountants
- Worked in Tokyo as executive assistant to manager of a NY-based import-export firm

Coordination/Problem Solving

- Monitored progress of a \$26 million construction project in Hawaii to meet contracted completion date
- Mediated job-site conflicts among subcontractors
- Organized and led international group tours to China and other parts of the Orient

Communication Skills

- Made oral and written presentations to bankers on financial status and work progress, to get approval and funding.
- Prepared and delivered briefings for sales agents and brokers
- Presided over weekly project meetings with contractors and architects
- Created and maintained filing systems; drafted forms, correspondence, reports
- Wrote and recorded English text of educational radio program for Hong Kong Commercial Broadcasting Co.

EMPLOYMENT HISTORY

1995-Present	Realtor	Reynolds & Co. Realty, Hawaii
1985-1995	Tour Manager	Seventy-Seven, Inc. Hawaii Real Estate Development
1977-1985	Office Manager	Cultural Tours, Inc, Hawaii, Hong Kong, Canada
1973-1977	Financial Secretary	The Hawaii Corp, Honolulu, holding company

EDUCATION

Bachelor of Arts, Asian Study – University of Hawaii, 1980, Summa Cum Laude

Sample Headings for Resumes

OBJECTIVE
JOB OBJECTIVE
TEACHING OBJECTIVE
CAREER OBJECTIVE
PROFESSIONAL OBJECTIVE
POSITION DESIRED

EDUCATION
EDUCATIONAL BACKGROUND
EDUCATIONAL PREPARATION
ACADEMIC BACKGROUND
ACADEMIC TRAINING

SPECIAL TRAINING
CERTIFICATION
ENDORSEMENTS

AREAS OF KNOWLEDGE
AREAS OF EXPERIENCE
AREAS OF EXPERTISE
EDUCATIONAL HIGHLIGHTS
COURSE HIGHLIGHTS
BACKGROUND HIGHLIGHTS
CAREER HIGHLIGHTS
PROFESSIONAL SKILLS

STUDENT TEACHING
PRACTICUM EXPERIENCE
TEACHING EXPERIENCE
COACHING EXPERIENCE
EXPERIENCE SUMMARY
EXPERIENCE HIGHLIGHTS
PROFESSIONAL BACKGROUND

ACHIEVEMENTS
CAREER ACHIEVEMENTS
EMPLOYMENT
OTHER WORK
ADDITIONAL EXPERIENCE

PART-TIME EXPERIENCE
SUMMER WORK EXPERIENCE
VOLUNTEER ACTIVITIES
RELATED ACTIVITIES
CIVIC ACTIVITIES
PROFESSIONAL/COMMUNITY ACTIVITIES

COLLEGE ACTIVITIES
ACTIVITIES & DISTINCTIONS
SPECIAL HONORS
COLLEGE DISTINCTIONS
HONORS/AWARDS

MEMBERSHIPS
PROFESSIONAL MEMBERSHIPS
PROFESSIONAL AFFILIATIONS
PROFESSIONAL ORGANIZATIONS

SPECIAL TALENTS
LEISURE ACTIVITIES
SPECIAL SKILLS
INTERESTS
TRAVEL ABROAD
TRAVEL
LANGUAGE COMPETENCIES
MILITARY SERVICE

EXHIBITS
PUBLICATIONS
CURRENT RESEARCH INTERESTS
PRESENTATIONS
CONFERENCES ATTENDED

CREDENTIALS
PLACEMENT FILE
REFERENCES (Optional)

Keyword Summary

What is usually seen:

Managed in various operating environments. Skilled in all facets of operations. Demonstrated solid planning, finance, and quality management skills. Gained experience in diverse industries. Offer strong academic qualifications and extensive computer skills. (*generic terms, verb-driven*)

Better:

Senior manager with 10 years' experience in division, region, and industry management for Fortune 50 leader General Electric (GE). Strengths in marketing, sales, business forecasting, budgeting, recognizing, process improvement, operations, and team building. Solid grasp of research and development, engineering, quality control, production, and manufacturing processes including Six Sigma. Cross-industry experience with key accounts in packaging, food service, transportation, cosmetics, entertainment, and thermoplastics. Diverse regional experience (Pacific Northwest, West Coast, Midwest, Northeast, Southeast). MBA, Columbia University; BS degree in Chemical Engineering. (*concrete terms, noun-driven*)

Keyword Summary (Telegraphic Style)

Human resources generalist, 10 years' experience. Employee relations, recruitment, training and development. Policy development and interpretation. Compensation and benefits. Workers' compensation and safety. Internal communications, HRIS, Regulatory compliance (EEO, ADA, FMLA, EPA, OSHA). Fortune 500 experience (Motorola, GE). Rapid growth. Acquisitions and fluctuating staffing. RIF. BS degree, Human Resources Management, PHR designation.

Keyword Summary (Narrative Style)

Human resources Generalist offering:

- Ten years' experience in employee relations, recruitment training and development, policy development and interpretation, compensation and benefits, workers' compensation and safety, internal communications, and HRIS
- Strong record for regulatory compliance and knowledge of EEO, ADA, FMLA, EPA and OSHA
- Fortune 500 experience with Motorola and GE includes exposure to change environments – rapid growth, acquisitions, fluctuating staffing, RIF
- BS degree in Human Resources Management; PHR designation

Action Verb List

Clerical or Detail Skills

adhered
adjusted
administered
advised
allocated
applied
appropriated
approved
arranged
augmented
awarded
budgeted
built
catalogued
charted
classified
collected
completed
compiled
contributed
counseled
cut
defined
determined
dispatched
dispensed
edited
enlarged
evaluated
executed
generated
guided
implemented
inspected
monitored
operated
organized
prepared
processed
produced
proposed
purchased
recorded
retrieved

screened
specified
strengthened
systematized
tabulated
trained
validated

Communication Skills

acted
addressed
arbitrated
arranged
articulated
authored
authorized
collected
composed
consulted
corresponded
developed
directed
drafted
edited
enlisted
extracted
exhibited
forecast
formulated
generated
identified
influenced
initiated
interpreted
interviewed
lectured
mediated
moderated
motivated
negotiated
persuaded
prepared
promoted
publicized
reconciled

recruited
reported
screened
spoke
summarized
surveyed
translated
wrote

Creative Skills

acted
catalogued
centralized
conceptualized
consulted
crafted
created
critiqued
demonstrated
designed
developed
directed
established
fashioned
founded
illustrated
instituted
integrated
introduced
invented
launched
modernized
originated
performed
planned
presented
produced
projected
revitalized
scheduled
shaped
summarized
taught
trained
translated
wrote

Financial Skills

adjusted
administered
adhered
allocated
analyzed
appraised
audited
authorized
balanced
budgeted
calculated
computed
conciliated
cut
decreased
developed
disbursed
dispensed
distributed
doubled
downsized
economized
eliminated
exceeded
financed
forecast
gained
generated
increased
invested
maintained
managed
marketed
merchandised
planned
projected
purchased
quadrupled
reduced
reported
researched
reshaped
retailed
saved

secured
sold
solicited
sourced
specified
supplemented
systematized
tested
tripled
underwrote
upgraded
vended

Helping Skills

advanced
advised
aided
arbitrated
assessed
assisted
attended
backed
balanced
boosted
braced
clarified
coached
collaborated
comforted
consoled
counseled
demonstrated
diagnosed
educated
encouraged
expedited
facilitated
familiarized
fostered
furthered
guided
helped
instilled
liaised
mentored
ministered
negotiated
nursed
obligated

optimized
promoted
provided
reassured
reclaimed
rectified
redeemed
reeducated
referred
reformed
rehabilitated
repaired
represented
served
settled
supplied
supported
stabilized
streamlined
translated
treated
tutored
unified

Management Skills

administered
advised
analyzed
approved
assigned
attained
authorized
chaired
contracted
consolidated
coordinated
counseled
delegated
developed
diagnosed
directed
disseminated
enforced
ensured
evaluated
examined
executed
explained

governed
guided
improved
increased
initiated
inspired
installed
instituted
instructed
integrated
launched
lectured
listened
managed
mediated
mentored
moderated
monitored
motivated
negotiated
organized
originated
oversaw
planned
prioritized
processed
produced
promoted
recommended
redirected
reviewed
routed
scheduled
sponsored
strengthened
supervised
taught
trained
validated

Research Skills

clarified
collected
critiqued
diagnosed
evaluated
examined
extracted
identified

inspected
interpreted
interviewed
investigated
organized
reviewed
summarize
surveyed
systematized

Teaching Skills

adapted
advised
clarified
coached
communicated
coordinated
developed
enabled
encouraged
evaluated
explained
facilitated
guided
informed
initiated
instructed
persuaded
set goals
stimulated

Technical Skills

assembled
built
calculated
computed
designed
devised
engineered
fabricated
maintained
operated
overhauled
programmed
remodeled
repaired
solved
trained
upgraded

Letters to Employers

How do I Write Correspondence Letters?

Effective correspondence in the internship and job search process is equally as important as an effective resume. In fact, a cover letter should always accompany a resume. A cover letter is your opportunity to personalize your fit to the position and organization. Different types of correspondence may be necessary when pursuing employment and internships. These types of correspondence include:

Cover Letters or Letters of Application
Prospecting Letters
Networking Letters
Thank You Letters

Some general tips when preparing job search correspondence include:

- Professionalism in both format and content
- Free of grammatical and spelling errors
- Tailored to the position, organization and/or situation
- No more than one page in length
- Always include a cover letter with your resume
- Print the cover letter and the resume on the same paper (at least 20 lb. resume paper)

Cover Letters or Letters of Application

Cover letters and letters of application are essentially the same thing. These terms can be used interchangeably. This type of letter is a separate document used in conjunction with your resume when applying for a position. Along with your resume, the employer will review this document as the first step of the decision making phase. How you present yourself on your cover letter and resume will be taken into consideration when an employer decides whether to move you on to the second phase of the decision making process – the interview. Therefore, your cover letter and resume need to be professional, polished, and error-free.

Cover Letters should be short and to the point. A half page is more than sufficient in most cases. An employer should be able to briefly review the cover letter and become interested in reading more about you in your resume’.

Cover Letter Template

The following is a framework you can use to guide the process of writing your cover letter:

Your address
City, State Zip

Date

Name
Title
Company
Street Address
City, State Zip

Dear Mr./Ms.:

1st paragraph – (*Explain why you are writing*) Identify the position and your source of information. In summary form, indicate your strongest qualifications for the position using a series of phrases.

2nd paragraph – (*Introduce yourself and how your interest in the field developed*) As much as possible, provide evidence of your related work, extracurricular, and academic experiences and accomplishments. Refer to your enclosed resume.

3rd paragraph – (*Using “buzz words” from the job description and/or the company/organization mission that are truthful for you, relate your interests and qualities to your knowledge of the company*) Convince the employer that you have the personal qualities and motivation to succeed and that you are a good “fit” for the position.

4th paragraph – (*End your letter with a respectful and assertive paragraph*) Tell the reader what you have included in the application packet. State that you will call him/her after a certain number of days in order to confirm that the application packet is received. Thank the reader for his/her consideration.

Sincerely,

} Allow four line spaces for signing your name
above your typed name and below sincerely.

(Handwritten signature)
Your name, typed

Cover Letter

The following is an example of a cover letter:

12345 Green Street
Greeley, CO 80631

September 10, 2012

Ms. Jean Blue
Retail Recruiter
Third Interest Bank
301 Yellow Street
Denver, CO 80654

Dear Ms. Blue:

I am interested in joining Third Interest Bank as a Personal Banker. I recently became aware of this opportunity while reviewing your website for potential employment opportunities. I am eager to offer my knowledge of the finance industry as well as my extensive customer service experience to your business.

I will graduate from University of Northern Colorado (UNC) in December 2012, with a Bachelor of Science degree in Business Administration and an emphasis in Finance. Through my educational experiences, I have studied banking systems and gained an understanding of the various products a bank may offer their customers. In addition to my experiences in the classroom, I also have extensive experience serving customers as a Student Financial Aid Assistant in the financial aid office of UNC. My resume is attached for your review.

I have been interested in pursuing a career with Third Interest Bank for quite some time. This interest developed when Dick Smith from your Greeley office offered a presentation to my Financial Markets and Institutions class. His topic concerning "People, Service, & Products" made me realize how my experience would align with the Bank's mission. As a Student Financial Aid Assistant, I was awarded the distinction of "Service Employee of the Month" for 3 consecutive months. This award is given only to employees who know their customers well, serve their customers with enthusiasm, and know their products thoroughly. I would be pleased to offer this same service to customers of Third Interest Bank.

Please review my attached resume for additional information about my background. I look forward to the opportunity to further discuss this position with you. I will contact you during the week of December 14th to ensure that you have received my resume, and to answer any questions you may have. Thank you for your time and consideration.

Sincerely,

Stephen Moneybags

Prospecting Letter

When searching for employment or internships, there may be times when a Prospecting Letter could assist you in your search. A Prospecting Letter is utilized when attempting to develop a contact in an organization where you have no contacts. The goal of a Prospecting Letter is to obtain a meeting (informational interview) with an individual who works in the organization of interest. This meeting will be used to gain information about the organization or industry, not to obtain a position. However, through these informational interviews you are also developing your network of contacts in organizations for future opportunities.

The following is an example of a Prospecting Letter:

12345 Green Street
Greeley, CO 80631

November 10, 2005

Ms. Jean Blue
Retail Recruiter
Third Interest Bank
301 Yellow Street
Denver, CO 80654

Dear Ms. Blue:

After researching financial institutions in the Denver area, I was impressed with the variety of opportunities that Third Interest Bank offers their employees. I am interested in gaining additional information about the role and responsibilities of a Personal Banker.

In January, I will be entering my final semester as a Business Administration student at the University of Northern Colorado (UNC). Throughout my experiences at UNC, I have developed a strong interest in the banking industry and plan to pursue a career in this industry upon graduation. In the meantime, I am interested in gaining information about Personal Banker positions as well as advice on how to break into this career area. I would appreciate about 15 to 30 minutes of your time where I might ask you some questions in order to gain your insights about this profession.

For your review, I have enclosed my resume which addresses my educational and professional experiences. I will contact you next week in order to determine a time when a brief meeting would be convenient for you. Thank you in advance for your time. I look forward to visiting with you soon.

Sincerely,

Stephen Moneybags

Networking Letter

When searching for employment or internships, there may be times when a Networking Letter could assist you in your search. A Networking Letter can be utilized when you have been referred to an individual in an organization by a common acquaintance. For example, an individual you completed an informational interview with refers you to another individual at a similar organization in order to gain additional information. One option is to call the referral and ask them for an informational interview. Another option is to send them a Networking letter requesting an appointment.

The following is an example of a Networking Letter:

12345 Green Street
Greeley, CO 80631

November 10, 2005

Ms. Jean Blue
Retail Recruiter
Third Interest Bank
301 Yellow Street
Denver, CO 80654

Dear Ms. Blue:

Joseph Lincoln, a Finance professor at the University of Northern Colorado (UNC) suggested that I contact you regarding advice and information about entering the field of banking. I was also given your name by Sue San, the Employer Relations Coordinator at UNC. She indicated that you are an alumnus of UNC and that you had previously recruited on campus.

In January, I will be entering my final semester as a Business Administration student at the University of Northern Colorado (UNC). Throughout my educational and work experiences while at UNC, I have developed a strong interest in the banking industry and plan to pursue a career in this industry upon graduation. Professor Lincoln informed me that your UNC education served you well as you progressed through your banking career. He also mentioned that you would be well qualified to provide advice regarding my future career in banking.

Therefore, early next week I will contact you to see if we might arrange a brief meeting at your convenience. I have enclosed a copy of my resume in order to provide you some information about my qualifications and background prior to our meeting. Thank you in advance for your time. I look forward to meeting with you soon.

Sincerely,

Stephen Moneybags

Thank You Letter

A thank you letter can be sent at any point in the internship and job search process when someone has been helpful to you. However, they are most commonly used to thank an employer after an interview. This is an opportunity to reiterate your interest in the position as well as the qualifications and skills you bring to the position. It is important to send a thank you note to the interviewer within a day of the interview. In addition to expressing your appreciation for their time and your interest in the position, the thank you letter also provides an additional marketing tool for you. You are giving yourself one more chance for the employer to review how you can contribute to the organization, and possibly separating you from other candidates who may not have thought to take the extra time and provide a formal thank you.

The following is an example of a Thank You Letter:

12345 Green Street
Greeley, CO 80631

November 20, 2005

Ms. Jean Blue
Retail Recruiter
Third Interest Bank
301 Yellow Street
Denver, CO 80654

Dear Ms. Blue:

Thank you for taking the time to interview me on November 19th. I enjoyed our discussion about the Personal Banker position as well as what Third Interest Bank has to offer their customers and employees.

As mentioned during our interview, I not only meet the qualifications for the Personal Banker position, but am also skilled in customer service and have a passion for providing exceptional service for customers' financial needs. I have been interested in developing a career with Third Interest Bank for quite some time and am looking forward to an opportunity to shine as a Personal Banker.

Again, thank you for the opportunity to interview with you. I look forward with great pleasure to hearing from you soon.

Sincerely,

Stephen Moneybags

Job Portfolio

What is it?

- A visual representation of your abilities, skills, capabilities, knowledge, qualities – and it represents your potential
- A collection of physical “things” – artifacts or tangible materials that represents work related events in your life

Why should I have one?

- More and more job seekers today are carrying portfolios with them to interviews. A physical representation of what you have done is a more convincing way to influence employers to hire you!
- In the past, we have seen Graphic Artists, Architects, Models, and Engineers as the only professionals using portfolios. However, today an increasing number of different types of professionals are using portfolios during job interviews.

What might be included in the portfolio?

To get started, here is a list of things you might want to include in your portfolio:

- Table of Contents
- Academic/Personal Information
 - Resume
 - Official School Transcripts
 - Fact Sheet that details your Hobbies and Interests
 - Testing Results (NTE, PPST, FE, GRE, etc.)
 - List of References
- Skills and Technical Abilities
 - Writing samples – in resume “language,” you telegraph or condense information – this section provides an opportunity for you to really tell a story and show your talents through different writing styles
 - Documentation of technical/computer skills – evidence of strong skills can make the difference in who is finally offered the position
 - Evidence of large projects – a great way to show an ability to multi-task and finish something of quality
- Professional Information
 - State Certification or Licensure Documents
 - List of Conferences and Workshops Attended
 - Letters of Commendation/Thank You for Service
 - Internship or Co-op Summary Report
 - List of Professional Organization Involvement
 - A record of all training you have had – your resume only has space for a brief snapshot of your training – here, you can include copies of everything!

- Honors/Award Information
 - Certificates of Awards/Honors
 - Nomination to Honors/Academic Organizations
 - Newspaper Articles about your Achievements

Have your portfolio critiqued by your academic advisor and professionals from your field if possible. Keep working on and adding to your portfolio – even after you get a job. You never know when you might need to showcase your work!

Keep in mind that the interview itself can be very stressful – and some employers like you to complete an application for them on the spot just prior to beginning an interview. Just knowing that you have in your portfolio anything you might need to complete an application or respond with evidence during an interview will help calm your nerves. You'll confidently know that you can answer any question!

Interviewing

How do I prepare for an Interview?

What do you know about who you are and what you like to do? You need to be able to:

- Clearly state your career goals
- Explain clearly and concisely why you chose your major or majors, minors, and/or emphasis areas
- Describe your greatest strength
- Describe your greatest weakness, and then make it appear to be a strength
- Name the work activities you do well and enjoy
- List at least five job skills and abilities you have
- Relate your past work, volunteer, and school experiences to the job you are currently applying for
- Clearly define your geographical preferences and limitations
- Determine the salary range you will consider based on research of the organization and national trends

In an interview, be prepared to sell yourself to potential employers. Know your product: YOU! Learn to talk about yourself in terms of your skills. The following is a list of common skills employers look for in a job applicant

- Communication skills (written and verbal)
- Teamwork skills (works well with others)
- Interpersonal skills (relate well with others)
- Analytical/critical thinking skills
- Problem solving skills
- Organizational skills
- Creative skills
- Research skills
- Leadership skills

Make sure you have researched the companies you are applying to. Learn about these areas of each company:

- Company objectives/goals/mission
- Products or service line (What they do)
- Number and location of business
- Size of company
- Number of employees
- Short-term profit picture
- Recent items in news and periodicals

While in the interview, try to remember the following tips:

- Be on time (15 minutes early for an interview is preferred)
- Walk with confidence and good posture

- Both men and women should be sure to give a firm handshake
- Look the interviewer in the eye – but don't "stare" them down
- Organize your thoughts and questions
- Be honest; be yourself
- Speak distinctly and clearly, using proper grammar
- Be enthusiastic
- Talk about your strengths
- Talk about your career goals, qualifications, and interests
- When asking questions about the company, have them reflect your interest in the company
- Be confident – watch what your body language is saying about you!
- Be proud of your abilities
- Be polite to everyone you meet: the receptionist, people you see in the hallway, restrooms, etc. Negative behavior always gets reported back to the interviewer

How do I Interview Successfully?

- Practice your skills with a Career Counselor in a practice interview
- Learn to answer questions using the S.T.A.R. method (Situation or Task, Action and Result). This method involves being able to clearly explain to people how your current skills match their needs, based on your past experience (work, school, volunteer):

Situation or Task	Describe the situation that you were in or the task you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any other relevant experience.
Action you Took	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.
Results you Achieved	What happened? How did the event end? What did you accomplish? What did you learn?

- Be prepared for the interview; have answers to commonly asked questions prepared ahead of time (What is your greatest strength? What is your greatest weakness?)
- Research the company ahead of time
- Be open, honest and straightforward at all times during the interview and application process
- Send a thank you card to the person who interviewed you
- About a week later, follow up with her/him to see if there is any other information you can provide
- Be positive! It will show. Remember, getting a job is a job in itself, and it can take a lot of work!

Common Interview Questions

Here are some common interview questions and suggestions as to how you might respond to them.

1. Tell me a little about yourself.

This is an open-ended question usually asked to help “break the ice.” The key thing to remember is to keep your response related to the job. Be specific and don’t ramble. Your answer should be about 2 minutes in length.

2. Why are you interested in working for this organization?

This will show the employer if you have done this homework. Be specific and state how what you have learned about the organization through your research relates to your career goals.

3. Why have you chosen this particular field?

This allows you to demonstrate your enthusiasm and dedication to your field.

4. Describe your best/worst boss.

Be positive. Speak about your best boss if possible. If pressed to speak about your worst boss, try to provide a positive result. For instance, “I had a supervisor who was often very vague. However, because of this, I learned the value of good communication and how to determine exactly what was required to complete the desired action well. I knew to get specific information such as deadlines, requirements, or staffing details so I could provide a satisfactory product.”

5. What is your major strength/weakness?

Your major strength should be easy, but be sure it is directly related to the position. As for your major weakness, again, provide a positive explanation such as, “I tend to be nervous around my supervisors, although I’ve gained more confidence in that area since my last job where my supervisors encouraged me to ask questions.” This is your opportunity to show growth and potential!

6. Give an example of a problem you encountered either in school or at work, and explain how you solved it.

Be logical. State the problem and then illustrate the step-by-step procedure you used to correct it.

7. Where do you see yourself in three years?

Tell the interviewer that you hope to be with the company in whatever capacity you can make the greatest contribution, based on the skills and experiences that you have gained over the course of the preceding three years.

8. Describe an experience in which you worked as a part of a team.

Being able to contribute to and lead a team are very important qualities. Give this question serious consideration and develop answers for both situations.

9. What are your short and long range goals?

Goal setting is a part of every organization. Employers want to see that you are able to and do set goals for your life. Generally, short-term goals are from the present up to two years and long term goals are from two to ten years. Discuss your professional personal goals.

10. Why should we hire you?

This is intended to catch you off guard and have you explain in a nutshell the qualities and skills that you possess that would benefit the organization. Discuss your strengths and specific actions steps you have taken along with results you've achieved. This is your chance to really sell yourself. Remember, your value to them is your ability to increase their bottom line – whether that is in sales, efficiencies, personality, etc. Leave them with a confident and positive experience!

Adapted from Job Choices For Business & Liberal Arts Students, 2006, National Association of Colleges and Employers.

Behavior-Based Interviewing

Behavior-based interviewing (BBI) is becoming increasingly popular across the country. BBI is based on the idea that your past behavior will predict how you will respond to similar situations in the future. Thus, this interview technique is focused on ways in which you, the interviewee, have actively applied your skills in the real world.

In response to BBI questions, you will be expected to provide detailed and focused descriptions of actual situations that you have experienced. Be prepared to think in great detail under pressure. It is okay to take your time in thinking of your response; the interviewer will understand your need to collect your thoughts. When you do respond, it should be both thorough and direct. You will need to describe an overview of the situation, the action you took, and the results. Here are some examples of common behavior-based interview questions:

1. Describe a creative/innovative idea that you produced which led to a significant contribution to the success of an activity or project.
2. Think of a situation where you distrusted a co-worker/supervisor, resulting in tension between you and that individual. What steps did you take to improve the relationship?
3. What was the most complex assignment you have had? What was your role?
4. Provide an example of how you acquired a technical skill and converted it into a practical application.
5. By providing examples, demonstrate that you can adapt to a wide variety of people, situations, and/or environments.
6. Tell me about a suggestion you made to improve the way job processes/operations worked.
7. What was the result?
8. What are three effective leadership qualities you think are important? How have you demonstrated these qualities in your past/current situation?
9. Give me a specific example of a time when you did not meet a deadline. How did you handle the subsequent situation?

Adapted from Job Choices For Business & Liberal Arts Students, 2006, National Association of Colleges and Employers.

Sample Interview Questions to Ask the Employer

Toward the end of your interview, employers will almost always ask if you have questions for them. Not having a set of questions shows a lack of preparedness. Read the following questions to get an idea of how to structure your questions for the employer. You may want to use some of those listed, or you may want to create some of your own. Always have at least five questions with you when you arrive for the interview. These questions can also be used to get an interview back on track when the subject of discussion has shifted from the purpose of the meeting.

- What immediate results are expected from the person who accepts this position?
- What qualities are you looking for in new hires?
- What characteristics does a successful person have in your organization?
- What are your expectations of new employees?
- What are some of the achievements made by employees in this position in the past?
- What would a typical day's work look like in this position?
- Describe the typical first-year assignment.
- How would you describe your organization's personality and management style?
- What are the organization's plans for future growth?
- Where do you see the company going in the future?
- Is the building open during the evening and weekend to do extra work?
- When do you want to have the position filled?

Questions to Avoid Asking

Although salary and benefit questions are very important issues to consider before accepting a position, it is not appropriate to ask salary-related questions during the interview. After a potential employer offers you the position, you'll have time to ask for salary and benefit information – and be in a much better bargaining position.

After the Interview

Now that the interview is over, there are still some things for you to consider and do in order to increase your chances of getting the job:

- Send a thank-you note the same day as your interview. It shows you are considerate and it will get your name on the employer's desk again; not many people do this, so it may make you stand out above the other candidates
- The thank-you note can be written formally on a piece of resume paper or it could be a hand-written card
- Follow up with the interviewer regarding the status of the position and the search process; be assertive, not aggressive

How do I Dress Appropriately?

Dressing properly for the job interview is essential. If you have time, you might want to do some research. Try to get to the employee parking lot the day before the interview – morning or afternoon. See what they are wearing and then choose something appropriate – similar attire or one step better – particularly if you really want the job. Too dressed up or too dressed down will raise questions you don't want in the mind of the interviewer! Here are some tips for men and women on how to dress properly for an interview:

MEN

- Suit: Neutral colors, such as navy blue or charcoal gray. However, any conservative colored suit will work.
- Shirt: Make sure the shirt is well-ironed, long-sleeved, usually white or neutral color with a standard or button-down collar – and that it fits well.
- Tie: A simple stripe or repeating pattern. Avoid bright colors and “story” ties, as they can be distracting. You want the employer to notice you — not your clothes.
- Shoes: Footwear should be leather, black, polished, and in a simple or wing-tip style.
- Socks should be without pattern and match your pants or shoes in color.
- Hair: Should be well-groomed, especially if long. Pulling back hair often helps keep hair manageable. Beard and mustache – neatly trimmed.
- Nails: Trimmed and clean

WOMEN

- Suit: Long-sleeved jacket, straight or pleated skirt. Neutral color such as navy blue or gray. Patterns are only acceptable if they are extremely subtle. The skirt – knee length or longer. If wearing slacks, they should fit well.
- Blouse: White or pastel shades preferred. Try to stay away from shiny or sparkly material. Cotton or matte silk is always a good choice.
- Collar: Should be buttoned. A nice touch is often a collar pin or a simple gold necklace.
- A colorful scarf that complements your outfit is acceptable, but should not be too bright.
- Shoes: Simple leather pumps with a one- or two-inch heel, in black or a color complementing your suit. Stockings or pantyhose – skin tone or a complementing color.
- Jewelry: Simple post earrings work best. Try to have no more than one ring per hand and one bracelet, at most. A tasteful lapel pin is fine.
- Make-up: Simply to complement is best. Avoid dark, bright or frosted colors.
- Hair: Simple and conservative. Pull hair back from face if you have longer hair. Try not to over-spray hair.
- Nails: Clean. If your nails are painted – neat and with neutral or complementary colors. No designs, strong colors, stick on rhinestones, etc.

General: Avoid wearing perfume or cologne (Interviewers may be allergic to them). Do not wear white socks with dark suits. Avoid “noisy” jewelry. What about the earring(s)—ears, nose, lips, eyebrows, etc.??? Remember you want to make a good first impression for the employer.

Don't smoke before going to your interview. Smoke stays in your clothing and may be offensive to those who are interviewing you. If you need to sweeten your breath before going into an interview use a quick dissolving mint or spray.

Special Topics

Have You Googled Yourself?

Have you ever googled yourself? It's amazing and a little frightening what anyone with a computer and an internet connection can learn about you. It's even more frightening to think that a potential employer can be looking you up right now.

It's important that you clean up your public profile prior to beginning your job search. Your public profile refers to any information that is easily accessible to the general public. This includes public documents such as court records, bankruptcies, credit history, as well as any information on the internet — even if you are not the one who put it online.

Often referred to as “digital dirt” – online information can really hurt one's chances of getting a job. Recruiters, like any other web surfers, often search for information about their candidates before sending them to their clients. It is a little easier to remain unscathed by Internet results when you have a common name. However, employers who have your resume at hand have enough information about you to narrow down the search and find accurate personal information.

Websites such as Match.com, Facebook, WebShots and MySpace serve as valuable tools to jump-start people's personal lives, but can also come back to limit their career options. One inappropriate picture can cut your chances of landing your dream job. Don't let that happen to you and don't think it can't. Employers check up on their current and potential employees more thoroughly than people think. It is also possible for employers or employees of the hiring company to find you by accident. The chances are high that you are interconnected through a social network (Friendster, for example) with someone in the hiring company.

However, services do exist to help protect your name. Web companies such as Reputation Defender and WinClear.com were created with the sole purpose of cleaning up people's internet profiles. While services such as these are helpful, job seekers need to do their part in purifying their image – online and off. Google yourself, see what you find, and take down anything you have control over. You can even call search engines or website owners to have them remove your information from their databases. In addition, record a professional voicemail message for your cell and home phones and use a professional sounding email address on your resume. Employers are not so inclined to contact Sweetcheeks5093 for their VP of Finance position.

Cleaning up your online profile may prove to be a big chore. This is especially true for many in the military who have used the internet to keep in touch with friends and family. However, it's worth the time and effort since it can impact your career and future.

The takeaway point from this is that employers do not like surprises. Candidates often conceal information that would lower their chances of getting a job. Having unprofessional information available online is as accessible to an employer as having it on a resume. Taking the time to protect your name will be well worth it when you land the job of your dreams.

From Drum, B., (2007) Military.com

Keep that Clearance Secure

By Susan Joyce, author of Job-Hunt.org and expert in online privacy

With security clearances, you'd really need to know what the appropriate "current regs" say. I'd be very cautious about sharing this information in a resume or cover letter (even though I've seen it done) since improperly disclosing that information could result in the loss of the clearance.

In the "old days," you were supposed to report to the FBI anyone who asked you about your security clearance, particularly if you had one above Secret. You were definitely not supposed to be advertising that you had a clearance or what level clearance you had. It was the quickest way to have your clearance jerked.

There are also several different kinds of clearances – DoD, CIA, FBI, DoE, etc. And having a high DoD clearance doesn't mean that someone would be cleared by the CIA, FBI...They don't "transfer" from one to another.

In the current environment, I'd think that having a security clearance is, again, very sensitive. Obviously, for some jobs, you would be eliminated from consideration if you didn't have one. I might include a statement to the effect that information about a security clearance would be provided on an "appropriate need-to-know basis." In the civilian "spook" world, a reference to "having appropriate tickets punched" might be the proper lingo.

But, I would not be specific about agency or level, not even in a cover letter to that agency. Show respect for the clearance, follow the appropriate agency's regulations, and keep the clearance.

Note from Margaret (of rileyguide.com): If you are applying for a job with the U.S. Government or with one of the thousands of government contractors supplying or serving the government, listing the fact that you have a clearance is good, but do so only when requested and then hold the specifics (level of clearance and agency) for the interview.

Source: <http://www.rileyguide.com/citizen.html>

Good to know information: *You can have several types of status on any given security clearance as well. An active clearance will usually be best understood and acceptable if you received it from the agency you are currently working for. Once you resign or quit, your clearance will no longer be valid but may still be current. A current clearance still has some value as it will be easier and quicker to complete a verification and/or update of your status than if you had no security clearance at all. Be sure to let your potential employers know if and when you ever had a security clearance – as well as which agency requested it – but only if you're comfortable with going to work for them, you're in the interview and it sounds like they're highly interested in you – and you're sure of their need to know!*

Does combat experience belong on your resume?

By Tranette Ledford - Decision Times

July 2, 2007

The best resumes are specific. They give more than a general idea of your background.

Winning resumes explain your job skills, training and experience. For that reason, many service members, particularly those returning from Iraq and Afghanistan, are struggling with how to present their combat experience on paper.

Kim Isaacs is often asked these questions. A professional resume writer and career development expert, Isaacs is the executive director of ResumePower.com and co-wrote “The Career Change Resume: How to Reinvent Your Resume and Land Your Dream Job,” published by McGraw-Hill. Isaacs spoke with Decision Times about the delicate issue of when and how to include war experience on a resume, and how this experience can be successfully relayed to civilian employers.

Should service members include their war experience on their resumes, no matter who the prospective employer may be?

In most cases, it's beneficial to include military and war experience on the resume. The level of detail depends on the target employer and how relevant the experience is to the career goal. Basic information like occupation, locations served and deployment dates should be included, and veterans may also emphasize relevant training, key accomplishments, transferable skills and military awards. It's important to think about the prospective employer and the position requirements, and then highlight the military experience that the employer would be most interested in. Also keep in mind that most employers are looking at recent accomplishments. So avoid including or emphasizing military experience from more than 15 or so years ago. Business resumes need to be results-oriented. For example, the following military accomplishment is suitable for a corporate job application: “Repeatedly promoted throughout ten-year military career to manage logistics organizations with 150 employees, maintain +\$15 million in equipment, and provide support to units of up to 3,500 personnel.”

What information about one's combat experience should not be included on a resume?

Avoid references to lives lost — unless it's in the capacity of saving lives. Also, be careful about divulging information that would be considered secret or top secret. I've seen many veterans divulge too much proprietary information about military missions on their resumes.

Should service members ever omit military or wartime service from their resumes entirely?

A resume is not a history of everything you've done in your lifetime, so it's not necessary to include war experience on a resume if it doesn't help “sell” the candidate. Veterans learn a lot of positive transferable skills, so in most cases, it makes sense to include tours of duty. You might consider omitting service if it occurred more than 15 years ago, it has nothing to do with the job

you're applying for, or the employer has political objections to the military. You can talk about your experience in a personal interview. The trick is getting the interview in the first place, and that's what a resume is for.

The Federal Government is the Nation's #1 employer, and many service members seek federal jobs when they leave the military because it's a good fit. How should a veteran highlight or present combat experience on Federal resumes?

One of the best ways to determine what to highlight on a federal resume is to study the vacancy announcement, which provides detailed information about the job opportunity and required skills and experience. If combat experience or skills developed in combat would be relevant to the federal job, the experience should be emphasized along with accomplishments, training, special assignments and job-related skills that were developed while in combat.

Should veterans' resumes highlight the military awards they've received, and if so, how should this be presented?

Military awards demonstrate that the veteran was a top performer, so awards should be mentioned or listed in the resume. One option is to provide a general statement that can be discussed if the hiring manager is interested. For example, a bullet can be added to an "Accomplishments" section to read something like: "Earned numerous awards, medals and commendations, including Bronze Star for combat during Operation Desert Storm."

(Decision Times writer Tranette Ledford interviews a career transition expert each month for the Ask an Expert column. Kim Isaacs may be reached at <http://www.resumepower.com>.)