PLAN · TO · SUCCEED

CAREER SERVICES

McKENDREE UNIVERSITY

CAREER AND JOB SEARCH GUIDE

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CAREERSERVICES@MCKENDREE.EDU

Clark Hall 104

www.mckendree.edu/careerservices

McKendree University Career Services McKCareerServices

McKendree University Career Services

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CAREER SERVICES RESOURCES

3 MEANINGFUL WAYS

CAREER SERVICES
CAN SHAPE YOUR FUTURE

1 EXPLORE CAREER OPTIONS

MAKE INFORMED DECISIONS

- One-on-one career counseling
- Free online career assessments
- "What Can I Do With This Major?" online resource

2 GAIN EXPERIENCE

SEIZE OPPORTUNITIES

- Internship program for academic credit
- Online internship site database
- Guidance on building key skills through engagement and experience
- Career Conference & Dining Etiquette Seminar
- Connect with McKendree alumni

3 PREPARE FOR LIFE AFTER McK

PLAN TO SUCCEED

JOB SEARCH

- Career Guides in print and online
- Resume/cover letter reviews & mock interviews
- Utilize Handshake, our free online job system: mckendree.joinhandshake.com
- LinkedIn profile reviews
- Career Fairs each semester

GRAD SCHOOL SEARCH

- Graduate School Guide in print and online
- Guidance on search & application process
- Resume & personal statement reviews
- Info on graduate admission exams
- Mock interviews

GET CONNECTED & STAY CONNECTED

mckendree.edu/careerservices
careerservices@mckendree.edu
Clark Hall, Room 104
618-537-6805/6806

CAREER PLANNING

A Career Plan is a flexible tool to guide you in making decisions regarding courses, extra-curricular activities, part-time jobs, internships, and special projects. Each year of college, your courses and activities provide experiences upon which to build and revise a Career Plan. Create your initial plan and follow up with periodic assessments, additions, and revisions. The results are a better picture of who you are, what you can do, where you want to go, and how to get there. The ideas below will help you get started on your path to success!

EXPLORE

- Enroll in core/general education courses at McKendree to explore different career areas
- Consider taking an online assessment if feeling uncertain about your interests and abilities and how those relate to majors and/or careers. Request directions and passwords from Career Services
- Familiarize yourself with our website at www.mckendree.edu/careerservices, and follow us on Facebook, Instagram, and LinkedIn to stay updated on a variety of areas
- Conduct informational interviews with people in your area of interest. Information can be found in our office regarding this area
- Obtain a part-time job to gain valuable experience. You can search for jobs on McKendree's Handshake online job system by going to the My McK page and clicking on Handshake

PREPARE

- Create or update your résumé, and view the Career Planning Guides for a wealth of information. Contact Career Services for assistance in getting started or have our office review your résumé
- Prepare cover letters, a reference page, or other documents, utilizing our Career Planning Guides. Career Services can then review the documents for you
- Upload your résumé into McKendree's Handshake online job system to begin applying for student jobs (off campus) or internships. See Financial Aid for Federal Work Study information
- Create or update your LinkedIn profile, and clean up all social media accounts
- Learn to network and prepare your introduction to new contacts and potential employers. Consider seeking a mentor
- Prepare and practice for interviews. Schedule a mock interview with Career Services before the actual interview
- Talk to Career Services about completing an internship for academic credit your junior and/or senior year
- Contact Career Services for resources to help research graduate or professional schools

CONTINUED

EXPERIENCE

- Work a part-time job to gain work experience
- Get involved in campus organizations that are of interest to you. Consider clubs that relate to your career interests when evaluating choices
- Volunteer in the community
- Complete at least one internship for academic credit
- Begin to plan your job search strategies. Create or update your résumé and cover letter for review by Career Services
- Continue to build strong professional relationships with individuals
- Participate in a variety of programs that Career Services offers to students

ACHIEVE

- Utilize Handshake and attend McKendree Job Fairs to begin your job search. Begin at least six to nine months before graduation to maximize success
- Apply to graduate or professional school if that is your desired next step. Career Services has Gap Year resources if you want more experience or time before applying
- Remember to maximize your job search by utilizing a VARIETY of resources. Start the job search process early in your senior year with online resources, networking, and job fairs
- Evaluate job offers and learn more about negotiation before accepting an offer
- Join related professional organizations if student membership is an option

CREATING A RÉSUMÉ



Your résumé is a marketing tool that should outline your educational and employment experiences, activities, skills, honors, and projects. This document should concisely tell the employer what you can do specifically for them, which is why it is so important to customize your résumé for various positions. What does the employer need to know about you for them to bring you in for an interview?

There is no single prescribed format for résumés. However, provided below are some basic guidelines to follow to help you design an attractive and informative résumé:

- Design a résumé that best shows your *qualifications* for that specific employer. Using a résumé template is discouraged.
- Your résumé should be listed in reverse chronological order by the ending date. This includes all areas, such as Education, Job Experience, Honors, and Activities.
- Section titles look nice in bold font and capital letters, as do **job titles and degrees**.
- Put your name in **bold**, in a slightly larger font size than the rest of your résumé. The rest of your contact information can be the same size as your text.
- Only **one** telephone and email address need to be listed. Consider including your LinkedIn address if you have taken the time to create a solid profile. Make sure that email address, voicemail, and social networking sites are professional.
- Career Services recommends purchasing résumé paper. Do not staple your résumé.
- Cover letters should generally be sent with your résumé unless otherwise instructed by the employer. You can see cover letter writing tips and examples later in this guide.
- Do not use a font size smaller than 11-point. Utilize standard font types such as Arial, Times New Roman, and Calibri to make the text easy to read. Margins are generally one-inch margins on the top, bottom, and side.
- Do not include personal information, such as birthdate, social security number, marital status, religious/ethnic background, hobbies, pictures/headshots, or other related areas unless it is required by or relevant to an employer. For example, some federal employers require that a social security number be listed for background checks that may be conducted in the future.
- Recent graduates who are just starting out in the field do not generally need to exceed one page, but please see Career Services if you have questions about including additional information on a second page. Graduates with experience will often have a two-page resume. Put your name and page number at the top of the second page, if applicable.

- Candidates may want to consider adding a Qualifications, Profile, or Summary area as a heading in their résumé with four to six bulleted statements. Please note this is most effective if customized for each position!
- Your résumé format may look different from the samples in this guide, especially for *creative fields such as art and marketing.*
- Include your degree and major in your education section. Also include your date of graduation or anticipated date using a month/year format (e.g., May 2022) if you have been out for five years or less. List your GPA if it is 3.0 or higher; your major GPA can also be listed if it is significantly higher than your overall GPA.
- List job descriptions in **bulleted format** with active-verb statements. List in present tense if you are still in the position and past tense if it is previous experience.
- Try to include results and skills as much as possible.
- Do **not** use personal pronouns in your resume, such as I, me, my, etc.

Please see our Sample Résumé Format page for more format/content guidance!

- Experienced candidates typically do not need to go back more than *10 to 15 years* for experience, but this can vary based on experience and position. Do not list any high school information. For traditional students, remove all high school information during the sophomore year of college.
- Make your résumé easy to scan visually; do not assume the employer will take the time to read the document thoroughly.
- Be consistent with formatting. For example, if your dates are right-hand justified for one section they should be right-hand justified for all sections.
- Use *keywords* for your field.
- List additional Languages spoken, if relevant, and indicate your fluency level.
- Do not include a References Available upon Request section on your résumé; secure references and have this page ready for interviews and employer requests.
- Make sure to proofread! You should also have Career Services review your résumé.
- Take a copy of your résumé to interviews.
- The problem with many résumé templates is that they can be hard to customize and may not scan correctly through an applicant tracking system. It is very important to have the flexibility to modify the layout and content of your résumé. The sample formats we have provided are easy to personalize and can be used as a base for many types of résumé.

CAREER READINESS

COMPETENCIES FOR A CAREER-READY WORKFORCE

Career & Self Development
Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.

Communication
Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

Critical Thinking
Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

Equity & Inclusion
Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different cultures and backgrounds. Engage in anti-oppressive practices that actively challenge the systems, structures, and policies of racism and inequity.

Leadership
Recognize and capitalize on personal and team strengths to achieve organizational goals.

Professionalism
Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Teamwork
Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

Technology
Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

WHAT IS CAREER READINESS?

Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college educated for success in the workplace and lifelong career management.

NACE®
NATIONAL ASSOCIATION OF COLLEGES AND EMPLOYERS

naceweb.org/career-readiness-competencies

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TRANSFERABLE SKILLS CHECKLIST

Over the years, you have developed many skills from part-time/full-time positions, classes, campus activities, volunteerism, and other leadership experiences. A prospective employer wants to know about these transferable skills and how they can be applied in a specific work environment.



Use the following checklist to help you pinpoint some of your transferable skills.

COMMUNICATION SKILLS

- speaking effectively
- writing clearly and concisely
- listening attentively and objectively
- expressing ideas
- facilitating group discussion
- interviewing
- editing
- responding appropriately to +/- feedback
- using various media to present ideas imaginatively
- providing appropriate feedback
- negotiating
- perceiving nonverbal messages
- persuading
- reporting information
- describing feelings
- public speaking
- using various styles of written communication
- conveying a positive self-image to others

RESEARCH/PLANNING/INVESTIGATION

- forecasting/predicting
- creating ideas
- identifying problems
- imagining alternatives
- identifying resources
- gathering information
- solving problems
- setting goals
- extracting important information
- analyzing
- developing evaluation strategies
- testing validity of data
- designing an experiment or model
- formulating questions
- making conclusions
- conceptualizing
- observing and discovering
- defining needs

HUMAN RELATIONS/INTERPERSONAL

- developing rapport
- being sensitive
- listening
- conveying feelings
- providing support for others
- motivating
- sharing credit
- helping others
- counseling
- cooperating
- keeping a group "on track"
- being patient
- interacting effectively with peers, superiors, and subordinates
- persuading others
- being willing to take risks
- teaching/instructing others
- demonstrating effective social behavior
- perceiving feelings and situations
- delegating with respect

WORK SURVIVAL

- meeting goals
- enlisting help
- accepting responsibility
- setting and meeting deadlines
- organizing
- making decisions
- seeking opportunities for professional development
- evaluating personal and professional strengths and weaknesses
- implementing decisions
- cooperating
- enforcing policies
- being punctual
- managing time and stress
- attending to detail
- working effectively under pressure
- take initiative in job-related duties
- discerning appropriate behaviors for work

CRITICAL THINKING/PROBLEM SOLVING

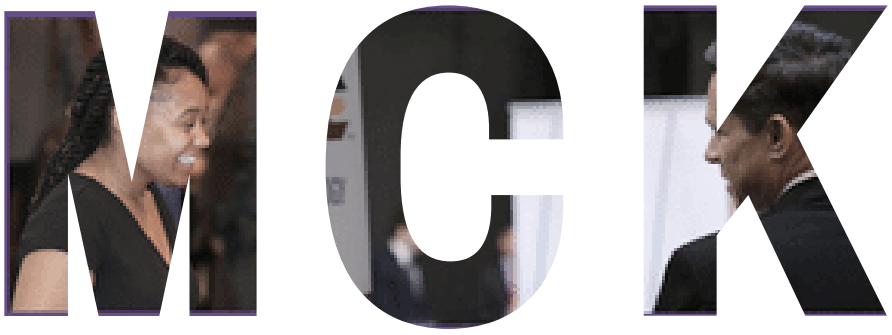
- anticipating problems before they occur
- defining problems and identifying possible causes
- identifying possible solutions and selecting the most appropriate ones
- creating innovative solutions to complex problems
- involving group members to evaluate solutions
- developing plans to implement solutions
- multi-tasking
- identifying a general principle that explains interrelated experiences

ORGANIZATION/MANAGEMENT/LEADERSHIP/DECISION MAKING

- initiating new ideas and tasks
- handling details
- coordinating tasks
- coaching/mentoring
- counseling
- managing conflict
- motivating and leading people
- organizing people/tasks to achieve a specific goal
- following up with others to evaluate progress
- conducting meetings
- giving praise and credit to others for a job well done
- solving problems/mediating
- taking risks
- implementing sound decisions
- managing groups
- delegating responsibility
- teaching/instructing
- promoting change
- selling ideas or products
- making decisions with others
- analyzing tasks
- identifying people who can contribute to solutions of problems or tasks
- facilitating brainstorming activities
- developing goals for an organization
- prioritizing tasks
- encouraging and inspiring
- negotiating agreements
- taking responsibility for decisions

FINANCIAL/MANAGEMENT

- developing a budget
- accurately estimating expenses and income
- keeping accurate and complete financial records
- accounting
- assessing
- ensuring timelines of payments
- fundraising
- calculating
- projecting/forecasting
- investing



SAMPLE RESUME FORMAT

1. **Your street address is optional. Include your phone number and email address. Add your LinkedIn URL if you have a profile**

2. This section is optional. Tailor your profile to the position you are seeking by reviewing the job description and highlighting relevant skills, experiences, and qualifications. Avoid generic statements that could apply to any candidate. Tell the employer what *YOU* can do for *THEM*!

3. **List your most recent education first, followed by previous universities. Include transfer schools where you were involved in activities/earned honors and any study abroad programs. Remove high school information a year or two after your high school graduation.**

4. Include full-time/part-time jobs, summer work, volunteer service, shadowing, and internships. You may divide this section into Relevant Experience and Other Experience. List experience in reverse chronological order by ending date. Highlight knowledge, skills, and accomplishments relevant to the position. Begin bullet points with strong action verbs; avoid phrases such as "Responsible for" or "Duties include" and do not use personal pronouns.

1. **Tyler C. Smith**
Good, MO 88056
(636) 056-7635; tsmith@yahoo.com
www.linkedin.com/tylersmith/

PROFILE

2. Emerging marketing professional with internship experience supporting digital marketing initiatives, creating engaging content, and analyzing campaign performance. Strong communication, analytical, and project management skills with the ability to develop and execute marketing strategies.

EDUCATION

3. **Bachelor of Business Administration in Marketing**; May 20xx
McKendree University; Lebanon, IL
GPA of 3.83/4.00
Honors: Phi Kappa Phi Honor Society (inducted April 20xx); President's List (three semester); Dean's List (three semesters); Honor's Scholarship

EXPERIENCE

4. **Intern**; September 20xx – December 20xx
ABC Marketing Company; Concord, IL
- Supported the development and implementation of marketing strategies for clients to enhance brand awareness and profitability
- Conducted market research and analyzed consumer and industry trends to inform client marketing initiatives
- Created press releases, media materials, and promotional content while coordinating with media outlets to support client campaigns
- Assisted with client outreach and marketing activities by promoting company services and building relationships with prospective clients

Retail Specialist; March 20xx – April 20xx
Bullseye; Concord, IL
- Provided excellent customer service skills by assisting customers, addressing inquiries, and resolving concerns in a fast-paced retail environment
- Monitored inventory levels and communicated product needs to management
- Trusted with opening and closing responsibilities, ensuring accuracy and efficiency

LEADERSHIP & ACTIVITIES

5. Student Government Association; 20xx-Present
Secretary; 20xx-20xx
McKendree University Debate Team; 20xx-Present
Rotoract; 20xx-20xxd

5. **This section will vary based on your experience. Include university or community recognition, volunteer service, presentations, major projects, or other relevant accomplishments. Suggested headings include:**

- **Honors/Awards**
- **Activities & Volunteer Service**
- **Academic or other related projects**

See *the next page for additional heading options.*

RÉSUMÉ HEADINGS

Keep in mind that headings vary based on the individual, but common ones are Profile, Education, Related Experience, Other Experience, Honors, Activities, Volunteer Service, Laboratory Skills, Languages, Computer Skills, and Projects.

- Activities
- Affiliations
- Areas of Expertise
- Awards
- Certificate
- Coaching Skills
- Community Service
- Conferences
- Exhibits
- Field Experience
- Highlighted Achievements
- Honors and Awards
- International Achievements
- Internship Experience
- Languages
- Licenses
- Military Service
- Other Work Experience
- Overseas Study
- Practicum Experience
- Presentations
- Professional Experience
- Profile
- Publications
- Relevant Experience
- Selected Skills
- Service
- Skills & Competencies
- Technical Skills
- Training
- Volunteer Activities
- Workshops

Skills résumés could include such headings as Supervision, Public Relations, Management Skills, Sales, Communication Abilities, Teamwork Skills, Writing Skills, and Leadership Abilities, among others

ACTION VERBS

Use this list of action verbs to write your brief accomplishment descriptions on your résumé.

COMMUNICATION/ PEOPLE SKILLS

Addressed
Advertised
Advised
Advocated
Arbitrated
Arranged
Articulated
Authored
Clarified
Collaborated
Commented
Communicated
Composed
Condensed
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Counseled
Cultivated
Debated
Defined
Described
Developed
Directed
Discussed
Displayed
Drafted
Edited
Elicited
Enlisted
Expedited
Explained
Expressed
Extrapolated
Facilitated
Formulated
Furnished
Guided
Incorporated
Influenced
Informed
Instigated
Instructed
Interacted
Interpreted
Interviewed
Involved
Joined
Judged
Lectured
Listened
Marketed
Mediated
Moderated
Motivated
Negotiated
Notified
Observed
Outlined
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Recommended
Reconciled
Recruited
Referred
Reinforced
Renegotiated
Reported
Researched
Resolved
Responded
Sold
Solicited
Specified
Spoke
Suggested
Summarized
Synthesized
Trained
Translated

HELPING SKILLS

Represented
Adapted
Advised
Advocated
Aided
Answered
Arranged
Assisted
Brought
Cared for
Clarified
Coached
Collaborated
Comforted
Contributed
Cooperated
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Enlisted
Ensured
Expedited
Facilitated
Familiarized
Fostered
Furthered
Guided
Helped
Inspired
Insured
Intervened
Mentored
Modified
Motivated
Performed
Prevented
Provided
Referred
Rehabilitated

CREATIVE SKILLS

Acted
Adapted
Applied
Began
Combined
Composed
Conceived
Conceptualized
Condensed
Created
Customized
Designed
Developed
Directed
Displayed
Drew
Entertained
Established
Evaluated
Fashioned
Formed
Founded
Generated
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Molded
Originated
Perceived
Performed
Photographed
Pinpointed
Planned
Produced
Refined
Revised
Revitalized
Revolutionized
Rewrote
Shaped

FINANCIAL/RECORDS SKILLS

Adjusted
Administered
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Budgeted
Calculated
Cataloged
Charted
Classified
Collected
Compared
Computed
Condensed
Conserved
Corrected
Determined
Developed
Documented
Estimated
Expedited
Forecasted
Formulated
Guaranteed
Inventoried
Invested
Listed
Logged
Managed
Marketed
Maximized
Measured
Minimized
Monitored
Planned

CONTINUED

MANAGEMENT/LEADERSHIP SKILLS

Achieved
Administered
Analyzed
Appointed
Approved
Arranged
Assigned
Attained
Authorized
Chaired
Completed
Conceived
Considered
Contracted
Controlled
Converted
Coordinated
Decentralized
Decided
Delegated
Determined
Directed
Dispensed
Distributed
Eliminated
Emphasized
Encouraged
Enforced
Enhanced
Established
Evaluated
Executed
Founded
Generated
Governed
Handled
Headed
Hired
Hosted
Implemented
Improved
Incorporated
Increased
Initiated
Recruited
Rectified
Referred
Regulated
Rejected
Reorganized
Replaced
Reported
Represented
Restored
Revamped
Routed
Scheduled
Secured
Selected
Spearheaded
Streamlined
Strengthened
Supervised
Supplied
Terminated
United
Inspected
Inspired
Issued
Launched
Led
Managed
Merged
Motivated
Obtained
Offered
Opened
Ordered
Organized
Originated
Overhauled
Oversaw
Planned
Prescribed
Prioritized
Produced
Provided
Recommended

TECHNICAL SKILLS

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

RESEARCH SKILLS

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

PLANNING SKILLS

Broadened
Created
Designed
Developed
Devised
Discovered
Drafted
Estimated
Improved
Initiated
Invented
Modified
Planned
Prepared
Produced

MANUAL SKILLS

Assembled
Built
Constructed
Delivered
Installed
Maintained
Modernized
Navigated
Operated
Repaired
Replaced
Restored
Rewired
Trimmed



ORGANIZATIONAL/ ADMIN SKILLS

Activated
Altered
Approved
Arranged
Assembled
Catalogued
Categorized
Charted
Classified
Coded
Collected
Compiled
Corrected
Corresponded
Dispatched
Distributed
Edited
Estimated
Filed
Generated
Implemented
Incorporated
Inspected
Listed
Logged
Maintained
Monitored
Observed
Obtained
Operated
Ordered
Organized
Overhauled
Prepared
Processed
Proofread
Streamlined
Submitted
Systematized
Updated
Validate
Verified
Published
Purchased
Recorded
Reduced
Registered
Reserved
Responded
Retrieved
Reviewed
Routed
Scheduled
Screened

TEACHING SKILLS

Adapted
Advised
Clarified
Coached
Communicated
Conducted
Critiqued
Defined
Demonstrated
Developed
Enabled
Encouraged
Evaluated
Explained
Facilitated
Focused
Guided
Individualized
Informed
Instilled
Instructed
Invited
Lectured
Motivated
Persuaded
Represented
Set
goals
Stimulated
Taught
Tested
Trained
Transmitted
Tutored



EXAMPLE RÉSUMÉS

We often advise against using résumé templates. You may be wondering, therefore, why we provide sample résumé formats. In this section, we highlight the many ways our sample formats can be altered to fit each person's unique set of skills, experiences, and objectives.

IMA JOBSEEKER
Jones, MO 68531
618.555.7777; imajobseeker123@real.com

****Optional, but students can create a Profile section here. See Sample Resume Format page****

EDUCATION

Bachelor of Arts in Psychology May 20xx
McKendree University; Lebanon, IL
GPA of 3.87/4.00

RELATED EXPERIENCE

Intern August 20xx - Present
United Services; Mascoutah, IL
- Care for people with developmental disabilities in a home-based living environment
- Engage clients in learning programs such as horticulture, culinary, and horsemanship
- Keep accurate documentation of progress and behaviors
- Gain a deeper understanding of challenges faced by clientele, and effectively develop appropriate goals for every individual

Research Assistant August 20xx - May 20xx
Dr. Sally Smith; McKendree University
- Studied the retention rate and campus involvement of second-year college students
- Analyzed data using SPSS and reported results in a 45-minute presentation and a 30-page paper

CAMPUS INVOLVEMENT

Student Ambassador August 20xx - Present
- Guide campus tours for prospective students and families, and answer various questions
- Represent McKendree in a positive, accurate, and friendly manner

Campus Activities Board August 20xx - Present
- Provide campus community with updated information about events
- Assist with the planning, set-up, and tear-down of various programs throughout the year

Psychology Club August 20xx - Present
- Participate and contribute ideas during bi-weekly meetings
- Volunteer at Lebanon Care Center to help the elderly create holiday crafts

ADDITIONAL EXPERIENCE

Assistant Manager August 20xx - Present
Tan Place; O'Fallon, IL
- Maintain knowledge of products and services to best serve the needs of customers
- Entrusted with $3,000 nightly, and made sure deposits were made in a timely manner
- Set and meet sales goals by encouraging and motivating employees

Server June 20xx - August 20xx
16th Street Bar & Grill; O'Fallon, IL
- Built relationships with customers and ensured a positive guest experience
- Completed multiple tasks simultaneously while providing excellent customer service

REBECCA M. KRAUS
Heard, IL 63215
654.789.6754; jobseeker@email.com
www.linkedin.com/jobseeker/

EDUCATION

Bachelor of Business Administration in Accounting December 20xx
McKendree University Lebanon, IL
GPA of 3.5/4.0, with 150 credits to sit for CPA exam

EXPERIENCE

Intern - Tax Associate Program January 20xx - Present
Price Way St. Louis, MO

- Perform basic tax research to support tax return positions and assist in tax planning projects
- Work on a team of five associates to help clients improve personal financial status through account analysis
- Compile and organize financial documents and receipts required for tax preparation

Treasurer August 20xx - August 20xx
McKendree University Student Government Association (SGA) Lebanon, IL

- Balanced SGA account and drafted annual budgets
- Advised executive officers on spending and budgeting guidlelines
- Submitted account reports to staff advisor

Department Supervisor February 20xx - January 20xx
Best Deal Hullings, IL

- Promoted from Retail Associate to Department Supervisor in 20xx
- Trained and oversaw all staff in the Electronics Department
- Assisted customers with various needs
- Created an incentive program for department that was adapted for use by management

AWARDS & HONORS

Presidential Scholarship; Sigma Beta Delta Business Honor Society; Dean's List; Regional Business Council Higher Education Mentor Network Program

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Varsity Volleyball Team; Habitat for Humanity; Operation Food Search; Second Chance Shelter in East St. Louis, IL

SKILLS

- Customize this area based on your experience and transferable skills for position
- Strong skills in QuickBooks, Microsoft Dynamics GP, and Microsoft Excel
- Proven leader in group and work settings, demonstrated through experience as a supervisor and in Student Government Association
- Hard worker and very self-motivated. Independently created incentive program for department staff members
- Excellent oral and written communication skills. Effectively interact with customers, supervisors, and colleagues
- Give strict attention to details. Internship with leading firm enhanced those skills

Joseph T. Mills
Lane, IL 89592
618-235-9999
jpmills@email.com

EDUCATION
Bachelor of Science in Biology; May 20xx
McKendree University; Lebanon, IL
GPA of 3.8/4.0

TOOLS & LABORATORY SKILLS
-Volumetric pipets
-Spectrophotometer
-USB Computer Microscopes, compound microscopes
-Moderate in all Microsoft Office, including Word, Excel, and PowerPoint
-Light Microscopes
-Fluorescent Techniques
-Buffer preparation
-Protein Production
-Gel electrophoresis of DNA
-Chromosomal ligations, PCR, isolation of DNA and RNA
-Sterile Technique
-Media Preparation
-DNA Extraction
-Protein Purification
-cell-culturing/plating, biological assays
-Micro-pipetting, aseptic techniques
-Lab Safety
-Recorded Experimental Data

RELEVANT COURSES
Inorganic Chemistry

- Explain the skills learned, using keywords for this area if you haven't listed below or want to list in this area instead
- Showcase other valuable information
- Do not use personal pronouns such as I, my, etc.

Cellular Biology

- ...
- ...

Genetics

- ...
- Can add other courses below

RELATED & OTHER EXPERIENCE

Lab Intern; September - December 20xx
Annly-Brewster Inc.; St. Louis, MO

- Conducted cloning and other molecular biology techniques in a lab setting

Customer Service Associate; August 20xx - June 20xx
Great Price; O'Fallon, IL

- Assisted customers with various needs and effectively solved problems

RESEARCH EXPERIENCE

A Closer Look at Immunology of Infectious Diseases; In Progress

- Add your own descriptive bulleted statements of research

Cold Tolerance in Amphibians; Spring 20xx

- Created and conducted independent research that included a poster presentation and research paper

HONORS

Dean's Academic Scholarship
President's List (two semesters)
Dean's List (four semesters)
Sigma Zeta National Science & Mathematics Honor Society

ACTIVITIES & VOLUNTEER SERVICE

Children's Hospital Volunteer
McKendree University Student Ambassador
McKendree University's Men's Basketball Team
Fellowship of Christian Athletes
Alpha Phi Omega Service Fraternity
Ranken Jordan Children's Home Volunteer

Kaitlyn R. Druckus
112 Center Street; Grand, MO 76598
756.877.6738; kaitlynd@school.edu
www.linkedin.com/kaitlyndruckus/

EDUCATION

Bachelor of Business Administration in Economics and Finance May 20xx
McKendree University; Lebanon, IL
GPA of 3.41/4.00

SELECTED EMPLOYMENT HISTORY

Sales and Service Representative May 20xx - Present
Great Insurance Agency; St. Louis, MO

- Advise current policy holders and potential clients of appropriate insurance coverage
- Review, process, and determine eligibility of potential policyholders
- Calculate and quote insurance premiums, including automobile and homeowners
- Serve as an agency representative at community functions
- Analyze and upgrade the computerized system of premium collections

Resident Assistant August 20xx - May 20xx
McKendree University; Lebanon, IL

- Assisted in selection and training of new residence hall staff
- Guided 45 residents in the development of a community atmosphere
- Served as a liaison between Hall Director and students

Assistant Summer 20xx and 20xx
Right Oil Company; Wood River, IL

- Maintained daily bookkeeping operations, including employee payroll, credit sales, and daily ledgers
- Accurately carried out Accounts Receivable procedures
- Supervised, selected, and trained eight seasonal employees
- Successfully managed extensive work hours, often exceeding 40 hours a week

LANGUAGES & SKILLS

Fluent in Spanish and French; strong knowledge of Microsoft Excel, Word, PowerPoint, and Access.

ACTIVITIES

Student Government Association, McKendree University Basketball Team, and New Student Orientation Staff

SKILLS

- **Customize this area based on your experience and transferable skills for the position**
- Hard worker with ability to manage several tasks at once. Work part-time and actively involved in campus activities while being a full-time student
- Creative individual with strict attention to detail, designing sales plan for a finance class that won award
- Excellent written and verbal communication skills, and experience with a variety of software packages. Field experience in finance and marketing
- Used solid negotiating skills to support the University Student Government Association

John D. Bauer
312-123-3567; johnbauer@email.com
www.linkedin.com/johnbauer

EDUCATION
McKendree University; Lebanon, IL
Bachelor of Arts in Music Marketing; May 20xx
3.5/4.0 GPA, Dean's List (five semesters)

MUSIC SKILLS & EXPERIENCE
- Taught private trumpet lessons to a wide range of age groups
- Concert Band, 1st chair trumpet
- Jazz Band
- Performance Trumpet Solo, Junior Recital
- Church youth music program

EXPERIENCE
BG Music Store; Fairview Heights, IL
Assistant Manager; February 20xx - Present
- Conduct marketing and advertising initiatives
- Manage and coach five employees, personalizing for each member to maximize potential and teamwork
- Monitor weekly sales to ensure store is on target for goals
- Record and report sales trends to management and employees

Sales Associate; May 20xx - February 20xx
- Maintained current knowledge of music merchandise
- Provided exceptional customer service at all times, and developed relationships with customers

Warner/Elektra/Atlantic; Lebanon, IL
Campus Marketing Representative; August 20xx - May 20xx
- Organized promotions on campus and to local businesses
- Managed online marketing activities
- Responded to and communicated consumer trends

COMPUTER SKILLS
- MusicXPC
- Bias Peak 4
- Microsoft Word, PowerPoint, and Excel

VOLUNTEER SERVICE & ACTIVITIES
- Big Brothers Big Sisters; Belleville, IL
- Second Chance Shelter; East St. Louis, IL
- Literacy Program; Great, IL
- Campus Activities Board
- Alpha Phi Omega National Service Fraternity

Evan M. Rothman
Lansing, IL 65982
(987) 065-4321; evanrothman@charter.net
www.linkedin.com/evanrothman

EDUCATION
Bachelor of Science in Computer Science; May 20xx
Minor in Mathematics
McKendree University; Lebanon, IL
GPA: 3.84/4.00

SELECTED TECHNICAL SKILLS AND PROJECTS
Languages: C++, PHP, SQL, HTML, JavaScripts, C, Java, Classic ASP, COBOL, Access, Python, R, C#, PHP
Applications: MS Projects, Crystal Reports, Business Objects, Xcode, Sharepoint
Database Systems: MS Access, SQL Server 2005/2008, Oracle, MySQL, DB2
Operating Systems: Windows, Linux, UNIX, Android, iOS

Notable Projects
- Served as team leader on the development and implementation of an environmental simulator
- Worked on a team to design and implement a simple SMTP mail client
- Wrote program that parses a server's log file for pertinent failed logon information

HONORS & ACTIVITIES
Upsilon Pi Epsilon National Honor Society for the Computing and Information Disciplines; President's List (three times); Dean's List (three times); Board of Trustees Academic Scholarship (every semester); McKendree University Association of Computing Machinery Chapter, Vice-President 20xx-20xx; American Red Cross

EXPERIENCE
Computer Operator; Summer 20xx
Indiana University; Bloomington, IN
- Gained valuable research experience in Automatic Text Summarization
- Increased efficiency in the summarization system by a factor of eight
- Improved System's Text Analysis Conference ranking as a result of work performed
- Designed, programed, and developed multiple software applications

Lab Assistant; August 20xx - Present
McKendree University Division of Computing; Lebanon, IL
- Solder and debug digital logic trainers
- Develop programming skills and implement scripts for use in lab
- Ensure that lab workstations are operating effectively for all users

Associate; September 20xx - August 20xx
Station Depot; Twin Lakes, IL
- Delivered exceptional customer service at all times, and worked to solve problems when necessary
- Advised customers on products that best-fit individual needs
- Trusted to handle large amounts of money in cash drawer

Nicole J. Trixler
Monroe, IL 12344
(789) 145-5678; ntrixler@net.com; www.linkedin.com/nicoletrixler

EDUCATION
Bachelor of Science in Computer Information Systems; December 20xx
McKendree University; Lebanon, IL
GPA: 3.9/4.0

TECHNICAL SKILLS
Languages & Applications:
C++; Java; JavaScripts, C, COBOL; HTML; Access; Classic ASP; Visual Basic; MS Projects; Business Objects; Crystal Reports; Sharepoint; Xcode, Phython, R

Operating Systems: Windows; Linux; UNIX, Android, iOS

Database Systems: MS Access; SQL Server 2019; Oracle; MySQL, DB2

NETWORKING PROJECT
Designed a web server application on Linux, using PHP, Apache and MySQL

EXPERIENCE
Lab Assistant, Information Technology Department; August 20xx - Present
McKendree University; Lebanon, IL
- Ensure that lab operations are running smoothly for student usage
- Supervise the area's systems and network

Network Administration Intern; Summer 20xx
Amy Collin Company; St. Louis, MO
- Handled VPN and ASA configuration
- Assisted with configuration of Cisco Wireless Network for Light Weight and Autonomous functionality
- Helped with backup, security, and user help systems
- Installed, upgraded, and moved information systems hardware for users

Library Assistant; Summer 20xx and 20xx
St. Louis Public Library; St. Louis, MO
- Provided excellent customer service to patrons at all times
- Monitored library to create a safe and welcoming environment

HONORS
Provost's Scholarship recipient; President's List (six times); Dean's List; Phi Kappa Phi Honor Society

ACTIVITIES & VOLUNTEER SERVICE
McKendree University Association of Computer Machinery; Bethany Place Technical Assistant; McKendree University Intramurals

Brett T. Michaels
Heath, IL 68923
(987) 654–5432
Btm123@email.com
www.linkedin.com/brettmichaels

PROFILE

- **Customize this area based on your experience and transferable skills for the position**
- Able to communicate effectively through written and verbal means. Demonstrated skills through school newspaper and classroom presentations
- Exhibit excellent time management and multi-tasking skills. Full-time student and work two part-time positions
- Proven leader in group and work settings. Experience as a supervisor and active in Student Government Association
- Computer skills in Microsoft Word, Excel, PowerPoint, and Publisher

EDUCATION

McKendree University, Lebanon, IL
Bachelor of Arts in English; May 20xx
Minor in History
GPA of 3.92/4.00

HONORS

- Wrote grant for American Red Cross that was accepted; Fall 20xx
- Sigma Tau Delta English Honor Society; August 20xx to present
  Secretary; August 20xx to May 20xx
- Contributing writer to Montage student literary magazine
- Phi Kappa Phi Honor Society; inducted 20xx
- President's List (three semesters)
- Dean's List (four semesters)

EXPERIENCE

McKendree University, Lebanon, IL
Editor; August 20xx – Present

- Edit all content and graphics for the McKendree Review student newspaper
- Write interesting and varied pieces for the monthly editions
- Supervise and provide creative ideas and guidance to newspaper staff

Target, O'Fallon, IL
Customer Service Supervisor; June 20xx – Present

- Train and supervise 15+ employees
- Analyze customer needs to provide quality service; awarded Employee of the Month two times
- Provide excellent customer service to a wide variety of consumers

ACTIVITIES & VOLUNTEER SERVICE

- Campus Activities Board; 20xx to present
- Student Government Association; 20xx to present
  Class Senator; August 20xx to May 20xx
- Christian Activity Center; 20xx to present

Sarah K. Parker
5555 Main Avenue
Madison, MA 55555
314-555-9876; sarahparker@email.com
www.linkedin.com/sarahparker/

****Optional, but students can create a Profile section here. See Sample Resume Format page****

EDUCATION

McKendree University — Lebanon, IL
Bachelor of Arts in Political Science, emphasis in International Relations — May 20xx
Bachelor of Business Administration in Economics/Finance
Minor in Spanish
3.8/4.0 GPA, Dean's List and Pi Gamma Mu International Honor Society in Social Sciences

Oxford University — Oxford, England
Study Abroad — Fall 20xx

INTERNATIONAL EXPERIENCE

Democracy Watch — Ottawa, Ontario
United Nations Intern — Summer 20xx
- Advocated for government and corporate accountability
- Campaigned for citizen awareness and civic participation
- Implemented the mandated 20 Steps to *Modern, Working Democracy*

Cross-Culture Solutions
International Intern
- Performed community service in a wide variety of organizations, gaining experience in diverse areas
- Completed case studies and research

PUBLICATIONS

Global Envision – World Connected
Essay Contest Winner: "French Policy in French West Africa: An Economic View" — January 20xx

LEADERSHIP EXPERIENCE

McKendree University — Lebanon, IL
Student Ambassador — 20xx-20xx
- Recruited prospective students via campus visits, telephone calls, and letters
- Interviewed prospective Scholarship Days recipients
- Conducted campus tours

ACTIVITIES

Model United Nations; McKendree University
International Student Organization
McKendree University Debate Team
- Placed first in parliamentary tournament; 20xx

Brooke N. Taylor
Edwardsville, IL 62025
(618) 234-5678
btaylor@email.com

****Optional, but students can create a Profile section here. See Sample Resume Format page****

EDUCATION
Bachelor of Arts in Psychology, minor in Speech Communication, May 20xx
McKendree University; Lebanon, IL
GPA: 3.92/4.00

RELATED EXPERIENCE
Foster Care Intern, Spring 20xx
Catholic Social Services; Belleville, IL

- Assisted Foster Care caseworkers with placement of children into foster homes by assessing the needs of each child
- Worked with foster care families to ensure successful completion of paperwork and family training requirements
- Recruited families to provide homes for foster children by presenting information at agency open houses

Resident Assistant, August 20xx to May 20xx
McKendree University; Lebanon, IL

- Assisted in selection and training of new residence hall staff
- Guided 45 residents in the development of a community atmosphere
- Served as a liaison between Hall Director and students

HONORS
Pi Gamma Mu International Honor Society in Social Sciences, Board of Trustees Scholarship, President's List (six semesters), and Varsity Soccer Scholarship

RESEARCH/PRESENTATIONS
"The Effectiveness of Anti-Smoking Ads to Teenagers"; Experimental Psychology; Senior Thesis
March 20xx
"Dieting and Resulting Poor Effects on Children"; ILLOWA Psychology Conference
February 20xx
"The Dangers of Online Social Networks"; McKendree University Brown Bag Series
October 20xx

COMPUTER SKILLS
SPSS; Microsoft Word, PowerPoint, Excel

ACTIVITIES & VOLUNTEER SERVICE
Kappa Sigma Tau Social and Service Sorority: **President**, Fall 20xx; **Pledge Mistress**, Spring 20xx; **Secretary**, Spring 20xx; **Parliamentarian**, Fall 20xx
Psychology Club
Volunteer service for people with developmental disabilities in local area

Shawn R. Smith
Hilltop, IL 50471
(618) 234-0493
ssmith@email.com

SUMMARY

- Customize this area based on your experience and transferable skills for position
- Field experience gained through internship with police department and as Security at department store
- Adept at dealing with conflict situations and working under pressure, gaining much experience through Security position
- Strong analytical and communication skills, with a solid foundation acquired through academic courses and life experiences

EDUCATION

Bachelor of Arts in Sociology, Criminal Justice emphasis, May 20xx
McKendree University; Lebanon, IL
GPA: 3.6/4.0

RELATED EXPERIENCE

Intern; Summer 20xx
Cedar Valley Police Department; Cedar Valley, IL

- Shadowed officers in the patrol division
- Participated in and observed areas of prisoner operations
- Assisted in administrative operations
- Gained a better understanding of investigative operations

Security; September 20xx - Present
Kerry's; Fairview Heights, IL

- Provide undercover security to assist store with inventory control
- Contact local law enforcement to assist when necessary

HONORS

Academic Scholarship
Football Scholarship
Dean's List (four semesters)

ACTIVITIES AND VOLUNTEER SERVICE

McKendree University Football Team
Lookout Shelter in Valley, IL
Community service in Lebanon, IL, assisting with painting and yard maintenance
Sociology Club

OTHER EXPERIENCE

Sales Associate; January 20xx - September 20xx
Great Store; Werner, IL

- Provided friendly and quality customer service to customers at all times; developed relationships with repeat customers
- Awarded Employee of the Month; October 20xx and April 20xx

Ethan C. Summerfield
123 Main Street; Collinsville, IL 12345
(123) 456-7890; esummerfield@email.com
www.linkedin.com/ethansummerfield/

PROFILE

- **Speak with Career Services about creative resume formats for this major**
- **Customize this area based on your experience and transferable skills for the position**
- Skilled in creating social media marketing campaigns
- Detailed organizational ability with groups, projects, and assignments
- Proficient in Microsoft Word, PowerPoint, Excel, and Publisher. Intermediate knowledge of Adobe Photoshop, InDesign, and Illustrator
- Experience in marketing to and developing relationships with a diverse group of customers

EDUCATION

Bachelor of Arts in Communication, Strategic Communication track
McKendree University; Lebanon, IL May 20xx
GPA: 3.42/4.00

EXPERIENCE

Public Relations Assistant
McKendree University; Lebanon, IL June 20xx - Present

- Prepare press releases for various University activities and events
- Coordinate public relations, marketing, and communication activities
- Assist in the preparation, organization, and completion of radio fundraising campaign and annual fundraiser
- Edit graphics for current University student catalog

Sales Assistant
Smith & Associates; Collinsville, IL January 20xx - February 20xx

- Completed marketing, communication, and public relations projects, utilizing a variety of social media techniques
- Resolved complaints and referred appropriately
- Processed sales and assisted customers
- Answered inquiries from customers and other organizational departments
- Performed cash/credit transactions, and solely handled all closing duties

PROJECTS

- Organized public relations campaign with two other students to raise awareness of diabetes. Developed online and print content for distribution to students. Created press releases for local publications to get word out about events held during Diabetes Awareness Month.

HONORS & ACTIVITIES

- Lambda Pi Eta National Communication Honor Society Member
- Dean’s List (seven semesters)
- Dean’s Scholarship (all semesters)
- McKendree University Men’s Soccer Team
- McKendree University Campus Activities Board

Mia R. Tate
Ramsey, IL 64916
(678) 567-6321; dtate@abc.com
www.linkedin.com/miatate/

SUMMARY OF QUALIFICATIONS

- Customize this area based on your experience and transferable skills for the position
- Experience in all aspects of a Career Services Center, including career assessment training
- Team player with excellent communication and analytical skills. Created a career planning course with staff members
- Skilled in Microsoft Word, PowerPoint, Excel, and SPSS

EDUCATION

Master of Arts in Clinical Mental Health Counseling, May 20xx
McKendree University; Lebanon, IL
3.95/4.00

Bachelor of Arts in Psychology, emphasis in Social Work, May 20xx
McKendree University; Lebanon, IL
3.91/4.00

CLINICAL EXPERIENCES

Clinical Mental Health Counseling Intern, August 20xx - Present
Association of Counselors; O'Fallon, IL

- Conduct intakes and assessments for potential clients
- Apply an array of different methodologies to assist clients with therapy
- Provide case management and additional resources for clients
- Assess patient behavior, moods, and other responses to determine the correct diagnosis and devise treatment plans

Group Practicum Graduate Student, January 20xx - May 20xx
McKendree University; Lebanon, IL

- Identified group process events and developmental themes
- Demonstrated all entry-level competencies for specialist training in guidance/psychoeducational groups
- Established all core, entry-level skill competencies in group work
- Engaged in administering and interpreting assessment instruments
- Reflected ethical behavior as identified by the guidelines of ACA, AAC, and NCDA

Individual Practicum Graduate Student, August 20xx - November 20xx
McKendree University; Lebanon, IL

- Demonstrated an understanding of counselor characteristics and behaviors that influence the helping process
- Established interviewing and advanced counseling skills
- Learned and applied different theoretical methodologies to help clients deal with stress
- Identified and appraised the sources and nature of stress

RELATED EXPERIENCE

Psychology Department Assistant, August 20xx - May 20xx
McKendree University; Lebanon, IL

- Assisted with research and writing grants
- Tracked participation in studies, worked with Participant Pool system and SONA Research System, used SPSS to enter and analyze data

PROFESSIONAL AFFILIATIONS

American Counseling Association, Illinois Counseling Association, National Career Development Association, Missouri Career Development Association, and Multicultural Counseling Association

PROFESSIONAL SEMINARS & TRAINING

- Myers-Briggs Type Indicator Qualifying Workshop, April 20xx
- Crisis Intervention Training, March 20xx
- Mental Health Seminar, February 20xx
- Understanding the Millennial Student, January 20xx
- Substance Abuse in School Settings, April 20xx
- Bullying Seminar, April 20xx

PUBLICATIONS & RESEARCH

Tate, M. and Hopkins, T. (March 20xx). *Effectively Counseling the Millennial Student.* NACE Journal, 45(3), 125-134.

Tate, M. and Smith, R.; September 20xx. *The Effects of Depression in Childhood.* (Manuscript in preparation)

Tests and Measurements Group Research Project; Spring 20xx
Financial Behavior and Alcohol Abuse
(Designed, analyzed, and critiqued test)

Experimental Psychology Research; Fall 20xx
The Impact of Personality on Introverts, Extroverts, and Perfectionists
(Designed survey and conducted analyses using the APA Format)

HONORS

- President's List (six semesters)
- Dean's List (two semesters)
- Phi Kappa Phi Honor Society
- Vice President of Pi Gamma Mu Social Sciences Honor Society; 20xx-20xx

VOLUNTEER EXPERIENCE

- Second Chance Homeless Shelter
- Bohannon Care Center
- Lebanon Terrace
- Tutor at Lebanon, IL Grade School
- March of Dimes

SKILLS RÉSUMÉ

Skills résumés focus more on your skills and blend your experiences from work, volunteerism, activities, and other areas. Some people who have gaps in work history or who want to tailor their résumé to a position requiring specific skills choose this format.

Avery C. Richards
ABC City, IL 12345
(123) 456-7890; averyrichards@abc.net
www.linkedin.com/averyrichards

EDUCATION

Bachelor of Arts in Communication, Organizational Communication track **May 20xx**
Minor in Marketing
McKendree University; Lebanon, IL
G.P.A. of 3.45/4.00

SKILLS

Coordination

- Planned and monitored daily activities for youth with mental disabilities
- Organized a successful fundraiser through service fraternity
- Coursework included organizing a mock convention for 700 people

Leadership

- Vice-President, Lambda Pi Eta National Communication Honor Society
- Received Leadership Award through the Campus Activities Board (CAB)
- Participated in the Regional Business Council Mentor Program

Supervision

- Conducted training procedures for new employees at a restaurant
- Monitored restaurant operations in the absence of manager
- Maintained inventory and ordered bi-monthly supplies
- Prepared daily cash transactions and performed accounting functions

Written

- Volunteered as a contributing writer to the student newspaper, the McKendree Review
- Served as Newsletter Editor for the American Red Cross
- Designed publications using PowerPoint, Photoshop, InDesign, and Publisher

WORK HISTORY

Planning Intern **May 20xx - December 20xx**
American Red Cross; St. Louis, MO

Assistant Manager **June 20xx - Present**
Café France; St. Louis, MO

EXPERIENCED CANDIDATE RÉSUMÉ

Below is a sample format for students/alumni with work experience. Customize summary area to particular positions.

Christopher B. Monroe
Collins, IL 12345
(678) 567-7645
cmonroe@prodigy.net
www.linkedin.com/christophermonroe/

SUMMARY

- Service-oriented and persuasive individual with several years of experience as a marketing and sales professional, consistently meeting and exceeding goals
- Demonstrate strong organizational and communication skills, combined with a high level of creative energy
- Easily handle multiple projects with extreme competence
- Viewed by clients as a reliable, knowledgeable, and resourceful manager with a positive attitude
- Adept at actively listening to needs of clients and managers to customize approach

EXPERIENCE

Great Concepts; St. Louis, MO
Regional Sales Manager; June 20xx - Present

- Helped increase sales by 24% in 20xx in the region
- Ensure that excellent customer service is being delivered to clients
- Effectively recruit, train, and coach district and local managers, personalizing for each member to maximize potential and teamwork
- Monitor individual store results and motivate staff to ensure that goals are met
- Make certain that managers are kept informed of changes that affect product sales
- Review operation reports to project sales and determine profitability
- Direct and coordinate activities involving sales of manufactured products, services, commodities, and other areas of sales

Creative Group; St. Louis, MO
Sales Manager; January 20xx - June 20xx

- Consistently met and exceeded sales goals set forth by company
- Supervised and motivated sales staff to ensure sales goals were met
- Monitored customer trends to determine focus of sales efforts
- Visited potential clients to stimulate interest in featured products
- Reviewed sales activities for accounting areas; prepared budgets and approved budget expenditures
- Represented company at pertinent conferences to promote products

Technology Group; Tucker, IL
Assistant Sales Manager; June 20xx - January 20xx

- Conferred with potential clients to assess product needs. Advised on services that fit criteria by using effective communication techniques and developing strong relationships
- Assessed marketing potential of new and existing clients based on research and statistics
- Negotiated with vendors to obtain best possible products while maximizing return on investment for clients
- Surpassed goals by at least 5% for all quarters while in this position
- Appointed as a mentor to 4 Assistant Sales Managers, and after one year cumulative sales increased by 16%

COMMUNITY INVOLVEMENT

Big Brothers Big Sisters Board Member; 20xx - Present
St. Louis, MO Chamber of Commerce; 20xx - Present
Ambassador Group; 20xx - Present
Tucker, IL School Board Member; 20xx - Present
Rally, IL Khoury League Coach; 20xx - Present
United Way of St. Louis, MO; 20xx - Present
Steering Committee; 20xx - Present
Mini Campaign Coordinator; 20xx - 20xx
YMCA Board of Directors; 20xx - 20xx
Young Professionals Group; 20xx - 20xx
Tucker, IL Rotary Club; 20xx - 20xx

TECHNOLOGY SKILLS

Microsoft Word, Excel, PowerPoint, Outlook, Publisher
Photoshop, Illustrator, and InDesign
Canva

EDUCATION

McKendree University; Lebanon, IL
Master of Business Administration
GPA of 4.0/4.0

McKendree University; Lebanon, IL
Bachelor of Business Administration in Marketing
GPA of 3.8/4.0

FIRST YEAR STUDENT RÉSUMÉ

Angela Brown
Allen, IL 45678
123.654.7890
abcstudent@mckendree.edu

EDUCATION

Bachelor of Business Administration in Management; May 20xx
McKendree University; Lebanon, IL
GPA of 3.7/4.0

High School Diploma; May 20xx
Great High School; Great, IL
GPA of 3.9/4.0

WORK EXPERIENCE

Cashier; September 20xx to Present
Farm Wonders; Great, IL

- Accurately balance cash drawer at end of shift, ensuring all transactions are accounted for
- Provide friendly, efficient customer service while addressing customer questions and needs
- Conduct routine inventory counts and communicate discrepancies or findings to supervisor
- Promote daily and weekly specials to customers to encourage purchases and increase sales
- Work collaboratively wiht team members to ensure smooth daily store operations

HONORS

McKendree University
Board of Trustees Scholarship; McKendree University Soccer Scholarship; Dean's List

Great High School
Salutatorian; National Honor Society; Illinois State Scholar; Honor Roll (all semesters); Student of the Month

ACTIVITIES & VOLUNTEER SERVICE

McKendree University
Women's Soccer Team; Campus Ministries; Christian Activity Center

Great High School
Soccer Team; Softball Team; Fellowship of Christian Athletes; Student Council (Senior Class President); Peer Mentor; Joseph Homeless Shelter; Bible School Teacher; Mission Trip to Guam; Nursing Home volunteer

RÉSUMÉ CHECKLIST

- **Is my résumé a good length?** The preferred length is usually one page for recent graduates from a recruiter standpoint, but there are always exceptions.
- **Is my résumé organized?** Your résumé should be consistent in the areas that are bolded, capitalized, etc., and should be easy to follow.
- **Do I use bullets to describe my experiences?** You do not want long paragraphs or sentences because it takes too long to say too little. Likewise, you do not want your résumé to be too sparse with only dates and job titles.
- **Do I include results in my bulleted statements?** Readers want to know what you accomplished in your jobs or leadership positions.
- **Is there any irrelevant information on my résumé?** Employers do not need to know your height, weight, gender, health, and marital status, so leave them off your résumé. You can remove information from over 10 years ago, unless it is related to the position you are seeking. Remove high school information once you are a second-semester sophomore.
- **Did I have a few people proofread my résumé?** Be aware that misspellings, typographical errors, and poor grammar could cost you the job. Remember that spell check will not catch everything either. Carefully proofread before submittal.
- **Am I using anything too fancy that is distracting?** Fancy fonts, binders, photographs, and exotic paper stocks distract from the clarity of the presentation.
- **Is my résumé professional looking?** Your résumé should be typed and printed in black on one side of quality résumé paper. You may use paperclips when distributing your résumé but not staples.
- **Do I attach a cover letter?** While not always required, a cover letter helps direct the résumé to the proper recipient.

REMEMBER: The reason employers become interested in you is the value that **you** can produce for **them**. This value is demonstrated by what you have done. Eliminate things that do not focus on your potential value. Your résumé is a demonstration of your ability to handle written communication. Put as much care and attention into your résumé as you would for an advertisement of a new product.

CREATE AN ATS RÉSUMÉ

HOW TO CREATE AN ATS FRIENDLY RÉSUMÉ

Increase your chances of an interview by optimizing your résumé for applicant tracking systems (ATS). Include job-specific keywords and use a parsable format.

Applicant Tracking System (ATS): A human resource system that allows employers to organize, search, and communicate with large groups of applicants.

- 99% of Fortune 500 companies use ATS
- Every ATS is different

How an ATS works: When a résumé is submitted through an online application, it lands in the ATS. Most ATS scan the résumé to parse information, or pull out information, and rearrange the résumé into a candidate profile. Then recruiters/hiring managers search the ATS by keyword to retrieve a list of résumés that best match the search.

The ATS will reject about 70-80% of applicants. Only 5% of direct applications result in an interview.

Optimize or tailor your résumé every time you apply to successfully make it through the ATS.
Using Keywords: Match your résumé keywords to the job description. Include as many relevant skills and keywords as possible in your résumé, but prioritize skills mentioned multiple times.
Recruiters are likely to search for:

- Job Titles: Software Engineer, Marketing Coordinator, Tax Accountant
- Hard Skills: social media marketing, customer service, Microsoft Excel

Optimization tip

Create a résumé headline to match the role and highlight your most relevant skills and experience.

Do not "cheat" or "over-optimize" your resume. Do not copy and paste the job description in invisible white text. This is unlikely to fool recruiters.

Using a Parsable Format: Each ATS is different, but the top ATS have similar features. The main feature is résumé parsing, or extracting and organizing the parts of each résumé into structured information.

ATS Résumé Formatting for Easy Parsing



DON'TS

- No text boxes
- Do not use headers or footers. This information might get lost or cause parsing errors
- Not necessary to use a summary when applying through ATS
- Avoid tables. Some ATS have a hard time parsing information in tables and the information can get jumbled
- Avoid using columns
- No pictures. When a face is detected by the ATS it is instantly rejected
- Avoid abbreviations and acronyms unless they are used in the job description (Certified Public Accountant/CPA). Use the long form of words. Some ATS will accept M.B.A. with periods
- Avoid different versions of the same word used in a job description. (develop/development)
- The plural of a singular word is not noticed. (develop/develops)
- The vertical bar (|) cannot be read by ATS
- Do not move your document through different systems. Do not start your résumé in Word, transfer it to Google Docs, and then save it as a PDF. ATS will not be able to read the PDF

DO'S



- Use consistent formatting
- ATS approved résumé fonts:
  - Cambria
  - Garamond
  - Georgia
  - Palatino
  - Times New Roman
  - Arial
  - Calibri
  - Helvetica
  - Tahoma
  - Verdana
- Use a chronological or hybrid résumé format. Avoid the functional résumé format
- Use standard résumé section headings. Be sure to use “Experience” whether you say Experience, Work Experience, Professional Experience, Related Experience, or Volunteer Experience
- Acceptable date formats: 03/20xx or March 20xx. Always include a month. Dates that only include a year cause confusion. Be sure to right align dates
- Use standard bullets. Non-traditional bullets do not always get parsed correctly
  - Note: it may be possible to use columns as long as bullet points are used within column sections (each line in the column must start with a bullet)
- Use money ($) and percentages (%) to show results. Simply using numbers does not communicate outcomes to the ATS
- Graphic résumé cannot be read by ATS. Upload graphic résumé as additional document
- “&” is acceptable
- When submitting a résumé electronically, upload as a PDF but do not upload a scanned PDF
- Use .docx or .PDF file formats
- Use a professional file name that includes your first and last name when you save your résumé. Some ATS allow the hiring managers to see the file name for your document

REFERENCES LIST

Candidates should receive permission from an individual before using that person for a reference. Normally you list three to five references. You may lefthand justify or center the information on the page. Do not use family or friends as references unless an employer requests personal references. Examples of good references would be current or previous supervisors, faculty members, coaches, sponsors of your activities/volunteer service, and colleagues.

References for (Name)

Street Address; City/State/Zip Code
(Area Code) Phone Number
email@provider.net
[Use same address format as your résumé]

First and last name (can also include Mr., Ms., or Dr.)
Job Title
Business Name
Address
City/State/Zip
Phone
E-mail
*Indicate how you know the person (example is Relationship: Former Supervisor at ABC)

First and last name (can also include Mr., Ms., or Dr.)
Job Title
Business Name
Address
City/State/Zip
Phone
E-mail
*Indicate how you know the person (example is Relationship: Faculty Advisor)

First and last name (can also include Mr., Ms., or Dr.)
Job Title
Business Name
Address
City/State/Zip
Phone
E-mail
*Indicate how you know the person (example is Relationship: Current Supervisor at Drake's)

COVER LETTERS

1. Application materials are usually sent through email or online, so unless otherwise instructed, save as a PDF or .docx file. If mailing or using for networking, use white résumé paper and make sure that the same paper is used for your résumé and reference page.

2. The purpose of your cover letter is to obtain an interview, and writing that first letter is hard work. Put yourself in the position of the employer:

- What would get YOUR attention?
- What would YOU be looking for?
- What would cause YOU to select a certain letter for further consideration?

3. Remain as brief and focused as possible. Your letter should never be over one page in length.

4. Address your letter to someone who has the authority to hire, by name and job title. If you do not have the person's name, use the person's most probable functional title. These could include Hiring Manager or Human Resources Manager.

5. Indicate the position for which you are applying, where you read about the opening, and/or by whom you were referred.

6. Outline specifically what you have to offer them. Analyze the job posting and highlight the education, experience, and qualities that the employer seeks.

7. Give the employer a reason to pick you over other applicants for an interview. Personalize your letter!

8. Demonstrate that you have conducted research on the organization. Explain why you want to work for them.

9. Convey your enthusiasm and commitment to the position.

10. Point directly to the next step, telling just what YOU intend to do next. Whenever possible, do not put the burden of responsibility on the organization to call you.

11. As with the résumé, thoroughly check your final product for spelling, grammatical, and typographical errors. Use the "spell check" option on your computer and also proofread. Ask another person to review the letter.





DESIGNING A COVER LETTER

A cover letter should often be written when applying for a position. The format that follows is an example of a cover letter/letter of application. Compose a letter with which you feel comfortable and that best presents you as a candidate for the specific position.

Your Address
City, State and Zip Code

Current Date

Employer's Name {Ms./Mr./Dr. if known or Hiring Manager if name is unavailable}
Employer's Job Title {if known}
Name of Company or Organization
Street Address, P.O. Box or Building
City, State and Zip Code

Dear First name Last name: [Ms./Mr./Dr. if known or Hiring Manager if name is unavailable]

First Paragraph: Attract attention! State your purpose for writing and indicate the position or type of work for which you are applying. Indicate how you heard of the opening and mention, by name, any referring party. After researching the organization, explain why you are interested in working for this particular employer. **Personalize this paragraph for every employer.**

Middle Paragraph(s): Sell yourself! Summarize what you have to offer by highlighting the qualifications you believe would interest this specific employer. Analyze the job posting and emphasize the experience, education, and qualities the employer seeks. **Tell the employer how you can be of benefit to them!** Emphasize your career interests and briefly highlight particular accomplishments or experiences that demonstrate your qualifications for this position.

Final Paragraph: Close with confidence! Reiterate your interest in the position and express your desire to discuss your qualifications further in an interview. Thank the employer for their time and consideration.

Sincerely,

(Your signature)

Your first and last name

SAMPLE COVER LETTER

215 Market Street
Belleville, IL 62223

November 20, 20xx

Ms. Rebecca Weston
Human Resources Director
Wall Payne
701 Pine Street
St. Louis, MO 36454

Dear Ms. Weston:

Wall Payne's commitment to innovation, along with its team-oriented and fast-paced culture, is what attracts me to your organization. Please accept this letter and résumé as my application for the Financial Analyst position with Wall Payne. I learned of this opportunity through Charles Green, Director of Financial Planning Services. My education, internship experience, and leadership involvement have prepared me to contribute to your organization.

Through my undergraduate studies and membership in academic organizations, I developed strong analytical skills and relevant knowledge that will help me succeed in finance. My internships at Collins Barkley and Area Bank allowed me to apply my classroom knowledge in professional settings. I worked closely with client portfolios and assisted in preparing in personal financial planning proposals. These experiences also strengthened my communication and customer service skills as I worked with clients to identify products that best matched their needs. In addition, my involvement in a service fraternity and Student Government Association strengthened my leadership. teamwork, and organizational skills. I am confident that my background would allow me to make a positive contribution.

Thank you for your time and consideration. I am excited about the opportunity to contribute to Walls and would welcome the opportunity to discuss how my qualifications align with the Financial Analyst position. You can reach me at 618.555.8888 or ejh@email.com, and I look forward to hearing from you.

Sincerely,

Ellen J. Hayes

Ellen J. Hayes

JOB SEARCH & BEYOND

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EXPERIENCE COUNTS

Before you embark on your first professional job search, be sure you are always getting experience on- and off-campus to make yourself marketable for this first job. The experience can be part-time work, internships, volunteerism, or roles in organizations. Keep in mind that your network grows with every experience!

PART-TIME WORK

On-campus: Check with Financial Aid to determine your eligibility and openings for work-study positions.

Off-campus: Access Handshake through My McK. You can also visit our website and click on "Job Opportunities" for a listing of continuous local openings. All experience counts!

INTERNSHIPS

Having an internship for credit enables students with junior or senior status the opportunity to apply classroom theory and knowledge in a "real world" setting. Internships are available each term for academic credit and can be paid or unpaid. An internship can build valuable professional relationships that may play an important role in your future. Please visit Career Services early to discuss the process.

VOLUNTEERISM

Volunteering not only benefits the recipient but benefits you as well. Volunteering gives you purpose, builds professional relationships, gives back to your community, and provides you the time to practice and use skills in your area of interest. McKendree's Center for Community Service sponsors various volunteer experiences in which any student can participate, as well as a list of local agencies in need of assistance.

ORGANIZATIONS

Go to the Involvement Fair at the beginning of each fall semester to connect with a wide variety of campus organizations. You can also reach out to the Campus Activities office to find out more about all of the Registered Student Organizations on campus.

BEGINNING A JOB SEARCH

Know the type of position, company, and location for which you are searching.

Get organized and make to-do lists, keeping electronic records of where you search.

Arrange the time to search and stay on task. Spend several hours each week searching if you are unemployed and as much time as possible each day if you are employed or in school full-time.

Utilize Career Services for job fairs, workshops, online job postings, résumé/cover letter/reference page critiques, mock interviews, and campus interviews, among other services. Join our Facebook, Instagram, and LinkedIn pages for tips.

Network! Up to 80% of jobs are found via networking and a large percentage are not posted right away.

Identify and research companies (mission statements, goals, news, annual reports, etc.).

- Individual company websites.
- *www.linkedin.com:* Companies can be searched and "followed" to gain a lot of good information.
- *www.bizjournals.com:* Job postings, lists of employers, and news stories on businesses in the local area. (Information is also available in the Book of Lists at some libraries.)
- McKendree Library web page: Research companies to find contact information, classifications, business descriptions, current news, yearly finances, executives, and key competitors. Go to the main Library page; go to A-Z Database List.

Learn about openings:

- Networking
- Handshake (at the My McK page) through McKendree Career Services
- LinkedIn
- Individual company websites
- Job boards: indeed.com, monster.com, and careerbuilder.com, among others
- Free staffing agencies

Prepare and tailor all materials needed to apply for each position, including your cover letter, résumé, reference page, 30-second commercial, interview skills, interview attire, prepared questions to ask the employer, and thank you letters.



LINKEDIN

What is LinkedIn?

LinkedIn is an online professional networking service commonly thought of as "social media from a professional angle." You can create your professional profile, highlight your accomplishments, connect to other professionals, and explore career paths and professional opportunities.

Getting Started



Create your profile at *www.linkedin.com*. Whether you are a current student or an alumnus with many years of experience, as you create your profile, you will be prompted to create various sections that display your achievements, education, projects, positions, and involvement. Please see the next page for a great Profile Checklist directly from LinkedIn.

I've created my profile... now what?

- **Keep it current.** As you take new courses, join a new organization, complete a project, or develop a new skill, add it to your profile.
- **Connect.** As you find peers, family, coworkers, professors, and past/current supervisors, send them an invitation to connect. Personalize your message, especially for those professionals you may only know on a limited basis.
- **Be a joiner.** Groups are a great feature of LinkedIn, and you will find many professional organizations with LinkedIn groups. Search for those groups that relate to your major/field and join them. This will allow you to discover the current "hot topics," learn from experienced professionals, and potentially connect with those active in your field.
- **Explore opportunities and career paths.** Companies of all sizes post open positions on LinkedIn, so be sure to add LinkedIn to your list of job search sites. In addition, you can view the profiles of those professionals with your "dream job" to gain information on potential career paths to reach your goals.
- **Research companies.** LinkedIn is a great tool to learn about company culture, search to see if any McKendree alumni are working at a particular company, and conduct other company research as you learn about potential future employers. This is just one way to gain insight into a company prior to an interview.



LinkedIn Profile Checklist

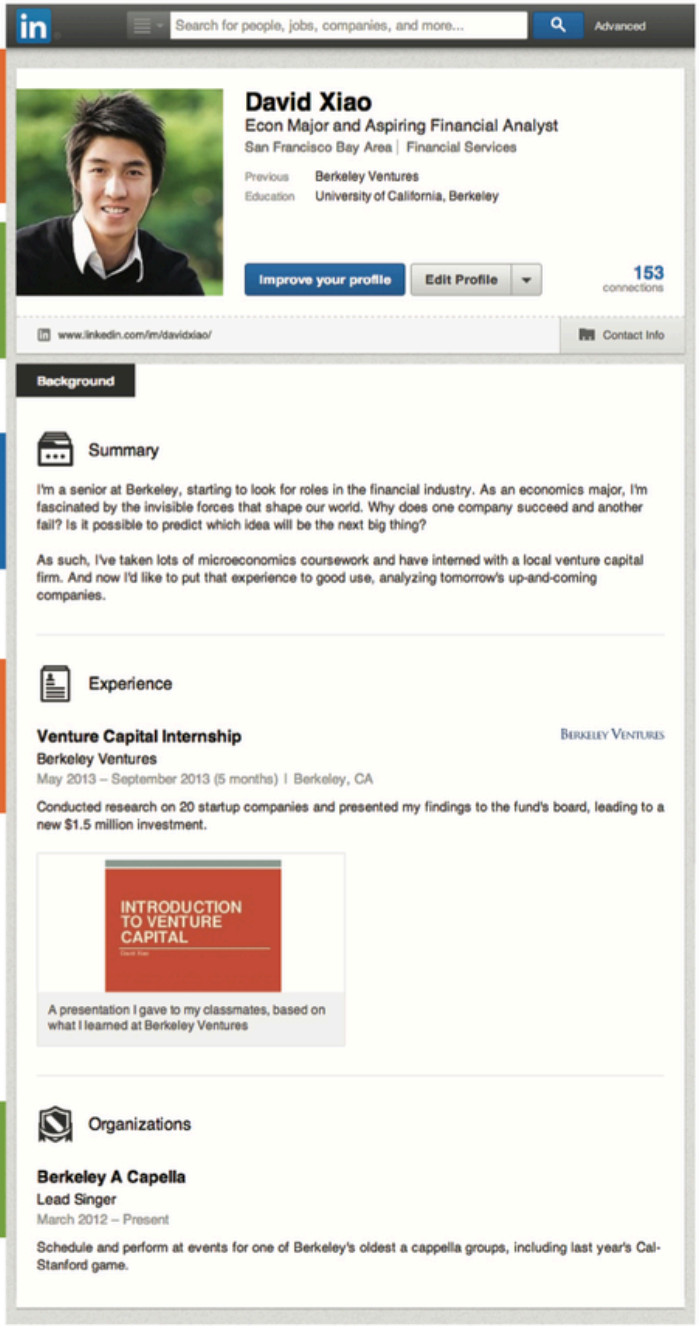
☐ **PHOTO:** It doesn't have to be fancy - just use your cellphone camera in front of a plain background. Wear a nice shirt and don't forget to smile!

☐ **HEADLINE:** Tell people what you're excited about now and the cool things you want to do in the future.

☐ **SUMMARY:** Describe what motivates you, what you're skilled at, and what's next.

☐ **EXPERIENCE:** List the jobs you held, even if they were part-time, along with what you accomplished at each. Even include photos and videos from your work.

☐ **ORGANIZATIONS:** Have you joined any clubs at school or outside? Be sure to describe what you did with each organization.



Continued >>

☐ **EDUCATION:** Starting with college, list all the educational experiences you've had - including summer programs.

☐ **VOLUNTEER EXPERIENCE & CAUSES:** Even if you weren't paid for a job, be sure to list it. Admissions officers and employers often see volunteer experience as just as valuable as paid work.

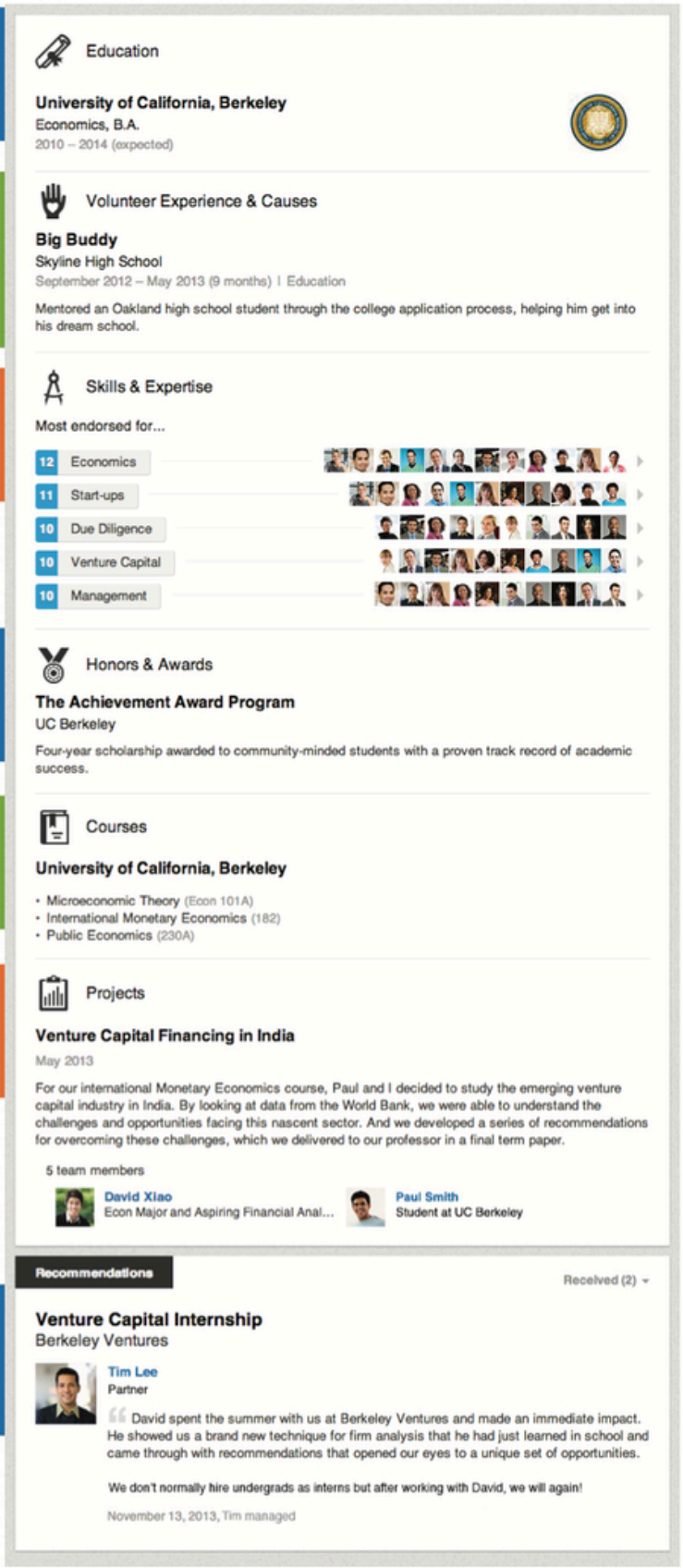
☐ **SKILLS & EXPERTISE:** Add at least 5 key skills - and then your connections can endorse you for the things you're best at.

☐ **HONORS & AWARDS:** If you earned a prize in or out of school, don't be shy. Let the world know about it!

☐ **COURSES:** List the classes that show off the skills and interests you're most excited about.

☐ **PROJECTS:** Whether you led a team assignment in school or built an app on your own, talk about what you did and how you did it.

☐ **RECOMMENDATIONS:** Ask managers, professors, or classmates who've worked with you closely to write a recommendation. This gives extra credibility to your strengths and skills.



Education

University of California, Berkeley
Economics, B.A.
2010 – 2014 (expected)

Volunteer Experience & Causes

Big Buddy
Skyline High School
September 2012 – May 2013 (9 months) | Education

Mentored an Oakland high school student through the college application process, helping him get into his dream school.

Skills & Expertise

Most endorsed for...

12 Economics
11 Start-ups
10 Due Diligence
10 Venture Capital
10 Management

Honors & Awards

The Achievement Award Program
UC Berkeley

Four-year scholarship awarded to community-minded students with a proven track record of academic success.

Courses

University of California, Berkeley

- Microeconomic Theory (Econ 101A)
- International Monetary Economics (182)
- Public Economics (230A)

Projects

Venture Capital Financing in India
May 2013

For our international Monetary Economics course, Paul and I decided to study the emerging venture capital industry in India. By looking at data from the World Bank, we were able to understand the challenges and opportunities facing this nascent sector. And we developed a series of recommendations for overcoming these challenges, which we delivered to our professor in a final term paper.

5 team members

David Xiao
Econ Major and Aspiring Financial Anal...

Paul Smith
Student at UC Berkeley

Recommendations

Received (2)

Venture Capital Internship
Berkeley Ventures

Tim Lee
Partner

"David spent the summer with us at Berkeley Ventures and made an immediate impact. He showed us a brand new technique for firm analysis that he had just learned in school and came through with recommendations that opened our eyes to a unique set of opportunities.

We don't normally hire undergrads as interns but after working with David, we will again!"

November 13, 2013, Tim managed

Want more LinkedIn tips for students? Check out **students.linkedin.com**

LinkedIn

WEB RESOURCES FOR A JOB SEARCH

While networking is a crucial part of your job search, employers do advertise their openings on job sites. The best search engines to use are ones that are of no cost to you. The following is a list of popular job databases and their addresses. Because the Internet is constantly changing, some websites may no longer exist.

For a variety of positions around the United States

- Handshake – Go to the My McK page
- *www.indeed.com*
- *www.monster.com*
- *www.careerbuilder.com*
- *Google Careers website*

For articles, job information, and salary information

- *www.salary.com*
- *www.bls.gov/ooh*
- *www.glassdoor.com*
- *www.jobipedia.org*
- *www.salaryexpert.com*



Primary website for federal government jobs

- *www.usajobs.gov*

For community college and University positions

- *www.higheredjobs.com*
- *www.AcadEmploy.com*

Sampling of other focused websites

- *www.theromegroup.com*
- *www.talentzoo.com*
- *www.dice.com*

NETWORKING



Networking involves interacting with others to exchange information and develop both professional and social contacts. This should be mutually beneficial for both parties.

1. Get involved – Find internships, do part-time work, and volunteer in the community. Find groups through LinkedIn and request to join them, if required. Join professional organizations in your field that allow student membership. Attend a local Chamber of Commerce meeting or visit their webpage for a great place to network and find out about area business contacts and employment.

2. Utilize social media – Talk about your job skills and interests on LinkedIn, Facebook, and other sites. Just remember to keep these pages appropriate.

3. Develop a pool of contacts – Start small. Choose a couple of people and work to expand your contacts. A good way to start might be an informational interview with a professional in the field. Please see details on informational interviews in this Guide. Remember, quality is better than quantity.

4. Create a business card and personal summary – Be prepared to talk about yourself. Apply yourself to the industry, but don't make it only about you. Also, create and put together samples of your work (for certain majors) to share. See Career Services for business card ideas!

5. Have a positive attitude and a smile – Body language, tone of voice, and eye contact impact your conversation and the impression you make.

6. Research and record – Keep detailed notes about your connections. Write notes on the business cards you have collected or a piece of paper immediately after the meeting or event. Think about the next step and the next conversation.

7. Stay in touch – Be sure to connect with new contacts in the future. Do not pester them; simply send a message following the event, then perhaps contact them periodically or about an upcoming event. Write about specific things you have discussed or have in common. Always approach them at events where you both are in attendance. You may also contact proactive, credible references that can help you network.

8. Know your limit – Do not target one person, but also do not try to reach everyone. Make a targeted effort and focus on a few to engage in meaningful conversations.

9. Always be professional – In dress and behavior, it is important to be professional. Make a good first impression. For information on professional dress, visit Career Services.

10. Have a résumé ready – You never know who will ask, and you want to be prepared. Give your résumé to people you know in companies for which you would like to work.

11. Write thank you letters! After an informational interview or being provided with helpful information, write a thank you letter. Manners and kindness go a long way.

INFORMATIONAL (OR NETWORKING) INTERVIEWS

Informational (or networking) interviews are a great opportunity for individuals to learn more about a specific organization or career path. Informational interviews should be used to network, gain information, and help you become more confident for future job interviews. These interviews should not be used to drop off résumés and/or ask for a job. However, if these interviews are conducted correctly, job opportunities can exist in the "hidden job market," which means jobs that are open but not advertised. One of the best ways to find out about a career field or particular position is to speak with people in that particular field. You will also find out what companies are looking for, which can make you a stronger job candidate.

The best place to start looking for informational interviews is with people you already know, and then you can expand your professional network once you talk to those people. Ask professors about professionals or alumni you might contact and attend Career Services events where you can meet alumni. You can also research specific companies and determine the names of people who have the job titles you want, and then personally contact them to request an informational interview. The more people you interview, the more information you will learn.

There are many questions that you can ask in this type of interview, and they will be dependent on the person's position and the organization. Sample questions are provided to assist you in getting started with this type of interview. However, be spontaneous and do not feel that you must follow a specific set of questions.



SAMPLE QUESTIONS

- What is your educational background?
- What aspects of your education, including internships, best prepared you for a career?
- What was your first job after finishing school, and how did you find this position?
- Please tell me about the path your career has taken.
- What is a typical day like in your current position?
- What are your responsibilities, and what skills are particularly useful to you for them?
- What kinds of problems do you face?
- What kinds of decisions do you make?
- What percentage of your time is spent doing what duties?
- What do you like the most about your job and the field?
- What is the most challenging?
- What degree or major is preferred for entry into this field?
- How does your company differ from its competitors?
- What is a typical career path in this field (or organization)?
- What does your company do to promote professional development?
- Do you have busy and slow times of the week/month/year, or is it pretty consistent?
- What impact does your career have on your home life or personal life?
- How did you become interested in this line of work?
- What advice could you offer me in terms of academic goals, activities, or work experience to enhance my career development?
- What does your company look for in a new employee?
- What types of continuing education do you believe are important?
- What entry-level positions/titles are most common in this field?
- To which community or professional organizations do you belong?
- What are some ways to achieve success in this field?
- What is the work climate/culture in your organization?
- How long, on average, do people stay in your position?
- What other areas should I research before deciding about my area of interest/major?
- Is there a high demand for people in this profession?
- What are the requirements for this position (i.e. education, certifications, and skills)?
- How important is my GPA?
- What personal qualities do you find the most important in this position/company?
- Is relocation a factor in your job and/or this industry?
- To what professional associations do you belong? Are there any I can join now?

TIPS FOR SUCCESS

Before the Interview

- Confirm your appointment the day before by e-mail or telephone
- Research the organization before visiting with your interviewee so that you have some knowledge about his/her/their organization and industry

During the Interview

- Be punctual, allowing yourself plenty of time to find the organization and individual office. Introduce yourself and shake the interviewer's hand. State again that you are there to gain more insight and knowledge about this field. Give some information about yourself!
- Stay within the time frame you originally promised, normally 30-60 minutes
- Ask as many industry-specific questions as possible
- Take interest in what the interviewee says; you can take notes
- Make good eye contact and have good posture
- Do not ask about job openings or give out your résumé; try to gather insight into the field and this person's experience that led to success in the field
- If you feel comfortable doing so:
    - Have the interviewee critique your résumé and give you a tour
    - Ask the interviewee for referrals of others you may contact
    - Ask if you can shadow the interviewer for a day or two

After the Interview

- Send a thank-you letter to show appreciation for the interviewer's time within 24 hours
- Evaluate the interview, and determine what you have learned



CAREER FAIR TIPS

McKendree holds a Fair each February on our campus and co-sponsors several career fairs each year. Check our online calendar for dates.

There are a few main reasons employers attend career fairs. They want to increase awareness of their company by distributing literature, make contacts with candidates who may be a good fit, obtain résumés for future openings, and fill their current position openings. Candidates need to do all they can to make a positive first impression.



Some recruiters will not accept résumés at fairs and ask applicants to apply online. If this is the case, you should take advantage of the opportunity to get your questions answered. You can get valuable information about the application process, employment needs, and more.

BEFORE FAIR

- Understand your goals by asking yourself why you are going and what you hope to achieve, and then begin to prepare so that these goals can be met. Do you want to gain more information about certain companies, obtain an internship, or find a full-time position?
- Obtain a list of employers attending the fair from the Handshake online system. After deciding what employers you want to speak with, go to their webpage to learn more about them. You do not need to know everything about a company at this point, but some knowledge will help you stand out in a positive way. We encourage you not to limit your interactions with companies that have recognizable names. Please explore all your options!
- Update your résumé and have the document critiqued by Career Services. You might want to customize your résumé to certain companies. Make 20+ copies on résumé paper
- Prepare a thirty-second "commercial" about yourself. Introduce yourself, share your major/degree or job title (for alums), demonstrate knowledge about the company, tell them what you seek (internship or job, for example), and let the recruiter know what you can offer them (e.g. related coursework, activities, leadership roles, internships, relevant work experience). Make sure to also ask a couple of questions about their organization. Be aware that you might have to adjust what you say based on how busy the fair is at that time

BEFORE FAIR: CONTINUED

- **EXAMPLE:** *My name is Ann Smith, and I am majoring in Accounting at McKendree University.*
  I had the opportunity recently to gain a deeper understanding of auditing while completing a year-long class project for a mid-sized company. Currently, I am completing a tax accounting internship for Turner West, where I prepare income tax returns, review financial records, and work with various tax and accounting software systems. I have enjoyed learning more about both areas, so I am looking to obtain a position in one of these two areas after my graduation this May. I have been very active during my time at McKendree, having served in leadership roles for the Accounting Club and Student Government Association, and volunteering weekly at a local animal shelter.
- Obtain a nice padfolio, paper, and pen that you can take with you to the fair. Do not forget the breath mints. Consider creating a student business card, which includes your name, school, contact information, major/degree, and highlights of academics, activities, or experiences

DURING FAIR

- Wear professional clothes! Please see our Interview Attire page in this Guide for details
- Behave professionally, even in parking lots, restrooms, and corridors
- Don't walk around with friends or family members!
- Nonverbal communication can speak a thousand words. Look professional, have a firm handshake for each recruiter, use good eye contact, stand up straight, and avoid distracting movements such as wringing your hands, rocking back and forth, or playing with your hair. Make sure to smile! Your tone of voice should be enthusiastic and conversational
- Present your "commercial" to the employer, highlighting your skills and experience. Show why you would be the best candidate, let the employer know you are knowledgeable of the company through what you say and questions you ask, and answer questions with a good response. Obtain a business card, and ask about the time frame for hiring and how you can follow up about openings. Confirm who the contact person for the positions is
- Ask open-ended questions, avoiding questions you can find through research or salary questions
- Take short breaks to write down important information about the companies

AFTER FAIR

- Thoroughly read the information you have collected and review the notes you made
- Follow up with companies you are interested in through e-mails, phone calls, or letters. Make sure to submit any necessary applications in a timely manner

SAMPLE QUESTIONS TO ASK EMPLOYERS

1. What are the typical entry-level positions for which you hire?
2. What qualifications are you seeking in new employees?
3. Do you offer a training program? Could you please describe the training?
4. What would a typical day be like for a newly-hired graduate?
5. What are possible career paths within your company?
6. What advice would you offer to someone who wants to work for your company?
7. How can I receive further consideration for the positions you have described?
8. When do you expect to fill the available position(s)?
9. Can I provide you with any additional information?



INTERVIEWS

The interview is a very important part of the job search. It is usually the last and most decisive part of your search for a good job. Initial contacts by letter and résumé, by telephone, or in person are necessary components of the job search, but it is the interview that is usually the determining factor.

The interview is your chance to learn more about the company, and it is also their opportunity to assess your potential as an employee. Below are some qualities that interviewers are looking for in candidates:

- **Personality:** genuineness, self-confidence, honesty
- **Communication Skills:** clear and concise answers, good listening skills, poise
- **Reactions:** alertness, spontaneity, intelligent and relevant responses
- **Energy Level:** enthusiasm, appropriate eagerness
- **Maturity:** expression of career goals, self-awareness, appropriate seriousness/use of humor
- **Motivation:** willingness to learn, interest in the position
- **Compatibility:** ability to get along with others, sensitivity to others
- **Preparation:** knowledge of company and position, thoughtful responses

INTERVIEW TIPS - BEFORE, DURING, AND AFTER

- Dress professionally
- Organize your materials in a padfolio
- Bring copies of your résumé, business cards, and supporting materials
- Arrive early (but only approximately five minutes early to the interviewer's office)
- Display proper behavior the moment you arrive in the parking lot
- Take time to use the restroom and check your hair, makeup, etc.
- Have a firm handshake
- Maintain eye contact
- Be friendly, relaxed, and respectful
- Use the interviewer's last name
- Accentuate your skills
- Do not monopolize the conversation
- Smile when appropriate
- Maintain good posture
- Ask questions to show interest
- Control nervous mannerisms
- Ask for the interviewer's business card
- Make notes after the interview
- Immediately send a thank you letter

PREPARING FOR AN INTERVIEW

Now that you know the basics, follow these preparation steps for a successful interview

Ask who you will be interviewing with that day and the approximate time frame of the interview - This will allow you to conduct some research and help plan your day. Ask for parking instructions if necessary.

Practice your interviewing skills - Career Services conducts mock interviews by appointment, and you can also ask someone you trust professionally to critique you. It is also helpful to write down answers to sample questions that you may have a difficult time answering and then practice giving a response.

If possible, talk with people who work for the company - Ask them what they like/find challenging about the company, what the culture is like, and other important areas.

Research the company before the interview - Valuable information can be found on a company's website and on other web sources. Have five to seven prepared questions that relate to the company and its products, based on preliminary research that you have conducted. You will ask two or three questions, but it's better to have more in case they answer some of your questions during the interview.

Acquire appropriate interview clothing - Appropriate professional business attire is required. Please see detailed information on our Interview Attire page.

Practice exhibiting appropriate behavior during the interview - Smile, be calm, confident, and prepared. Give complete answers, speak clearly, and show enthusiasm. Make good eye contact; have a firm handshake. Use good posture and body language, and be prepared for small talk before the interview begins.

COMMON & BEHAVIORAL INTERVIEW QUESTIONS

Be prepared to emphasize your strong points, such as achievements and honors, skills and training, and reliability. Also, be prepared to account for your weaknesses, such as a low GPA, lack of work experience or no experience in the specific field, a bad reference or record of some kind, or a time gap on your résumé. Use examples from class projects, part-time/full-time jobs, internships, activities, volunteer service, and athletics. The recruiter may ask general questions to expand on your résumé or to get to know you, as well as behavioral interview questions to see how you've handled situations in the past.

Career Readiness Competencies, created by the National Association of Colleges and Employers:

1. Career & Self Development
2. Communication
3. Critical Thinking
4. Equity & Inclusion
5. Leadership
6. Professionalism
7. Teamwork
8. Technology



GENERAL QUESTIONS

College

1. What were the factors that led to choosing your major?
2. What was your overall GPA? Major GPA?
3. What accounted for your low (or high) GPA?
4. What academic honors did you receive?
5. In what extracurricular activities did you participate?
6. What leadership role(s) did you play in these activities?
7. How has your college education prepared you for your career?

Personal Effectiveness

1. What do you consider to be your two greatest strengths? Weaknesses?
2. If three or four of your close peers were in this room, how would they describe you?
3. Would you classify yourself as having a hard-driving or relatively laid-back personality?
4. How do you handle interpersonal conflicts?
5. If there was something that you could change about yourself, what would it be? Why?
6. What are your short-term career objectives? Long-term?
7. To what extent is this position relevant to your career objectives?
8. How would you describe your level of interest in this position?
9. Are you active in the community? In which community organizations are you involved?
10. What self-improvement plans do you have?

Work Experience

1. What were your key responsibilities or objectives in your job during school? How well did you perform toward these objectives?
2. What were your most significant accomplishments in your previous jobs?
3. What positive impact did you have on the company at your last job?
4. What aspects of your last position did you enjoy most? Least?
5. What do you look for in a supervisor?
6. Why are you leaving this position?
7. If we talked to your supervisor, what do you feel he/she would say about you and your performance?
8. Of the various environments in which you have worked, in which were you most productive? Least productive?
9. Which of your past positions or experiences has prepared you for this job?
10. What specific capabilities do you bring to the job that should prove helpful?
11. What specific capabilities do you lack that are required for successful performance of this position? What do you plan to do about these deficiencies?
12. What would you do here for the first 30 days?
13. Why should we hire you?

Miscellaneous

1. Tell me about yourself
2. Why are you interested in this position?
3. What do you like to do for fun?
4. How long do you think you would continue to be challenged in this position?
5. What do you believe you have to offer?
6. Why do you want to work for the (insert name) company?
7. What are your compensation requirements?
8. With what references can you provide me?
9. Are there any remaining questions that you would like to ask?

CONTINUED

BEHAVIORAL QUESTIONS

Tell me about a time when you...

1. Worked effectively under pressure
2. Handled a difficult situation with a co-worker
3. Were creative in solving a problem (or missed an obvious solution to a problem)
4. Were unable to complete a project on time or achieve a goal
5. Persuaded team members to do things your way
6. Anticipated potential problems and developed preventive measures
7. Had to make an important decision with limited facts
8. Were forced to make an unpopular decision
9. Had to adapt to a difficult situation
10. Were tolerant of an opinion that was different from yours
11. Had to use written communication to get your point across
12. Were proud of (or disappointed in) your behavior
13. Had to deal with an irate customer
14. Delegated a project effectively
15. Set your sights too high (or too low)
16. Acted as a leader to complete a group project
17. Put your own work aside to help someone else
18. Were able to find common ground in a team to achieve a result
19. Were able to make each team member feel important and valuable
20. Were able to delegate an important task to another team member
21. Successfully pushed yourself and others to achieve a goal
22. Exceeded a goal you set for yourself
23. Had passion for a project or idea that was contagious
24. Came up with a new and unique idea that paid off
25. Organized your time to ensure that you met your deadlines
26. Dealt with the most difficult communication challenge you've ever had
27. Admitted a mistake and it paid off
28. Felt that you exceeded the needs of a professor, supervisor, or team
29. Made a commitment to quality (or sacrificed quality) to achieve a result
30. Overpromised and underdelivered
31. Identified or dealt with a potential safety hazard
32. Were rewarded for your dependability and consistency
33. Took a calculated risk to achieve a goal

STAR ANSWERS:

S = Situation (Explain the situation)
T = Task (Tell what you are tasked to do/solve)
A = Action (State what you did to accomplish the task)
R = Result (Tell about your results, and how it turned out)



ILLEGAL INTERVIEW QUESTIONS

Federal law protects job applicants from questions that might be used to discriminate against them. Interview questions should only be directly related to the duties of the job for which the applicant is applying. Illegal questions could include any about race, age, religion, marital status, family planning, sexual orientation, etc.

Below is a small sampling of some illegal questions. If asked an illegal question, try to direct the conversation toward your skills and abilities. The following questions will give you some ideas for tactful ways to approach these types of questions:

- "**Do you have plans for marriage and a family?" (Family Discrimination)**
  - "I am definitely committed to this company and am able to handle all of the job's responsibilities."

- **"How old are you?" (Age Discrimination)**
  - "Because of my age, I feel that I have fresh and exciting ideas to bring to the company!"
  - "I feel that my age is an advantage, in terms of the broad experiences I have gained and can bring to this position."

- **"What is your cultural background?" (Racial Discrimination)**
  - "I am very proud of my roots, but regardless of my ethnic background, I truly believe that I have the abilities and skills to qualify me for this position."

- **"What religion do you practice?" (Religious Discrimination)**
  - "I make it a practice not to involve my religious beliefs in my work."

If you have further concerns or questions, contact Career Services



QUESTIONS TO ASK INTERVIEWERS

You will most likely be asked if you have any questions. **Do not ask about salary/benefits/hours on the first interview unless the interviewer discusses it!**

THE COMPANY/CULTURE

1. What are the prospects for future growth and expansion of the company?
2. What new products or services is the company planning to introduce?
3. What is your favorite office tradition?
4. How would you best describe the company culture?
5. What are the current goals that the company is focused on?
6. What do employees seem to like most about this company? Least?
7. What type of orientation/training do new employees receive?
8. What's different about working here than anywhere else you've worked?
9. Read the company's website, and ask questions about current initiatives found on site

THE TEAM/DEPARTMENT

1. How is the current department organized?
2. What do you see as the strengths of this department? The biggest challenges?
3. Can you tell me about the team I would be working with?
4. How large is the department where this opening exists?
5. What are some of the department's current and anticipated special projects?

THE JOB

1. Why is the position open?
2. What are the key responsibilities of this position?
3. How does this position contribute to the company's mission/goals?
4. What does a typical day look like?
5. What types of skills is the team missing that you're looking to fill with a new hire?
6. What are the major projects I will be working on in the first six months?
7. What are some challenges that will face the person filling this position?
8. What are the skills and experiences you're looking for in an ideal candidate?
9. With whom does this position interact during a typical day?
10. What have past employees done to succeed in this position?

PERFORMANCE EVALUATION

1. How does the performance evaluation system work? How often would I be formally reviewed?
2. What are the performance expectations of this position over the first 12 months?
3. What metrics or goals will my performance be evaluated against?

ADVANCEMENT OPPORTUNITIES

1. What factors are used to determine promotion eligibility?
2. What training and development opportunities are provided to the employee?



INTERVIEW ATTIRE

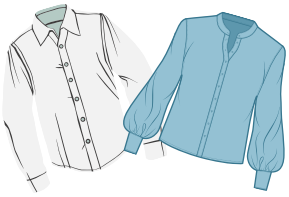
Research shows that it only takes six seconds or less for someone to make a decision about what type of person you are, and if you could be a good fit for their organization. This decision can be made before you even speak! It is for this reason that your attire needs to be considered a crucial part of the interviewing process. Below are guidelines for appropriate attire, accessories, and grooming habits:



Suits – A suit is very appropriate for interviews. Possible colors include black, pinstripe, navy blue, or dark gray. Make sure that the suit fits properly. For example, the sleeves should come to the top of your wrist, the material should fit properly in the shoulders and around the neck, and the pants should just touch the top of your dress shoes. If wearing a skirt suit, the skirt should be at or slightly above the knee. Most department or suit stores will provide guidance.



Ties – Try not to wear anything with bright colors or wild patterns. A tie with a small print or conservative stripes that matches the suit is ideal. The bottom of your tie should end at the middle of your belt buckle. You could try and match your color to the potential employer's colors.



Shirts – A blouse or long-sleeved neutral-colored shirt is a good choice, one that fits properly in the shoulders and neck. Wearing another layer under your shirt is recommended in many cases, such as a white t-shirt.



Shoes, Socks, and Belts – Shoes should be a complimentary color to your suit. Shoes should be freshly shined and not scuffed! Dress socks and belt should be dark in color and should match the suit; pantyhose should match your skin color. Keep any heeled shoes at a reasonable height.



Jewelry – Body rings such as tongue rings or eyebrow rings should not be worn. Jewelry is fine to wear as long as it does not distract from your interview.



Grooming – Hair, facial hair, and nails should be clean and neatly trimmed. Be aware that some employers do not allow any type of facial hair. Keep your makeup natural.



Miscellaneous – Clothes should be clean and neatly pressed. Avoid wearing cologne/perfume or aftershave. Try to keep tattoos covered at all times. Do not chew gum. Do not have the odor of smoke on your clothes, and/or body. Bring a padfolio or briefcase, and if bringing a purse make sure it is small.

THANK-YOU LETTERS

The thank-you letter is used to establish goodwill, express appreciation, and strengthen your candidacy. When used to follow up on employment interviews, thank-you letters should be addressed to the same person who sent you an application, as well as to your interviewers. These letters follow the same format as the cover letter, and should include the following information:

Return Address
City, State and Zip Code
Current Date [3 or 4 line spaces]

Employer's Name (can use Ms./Mr. if you know gender preference)
Title of Position
Name of Company or Organization
Street Address, P.O. Box or Building
City, State and Zip Code [2 line spaces]

Dear First Name Last Name, (can use Ms./Mr. if you know preference) [2 line spaces]

Paragraph 1: Express your sincere appreciation for the opportunity to interview, and reiterate your interest in the position. [2 line spaces]

Paragraph 2: Re-emphasize your strongest qualifications. Provide supplemental information not previously given through your résumé or interview that may help you attain the position. Also, draw attention to the good match between your qualifications and the job requirements. [2 line spaces]

Paragraph 3: Thank the employer again for their time and consideration. Provide your phone number and email address. [2 line spaces]

Sincerely, [3 or 4 returns between closing and typed name]

Your signature (omit if electronic)

Your typed name

Be sure to also send a letter of appreciation after you have accepted a position to everyone who assisted you in your job search, granted you informational interviews, or served as a reference.

JOB ACCEPTANCE LETTERS

A job acceptance letter is used to formally show that you have accepted a position. Many companies require such a letter for your file. These letters follow the same format as the cover letter. Below is an example job acceptance letter:

6789 Main Street
Lebanon, IL 62254

August 1, 20xx

Terry Grapp (can put Mr./Ms. if you know gender preference)
Assistant Vice-President
Quality Company
792 Star Street
St. Louis, MO 67890

Dear Terry Grapp: (can put Mr./Ms. if you know gender preference)

This letter will serve as my formal acceptance of your offer to join the Quality Company as a Management Trainee. I am excited to begin service to the company and am confident I will be an asset to your company.

Per our conversation, I will start on August 15, 20xx and my salary will be $35,500. Please let me know if there is anything you need me to complete or participate in before my start date. You and the rest of the staff have been very helpful during this process. I look forward to joining the team.

Sincerely,

Ava M. Richards

Ava M. Richards

JOB OFFER EXTENSION REQUEST LETTERS

Employers will typically give you a timeline to accept or decline a job offer. You may ask for an extension to the timeline if you need one, but it is then best to call the employer to respectfully request the extension and give a valid reason. For example, you may have a previously scheduled interview with an employer and want to honor that commitment. Please understand that employers are not obligated to grant an extension, but if they agree, you should then send an email to confirm the new date.

123 Main Street
Collinsville, IL 62234

August 1, 20xx

Julie Smith (can use Ms./Mr. if gender preference is known)
Director of Human Resources
Myer & Murphy
893 Wonder Street
St. Louis, MO 67890

Dear Julie Smith: (can use Ms./Mr. if gender preference is known)

Thank you again for the offer of Management Trainee with Myer & Murphy. I greatly appreciate this opportunity and am excited about the position. I appreciate the confidence you have placed in me with the offer of this position.

You asked for a response by August 5, but I would like to request some additional time since this is a very important decision. I want to ensure that I have all of the information needed before I respond. To follow up on our phone conversation today, I am asking you to consider my request of extending the deadline to August 14. I know that I can make a firm decision by that date.

Thank you very much for considering this request.

Sincerely,

Michael L. Wright

Michael L. Wright

SALARY & BENEFITS NEGOTIATIONS

THE JOB

There are many questions to ask yourself as you evaluate the job. Do you like the key functions of the job? Are there opportunities for professional development? Is there an opportunity for future advancement? Who is your supervisor? How many hours will you work each week? Do you fit in with the company culture?

SALARY AND BEYOND

Do research on salaries in your area/field and geographic area. www.salary.com, www.glassdoor.com, www.payscale.com, and https://www.linkedin.com/salary/ are all good places to begin. You can then follow up with professionals in your industry to ask them if the range you found through research appears to be accurate. Review similar positions on online boards in your geographic area since some will post salary ranges. Keep in mind that salaries can vary greatly depending on geographic area. If searching out of the area, research the cost of living; one example is www.bestplaces.net. Do not bring up salary until the employer does, and do not negotiate your salary until the position offer is made. If possible, do not be the first person to list the exact figure. A last thought is that you do not want to settle, but do not overestimate what you are worth.

NEGOTIATION

It is common to focus on just the salary/hourly rate, but there is much more to consider!

- Various benefits, which include paid time off, various types of insurance, retirement, and a relocation allowance. For example, Job A may have a higher starting salary than Job B. However, after determining how much vacation/sick leave granted, how much you pay for various insurance premiums, tuition reimbursement, if the employer contributes to your retirement account, and parking, among other factors, you may actually earn more at Job B!
    - Does the employer offer various types of insurance, such as health/dental/vision, disability, life, and accidental death? You need to know what you pay monthly, what your out-of-pocket costs will be, and if you must wait for coverage to begin.
    - What plan is offered for retirement, what do you and the employer contribute, and do you have to wait a certain amount of time before you can enroll in the plan?
    - What amount of vacation/sick/holiday paid leave do you earn each month or year? Do you have to wait a certain amount of time to use leave?
    - Do they offer a signing bonus? Certain industries do.
    - Is a relocation allowance available for your moving and transportation costs?

If you cannot negotiate salary, you may be able to negotiate vacation leave or something else.

JOB OFFER

Make sure to get the offer in writing through an email message or formal letter. Information will typically include the position title, salary/hourly rate, and start date. We recommend also getting benefits such as sick/vacation leave, health care, and retirement outlined.

OTHER THINGS TO CONSIDER

Job functions and career path - Do you like what you will be doing on a daily basis? What future promotion opportunities are available? What will you learn in this position that will help you further your skill set?
Location - Do you like the geographic location or will you have to move? How much time will you spend on the commute?
Hours and travel - Will the position require evening and weekend hours, or are the hours typically a standard schedule? Are there flex hours options? Will you be able (or required) to travel?

SALARY NEGOTIATION PROMPTS

When asked about salary expectations in an interview...
I would like to know more about the position and various benefits, but I am confident that your organization offers a competitive market salary.

If the pay is lower than you expected through research...
Thank you for this offer! I am excited about this position and working for (xxx), and am confident that I can contribute a great deal. However, according to my research, the average salary range for someone with my qualification in this position is (xxx). Would you be able to match that amount?

If you have another offer with a higher starting salary/compensation package....
Thank you for this offer! I am excited about this position and working for (xxx), and am confident that I can contribute a great deal. However, as you know, I have been interviewing with other employers and do have another offer with a higher salary. Is your offer negotiable?

RESIGNATION LETTERS

While most people will give a resignation to their supervisor in person, it is also good to give written notice for the employee records. It is advisable to give two weeks of notice or more based on what the staff member agreed to upon acceptance of the position.

123 Main Street
Collinsville, IL 62234

August 1, 20xx

Julie Smith (can use Ms./Mr. if gender preference is known)
Director of Human Resources
Myer & Murphy
893 Wonder Street
St. Louis, MO 67890

Dear Julie Smith: (can use Ms./Mr. if gender preference is known)

This letter is to formally notify you of my resignation as Manager of Fun with Myer & Murphy, as I discussed with John Smith (THIS IS THE INDIVIDUAL'S SUPERVISOR) earlier today. I am more than willing to work two weeks after this date and to be contacted in the future with any questions to ensure a smooth transition.

I want to thank you, John, and various others I have worked with for the experience and opportunities gained during my time with Myer & Murphy. I wish you and the company all the best. Please let me know if you have any questions.

Sincerely,

Michael L. Wright

Michael L. Wright