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Job Finder’s Handbook

The Job Finder’s Handbook is designed to be a resource guide for candidates who are preparing for, or are actively engaging in, a job or internship search. Information contained in this publication includes job search strategies, resumes and cover letter samples, interviewing tips, and general information about the Office of Career Services.

Additional career planning information is available in the Office of Career Services (located in Jones Hall, Rm 1034) or on-line at the Career Services web site at web.ysu.edu/careerservices. Please remember that career coordinators are available during walk-in times or by appointment to assist you with your job search.

The Job Finder’s Handbook was made possible by these generous organizations!

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The director oversees the staff and operations of the Career Services Office. Also leads in employer outreach and development.

Susan George
ADMINISTRATIVE ASSISTANT/PENGUINLINK Administrator
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Susan works with employers to schedule on-campus recruiting visits. She plans career fair events for fall and spring, is the PenguinLINK system administrator, and oversees the Annual Graduate Employment Outcome Report and the Workforce Recruitment Program.

Diane D. Hritz
CAREER COORDINATOR
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Diane works extensively with students and alumni in all majors from the Bitonte College of Health & Human Services and the College of Creative Arts and Communication.

Christina Hardy
CAREER PLANNING COORDINATOR
chardy@ysu.edu
Christina works in collaboration with the Center for Student Progress to help insure the success of first and second year students and undecided majors in achieving their career goals. She also works with students and alumni from the College of Liberal Arts & Social Sciences and the Williamson College of Business Administration.

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CAREER COORDINATOR
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Marybeth works extensively with students and alumni from the Beeghly College of Education and from the College of Science, Technology, Engineering & Mathematics (STEM).

Pam Schmalzried
SECRETARY
pkschmalzried@ysu.edu
Pam oversees the front office customer service area.

Office Information:
- Location: Room 1034 – Jones Hall
- Phone: (330) 941-3515
- Email: careerservices@ysu.edu
- Website: web.ysu.edu/careerservices
- Office Hours: Monday – Friday, 8 AM – 5 PM (Evening appointments are available upon request)
The Office of Career Services is dedicated to assisting students and alumni with the definition, preparation, and implementation of their career plans. We offer a comprehensive collection of resources including the following services:

**CAREER SERVICES**

**INDIVIDUALIZED CAREER COUNSELING**

**Career Planning**
Undecided about a major? Not sure what you can do with your chosen major? A Career Coordinator can help you choose a major and career path that best matches your interests, personality, skills and work values.

**Resume and Cover Letter Assistance**
The earlier you start, the more prepared you will be to create a resume and cover letter that will help “sell” your skills, qualifications and experiences to employers for internships and professional employment opportunities.

**Interview Prep**
Interview time is “show time.” Schedule a mock interview and learn your “script” before the show. A Career Coordinator will help prepare you for commonly asked interview questions and major-specific questions you can expect from hiring employers.

**Job Search Assistance**
Don't know where to start? A career Coordinator will help you define your goals and refine your resume and other marketing materials. You will learn how to tap into the “hidden job market” and connect with valuable resources to help you make the transition from “backpack” to “briefcase”!

**Career Information Center**
- Occupational books and directories
- Government, school district, and company information
- MyPlan career exploration program

**PenguinLINK – Your Link to Employers!**
- Search and apply for hundreds of job postings
- Upload your resume for employers to view
- Stay informed of:
  - Career Fairs
  - On-campus interviews
  - Employer networking events
  - Career preparedness workshops

NEW! One-click PenguinLINK access from MyYSU Portal – no separate username or password required!

For more information and to access valuable career resources, visit www.web.ysu.edu/careerservices!
INDUSTRY & PROFESSION PROFILES
Learn about over 100 industries and their related professions, including information regarding the structure, outlook, required skills and education and projected salaries.

COMPANY PROFILES & RANKINGS
6,500+ companies are profiled on Career Insider, including Vault’s influential employer rankings, ratings and reviews based on prestige, business outlook and quality-of-life factors.

CAREER GUIDES
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CAREER ADVICE
Find career advice articles, blogs and videos from Vault’s team of experts to help stay ahead of the competition.

JOB & INTERNSHIP BOARD
Search thousands of new jobs posted daily, sign up for job alerts and join Vault’s resume database to be found by top employers and recruiters.

FULL-TEXT CAREER E-BOOKS
Download full text career guides on everything from interviewing and structuring your resume, to in-depth over-views of industries, employers and general career topics.

Get the inside scoop!

To access Career Insider, login to MyYSU portal and click on PenguinLINK Job Board under e-Services for Students.
Basic Types of Resumes

Chronological
- Most popular and familiar
- Widely used by new graduates
- Employment listed in reverse chronological order (most recent to past)

Functional
- Emphasis on skills/knowledge/accomplishments
- Little or no focus on dates
- Qualifications are summarized or grouped according to various skill categories (e.g. sales/management/teaching/supervision, etc.)

Combination
- Combines both formats (chronological and functional)
- Includes some dates but emphasis placed mostly on skills

Electronic or Web Resumes
- Differ from hardcopies due to website configurations
- Follow the request of employer. If requesting a "scannable resume," limit formatting to avoid database errors
- No fancy fonts, graphics, bullets, templates, headers, footers

Which style of resume you choose to utilize depends upon your individual circumstances. One type of resume may work more effectively for you than another. Keep in mind the main purpose of the resume is to secure an interview.

NOTE: Most employers scan a resume in 30 seconds or less. Make sure your resume is visually attractive, easy to read, error-free, and highlights all of the best assets you have in relation to the position being sought.

Keep it brief.

General Rules for Resumes

Keep it readable.
- Use a layout that is visibly appealing. Alternate text with white space in between.
- Highlight important information by using bold and/or italics.
- Keep fonts, headings, and text consistent.
- Place more relevant information higher on the page.
- Use bullets to draw attention to important points.

Watch your language.
- Omit usage of personal pronouns such as “I” or “me”.
- Use short phrases rather than sentences.
- Omit articles such as “the” or “a” if not necessary to convey meaning.
- Use active verbs. (e.g. developed, assisted, supervised, etc.)
- Use present tense verbs for current experience; past tense for past experience.

Keep it focused.
- Include an objective that focuses on one or two areas of interest.
- You may need more than one resume depending upon the type of position you are seeking.
- Place the emphasis on what you can do for the employer, not on what you want or need.
- Tailor the resume to the position.

A resume should generally be no more than one page if you are a new professional, however some exceptions apply.
- Include only information relevant to the position you are seeking.
- Omit personal information such as age, marital status, health, etc.
Consider your audience.
- Use industry-related jargon. This indicates your knowledge of a specific field.
- Spell out the names of degrees or affiliations in case your audience is not familiar with the particular abbreviations.

Include all relevant experience.
- This includes work experience, internships, volunteer work, community service.
- List these experiences first before other less relevant types of work.

Highlight special information.
- Create categories for special awards, activities, or skills.
- These categories could include computer skills, language skills, honors, club memberships, offices held, etc.

Be careful!
- Keep the resume conservative by using white or cream colored, high quality resume paper.
- Make sure the resume is error-free. **Proofread** your resume before sending it.

**COMPONENTS OF A RESUME**

Contact Information
- Includes your name, address, phone numbers (including home, work, or cell phone) and an e-mail address if you check your messages daily.
- Make sure your e-mail address reflects your professionalism. This means no funky, silly, or otherwise inappropriate names or suggestive phrases. Remember, this is the first impression the employer gets of you as he or she reads the resume.
- Make your name stand out by bolding the font and also increasing the font size two or three sizes larger than the rest of this section.

Objective
- An objective is recommended on the resume because it targets a particular area of interest or job function. The employer can readily see what type of position you are seeking.
- The objective should be short and to the point.

Education
- List the name(s) of institution(s) you have graduated from beginning with the most recent.
- Include degree(s) earned and year(s) of graduation. If you have not received a degree yet, you may state the date the degree is expected as well as how many credit hours you have completed.
- List any licensures/certifications you hold.
- Include G.P.A. if at or above a 3.00. (Cumulative and major GPA may be listed.)

Note graduation with honors if applicable.
- Spell out the name of your degree.
- Highlight the degree and major(s)/minor(s) by using bold and /or italics.

Relevant Coursework
- This category is used primarily if you are seeking an internship and want to let the employer know how many of your major courses you have completed.
- Courses may also be included on the resume if you are seeking employment outside of your major field of study and have taken courses related to the new field. (e.g. an education major who now is seeking work in a corporate setting may want to list any business courses taken while in college.)
- It is not necessary to include this category if it is obvious you meet the educational qualifications for the given position.

Relevant Experience
- List any experience you have that relates to the position you are seeking. This ensures that the employer will see this first and improves your chances of being noticed as a viable candidate for the position.
- State the job title, employer name, city, state, and dates of employment. (month year – month year). If still employed in a position, list starting month/year – present (or current).
- Use bullets with active verbs (e.g. developed, created, assisted, trained, etc.).
This creates a more active, energetic resume. Utilize present tense verbs if experience still in the present.

### Other Experience/Employment
- List any other work experience you have that may not necessarily be related to the position being sought.
- Do not put as much emphasis on this section. If the work is totally unrelated, it may be advisable to just list job titles, places, dates, with no further description noted.
- It is not necessary to list every job ever held.

### Computer Skills
- It is important to let the employer know what computer skills you have.
- List the specific software or programs you know how to use.
- You can preface this list with a qualifying statement to indicate your level of skill. *(e.g. Working knowledge of..., Familiar with..., or Proficient in..., etc.)*

### Special Skills
- Ability to write or speak in another language.
- Technical skill with equipment/lab instruments, etc.
- Research or presentation skills.
- Grant writing/fundraising skills.
- Extensive travel or knowledge of other cultures and/or any other skills that are specific to your situation.

### Activities/Awards
- These can be placed together or in separate categories if there are a number of them.
- Include community service, volunteer work, student organizations.
- If you have attended or been a presenter at conferences or workshops, you may list these activities in this section.
- Also include any published materials or special recognitions you may have received for your work.
- List scholarships, Dean's List and any other awards received. Include the year(s) or terms of these awards. If you have made the Dean's List every term or several terms, you can state this as such rather than listing all of the terms.

### Professional Affiliations
- List all professional organizations, memberships, offices held. This may be in a separate category by itself or as part of the activities category.

**NOTE:** These are the main categories that usually appear on a resume; however, you can customize your own categories to reflect your individual background and experience. The important point to keep in mind is that a resume should be easy to follow, consistent in format, make logical sense, and emphasize experience and skills that are relevant to the position you are seeking. If you have any questions, please consult the Office of Career Services. Help is also available in various publications as well as on the internet.

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### The Online Application**
If you're directed to apply online, give the process the same time and effort you would to put together an effective resume. The same rules that govern your development of an attention-grabbing resume apply to your online application, but there are a few tips that can help you increase your chances of getting called for an interview:

- Follow directions. Be careful to enter the correct data in the correct field.
- Ask for advice on completing the application from a company recruiter or an alumnus who may work at the company.
- Complete all fields—even those that aren’t required. (Be sure to include a cover letter, even if it’s not required)
- Use keywords; employers search on keywords when looking to fill specific positions.
- If the company offers an optional assessment test online, take it.
- Use “comments” fields to demonstrate that you have researched the company and/or to provide additional information about specific skills you have.
- If you are asked to attach a resume or paste it into the application, make sure its format is compatible: Special characters, bold and italics, and fancy fonts, for example, won’t convert in some electronic applications.
- Proofread your application before submitting it. If possible, run a spell check and grammar check.

**Job Choices 2012. National Association of Colleges and Employers (NACE).**

**Scannable Resumes**

Online resumes are different from hardcopies due to database and website configurations. Always be sure to follow the request of the employer. If requesting “scannable resume”, limit formatting to avoid database configurations.

The scannable resume is set up so that it can be scanned into the employer’s resume database. Here are a few tips to remember when creating your scannable resume:

- Capitalize headings to make them stand out.
- Utilize asterisks instead of bullet points, which many scanners will not recognize, to organize your information.
- Include key words in your resume to increase your chance of having your resume selected from the database.
- When creating your scannable resume avoid using unusual fonts, bold, italics, and special characters.

**Convert your resume to a PDF file**

Convert your resume to a pdf file before you send it to an employer as an attachment or post onto a website, whether an employer’s website, PenguinLINK, or another website.

This insures that the resume will be formatted exactly as you intended when the employer opens it.

It is very important to create a PDF version of your resume BEFORE you upload it online. If it isn’t converted prior to uploading, your resume will automatically be converted to a PDF file by the software system. The formatting of the resume changes in the conversion. So, if you don’t design your resume to look good in the PDF format prior to uploading it, it is likely that your resume is not going to look good in the system or once the employer opens it. For example, your one page resume may well end up as two pages or your perfectly aligned dates will become uneven.
Attributes Employers Look for on a Candidate’s Resume

- Communications Skills (written)
- Leadership
- Analytical/quantitative skills
- Strong work ethic
- Ability to work in a team
- Problem-solving skills
- Communication skills (verbal)
- Initiative
- Detail-oriented
- Computer skills
David A. Jones
456 Engineering Lane
Youngstown, Ohio 44555
330-123-4567
jonesdavid456@my.ysu.edu

Objective
To obtain an entry level position in the field of Mechanical Engineering.

Education
Youngstown State Univeristy - Youngstown, OH
• Bachelor of Engineering, May 2014
• Major: Mechanical Engineering
• Minor: Mathematics
• Cumulative GPA: 3.7/4.0

Significant Coursework
- Heat Transfer 1 & 2
- Ordinary Differential Equations
- Real Analysis

Technical Skills
- Autodesk Inventor
- SolidWorks
- Ansys (Mechanical & Fluid)
- Autodesk Inventor
- Algor Finite Element Analysis
- Solid Edge
- Microsoft Office

Significant Projects
- QUEST Forum for Student Scholarship, Design Project, Spring 2013
- Created and verified customer bond orders on a daily basis
- Ensured accuracy for numerical data
- Developed model using Ansys Fluid and ran model of equivalent frontal area in wind tunnel
- Compared experiment results to scholarly data and researched and compiled presentation
- Designed and developed hydraulic values for reduction
- Perform lab testing and Finite Element Analysis
- Developed model using Ansys-Fand an model of equivalent frontal area in wind tunnel
- Utilize SAP, AutoCAD, SolidWorks, and Wildfire
- Perform lab testing and Finite Element Analysis
- Developed internship orientation manual to sup port a standardized internship process

Career Related Experience
Engineering Assistant Intern, May 2013 - Present
- Alexander Young Engineering - Youngstown, OH
- Design and develop hydraulic values for reduction
- Perform lab testing and Finite Element Analysis
- Utilize SAP, AutoCAD, SolidWorks, and Wildfire
- Develop internship orientation manual to support a standard intern ship process

Additional Experience
- Sales Associate - Target, Niles, OH, May 2012 - Present
- Crew, McDonald’s - Girard, OH, January 2010 - April 2012

Honors and Activities
- Dean’s List
- Choose Ohio First Scholarship (2011 - Present)
- Red & White Scholarship (2010 - Present)
- Sigma Alpha Lambda (2012 - Present)

JAMES WOODLING
6732 Forest Glen Trail • Boardman, OH 44515 • (330) 941-6789 • jwoodling@yahoo.com

Objective
To obtain a position in the field of accounting

Education
- Youngstown State University, Youngstown, OH
- Bachelor of Science in Business Administration - AACSB Accredited
- Bachelor of Science in Business Administration, May 2014
- Major: Accounting
- Minor: Finance
- Major GPA: 3.8
- Overall GPA: 3.7
- Beta Gamma Sigma (Business Honor Society, in top ten percent of class)

Significant Coursework
- Financial Accounting, Managerial Accounting, Advanced Management Accounting, Auditing, Federal Taxation, Financial Management, Cost Accounting

Related Experience
- First Bank of Youngstown, Youngstown, Ohio
  - Accounting Clerk, August 2013 - January 2013
  - Complete personal and corporate tax returns
  - Perform audits of local companies, requiring extensive interaction with management teams
  - Enhance multi-tasking and organizational skills through maintaining multiple client accounts
  - Improve time management skills by meeting daily deadlines

- Hill Barth & King, Youngstown, Ohio
  - Intern, January - August 2013
  - Complete personal and corporate tax returns
  - Perform audits of local companies, requiring extensive interaction with management teams
  - Enhance multi-tasking and organizational skills through maintaining multiple client accounts
  - Improve time management skills by meeting daily deadlines

Additional Work Experience
- Admissions Office, Youngstown State University, Youngstown, OH
  - Office Assistant, October 2012 - Present
  - Greet public, answer multiline phones, direct students to appropriate personnel
  - Perform general office work, such as typing, filing, and copying
- Parma Heights Recreation Department, Parma Heights, OH
  - Lifeguard, Summers 2009 - 2012
  - Ensured safety of swimmers

Special Skills
- Computer Skills: Microsoft Word, Access, Excel, PowerPoint, Publisher, Peachtree
- Language Skills: Fluent in Spanish and American Sign Language

Honors and Activities
- Member, Beta Alpha Psi (Fall 2012 - Present)
- Volunteer Income Tax Assistance (VITA) Program (Spring 2013)
Kathleen Cartwright
222 Broad Street
Youngstown, OH 44505
(330) 456-0000
kcart@penguin.com

Objective:
Seeking position in the area of Biological Research.

Education:
Youngstown State University        Youngstown, OH
Bachelor of Science                  Expected: May 2014
Major: Biology                       Minor: Chemistry
Cumulative GPA: 3.4/4.0

Significant Courses
Human Anatomy & Physiology          Cell Biology                  Organic Chemistry
Molecular Genetics                  Clinical Immunology            Research Statistics

Career Related Experience:
Research Assistant
Biology Department, Youngstown State University, Youngstown, OH  May 2013 – Present
• Conduct research in molecular genetics
• Assist professors in completion of alkaline plasmid screen on large and small scale
• Prepare frozen competent cells
• Perform DNA restriction digestion analysis, transformation, and recombination in bacteria
• Maintain detailed lab logs and reports

Addition Work Experience:
Office Assistant
Forum Health Beeghly Emergency Center, Youngstown, OH   June 2010 – Present
• Perform basic office administration duties including typing, filing, and answering phones
• Maintain patient files and keep records updated

Computer Skills:
• Proficient in SPSS, Microsoft Word, Excel, PowerPoint

Honors:
Dean's List, every semester, Youngstown State University
Member, Omicron Lambda (2011 – Present)

Activities:
• NCAA Varsity Softball Team, Youngstown State University (2010 – Present)
  ○ Team Captain (2011 – 2012)
• Writer, Biology News, a Youngstown State University sponsored student publication

Computer Skills:
• SPSS: Statistical Package for Social Scientists
• Microsoft Office (Word, Excel, PowerPoint)

Honors and Professional Affiliations:
• Dean's List, Youngstown State University (all semesters attended)
• Alpha Kappa Mu Honor Society, Secretary (2011 – 2013)
• Golden Key National Honor Society
• Who's Who Among Students in American Universities and Colleges (2013)
PATRICIA J. CARROLTON
1140 University Drive
Youngstown, OH 44555
(440) 111-2222
pjcarro18@student.ysu.edu

OBJECTIVE:
Seeking a Mild/Moderate Intervention Specialist position, willing to participate in extracurricular activities.

EDUCATION:
Youngstown State University – Youngstown, OH
• Bachelor of Science in Education, May 2014
  • Intervention Specialist/Mild/Moderate grades K - 12
  • GPA: 3.5/4.0

RELEVANT SKILLS:
• Computer Skills: Harvard Graphics, QuickExpense, Champs (plant maintenance system), Microsoft Word, Excel, PowerPoint, Quattro Pro

FIELD EXPERIENCE:
Student Teaching: Hayes Middle School – Youngstown, OH; Spring 2014
• Developed and implemented lesson plans in reading, math, science, and social studies for cross-categorical students in grades 7 and 8.
• Created IEP’s to meet individual needs of each student.
• Collaborated with parents and teachers on a regular basis to coordinate learning experience of students.
• Participated in annual book fair fundraising event.

Special Teacher Education Program Practicum (STEP), St. Charles School – Boardman, OH; Fall 2013
• Observed several Special Education classes in grades 3 - 5 and recorded various behaviors.
• Developed and taught a three-week unit plan for phonics in grade 3.
• Worked individually with students in carrying out remediation plans.

Tutoring:
Martin Luther King Elementary School – Youngstown, OH; Spring 2013
• Tutored a variety of grade levels and ages ranging from grades 1 – 8 in math, science, and reading.
• Assisted teachers with special needs children in self-contained classroom.

Tutoring:
Cranview Middle School – Columbiana, OH; Fall 2011
• Tutored individual with students in carrying out remediation plans.

Hilltop Elementary School – Canfield, OH; Spring 2010
• Tutored individual with students in carrying out remediation plans.

RELEVANT WORK EXPERIENCE:
Teacher Assistant:
Rich Center for Autism, Youngstown State University – Youngstown, OH
June 2010 – present
• Assist teacher with care of twenty autistic students.
• Accompany children on field trips and monitor play and learning activities.
• Provide instruction and feedback for developing basic social skills.

Computer Skills:
• Turning Technologies
• Blackboard Technology
• Microsoft Word, Excel, PowerPoint
• Prent

PROFESSIONAL MEMBERSHIPS/ACTIVITIES:
• Kappa Delta Pi
• Student Government Representative, 2011/2012

JACK R. ROGERS
7481 Canton Road, Cleveland, OH 44133, 440-456-1234

OBJECTIVE:
A unique opportunity to utilize my diverse procurement and management abilities in conjunction with my international experience.

EDUCATION:
Bachelor of Science, Physics and Mathematics, 1987
Youngstown State University, Youngstown, Ohio
International Experience: Three years employment in Germany, fluent in German

RELEVANT SKILLS:
• Computer Skills: Harvard Graphics, QuickExpense, Champs (plant maintenance system), Microsoft Word, Excel, Powerpoint, Quatro Pro

FIELD EXPERIENCE:
Purchasing Manager, Corporate Capital Equipment/MRO
June 1998 - Present
• Manage and coordinate $230 million in capital and MRO expenditures on global basis.
• Directed more than 15 purchasing agents with approval authority for purchases greater than $100,000.
• Negotiated 12 Design Build Contracts for manufacturing facilities in Belgium, India, and Malaysia.
• Average yearly savings resulted in seven percent of total expenditures.
• Launched and implemented MRO integrated supply project.

Senior Purchasing Agent, Corporate Capital Equipment
January 1995 - June 1998
• Managed and coordinated $75 million in capital expenditures on global basis.
• Supervised three senior buyers at corporate facility.
• Maintained and updated purchasing section of corporate policies and procedures manual.
• Implemented computer standardization program worth $2.3 million in savings.
• Developed, maintained, and managed supplier base.

Buyer, Corporate Capital Equipment
May 1990 - December 1995
• Purchased $114 million in raw materials including textiles, wires, oils, lubes, and solvents.
• Negotiations 1993 resulted in cost avoidance of 28% of total purchases.
• Supervised and trained current capital equipment buyer and customer service representatives.
• Supported five plant purchasing groups.
• Performed forecasting, marketing analysis, inventory control, and just-in-time management.
• Specialized in purchase of customized equipment for all manufacturing processes.

Supervisor, Purchasing Agent, Corporate Raw Materials and Capital Equipment
May 1987 - May 1990
• Selected for General Tire - Continental Tire exchange program as liaison for $400 million upgrade expansion project.
• Substantial travel required to Italy, France, Holland, Germany, and Czechoslovakia.
Objective
Seeking a position in the social services field working with children.

Education
Bachelor of General Studies - Expected: May 2014
Youngstown State University, Youngstown, OH
Concentration Areas: Early Childhood Education and Psychology
GPA: 3.6/4.0

Relevant Courses
- Child Development
- The Family
- Juvenile Delinquency
- Psychology of Education
- Psychology of Women
- Social Problems
- Abnormal Psychology
- Conflict Resolution
- Research Methods

Career Related Experience
Therapeutic Staff Support Worker - 2/2012-Present
Family Counseling and Children's Services, Sharon, PA
- Provide Therapeutic support for youths that exhibit difficulties in life situations
- Counselled and educated parents on parenting skills
- Keep detail of records of treatment plans to ensure efficient record keeping

Trumbull County Children Service Board, Warren, OH
- Shadow caseworkers and assist with specific cases
- Contact community agencies and subsequently provide referrals
- Work with assigned clients both individually and in group settings
- Participate in agency and outside workshops
- Utilize and learn skills to include: case planning, assessment, interventions, and generalist model

Other Work Experience
Call Completion Operator/ Records Clerk - 5/2010-5/2012
Ohio Telephone Company (Bell Atlantic), Columbus, OH
- Assisted the public with their collect calls, call interrupts, long distance calls and toll free calls.
- CRT Data Entry processing telephone and computer requests for telephone connects and reconnects.
- Entered circuits into computer for analysis, design, equipment additions and removals.
- Helped design a training program for circuit analysis, assisted with the training.

Volunteer Activities
Youngstown Environmental Safety Society, Youngstown, OH - 8/2009-Present
- Conduct educational training, Youngstown City Schools, Easter Seals, Boardman, OH (01/2010)
- Fund raising activities (raised $5,500)
- Directed and organized activities for April events at Boardman and Columbiana sites

Computer Skills
- Proficient in Microsoft Word, Excel, PowerPoint
CAREER OBJECTIVE
To obtain a challenging position that will utilize my education and experience in the area of Human Performance and Exercise Science with an emphasis in strength and conditioning.

EDUCATION
YOUNGSTOWN STATE UNIVERSITY - YOUNGSTOWN, OH
- BACHELOR OF SCIENCE IN APPLIED SCIENCE (May 2014)
  - Major: Exercise Science
  - Minor: Nutrition
  - Major GPA: 3.9/4.0
  - Cumulative GPA: 3.7/4.0
- YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH
  - Major GPA:
    - COMMUNICATIONS: MEDIA
    - Major: Communications
    - Major GPA:
    - Cumulative GPA:
    - 3.6/4.0

BACHELOR OF ARTS (May 2014)
- Major GPA:
- Cumulative GPA:
- 3.5/4.0

EDUCATION
YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH
- BACHELOR OF SCIENCE IN APPLIED SCIENCE (May 2014)
  - Major: Exercise Science
  - Minor: Nutrition
  - Major GPA:
  - Cumulative GPA:
  - 3.9/4.0
  - 3.7/4.0

EDUCATION
BACHELOR OF ARTS (May 2014)
- Major GPA:
- Cumulative GPA:
- 3.6/4.0

EDUCATION
BACHELOR OF SCIENCE IN APPLIED SCIENCE (May 2014)
- Major GPA:
- Cumulative GPA:
- 3.9/4.0

EDUCATION
BACHELOR OF ARTS (May 2014)
- Major GPA:
- Cumulative GPA:
- 3.6/4.0

PROFESSIONAL SKILLS SUMMARY
Pre-Production
- Knowledge of screenwriting techniques and experience in writing for both feature-length films and also sitcoms/dramas
- Created storyboards for music videos and short films
- Performed script breakdowns for production
- Scouted locations

Production
- Worked as a script supervisor and a sound mixer on an independent film
- Assisted the art department on independent films
- Created and shot music videos and short films
- Edited music videos using Final Cut Pro

Post-Production
- Edited music videos using Final Cut Pro
- Cut various scenes and short films using both Avid and Final Cut Pro
- Recorded, mixed, and edited sound using Pro Tools

CAREER RELATED EXPERIENCE
SPORTS DIRECTOR INTERN (January 2013 – present)
- Directed and managed agenda for “Cooler Talk” sports show
- Scheduled lifeguards and established equitable pay rates
- Interacted with residents in a friendly and respectful manner
- Maintained Facebook and Twitter accounts for “Cooler Talk” sports show
- Interviewed various collegiate and professional athletes

ADDITIONAL EXPERIENCE
ADMINISTRATIVE ASSISTANT (September 2006 – present)
- Produce and manage agenda for “Cooler Talk” sports show
- Scheduled lifeguards and established equitable pay rates
- Interacted with residents in a friendly and respectful manner
- Maintained Facebook and Twitter accounts for “Cooler Talk” sports show
- Interviewed various collegiate and professional athletes

COMPUTER SKILLS
- Knowledge and experience working with Microsoft Word, Windows, and Excel

PROFESSIONAL INVOLVEMENT
- Attended the National College Media Convention, Orlando, FL (2013)
- Learned effective social media strategies and broadcasting techniques
- Broadcaster: Youngstown State University Baseball Team – Horizon League Network (2013)
- Broadcaster: Cardinal Mooney High School Boys Basketball – Covelli Center (2013)

CAREER OBJECTIVE
To obtain a challenging position that will utilize my education and experience in the area of Human Performance and Exercise Science with an emphasis in strength and conditioning.

EDUCATION
YOUNGSTOWN STATE UNIVERSITY - YOUNGSTOWN, OH
- BACHELOR OF ARTS (May 2011)
  - Major: Communications
  - Major GPA:
  - Cumulative GPA:

YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH
- Major GPA:
- Cumulative GPA:
- 3.8/4.0

EDUCATION
YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH
- Major GPA:
- Cumulative GPA:
- 3.6/4.0

EDUCATION
BACHELOR OF ARTS (May 2011)
- Major GPA:
- Cumulative GPA:
- 3.6/4.0

EDUCATION
BACHELOR OF SCIENCE IN APPLIED SCIENCE (May 2011)
- Major GPA:
- Cumulative GPA:
- 3.9/4.0

EDUCATION
BACHELOR OF ARTS (May 2011)
- Major GPA:
- Cumulative GPA:
- 3.6/4.0

PROFESSIONAL SKILLS SUMMARY
Pre-Production
- Knowledge of screenwriting techniques and experience in writing for both feature-length films and also sitcoms/dramas
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- Scheduled lifeguards and established equitable pay rates
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- Knowledge and experience working with Microsoft Word, Windows, and Excel

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- Learned effective social media strategies and broadcasting techniques
- Broadcaster: Youngstown State University Baseball Team – Horizon League Network (2013)
- Broadcaster: Cardinal Mooney High School Boys Basketball – Covelli Center (2013)
NICOLLE D. HAMILTON
2128 TROTTER LANE - YOUNGSTOWN, OH 44512
330.711.8844
NDHAMILTON@STUDENT.YSU.EDU

CAREER OBJECTIVE
Seeking a challenging and rewarding internship that will utilize my education, experience and skills; special interest in Federal Law Enforcement.

EDUCATION
Youngstown State University – Youngstown, OH
- Bachelor of Science in Applied Science (05/14)
  - Criminal Justice Specialization
  - Minor: Psychology
  - Major GPA: 3.740  Cumulative GPA: 3.940

RELEVANT COURSES
- Policing
- Criminal Courts
- Correctional Strategies/Lab
- Criminal Justice Research
- Evidence

Specialized Training
- Staging Valley Clear Intervention – Youngstown, OH (05/13)
- FBI/UCR Reporting – Columbus, OH (02/13)

CAREER RELATED EXPERIENCE
Police Dispatcher, Youngstown Police Department, Youngstown, OH (09/12 – present)
- Dispatch two police departments via radio
- Process bonds and waivers as a Deputy Clerk of Courts
- Serve as jailer for five-day holding facility

CAREER EXPERIENCE
Dresser, Youngstown State University – Career Services, Youngstown, OH (05/13 – 08/13)
- Answered multi-line phone; utilized extensive communication skills
- Interfaced with students, employers, faculty and staff in a timely, professional manner
- Performed general clerical duties

ADDITIONAL EXPERIENCE
Scientist Assistant, Youngstown State University – Career Services, Youngstown, OH (05/13 – 08/13)
- Answered multiple phone utilizing extensive communication skills
- Interfaced with students, employers, faculty and staff in a timely, professional manner
- Performed general clerical duties

COMPUTER SKILLS
- Word, Works, Word Perfect
- Lotus, Excel, PowerPoint, Access

CERTIFICATIONS
- APCO 911
- American Heart Association CPR and First Aid

HONORS AND PROFESSIONAL AFFILIATIONS
- Criminal Justice Department Scholarship (2010 – 2013)
- Alpha Phi Sigma, Vice-President (2012 – 2013)
- Golden Key International Honor Society

THEATER EXPERIENCES
Costume Designer
- Riff Raff, Youngstown State University (2013)

Makeup Designer
- Blossoms and Bliss, Youngstown State University (2013)

Makeup Technician
- blossoms and Bliss, Youngstown State University (2013)

Lighting Assistant
- The Elves and the Shoemaker, Cosumnes River College (2013)

Hair/ Wig Designer
- The Crucible, Youngstown State University (2013)

Lighting Assistant
- The Elves and the Shoemaker, Cosumnes River College (2013)

Stagecraft
- The Elvess and the Shoemaker, Cosumnes River College (2013)

Wig/Makeup Designer
- The Crucible, Youngstown State University (2013)

EDUCATION
Youngstown State University – Youngstown, OH
- Bachelor of Arts (May 2014)
  - Major: Theatre Arts

Cosumnes River College – Sacramento, CA
- Associate in Arts
  - Major: Theatre Arts

Attended: (August 2010 – December 2011)

BACHELOR OF SCIENCE IN APPLIED SCIENCE (05/14)
- Criminal Justice
- Minor: Psychology

THEATER EXPERIENCES
Costume Designer
- Riff Raff – Youngstown State University (2013)

Makeup Designer
- Blossoms and Bliss – Youngstown State University (2013)

Makeup Technician
- Blossoms and Bliss – Youngstown State University (2013)

Lighting Assistant
- The Elves and the Shoemaker – Cosumnes River College (2013)

Stagecraft
- The Elves and the Shoemaker – Cosumnes River College (2013)

Wig/Makeup Designer
- The Crucible – Youngstown State University (2013)

Lighting Assistant
- The Elves and the Shoemaker – Cosumnes River College (2013)

Stagecraft
- The Elves and the Shoemaker – Cosumnes River College (2013)
John Linux
100 Sequel Lane
Youngstown, OH 44505
(330) 941-3515
johnalinux@student.ysu.edu

Objective
Seeking a challenging position in the field of Information Technology

Education
Youngstown State University – Youngstown, OH
- Bachelor of Science in Applied Science, May 2014
  - Major: Information Technology
  - Minor: Business
  - Major GPA: 3.8/4.0
  - Cumulative GPA: 3.2/4.0

Significant Projects
- Dynamic Webpage Final Project; Summer 2013
  - Used HTTP, PHP and SQL injection to create a fully functional set of webpages with forms for input into a database
- Client Web Development Program; Spring 2013
  - Developed a webpage for the Computer Science Department at Youngstown State University. Effectively used forms, graphics and animation
  - Utilized tools such as dynamic HTML, document object model, and javascript for graphics and form validation
- Advanced Database Design; Spring 2013
  - Created a database using Oracle to control inventory and wrote SQL queries to extract data

Career Related Experience
Intern, RTI Metals – Niles, OH; May 2013 – Present
- Work with engineers and other industry professionals to perform site surveys, network solution installations, coding, troubleshooting, and IT related support
- Create stored procedures in SQL server
- Develop and execute SQL queries
- Install new routers, switches and software onto company computers

Technical Skills
- C++, Android OS
- CSS, HTML
- Oracle SQL, Java
- Unix OS, Microsoft Access 2010
- Linux OS, Microsoft Excel 2010
- AdobePhotoshop CS5, AdobeIllustrator CS5
- Apple iOS

Additional Experience
- Associate, Panera Bread – Warren, OH; June 2012 – Present
- Sales Associate, Best Buy – Boardman, OH; December 2011 – June 2012

Activities:
- Collegiate Cyber Defense Competition (CCDC); 2013
- Dean’s List; Youngstown State University

Pete R. Penguin
One University Plaza
Youngstown, OH 44505
330-941-3515
prpenguin@student.ysu.edu

Objective:
Seeking an entry-level position in oil and natural gas production.

Education:
Youngstown State University – Youngstown, OH
College of Science, Technology, Engineering, and Mathematics (STEM)
- Bachelor of Science, Expected: August 2014
  - Major: Geology
  - Minor: Natural Gas and Water Resources
  - Major GPA: 3.7/4.0

Significant Coursework:
- Physical Geology, Foundations of Environmental Studies, Geology of Ohio and Pennsylvania,
  - Historical Geology, Geomorphology, GIS Applications, Structural Geology, Soils and Land Use,
  - Introduction to Natural Gas and Water Resources, Introduction to Business, Macroeconomics, Professional Ethics

Career Related Experience:
Research Assistant, March 2013 – August 2013
Environmental Consulting, Inc. – Youngstown, OH
- Compiled data from well driller’s reports (ODNR database) in Excel
- Modeled groundwater characteristics in ArcGIS to assess water quality/quantity baseline conditions for future comparison and interpretation of potential impacts from oil and gas production in Northeastern Ohio

Lab Assistant, May 2013 – Present
Geological & Environmental Sciences Department, Youngstown State University – Youngstown, OH
- Organized resources (equipment and sample cataloging)
- Assisted various professors with improvement of department standards

Additional Work Experience:
Office Assistant, October 2011 – May 2013
Accounts Payable Office, Youngstown State University – Youngstown, OH
- Organized accounts payable invoices
- Performed general office duties including answering phones, assisting customers, and typing

Awards:
- Dean’s List, Youngstown State University
- Red & White Scholarship (2010 – 2013)
Objective
Seeking a challenging position that will utilize my experience and education in the area of Environmental Studies.

Education
Youngstown State University, Youngstown, OH
• Bachelor of Science, Technology, Engineering, and Mathematics (STEM) (Expected May 2014)
• Major: Environmental Studies Minor: Chemistry
• Major GPA: 3.7/4.0; Cumulative GPA: 3.2/4.0

Significant Coursework
Environmental Seminar: Environmental Research: Topics in Soil Quality and Analysis
Foundations of Environmental Studies & Lab: Air Quality; Risk Assessment; Environmental Regulations

Course Projects/Research Experiences
Field Study (Summer 2013)
• Field studies in East Branch Chagrin River conducting Water Quality Index (National Sanitation Foundation-chemical analysis), Benthic Macro-invertebrate Index (Ohio EPA-biological analysis), and Qualitative Habitat Evaluation Index (Ohio EPA-geological analysis)

Risk Assessment (Fall 2012)
• BIOSCREEN simulation project involving risk calculation of a contaminated landfill scenario in northern Kentucky; required BIOSCREEN Model interpretation, hazard identification, toxicity assessment, exposure assessment, and risk characterization

Environmental Research (Spring 2013)
• Independent research project involving water quality and macro-invertebrate indices at the Connequocking Creek in western Pennsylvania

Career-Related Experience
Department Assistant (02/2012 - 08/2012)
Geological & Environmental Studies, Youngstown State University - Youngstown, OH
• Organize and clean Primary Rock Treatment Lab
• Remove unused rock and mineral collections

Chemistry Lab Assistant (02/2012-08/2012)
Department of Biological Sciences, Youngstown State University - Youngstown, OH
• Prepared and executed experiments for student labs
• Stocked solutions and cleaned chemistry labs
• Assisted students in experimentation and gathered various research information for professors

Additional Work Experience
• Students Assistant (01/2011 - Present), Youngstown State University, Department of Campus Recreation - Youngstown, OH
• Children’s Daycare Instructor (01/2012-08/2012), Painesville Christian Academy - Painesville, OH

Technical Competencies
• EPA: Lovins, and Enfinger (1991) Model for Subsurface Vapor Intrusion into Buildings; EPA BIOSCREEN Simulation Models for solute transport without decay, solute transport with biodegradation; First-order decay and solute transport with instantaneous biodegradation; Microsoft Excel 2010, Microsoft PowerPoint 2010

Activities
• Youngstown State University YESS: Youngstown Environmental Sustainability Society (2012 - Present)

Objective
Seeking a position in the social services field working with families and children.

Education
Bachelor of Arts, Psychology
Youngstown State University, Youngstown, OH
• Major GPA: 3.78/4.0; Cumulative GPA: 3.23/4.0

Volunteer
HELP Hot Line, Youngstown, OH
• Telephone counselor for 24-hour child abuse hotline
• Provide crisis intervention, education, and counseling to parents
• Assess nature and intensity of the client’s problem quickly, develop a therapeutic response in one phone call

Intern
Hospice of the Valley, Boardman, OH
• Bimonthly counseling group for processing emotions in reaction to the death of a loved one
• Weekly support and counseling group for parents grieving the death of a child

Other Work Experience
Peer Mentor, Center for Student Progress, YSU
• Support first year students in adjustments to university environment
• Guide students in developing time management, test-taking, learning styles, and studying skills

Resident Assistant, Youngstown State University
• Advised resident college students on personal, interpersonal, and academic issues
• Assisted resident college students in accessing campus resources
• Organized and implemented educational and recreational programs for residents

Honors and Elected Positions
Pui Chi
President, Psychology Student Orientation
• Organize fundraising and service projects; facilitate group communication and cooperation

Research
Senior research project: “Testing Models of Self Esteem training in an Elementary Class of Boys and Girls.”
• Organized and taught class, conducted pre- and post-class testing and follow-up

Research Assistant
• Served as an actor-facilitator on an anxiety project creating anxiety-response behaviors in subjects

Presentations
“Testing Models of Self Esteem Training in an Elementary Class of Boys and Girls.”
• Paper presented at Youngstown State University’s forum for student scholarship: QUEST

Other Skills
• Foreign Language: Spanish (fluent: speak, write, read, and translate)
• Computer: Proficient in Microsoft Word, Excel, PowerPoint
MADISON M. THOMPSON
6729 SHADOW RUN ROAD
CANFIELD, OH 44406
330.702.5578
MMTHOMPSON@STUDENT.YSU.EDU

CAREER OBJECTIVE
Seeking a position in the area of RESPIRATORY CARE where skills and degree may be applied; special interest in an acute care facility.

EDUCATION
YOUNGSTOWN STATE UNIVERSITY - YOUNGSTOWN, OH
- BACHELOR OF SCIENCE IN RESPIRATORY CARE (08/14)
  - Major: RESPIRATORY CARE
  - Minor: NUTRITION
  - Major GPA: 3.6/4.0
  - Cumulative GPA: 3.3/4.0

CAREER RELATED EXPERIENCE
RESPIRATORY CARE PRACTITIONER.
Forum Health – Northside Medical Center. Youngstown, OH (08/13 – present)
- Instruct patients regarding therapeutic breathing exercises
- Responsible for mechanical ventilation, IPPB, BiPAP, ABGs, IS, BPH, and NTS
- Perform general and medical/surgical intensive care respiratory functions
- Maintain departmental records and medical reports
- Interface with patients; utilize accuracy and precision when writing medical reports

STUDENT INTERN.
Caprice Health Care Center. North Lima, OH (05/13 – 08/13)
- Checked breathing and respiratory aids
- Met with medical team to review patient progress
- Wrote medical reports on multiple patients
- Test the efficiency and capacity of patients' lungs

ADDITIONAL EXPERIENCE
LIBRARY ASSOCIATE I.
Mahoning County Public Library. Youngstown, OH (05/11 – 12/12)
- Functioned as interlibrary loan librarian
- Assisted patrons in using library and locating information
- Effectively responded to telephone inquiries
- Performed basic data entry on IBM personal computer – Lotus 123 format

CERTIFICATIONS
- National Board for Respiratory Care - Registered Respiratory Therapist
- Pediatric Advanced Life Support (PALS)
- Advanced Cardiac Life Support (ACLS)
- American Red Cross Community CPR

INVOLVEMENT
- Pediatric/Adolescent Asthma Center Volunteer
- American Lung Association Volunteer
- American Association for Respiratory Care (AARC)
- Student Organization for Respiratory Care (SORC) – Advisory Board Member

TECHNICAL PROFICIENCY
- Experience both Macintosh and PC platforms, Microsoft Office, Word, Photoshop, Illustrator, Acrobat, InDesign.

MEMBERSHIPS
- National Association of Photoshop Professionals (NAPP), 2004 to Present
- Professional Photographers of America (PPA), 2008 to Present
THE FUNCTIONAL RESUME

A functional resume categorizes work experiences and abilities by skill area in order to highlight strengths rather than focus on specific jobs or dates of employment.

A functional resume is beneficial when:
- Track records do not justify a chronological resume for entry level type jobs.
- Much of the work has been volunteer, free-lance, consulting, or temporary.
- There is a variety of different, relatively disconnected work experiences.
- Career growth has been stagnant or there has been an extended absence.
- In the process of career change.
- The need to emphasize capabilities not used in recent work experience.
- Mature professional has extensive expertise and jobs.

A functional resume is not beneficial when:
- Career growth pattern is emphasized.
- Listing specific employers is important, as in highly traditional fields.
- Limited amount of functions have been performed.
- Recent employers are highly prestigious.

SETTING UP THE FUNCTIONAL RESUME:

Contact Information
Includes your name, address, phone, email.

Job/Career Objective
Must be clear and concise because the functional areas will be selected and ranked according to the objective or functional summary: a short one to three sentence description that summarizes experience and highlights skills related to the objective.

Functional Headings/Skill Categories:
- Four or five separate sections.
- List in order of importance as related to the objective.
- Within each section, stress significant abilities and accomplishments as related to the objective.
- Use past-tense, action-oriented verbs.

Employment History:
- Brief synopsis of actual work experience: dates, employers, and titles.
- If no work experience or work experience is sporadic, leave section out, but prepare to discuss it in the interview.

Education:
- If last attendance date is within three years, include after your objective.
- If longer than three years or in an unrelated field, include education after work experience.
- Indicate degree received, date, institution.
- Grade point average can be included if it is above a 3.0.

References:
Same guidelines as chronological resume.
# MARIA KEPHART
1845 Champlain Street • Canton, Ohio 44306 • (330) 123-4567 • mkephart@gmail.com

## OBJECTIVE
Seeking a position in human resources, utilizing strong interpersonal communication and management skills.

## SKILLS
### Management
- Supervised and directed the daily activities of a staff of seven clerical personnel, including training, scheduling and workflow distribution
- Appraised employee performance based upon individual and team objectives
- Conducted monthly staff meetings and fulfilled the role of an effective liaison between management and support staff

### Recruitment
- Wrote vacancy notices to accurately reflect the qualification requirements for clerical positions
- Utilized resources to advertise vacancies and generate applicants
- Performed all aspects of the hiring process for support staff, including prescreening, behavioral interviewing, assessment of qualifications, and reference checks
- Negotiated wage and benefit agreements

### Communication
- Developed an employee procedures manual for distribution to all new employees during orientation
- Organized and facilitated two in-service training programs for a staff of 20
- Coordinated with personnel office on EEOC compliance
- Utilized listening and verbal skills to resolve technical, professional, and interpersonal conflicts among individuals from diverse backgrounds

### Technical
- Proficient in Microsoft Word (incl. mail merge), Excel (incl. pivot tables, macros, Vlookups), PowerPoint, Publisher, Peachtree

## PROFESSIONAL EXPERIENCE

<table>
<thead>
<tr>
<th>Role</th>
<th>Company</th>
<th>Location</th>
<th>Start Year</th>
<th>End Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Manager</td>
<td>Engineering Department, Diebold, Canton, Ohio</td>
<td>Canton, Ohio</td>
<td>2009</td>
<td>Present</td>
</tr>
<tr>
<td>Administrative Assistant to Vice President</td>
<td>KeyCorp, Cleveland, Ohio</td>
<td>Cleveland, Ohio</td>
<td>2006</td>
<td>2009</td>
</tr>
</tbody>
</table>

## EDUCATION

<table>
<thead>
<tr>
<th>Institution</th>
<th>Location</th>
<th>Degree</th>
<th>Graduation Year</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youngstown State University</td>
<td>Youngstown, Ohio</td>
<td>Bachelor of Arts</td>
<td>May 2009</td>
<td>3.3</td>
</tr>
</tbody>
</table>

## REFERENCES
Available upon request
### Action Words for Resumes

#### Creative Skills
- created
- customized
- designed
- developed
- established
- initiated
- instituted
- integrated
- introduced
- revitalized
- solved

#### Communication Skills
- addressed
- collaborated
- convinced
- corresponded
- edited
- formulated
- influenced
- mediated
- negotiated
- promoted
- publicized

#### Financial Skills
- administered
- analyzed
- appraised
- balanced
- budgeted
- calculated
- forecasted
- managed
- reconciled
- reduced
- saved

#### Helping Skills
- assessed
- advocated
- coached
- demonstrated
- diagnosed
- educated
- guided
- prevented
- resolved
- supported
- volunteered

#### Management Skills
- chaired
- consolidated
- coordinated
- delegated
- directed
- improved
- increased
- organized
- planned
- recommended
- supervised

#### Organizational Skills
- charted
- classified
- collected
- detailed
- implemented
- inspected
- monitored
- pinpointed
- revamped
- structured
- verified

#### Teaching Skills
- counseled
- critiqued
- explained
- focused
- informed
- individualized
- instructed
- motivated
- prescribed
- trained
- tutored

#### Technical Skills
- calculated
- conserved
- designed
- installed
- maintained
- priced
- programmed
- registered
- remodeled
- standardized
- upgraded

#### Research Skills
- discovered
- examined
- extracted
- gathered
- graphed
- identified
- indexed
- interpreted
- measured
- surveyed
- tabulated

#### More Words for Accomplishments
- achieved
- completed
- earned
- exceeded
- mastered
- modified
- pioneered
- proposed
- spearheaded
- streamlined
- transformed

### Computer Applications
- Microsoft Office (specify individual programs)
  - Excel (including pivot tables, macros and Vlookups)
  - Microsoft Word (including mail merge)
  - Publisher
  - PowerPoint

**Note:** Include any major specific technical skills that would be relevant to positions you are seeking.
The letter of application, or the cover letter, as it is commonly called, accompanies a resume that is mailed. A cover letter may or may not be required for an online job posting, so it is best to pay attention and adhere to application guidelines. When handing your resume directly to an employer, a cover letter is not needed.

The cover letter is an important tool in the job search and can serve to highlight your written communication skills, which can help you stand out as a candidate. It must be well written, free of errors, and grammatically correct. In order to help get noticed by the employer, you need to customize your letter to each organization and match your skills, experience, and personality traits to the advertised position. The cover letter should be personable, introduce you and your resume to the employer, and generate interest in the reader.

**Tips for Writing Effective Letters**

- The letter should be one page in length and composed of three to five paragraphs.
- Identify the person to whom the letter should be addressed and, if necessary, call the organization for the correct name spelling and title. For online postings, include contact person and/or title that are listed. Only address the letter to “Dear Sir or Madam” if you are not able to find the necessary contact information.
- Highlight specific information in your letter not contained in your resume, such as “soft skills” (teamwork, communication) and personality traits. Use the letter to connect experiences with skills and traits.
- Do not over use the word “I.”
- If the employer asks you to include “salary requirements” in the letter, always state your requirements in a range and that you are open to negotiation. You should research salary figures for position and geographic area.
- Read your letter out loud to ensure that your ideas flow, and to catch any awkward sentences or overuse of words or phrases.

**Cover Letter Do’s**

- Do address the letter to a specific person.
- Do maintain a positive, upbeat tone.
- Do alternate between long and short sentences.
- Do use powerful language (action verbs).
- Do demonstrate knowledge of the organization.
- Do demonstrate skills and abilities relevant to the position.
- Do show eagerness to do the job.
- Do ask for an interview.
- Do proofread your letter before sending.

**Cover Letter Don’ts**

- Don’t make the letter too long.
- Don’t use form letters.
- Don’t try to be “cute” or funny.
- Don’t sound desperate. (I need a job)
- Don’t make demanding statements.
- Don’t refer to yourself in the third person.
- Don’t start every sentence with “I”.
- Don’t use Mrs. unless you know that the addressee prefers that title (for example: she uses Mrs. as a part of her title in the job announcement)
Cover Letter Recommended Format

(Letter should be centered vertically on the page.)

Your street address
City, state and zip code
Today's date

Name (Make an effort to obtain a name - this is important).
Title of the professional
Name of the organization
Address of the organization

Dear Dr., Mr., or Ms. Jones:

First Paragraph:
   a. Specify the position for which you are applying and where/how you found out about it.
   b. Specify your degree and where you received it.
   c. State basic reasons for applying.

Second Paragraph:
   a. Highlight your qualifications - past work experience - internships - academic development - personality traits. Try to elaborate on at least one major achievement.
   b. In all likelihood, this will be your largest paragraph – remember, you are “selling” your skills.

Third Paragraph:
   a. Make general comments adding to resume highlights.
   b. Indicate why you wish to work for their company/organization specifically – requires research.

Fourth Paragraph:
   a. Express the fact that you are qualified for the position.
   b. Express your desire to meet and discuss your qualifications - Ask for an interview.
   c. Give your phone number. If necessary, specify a certain time to call.
   d. Indicate that you will call in one week to confirm that your materials have been received.

Sincerely,
(Be sure to place your signature here.)

Your name - typed out.

Enclosure (Use only when including your resume or other materials with your letter.)
Ms. Cathy Harris  
Human Resources Director  
Ernst and Young  
12345 Main Street  
Youngstown, Ohio 44555

Dear Ms. Harris:

I am very interested in the Staff Accountant position currently posted on your website. Please accept this letter and the enclosed resume as an application for this position. I will receive my Bachelor of Science in Business Administration degree in Accounting with a minor in Finance from Youngstown State University this December. I believe that my education and experience are well suited for this position.

Throughout my college years, I have been actively involved in a variety of social services type of work. I completed an internship at a local mental health facility for drug dependent clients and I had been employed as a youth monitor for three years at a residential center for at-risk teens. In addition to this experience, I served as a volunteer at Help Hotline during my junior year in college. These positions have helped me to become familiar with social service agencies in the area to better serve the clients as well as to develop my organizational and communication skills which are necessary to be an effective therapeutic staff support worker.

I am eager to begin my professional career in the field of social services and would appreciate the opportunity to meet with you to discuss the therapeutic staff support position. I will call in one week to see when we may schedule a meeting. If you would like to reach me sooner, please feel free to call me at the above phone number.

Sincerely,

Clyde L. Robinson
1294 Main Avenue  
Youngstown, Ohio 44555  
October 2, 2013  

Timothy M. Williams  
Vice President  
Bank of America  
Human Resources, Northwest Division  
P.O. Box 37000  
Portland, Oregon 97207  

Dear Mr. Williams:  

I am writing in reference to the Management Trainee position available at multiple locations in Columbus, Ohio. I became aware of the opening through the Office of Career and Counseling Services at Youngstown State University. I will be graduating from Youngstown State University this December, receiving a Bachelor of Science in Business Administration with an emphasis in Finance. 

Six years of full-time and part-time work in the field have captured my career interests in banking. I realized that a degree was needed in order to fulfill my goal of attaining a higher managerial position, so I pursued my education and am nearing its completion. Through my banking experiences and academic background, my communication, time management and leadership skills have all been strengthened. This is evidenced by my involvement in work, classes, and professional organizations. I am eager to learn new skills and ideas, and strive for results. 

In researching your organization, I was impressed by the 35% growth rate that Bank of America has experienced within the past three years. Additionally, I am very interested in the many innovative ideas that your organization has implemented, including the mentoring program for first-year employees.

The enclosed resume highlights my experiences and skills; additional information and references are available upon request. I would welcome the opportunity to meet with you and further discuss my fit at Bank of America. I currently live in Youngstown, Ohio, but am planning to relocate to the Columbus area shortly after graduation. I will be in Columbus beginning December 20th, and will be available for an interview at that point. If it fits with your schedule, I would be eager to speak with you via telephone prior to that date. You can reach me in Youngstown at (330) 123-4567 until December 19th. Beginning December 20th, you can reach me in Columbus at (364) 123-4567. Additionally, I use email regularly and can be contacted at any time at srichards@yahoo.com. Thank you for your time and consideration.

Sincerely,  

Stephen R. Richards  
Enclosure

---

1427 Main Street  
Youngstown OH 44555  
March 7, 2013  

Ms. Kathy Hinton  
Superintendent  
Harper Valley School District  
1111 Harper Valley Road  
Harper Valley, OH 12345  

Dear Superintendent Hinton:  

Currently, I am a student at Youngstown State University pursuing a bachelor's degree in Music Education Pre-K-12. My expected graduation date is May 2013. I am interested in applying for an instrumental band music teaching position that posted on your district's website. Besides teaching, I am also very eager to participate in the extracurricular activities involving the music program.

A strong work ethic is reflected in my ability to meet the demands of a rigorous curriculum in both music and education. At the same time, I have also been working twenty hours a week at a local grocery store. This ability to balance work and school while also maintaining a 3.7 grade point average is a strong indicator of my sense of commitment. During the past four summers, I worked as a coordinator for a special music camp for children of all ages. This position required strong organizational and communication skills. As a coordinator, I developed programs, assessed the musical level of each student, and provided both individual and group instruction.

I am impressed with Harper Valley's philosophy, actions, and the ability of all of the schools working together to achieve the goal of student success. I strongly believe in looking at the larger picture of education and always putting the students' needs as top priority. Harper Valley is a school district I greatly admire as it has taken the time to observe that bigger picture in an attempt to do what is best for the students. The enclosed resume highlights my experiences and skills that I believe make me an ideal candidate for this position.

I would welcome the opportunity to speak with you and further discuss my qualifications, passion for music education, and to learn more about the Harper Valley School District. You may contact me between the hours of 8:00 a.m. - 5:00 p.m. by phone at (330) 555-5555 or anytime by email at penguinstudent1@student.ysu.edu. Thank you in advance for your consideration.

Sincerely,  

Susan A. Brown  
Enclosure
6729 Shadow Run Road
Canfield, OH 44406

October 21, 2013

Timothy M. Dunkin
Director of Social Services
Columbus Valley Care Services
2128 Huntington Avenue
Columbus, OH 43222

Dear Mr. Dunkin:

I am writing in reference to the CASE MANAGER position available at your facility. I became aware of the opening through the Office of Career Services at Youngstown State University. I will graduate from Youngstown State University this December, earning a Bachelor of Social Work degree.

Four years of full and part-time employment in the social service field have captured my career interests in case management. I realized that a degree was needed in order to fulfill my goal of attaining a managerial position. Therefore, I pursued my education and am nearing its completion. My work, internship, and field experiences as well as my academic background, have strengthened my communication, time management and leadership skills. This is evidenced by my involvement in work, classes, and professional organizations. I am eager to learn new skills and ideas, and strive for results.

In researching your organization, I was impressed by the multitude of programs and services offered at Columbus Valley Care Services. Additionally, I am very interested in the many innovative ideas that your organization has implemented, including the mentoring program for first year employees.

The enclosed resume highlights my experiences and skills; additional information and references are available upon request. I would welcome the opportunity to meet with you and further discuss my fit at Columbus Valley Care Services. Currently, I live in Canfield, OH, but am planning to relocate to the Columbus area shortly after graduation. I will be in Columbus beginning December 20th, and will be available for an interview at that time. If it fits with your schedule, I would be eager to speak with you via telephone prior to that date. You can reach me in Canfield at 330.123.4567 until December 19th. Beginning December 20th, you can reach me in Columbus at 614.123.4567. Additionally, I use email regularly and can be contacted at any time at kawilliams@yahoo.com. Thank you for your time and consideration.

Sincerely,

Katie A. Williams

Enclosure
Develop a separate sheet listing three to five professional references.

Do not attach reference sheet to your resume. References should be produced only upon request.

References should be people who know you in terms of your ability to perform the job.

Place your name at the top of the page. You may also copy the contact information format from your resume.

Include the following information about your references:

- Name
- Title/position
- Company/organization
- Address
- Phone number(s)
- Email (if your reference checks his/her email regularly)

List references in the order you wish them to be contacted. Strongest references should be listed first.

Make sure you ask permission before listing references.

Provide all references with a current copy of your resume.

Periodically remind your references that you are applying for positions. This will help them to be prepared in the event a prospective employer contacts them.

If you need reference letters, give your references at least two weeks notice to compose a letter. You might want to consider having your references prepare letters before you begin your job search so you will have them when necessary.

Always thank your references and keep them informed of your job status.

Mary B. Smith
1034 Summit Avenue, Youngstown, OH 44555
(330) 941-5555
mbs@student.ysu.edu

References

Mr. John Preston
General Manager
Success Industries
411 S. Pine Street
Youngstown, OH 44555
(330) 759-5555
john.preston@success.com

Ms. Linda Crawford
Senior Auditing Supervisor
Jones and Green, Inc.
102 N. Main Street
Warren, OH 44485
(330) 759-8888
lcrawford@jjinc.com

Ms. Carole Sunate
Manager
Leitzenger corporation
1234 Main Street
Clearland, OH 44552
(330) 556-6666
csunate@leitzengercorp.com

Mr. Stephen Richards
Human Resources Manager
Bank of America
456 S. Main Street
Youngstown, OH 44555
(330) 792-1111
s.richards@bankofamerica.com

KATIE A. DUNCAN
1234 Austin Street
Warren, OH 44485
330.393.0000
kaduncan@student.ysu.edu

References

Mr. James Nuzum, LISW
Assistant Director
Trumbull County Children Service Board
422 S. Broad Street
Warren, OH 44423
330.393.7777
jweaver@tccsb.org

Ms. Danielle M. Smith, LSW
Senior Social Worker
Coleman Professional Services
2973 East Street
Warren, OH 44483
330.393.5555
dmsmith@coleman.com

Dr. Kenneth G. Greenberg, LISW
Professor - Department of Social Work
Youngstown State University
One University Plaza
Youngstown, OH 44555
330.941-3000
kggreenbergphd@ysu.edu

Sample Reference Sheet
The thank-you letter does make a difference. During the job search, it is imperative to stand out among prospective candidates. This follow-up correspondence shows that a candidate is sufficiently motivated to exert a little extra effort and is polished enough to know how to do so. Basic professional etiquette suggests that a thank you letter after an interview is ideally sent within 24 hours following the interview.

Traditionally, thank you letters should be typed. However, depending on your relationship with the person who interviewed you, a handwritten note on professional stationary or a note card might also be appropriate in certain situations.

It is best to keep this letter brief and concise. If possible, reiterate a point of interest discussed during the interview, confirm follow up procedures, and remember to express your thanks.

---

**Thank You Letter Example**

Your Address  
Your City, State, Zip Code

Date

Name  
Title  
Company  
Address  
City, State, Zip Code

Dear Mr./Ms. Last Name:

I very much enjoyed speaking with you about the opportunity to work with your company in the role of sales executive. My experience in sales and management seem to be a good match for the position you described. The organization of your sales teams is forward thinking, and I believe, one where I could contribute a great deal.

I bring with me to the position an extensive knowledge of the market and strong communications skills. In addition, my ability to motivate a team while working within budget will provide your company with an edge over others in the market.

Thank you for taking the time to speak with me. If you have any additional questions, please feel free to contact me. I look forward to hearing from you about this position.

Best Regards,

*Handwritten Signature (mailed letter)*

Typed Signature

Enclosure
Social Media in Your Job Search

Social media is a great way to stay in touch with friends and relatives, but it also can be a useful tool in your job search. Employers are using social media sites like LinkedIn, Twitter, Facebook, and YouTube to both promote their organizations and connect with potential job candidates.

While social media can help you research employers (critical to your job-search success), be sure to use it more actively—as a way to connect with potential employers. By following a few basic tips, you can use social media to get in front of hiring managers.

Get Noticed
There are a few key points to keep in mind when using social media as a job-search tool.

Create a Profile That Gives a Positive Impression of You
Think of it as your online resume: What do you want it to say about you? Hiring managers can get a stronger sense of who you are, and if you’re a potentially good fit for their company, through your profile.

Be Aware of the Keywords You Include in Your Profile
This is particularly true for sites focused on professional networking, such as LinkedIn. Many employers do keyword searches to find profiles that contain the skill sets they’re seeking in potential hires.

Don’t Include Photos, Comments, or Information You Wouldn’t Want a Potential Employer to See

Don’t Mix Personal With Professional
The social media you use in your job search has to present you as a potential employee—not as a friend. Follow the rules for writing a resume.

Make Sure Your Profile Is Error-Free
You wouldn’t offer up a resume rife with misspellings, would you?

Choose Appropriate Contact Information
Your e-mail address or Twitter handle should be professional—a simple variation on your name, perhaps—rather than suggestive or offensive.

Connect
Many organizations have embraced social media as an extension of their hiring practices, and provide information that you can use to research the organization and connect with hiring managers and recruiters.

- Check your college/university’s social media groups: Many times, employers join such groups.
- Check social media groups that are focused around your field of interest or career.
- Search for the social media pages, profiles, and videos of organizations that interest you. Many organizations post job descriptions, information about salaries, and more.
- Ask questions. Even something as broad as “Is anyone hiring in [industry]?” may bring responses, and asking questions about a specific organization—“What’s it like to work at Company X?” can give you insight into the organization and its culture.

Stay Connected
Keep in touch with recruiters or other decision makers you may interact with in cyberspace. There may not be an available opportunity at their organization right now, but that could change, and you want to be considered when it does.

Finally, in addition to maintaining your network, use social media to build your network. Don’t just establish a social media presence—work it. Reach out. Interact. You will get out of social media what you put into it.

Courtesy of the National Association of Colleges and Employers.
Job searching is a full-time job, requiring a significant time commitment. Reports suggest that to be successful, a job seeker should spend at least 2-4 hours per day, 6 days a week in active job searching. The number of hours devoted to searching will impact the length of your job search, but set realistic timelines for yourself. The actual amount of time spent will depend upon yourself – for example, if it takes you one hour to write one cover letter, then two hours per day may not be enough time to effectively address all of your job leads.

### 8 Steps for Job Search Success

#### Step One: Deciding When and How to Start

- Don’t wait until you graduate or are unemployed. The saying “It’s a lot easier to find a job when you’re working” is true – the extra pressure of being unemployed often times negatively impacts a job seeker’s attitude, which employers can sense.

- In order to make your job search easier, consider researching the following topics before sending out your first resume:
  - **Knowledge of yourself** – Determine your relevant qualities and skills, and know how to most effectively articulate them to employers. Ask yourself: 1.) Can you define your career goals in terms of the next 2 years? 10 years? Lifetime? 2.) Can you describe your strengths and weaknesses? 3.) Have you defined your salary requirements?
  - **Knowledge of employment and employers** - Determine the types of position(s), industry(s), and names of employers you wish to target in your job search. Research at least 3 different position titles for which you meet qualifications. Set a targeted geographic area for your job search.
  - **Knowledge of the job market** – Having current information on the job market and occupational trends (both nationally and locally) will assist in setting realistic goals and developing an effective job search plan. Job markets can vary according to geographic region and are reactive to events such as politics, natural disasters, international policy, etc.
  - **Knowledge of job search strategies** – Create a comprehensive job search plan that utilizes a combination of strategies in order to best source employment opportunities.

#### Step Two: Defining a Career Objective & Identifying a Job Goal

- **A career objective** identifies the career path or direction you want to take both short and long term. It provides focus in targeting employers and marketing your strengths.
  - **Example**: My career objective is to work in the financial industry in a position that will eventually lead to an executive-level opportunity.

- **A job goal** specifically defines the type of position that you are seeking.
  - **Job goals** help you to identify which industry or type of organization you are seeking and determine the responsibilities or functions you want to perform.
  - **Example**: My job goal is to secure a Management Trainee position where I will learn the fundamentals of the banking industry while contributing to the growth and development of a major corporate financial lender.
**STEP THREE** Identify Target Employers

- Once you determine your geographical limitations, investigate which organizations in that area offer the kind of opportunities you are seeking.

- Utilize the following resources to identify potential employers:
  - Internet research
  - Network with friends & acquaintances
  - Professional association publications
  - Chamber of Commerce
  - Local business publications (Business Journal) and newspapers (Wall Street Journal)

**STEP FOUR** Develop Effective Marketing Materials

- Customize your resume for each different industry.

- Customize your cover letter for each separate company/organization.

- Make sure to have all of your correspondence proofed by a friend, professor, or advisor.

**STEP FIVE** Apply to Open Position Postings

- In today’s challenging job market, it is important to source and apply to as many positions as you are qualified/interested. If you don’t apply, you won’t receive an offer!

- Use a variety of job search techniques – don’t rely only on internet or newspaper classifieds
  - Also consider using: PenguinLink database, departmental bulletin boards, professional publication newsletters, networking, etc.

- Don’t procrastinate! Many employers start scheduling interviews as soon as the position is listed - so the candidates who apply early have an advantage.

**STEP SIX** Initiate Contact

- Telephone calls, letters, and personal contacts can all show your interest in working for your target organization(s).

- When contacting an employer, keep the tone of the meeting professional but light - you want to be viewed as assertive but not aggressive.

- Although initiating contact can make you stand out from other applicants, always respect the employer’s wishes. For example, do not call or email if the organization specifically states “no phone calls please.”

**STEP SEVEN** Maintain a Positive Attitude

- Remember that rejection is built into the job search process – learn from it and move on to find the right opportunity.

- Employers can detect frustration and/or desperation in candidates - seek out support from friends, family, faculty, and YSU staff to help you stay motivated.

**STEP EIGHT** Consider Conducting an Informational Interview

An informational interview is a 30-60 minute conversation with a professional who is in a job or industry of interest. In this meeting, you will interview the professional in order to collect information about his/her job, industry, qualifications, as well as job search advice. This type of interview is not for employment, but rather to help you learn about career options.

In order to prepare for your informational interview, research the industry and company of the professional. Develop a list of questions that will help facilitate the interview. Some sample questions that you can ask include:
- How did you enter this line of work?
- What kind of education or training is required?
- What do you like most or least about your job?
- What career growth is possible in this industry?
- How can I best prepare for this type of work?
- What advice would you give to someone entering the field?
- What are the ideal qualifications for an entry-level position? How can I further enhance my candidacy?
- Do you know of anyone else that I could speak with or anyone that may be seeking candidates with my qualifications?

Sample Informational Interview Evaluation

To help you evaluate the information discovered during your informational interviews, consider creating an evaluation table. Immediately following your informational interviews, record your thoughts and perceptions about the information learned.

Sample Evaluation Form:

<table>
<thead>
<tr>
<th>Areas of Evaluation</th>
<th>Your Thoughts, Insights &amp; Opinions</th>
</tr>
</thead>
<tbody>
<tr>
<td>What did you like most about the position, industry, and career?</td>
<td></td>
</tr>
<tr>
<td>What did you like least about the position, industry, and career?</td>
<td></td>
</tr>
<tr>
<td>What did you learn about job responsibilities? Include daily, monthly and annual duties.</td>
<td></td>
</tr>
<tr>
<td>What are the preferred qualifications for this type of position? Include education, experience, and skill sets.</td>
<td></td>
</tr>
<tr>
<td>What qualifications do you lack? How can you realistically gain these qualifications?</td>
<td></td>
</tr>
<tr>
<td>Who else should you speak with regarding this career path?</td>
<td></td>
</tr>
</tbody>
</table>

As a result of your evaluation, are you interested in this position and/or industry? ____________
JOB SEARCH: SOURCING OPEN POSITIONS

- 2 types of open positions exist in the job market.
  - Posted positions – advertised by the employer.
  - Hidden job market – positions that are not publicized by the employer.

Posted Positions:
- Job search strategies for posted positions include:
  - Newspaper classifieds – print and online versions
  - Online job databases/job search websites – both general and industry specific
  - Company websites
  - Magazines, journals, trade newsletters
  - Professional associations – websites, employment clearing-houses, publications
  - University Career Services – PenguinLink, campus recruiting, resume referrals
  - Job Fairs
  - Listservs/mailing lists
  - Department bulletin boards
  - Faculty connections
  - Temporary agencies
  - Head hunters

Hidden Job Market:
- Approximately 80% of positions are not advertised - the “hidden job market.”
- Reasons employers choose not to advertise positions vary including:
  - Other jobs have higher priority for being filled.
  - The job is slated for budget approval, but not yet approved.
  - Management is too busy to search for a needed employee.
  - Advertising position is too financially costly for employer.
  - Management prefers hiring from referrals.
- Pursuing hidden jobs is well worth the effort because your competition may not be aware of the opportunities.
- Job search strategies for the hidden job market include:
  - Networking
  - Informational interviewing
  - Alumni contacts
  - “Cold calling” - Cold calling is the process of calling or visiting an organization in which you don’t know anyone.
  - Direct application
  - Yellow pages of phone book
  - News articles (find out which organizations are new or expanding)
PenguinLINK: Your Link to Jobs, Interviews & Recruiting Events

PenguinLINK is an online recruiting system that is designed to connect YSU students and alumni with employers. Employers post full- or part-time professional opportunities as well as internship and co-op opportunities for students to view and apply. Through PenguinLINK you will be able to upload your resume and cover letter, view and apply for job postings and on-campus interview days, view employers participating in career fairs, and much more!

Recruiting services available through the PenguinLINK include:

- **Resume Books**: Upload your resume to PenguinLINK to be included in Resume Books sent to employers who are actively recruiting open positions. Uploading your resume also allows employers to “search” resumes of YSU students and alumni.

- **On-Campus Interviews (OCI)**: Employers visit the YSU campus to conduct interviews for full-time professional positions and internships in our interviewing suites, located inside the Office of Career Services. Interview times are available throughout the academic year and employer visits are actively promoted to students, alumni, and faculty.
  - On-Campus Interview dates usually occur from mid-September through November for Fall semester and mid-January through May for Spring semester.

- **Career Fairs**: This is your chance to network with employers and engage in face-to-face contact with recruiters looking to hire bright individuals. The Office of Career Services sponsors two career fairs throughout the academic year: one in the **fall semester** and one in the **spring semester**. Watch PenguinLINK for dates and employers attending!

- **Information/Recruiting Sessions**: Employers host Information Sessions on campus to promote their organization or upcoming interview dates. Many times, employers will discuss job openings within their organization and accept resumes during these events.

- **Recruiting Tables**: Employers set up Recruiting Tables to increase their organization’s visibility, distribute company literature, informally meet potential job candidates, and accept resumes for open positions. Be on the lookout for these tables throughout Kilcawley Center or in the lobby of your college.
How to Navigate the PenguinLink System

PenguinLINK Quick Reference

Your PenguinLink Account:

- **YSU STUDENTS**: An account has been created for you. To access your account, log into the YSU Portal and click the PenguinLINK Job Board link under e-Services for Students. (See picture below).

- **YSU ALUMNI**: To create an account in PenguinLINK:
  - Go to the Career Services website at web.ysu.edu/careerservices
  - Click PenguinLINK for Alumni
  - Under the Register section, click the gray Register button and fill in the appropriate fields
    - Use your full email address (ex. pt.penguin@goquins.com)
    - The registration password is: penguin01

YSU STUDENT LOGIN

<table>
<thead>
<tr>
<th>Home</th>
<th>Student</th>
<th>Library</th>
<th>My Tab</th>
<th>My Tab 2</th>
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<tbody>
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<td>Personal Announcements</td>
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<td>Need-Based Award Other</td>
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<td>View Financial Aid Status</td>
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<td>Important Dates</td>
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<td>Registration Instructions</td>
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<td>Exam Schedule</td>
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<td>Instructions*</td>
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<td>Student Accounts</td>
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<td>YSU Pay Bill</td>
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<tr>
<td>YSU Bill in Payment Plan</td>
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</tbody>
</table>
*Requires Acrobat Reader

Blackboard Learn 9

Until further notice, a single sign-on to Blackboard is unavailable. When you click the above link, you will be prompted to re-enter your YSU login and password in order to access Blackboard.

Library Services

PenguinLINK Job Board

Student Employment Opportunities

Student Organizations

University Housing Application

e-Services for Faculty and Staff

- Banner Self Service

Campus Announcements

There are no announcements

Personal Announcements

PAID Internships available in regional nonprofit organizations this Spring 2018

FREE College Success Workshops for November & December

Scholarship Applications now being accepted for the James and Coralia Center/Inati Memorial Scholarship - BOTH Majors Only

My E-mail Accounts

Microsoft Office 365 Access New E-mail System

Emergency Alert Notification System

YSU students and employees: Sign up today for YSU Alert, a new campus-wide text messaging and e-mail system designed to help improve communications during a campus emergency. You must register to take advantage of this important notification service. To register, visit http://alert.ysu.edu.

Search

Drop down menu provides the following search options: YSU website, Google, Faculty/Staff and Students, YSU Site, Faculty/Staff Directory, Student E-mail Directory, A-Z Index

Campus News & Events

- YSU News Center
- The Banner
- Cancellation of Classes and Closing Procedures
- WYSU 91.5 FM

YSU EVENTS CALENDAR

Campus Pics
Posting Your Resume and/or Cover Letter on the PenguinLINK Recruiting System:

- **RESUME**: It is important to post your resume on the system. Once your resume has been reviewed and approved by YSU Career Services, you will be able to apply online to positions and campus interviews posted on the site. In addition, employers searching through our resume database and online resume books will be able to view your information.

- Once you have your resume created and are ready to upload it to the database, click the "Documents" tab located near the top of the screen. Then click on the "Add New" button.

- To Upload a File: On the Student Document screen - be sure to label your document and choose Resume for the Document Type. Then simply click Browse to locate and upload your document, then click Submit.

- Once you post your resume, it will be reviewed by a Career Coordinator. Within a short time you will receive email notification informing you that it has either been approved, or it has not been approved and revisions are needed. You may upload multiple versions of your resume. *If you upload more than one resume - Be sure to click “Make Default” for the resume that you want to be your primary resume. This resume will automatically attach when you apply for a job, unless you choose a different resume. It is also the resume that will be included in all resume books requested by employers.

- **COVER LETTER**: to upload a Cover Letter, click the "Documents" tab located near the top of the screen. Then click on the "Add New" button.

- To Upload a File: On the Student Document screen - be sure to label your document and choose Cover Letter for the Document Type. Then simply click Browse to locate and upload your document, then click Submit.

- **OTHER DOCUMENTS**: You may also upload additional documents that are not resumes or cover letters. You can upload any file that is in Microsoft Word, or Adobe PDF, such as writing samples, unofficial transcripts, etc. Simply follow the same directions outlined for Resumes and Cover Letters.
  - Please note that cover letters and other documents are not subjected to the approval process and can be immediately accessed once they are uploaded.

To Edit Your Personal Information:

- Once logged into the system, click on the "Profile" tab at the top of the screen.

- Here you can edit any information that you would like to change. Once finished, click on the "Submit" button at the bottom of the screen. This saves any information that you just entered.

- **To change your Password**
  - Click the "Profile" tab
  - Click the "Password/Preferences" tab
  - Fill in the appropriate information and click the "Submit" button at the bottom of the screen.
Searching for Jobs:

- Once logged into the system, there are 2 ways to search for jobs:
  1. On the right side of the screen, there is a “Find a Job” shortcut. Click your desired option.
  2. You can click the “Jobs” tab, located at the top of the screen, to search for jobs.
     - To choose positions that are posted locally, click on CSM Jobs.
     - To choose positions that are posted nationally, click on NACElink Extended Job Search.

- You can search by the following fields:
  - **Show Me**: you can choose – All Jobs & Interviews, All Job Listings, Interviews I Qualify For.
  - **Position Type**: you can choose from listing of position types
  - **Keywords**: you can type in a key word to search
  - **Note**: the fewer requirements you enter, the more jobs that will be found. Keep your search basic.
  - If you would like to designate a specific geographical area, go to the “Jobs located within” area and enter a number for the number of miles around your preferred zip code. Then enter the zip code in the zip code field.
  - Once you have decided on the search criteria, click the **Search** button.
  - You can also search for more detailed information by clicking the **Advanced Search** button and entering the desired criterion.

- You will see a list of positions that is generated from the requirements that you entered. To view a position, click on the job title or place your cursor over the binoculars icon to see a snapshot of the job posting. To see all details of the posting, click the **View Complete Job Details** button.
- To view information about the organization, click on the employer name.

**To apply for a specific position**

- Underneath the job title, you will see an **APPLY** button.
- To apply for a specific job, click the **APPLY** button
  - If you have only one resume uploaded in PenguinLINK, you will be directed to the full job description window. Click the **APPLY** button to apply for this job.
  - If you have more than one resume uploaded in PenguinLINK, an **APPLICATION STATUS** window will appear. This is where you will choose the resume that you wish to attach.
    - As previously mentioned, if you have uploaded more than one resume, your default resume will automatically populate the resume field. If you want to switch to a different resume, simply click the drop-down menu and choose the appropriate resume.
  - You can also attach a Cover Letter (only if requested by the employer) by clicking the “Add New” button.
- After you have made your selection(s), click the “Submit” button.
Applying to Interviews for On-Campus Interviewing:

- Click on the Employers tab
- In the On-Campus Events section, click YES
- Click the Search button
- A list of all organizations who have scheduled On-Campus Interviews will populate at the bottom of the screen: In the column labeled On-Campus you will see the dates of all On-Campus Interviews. To apply, click the date for the appropriate organization.
  - Under the Application Status section: Check to make sure the resume that you want to use is populated in the Resume field.
  - If the resume that appears in the Resume field is correct, click the Submit button.

Creating a Search Agent:

- A search agent will email you each job that matches your search criteria as soon as it has been posted.
- Once logged into the system, click on the Jobs tab, then click on CSM jobs
- Click the Advanced Search tab and select locations, positions types, etc. to run a combination search for the jobs list.
  - Note: Put a √ in the box next to Save as: and name your search in the Save as field.
- Click the Submit button.
- Your search will now be saved under the Search Agents tab. You can view the search agents that you have saved by clicking on the Search Agents tab.
  - To enable the search, click the Schedule button and under Enabled, checkmark Yes.
  - Choose the Period and Multiple that you prefer.
  - Click Submit button
- You will receive emails according to the criteria that you chose

To RSVP for Events:

- Once logged into PenguinLINK, on the Home page, click the Events tab
- To apply for Information Sessions
  - Click the Information Session tab
  - Click the date under the Information Session Start Date/Time column
  - Click the RSVP button

To View Information about Career Fairs

- Once logged into PenguinLINK, on the Home page, click the Events tab
  - Click the Career Fairs tab
  - Click the appropriate Career Fair link under the Fair column
Creating a Job Search Action Plan

The creation of a Career Action Plan can assist you with a structured and organized approach to searching for an entry-level position or internship. Your Career Action plan should consist of the identification of your short-term and long-term career goals along with alternate plans should your first career choice become unattainable. For your long-term career goal, list the type of position that you desire to be in within 5 years after graduation (i.e.: Sports marketing and sales manager for NBA team). After identifying your long term career goal, list 3 different short term career goals that can assist navigating your career path towards your long term goal. (i.e.: Plan A: Internship with Cleveland Cavaliers; Plan B: Volunteer with Akron Aeros; Plan C: Student Assistant with YSU Athletics)

Use the worksheet below to begin developing your personal Career Action Plan:

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**MY CAREER ACTION PLAN**

<table>
<thead>
<tr>
<th>My Long Term Career Goal: (where I want to be in 5 years)</th>
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<table>
<thead>
<tr>
<th>My Short Term Job Goal – Plan A</th>
<th>Target Employers</th>
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<tr>
<th>My Short Term Job Goal – Plan B</th>
<th>Target Employers</th>
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<tr>
<th>My Short Term Job Goal – Plan C</th>
<th>Target Employers</th>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Areas of Weakness in My Qualifications:</th>
<th>Ways to Obtain Lacking Qualifications</th>
</tr>
</thead>
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</table>
TIPS FOR SUCCESS AT A CAREER/JOB FAIR

Information:
Career fairs can be a valuable tool in your job search plan; however be sure to maximize these events to their fullest potentials. The following tips can ensure that you are making the most of college and community career fairs:

Research:
Many job-seekers go to career fairs to “see the sights” and are not prepared to interview.
- Get a huge jump on the competition by getting a list of the companies attending the fair and doing some research on each of the companies you want to interview with.
- While all of the recruiters will have company literature at their booths at the fair, you often can’t access those until after the interview. With so much information about companies on the web, there is no excuse not to do your homework.

Resumes:
Create the ideal resume – it should be short, sharp, and digestible in a 30 second reading by an employer.
- Make sure yours is one that is memorable but totally professional. Use good quality resume paper.
- Forget pictures, graphics, colored paper, funky print styles – they don’t leave a positive impression and they aren’t scannable. Most major employers today will scan your resume into an automated applicant tracking system that can mean quicker retrieval for current or future interviews.
- Bring lots of resumes to the fair, at least two for each company for which you have interest. If you have multiple interests or job objectives, make sure you bring enough of each version of your resume.

Take the Event Seriously:
It is an interview. You are making that all-important first impression.
- Only a small percentage of hundreds of interviewees will stand out at the end of the event. Make sure you are one of them.
- Dress well, practice your best handshake, award-winning smile and make eye contact!

Interviewing:
You may only have 2 to 5 minutes to market yourself and protect yourself from being screened, thus you need to make the most of your time.
- Many experts suggest that you develop a one-minute “commercial” that highlights the key benefits that you can offer the organization and then use this at the beginning of the interview.
- Also remember the three keys to all interviews: make eye contact, offer a firm handshake, and show enthusiasm.
- You should also prepare answers to interview questions just as you would any other employment interview. The most common question you will face is something along the lines of “what are you here for today?” Seems like an easy question to answer, especially if you’ve done your homework – you can tailor your answer to your interest and the company’s interest, thereby marketing yourself. Make sure you also have some questions ready to ask the interviewer.
- A great concluding question for you to ask is, “What do I need to do to obtain a second interview with your firm?”
- Make sure to avoid poor communication habits, such as fidgeting, rocking, chewing gum, etc.
Ask Questions Directly, Politely, and Concisely:
Your goal is to get a second interview, “in house” this time, so you don’t have to play all your cards on the first round.

- If you are genuinely interested, let them know. “I am quite excited about the possibilities your company offers, and I think I have the talent to help you achieve your goals... What do I need to do to arrange a second interview?”
- This isn’t “pushy”; it is flattering and says you are professionally assertive. Ask them how they rate your credentials and “fit” compared to other candidates they are seeing. Asking for an honest appraisal is one of the best ways to raise it a notch!

Attire:
Conservative business attire is essential because image and first impressions are critical.

Follow-Up:
Follow-up is very important! You would be surprised at how few job-seekers actually take the time to follow-up their career fair interviews, thus when you do it, you will get an edge over the many others who do not.

- Write a thank you note and mail it the next day to the address on the recruiter’s business card. In the letter, thank the recruiter for his/her time, restate your interest and qualifications for the position; reiterate your interest in a second interview, and make a promise to follow-up the letter with a phone call (and then make sure you do in fact call). You should probably enclose another copy of your resume to be sure.

Questions to Ask at Career/Job Fairs
As with any situation where you find yourself with a potential employer, job seekers must be prepared to ask insightful questions of recruiters at job and career fairs. There are 4 categories of questions you can ask recruiters at career and job fairs. Each category of questions has a specific strategy. Which questions should you ask? It depends on the recruiter, on your interest and knowledge of the company, and how much time you have with the recruiter.

Strategic Comeback Questions:
These questions are designed to give job seekers the chance to respond to the recruiter’s answer with a positive spin on how you perfectly fit (and ideally exceed) what the company is looking for in an employee.

- What kinds of skills and experience do you look for in the employees you hire?
- What are the characteristics of your most successful employees?
- Are graduate degrees important to advancing within your organization? Which ones?

- Know what the expected attire of your profession is and dress accordingly. It is always better to be overdressed than underdressed.

Strategic Planning Questions:
These are questions designed to give the job seeker more information and knowledge about the hiring process for each particular employer.

- What kind of entry-level positions (or internships) exist within your organization?
- Does your company hire on a continual basis or just at certain times of the year?
- How long does the hiring process take? What does it consist of?
- What percentage of applicants are eventually hired? What is the retention rate?

Key Company Information:
These questions are designed to provide you with inside information you need to know when making a decision about the attractiveness of each potential employer. Remember, a job fair is a
two-way street and you should be evaluating these companies as much as they are evaluating you.

- Are there specific career tracts within the organization? In other words, what can a typical employee (for the position I am seeking) hired in your division expect to be doing 2, 5, or 10 years after hiring?
- What is your organization’s culture like?
- How many years does the typical employee stay with the company?
- Are there opportunities for ongoing training through your organization?
- Do you expect your employees to relocate? How much travel is involved?

Recruiter Information:
Some experts advise not asking the recruiter personal questions relating to his/her job, but especially if the recruiter is an alumni of your university – or you have some other personal connection – these questions are fine. Even if there is no connection, these questions can be asked – and their answers can provide you with some critical insights.

- What made you choose this company and why do you stay?
- How long have you been with the company?
- What’s the one thing that most surprised you about this company?


Follow the formula
Use the following formula to build your 60-second introduction:

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

Tailor your introduction to each employer you approach based on research and knowledge of each company. (Here’s where to start: Get a list of the employers attending the career fair from your career center, and check out their websites for information about products, services, and opportunities.)

Practice to perfection
Practice your introduction so that you can move on to the important next step – the interview. Add positive nonverbal communications – eye contact, facial expressions, body language, and posture. Practice with a mirror, a friend, and/or a career services staff member.

Ask a great question
Next, make yourself memorable by asking a question about the company. (These questions are based on information you’ve found in your research.)

- “Could you tell me about the new (product) you are developing?”
- “Could you tell me more about your financial management training program?”
- What type of projects do your interns work on?”

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

Information courtesy of the National Association of Colleges and Employers

Do you have your “Elevator Speech” ready?

Introduce Yourself to Employers in 60 Seconds
You step into the career fair and make your way toward a representative from the top-ranked company on your job-search list. What can you say and do during the next 60 seconds to make this recruiter want to explore hiring you?

Hit them with your one-minute introduction!
GENERAL RULES FOR INTERVIEWING

Be Prepared
- Know yourself. Review your strengths, weaknesses, skills, career goals, etc. Be able to articulate why the employer should hire you. Before your interview, be able to say “YES” to the following statements.
  - Can you discuss your career goals and how employment with a particular organization fits into them?
  - Do you know what skills you will bring to the job and in what ways you will be an asset to the organization?
  - Can you be clear, complete and concise in answering direct questions?
  - Can you turn negative qualities in yourself or your background into positive statements?
  - Are you enthusiastic about the organization/job?
  - Do you have at least one positive thing to say about your education and your former employers?
  - Can you listen to a non-stop talker yet “fill in” for a quieter interviewer?
  - Is your attitude 100% sincere? Is it focused 100% on the positive?
  - My first goal is to secure a job offer. My second goal is to examine factors (money, working conditions, etc.) that will help me decide if I should accept the offer.
  - I am aware that many personality questions (sincerity, tactfulness, enthusiasm, etc,) are being answered indirectly while I am directly answering other specific questions.
- Know the employer. Research the organization and position. Check the Internet for the organization’s homepage.
- Schedule a mock interview with Career Services or practice interviewing with a friend.

Before the Interview
- Confirm interview time, place and with whom you will be meeting, including titles. Be sure to get directions and ask about where to park and the cost.
- Bring extra resumes and other relevant materials that show what you’ve accomplished.
- Be well groomed; dress neatly and professionally.
- Arrive about 15 minutes early so you aren’t rushed and have time to collect yourself before the interview.
- Be aware that once you arrive in the parking lot, you may be observed by or have the opportunity to interact with employees from the organization. Be friendly and act professionally!
- Be sure to show respect and courtesy to all levels of employees with which you interact. They may get asked for input on candidates for the position.

During the Interview
- Be confident and enthusiastic. This will come more easily if you are well prepared.
  - Be honest, be yourself. Many hiring decisions are made based on personality and fit, since several candidates may actually be well qualified for the position.
  - Listen - follow the lead of the interviewer. Never interrupt the interviewer. Be sure that you understand the question asked, or ask him/her to clarify it for you. If you need to pause and take a few minutes to collect your thoughts before answering a question, do so.
  - Ask intelligent questions. Prepare your questions ahead of time and ask for clarification on information told to you during the interview that wasn’t specific.
  - Clarify follow-up procedures. Who calls whom, and by when.

After the Interview
- Send a thank you letter ideally within 24 hours.
- Keep records about the interview, with whom you talked, and timelines for following up.
**Telephone Interview Tips**

- Let your roommate(s) know you are in a job search, so they can answer the phone professionally.
- Try to relax. Take some deep breaths before answering.
- Be mentally prepared to interview. Smile when answering the phone and speaking to the interviewer.
- Don’t smoke, chew gum, eat, or drink. Speak slowly and enunciate clearly.
- Keep water handy to wet your mouth.
- Control background noise such as TV, CD player or roommate(s).
- Disable call waiting temporarily.
- Have a pen and notepad, information you found out about the employer, and your resume in front of you for handy reference.
- Take your time. It’s acceptable to collect your thoughts before responding.
- Use the person’s title (Ms. or Mr.). Use first name only if they prefer.
- Don’t interrupt the interviewer.
- Give concrete examples of your achievements.
- After you thank the interviewer for the phone interview, ask if it would be possible to schedule an in person interview.
- Send a thank you letter within 24 to 48 hours which reiterates your interest in the position.

**50 Questions Most Often Asked by Employers During Interviews With College Seniors**

1. What are your long-range and short-range goals and objectives, when and why did you establish these goals and how are you preparing yourself to achieve them?
2. What specific goals, other than those related to your occupation, have you established for yourself for the next 10 years?
3. What do you see yourself doing five years from now?
4. What do you really want to do in life?
5. What are your long-range career objectives?
6. How do you plan to achieve your career goals?
7. What are the most important rewards you expect in your business career?
8. What do you expect to be earning in five years?
9. Why did you choose the career for which you are preparing?
10. Which is more important to you, the money or the type of job?
11. What do you consider to be your greatest strengths and weaknesses?
12. How would you describe yourself?
13. How do you think a friend or professor who knows you well would describe you?
14. What motivates you to put forth your greatest effort?
15. How has your college experience prepared you for a business career?
16. Why should I hire you?
17. What qualifications do you have that make you think you will be successful in business?
18. How do you determine or evaluate success?
19. What do you think it takes to be successful in a company like ours?
20. In what ways do you think you can make a contribution to our company?
21. What qualities should a successful manager possess?
22. Describe the relationship that should exist between supervisor and those reporting to him or her.
23. What two or three accomplishments have given you the most satisfaction? Why?
24. Describe your most rewarding college experience.
25. If you were hiring a graduate for this position, what qualities would you look for?
26. Why did you select your college or university?
27. What led you to choose your field or major study?
28. What college subjects did you like best? Why?
29. What college subjects did you like least? Why?
30. If you could do so, how would you plan your academic study differently? Why?
31. What changes would you make in your college or university? Why?
32. Do you have plans for continued study? An advanced degree?
33 Do you think that your grades are a good indication of your academic achievement?
34 What have you learned from participation in extracurricular activities?
35 In what kind of work environment are you most comfortable?
36 How do you work under pressure?
37 In what part-time or summer jobs have you been most interested?
38 How would you describe the ideal job for you following graduation?
39 Why did you decide to seek a position with this company?
40 What do you know about our company?
41 What two or three things are most important to you in your job?
42 Are you seeking employment in a company of a certain size? Why?
43 What criteria are you using to evaluate the company for which you hope to work?
44 Do you have a geographical preference? Why?
45 Will you relocate? Does relocation bother you?
46 Are you willing to travel?
47 Are you willing to spend at least six months as a trainee?
48 Why do you think you might like to live in the community in which our company is located?
49 What major problem have you encountered and how did you deal with it?
50 What have you learned from your mistakes?

INTERVIEW QUESTIONS FOR TEACHER CANDIDATES

1 Why do you want to teach?
2 What is your philosophy of education?
3 What do you like best about teaching? Least?
4 Describe your style of teaching.
5 What types of activities would you be interested in participating in after school?
6 What are your strengths as a teacher? Weaknesses?
7 Describe your student teaching experience.
8 What was your biggest problem in student teaching?
9 How would your students describe you as a teacher?
10 How do you individualize your teaching?
11 What do you plan to be doing in five years?
12 What if a student confides in you about a sensitive problem—how would you handle this?
13 Some of your students always finish their assignments early. How would you deal with the free time that they have?
14 How would you work with students who perform below grade level, especially those from disadvantaged backgrounds?
15 Describe a time in your life when you experienced some type of failure. How did you handle this?
16 How would you use teacher aides and parent volunteers?
17 Are parent/teacher conferences important? Why or why not?
18 What do you know about our district?
19 How would you handle the student who constantly acts up in class?
20 Describe your ideal classroom.
21 Have you ever had a supervisor whom you did not respect? How did you deal with this?
22 How would you handle a student who consistently refuses to do homework?
23 How would you reconcile teaching according to a prescribed curriculum that is set by the school district and your own ideas of what material should be taught?
24 How should a student’s progress be measured?
25 What do you expect from your supervisor?
26 What do you think is one of the most significant problems teachers are confronted with today?
27 What grade level do you prefer? Why?
28 Why should we hire you?
29 How do you deal with time management/lesson planning, etc.?
30 How would you use community/outside resources to enhance learning?
31 Describe a successful lesson you taught. Describe a lesson that didn’t go very well.
32 What did you learn from this experience?
33 Tell me how you might use an interdisciplinary approach to teaching. Give an example.
34 If you could change one thing about yourself, what would that be?
Tell me about yourself.
- Highlight your college educational background and summarize your qualifications for the position, including related experience and skills. Don’t ramble and know how to conclude your response, which should be one – two minutes.

What is your weakness?
- You really don’t want to present any negative image of yourself, but to say you have no weakness is conceited. Your weakness should not directly relate to any key job responsibilities of the position. Don’t dwell on your weakness, instead focus on how you are improving in this area, and support it with examples. This answer should be short.

Questions addressing perceived weaknesses in your candidacy (lack of related experience, computer skills, etc).
- ALWAYS answer this question confidently. Admit the weakness briefly, minimize it if possible, and be ready with a plan on how to compensate for it. Cite what a quick learner you are and give examples. Show the interviewer that the positives and other special skills you bring clearly outweigh any perceived negatives or objections.

Why do you want to work for us?
- The best way to prepare for this question is to research the organization before the interview and actively listen for any additional information from the employer during the interview. The employer wants a candidate who is passionate about the organization. Your response should be connected to specific information such as the organization’s products, services, mission statement, history or structure. Enthusiasm for the organization will get you noticed, but so will “buttering up,” so keep your response genuine.

Where do you want to be in 5/10 years?
- It’s not expected that you’ll know your exact path or where specifically you’ll be this far into the future, but you’ll still need to show the employer some “forward thinking.” Construct your response in relation to job function (management, consulting, counseling, etc.) or education (advanced degree). “I would like to move into management at the local level and then perhaps later at the regional level.” “After gaining experience in this sector, I would like to explore the possibility of consulting.” “Getting a master’s degree has always been a goal of mine.”

How much are you making now? or How much do you think you are worth?
- It is best not to offer any specific salary requirements. Instead, provide an answer such as, “I would prefer to discuss all aspects of this possible position before looking at salary issues,” or “May we come back to that when you have a better picture of what I have to offer?” Other options would be, “I am looking for the maximum, fair compensation for the responsibilities involved” or asking the interviewer what range he or she has in mind and indicate that you are flexible. If the interviewer insists on a salary figure, state your requirements in a ten thousand dollar range with the bottom number being the minimum salary offer that you would accept.

Why should I hire you?
- This may be one of the last questions asked, and it’s an opportunity for you to quickly package yourself as the ideal candidate. At whatever point in the interview the question is asked, summarize your qualifications (related experience, skills, personality traits) that best match you to the position. Be confident but not arrogant in your response.

Illegal questions such as: How old are you? How’s your health? Are you married? Any children?
- Try to understand where the employer is coming from and what they really want to know. Chances are that the interviewer is really asking how much you’re willing to travel or work overtime, or some other aspect of the position. Try to respond to the hidden question(s). For example: “If you are wanting to know if I’m available for evening and weekend programs, I can assure you that my schedule can be arranged accordingly.”
**Preparation for Your Interview:**

**“My Story” Exercise**

As presented in *Job Coach for Young Professionals* by Susan Kennedy and Karen Baker

The “My Story” exercise is a brainstorming activity that can assist you in determining what makes you unique as a candidate. This activity will also assist you in responding to the commonly asked question, “Tell me about yourself.” The first step in the My Story exercise is to execute a “mind dump,” or a brainstorming list of everything that you have done and accomplished in your past, including accomplishments, learning experiences, employment, volunteer projects, and extracurricular activities. The key for success with this activity is not to limit or filter your answers.

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**What’s Important to Employers?**

1. Ability to work in a team structure
2. Ability to make decisions and solve problems
3. Ability to plan, organize and prioritize work
4. Ability to verbally communicate with persons inside and outside the organization
5. Ability to obtain and process information
6. Ability to analyze quantitative data
7. Technical knowledge related to the job
8. Proficiency with computer software programs
9. Ability to create and/or edit written reports
10. Ability to sell or influence others
Behavior Based Interviewing

What is it?

- An interview style that believes that the best predictor of what an individual will do in the future is what he/she has done in the past. Since past behaviors are a good indicator of future actions, interviewers find this format to have excellent predictive value.
- The interviewer does not rely just on intuition but instead asks probing questions concerning the applicant’s character, experiences, behaviors, knowledge, skills, and abilities.
- Behavior based interviewing is designed to obtain the most information about past behavior as it relates to specific job skills.

Behavioral questions usually begin with such phrases as:

- Describe for me...
- Tell me about...
- Give me an example of...

How to respond to a behavior based question:

The ideal way to respond to a behavior-based question is by using the STAR technique as outlined below:

**S – Situation.**
Describe a specific situation that relates to the question.

**T – Task.**
Describe your task. What goals did you have?

**A – Action.**
Describe the action that you took.

**R – Result.**
Describe the positive result or outcome of the situation.

Sample STAR story:

- **Situation (S):**
  Advertising revenue was falling off for my college newspaper, The Jambar, and a large number of long-term advertisers were not renewing contracts.

- **Task (T):**
  My goal was to secure contracts with as many former and new advertisers as possible to generate more advertising revenue.

- **Action (A):**
  I designed a new promotional packet to go with the rating sheet and compared the benefits of the Jambar circulation with other advertising medium in the area. I also arranged for a Williamson College of Business Administration professor to conduct a special training session about selling strategies for the newspaper’s account executives.

- **Result (R):**
  We signed contracts with eight former advertisers for daily ads and five for special supplement ads. Also, the paper increased the number of new advertisers by 20 percent over the same period last year.

Other strategies:

- Evaluate your own background to identify your skills and experience related to the job objective. Develop and rehearse brief scenarios about how you used those skills, each illustrating a specific activity or task required by the job. Each “story” should explain the problem and your solution, and give the results in quantified terms, if possible.

- Be prepared to provide examples of occasions when results were not as expected and for questions asking for more detail than you’ve already given. The skilled interviewer will probe your skill in handling failure as well as success.

- Identify three to five top selling points—attributes that set you apart from other candidates—and be sure you point them out during the interview.
Sample Behavioral Based Questions

1. Sometimes it’s easy to get in “over your head”. Describe a situation where you had to request help or assistance on a project or assignment.

2. Give an example of how you applied knowledge from previous coursework to a project in another class.

3. Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?

4. Describe a situation in which your results were not up to your professor/supervisor’s expectations. What happened? What action did you take?

5. Give me an example of a time when you had to be quick in coming to a decision, and how did you arrive at that decision?

6. You are working on a group project. Three members of the group are working very hard, one member is hardly working. Without that person’s contribution, the project will never be finished on time. What do you do?

7. Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.

8. Tell me about a time when you had to work with an irate person/customer/client. How did you handle the situation and what was the eventual outcome?

9. Sometimes it’s important to disagree with others to keep a mistake from being made. Tell me about a time when you were willing to disagree with another person in order to build a positive outcome.

10. Tell me about the most discouraging feedback you have received in the past year. What did you do about it?

11. Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? How do you stay focused?

12. Give me an example of a situation where you sought out a problem to solve because it represented a challenge to you.

13. Give me an example of a time when you used good judgment and logic in solving a problem.

14. Tell me about a time when you had to use your communication skills to get a point across.

15. By examples, convince me that you can adapt to a wide variety of people, situations, and environments.

16. Tell me about a time when you failed and what happened.

Questions to Ask the Interviewer

You will obtain additional information during the course of the interview. You should also develop a list of questions to address areas which may still be unclear and will give you an accurate profile of the position and organization.

- What are the long-term goals or growth plans of the organization?
- What type of continuing education or training does the organization provide?
- What are you looking for in the ideal candidate?
- What are some of the challenges this organization/department faces?
- What do you like about working here?
- At what level of day-to-day supervision will this position be under?
- Can you describe the day-to-day office environment or culture of this organization/department?
QUESTIONS TO ASK THE INTERVIEWER FOR TEACHERS

- What kinds of qualities are you looking for in a teacher candidate?
- What do you think are the greatest strengths of your school district?
- How are parents involved in your schools?
- What are some of your top priorities/goals for your school district?
- What types of support are available for new teachers?

- I am curious about the after-school enrichment program (or any other program) offered by your district. Can you tell me more about this program? If I were hired, how might I become involved with this program?
- Do you have any concerns about my background in terms of this position?
- When and how can I expect to hear from you regarding this position?
<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>WHAT THEY CAN LEGALLY ASK</th>
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</thead>
<tbody>
<tr>
<td>Name:</td>
<td>What is your full name? Have you ever worked under a different name?</td>
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</table>
| Age:               | Do you meet the minimum legal age requirements for employment (usually 18)?  
  **But NOT:** How old are you? What is your birth date?                                        |
| National:          | Are you legally eligible to work in the United States? What languages do you speak and write fluently?  
  **But NOT:** Where were you born? Where were your parents born? What language do you speak at home? |
| Marital/           | Do you have commitments, activities, or situations that would cause conflict with potential work schedules or attendance requirements?  
  **But NOT:** Are you married? Are you pregnant? Do you have children? Who will take care of your children while you’re at work? Do you prefer to be addressed as Miss, Mrs., or Ms.? |
| Family Status:     |                                                                                                                                                           |
| Education:         | Inquiries into degrees, public and private schools attended, and their relevance to a particular job.                                                                 |
| Experience:        | Inquiries into work experience, dates of employment, and countries applicant has visited.                                                                 |
| Military Experience| Experience and education in the Armed Forces of the United States as it relates to a specific job.                                                                 |
| Credit:            | Inquiries concerning an applicant’s credit ratings, charge accounts, etc. only as related to a particular job.  
  **But NOT:** Do you own your own home? Do you rent? Do you live with your parents?            |
| Organizations:     | Inquiries into organizations of which the applicant is a member, which do not solicit discriminatory information. For example, “Were you involved in your University’s chapter of American Marketing Association?” is fine.  
  **But NOT:** Were you involved with the Latino Student Association in college? What church do you attend? |
| Race/Ethnicity:    | **NO INQUIRIES**                                                                                                                                                                                                 |
| Height/Weight:     | **NO INQUIRIES*** Unless needed for occupation, such as a model                                                                                           |
| Religion:          | **NO DIRECT INQUIRIES**                                                                                                                                     |
| Photograph Requested: | **NOT PRIOR TO HIRING*** Unless needed for occupation, such as a headshot of a news anchor                                                          |
Experts recommend, in general, a conservative approach to avoid being screened out due to dress or appearance before you even get a chance to sell yourself in the interview. Appear professional and avoid looking like you are going to a party. While you might not agree with the following, all are considerations for being screened out of a job interview, depending on the organization, your career field, and the perspective of the person interviewing you. When in doubt, be conservative, be professional, and be aware that you are selling a total package. Appearance may be the reason you do not get a job offer! Follow the suggestions below for best results.

**Men**
- Dark suits, properly fitted, preferably wool or wool blend
- Dark dress shoes, polished
- Dark dress socks
- Conservative neck tie
- Dress watch
- No earrings or other jewelry (wedding or class ring permitted)
- Well-groomed facial hair
- No long side burns or long hair
- Nails - trim and clean

**Women**
- Dark coordinated suits, properly fitted, with matching blouse (no plunging neckline)
- Skirt length no more than one inch above the knee
- Polished matching dress shoes with moderate heel (no open toe / heeled shoes)
- Neutral colored hose
- Dress watch
- Minimal conservative classic jewelry (no flashy, dangling earrings)
- Natural looking make-up
- Clear or conservatively colored nail polish

**Both Men and Women**
- No heavy cologne/perfume
- No visible tattoos or body piercing
- No purple, green, orange, etc., colored hair
- Fresh breath
- Freshly bathed/showered (no body odor; use deodorant)
- Freshly ironed clothing
Professional Attire for Women — Business Professional

Suit
- Avoid trendy styles
- Jacket sleeve length should fall 1/2 inch below wrist
- Neutral Colors: black, grey, brown, navy

Pants
- Pants are good for site visits
- Capris and cropped pants are not appropriate

Skirt
- Skirts should be knee length and not too tight
- Avoid high slits

Shirt
- Blouse or camisole
- Preferred colors are white or light colors
- Cleavage should not be showing

Shoes
- Avoid open toed shoes or sandals
- Wear basic pumps with a low heel, 1—2 inches high
- No stilettos or platforms
- Wear neutral hosiery or trouser socks
Professional Attire for Men — Business Professional

**Suit**
- Should be solid or have subtle pinstripes
- Jacket should be buttoned while standing and unbuttoned while seated
- Avoid double breasted jackets
- Neutral Colors: Black, grey, navy, brown

**Pants**
- Jacket and pants must match
- The pant leg should touch the front of the shoe and fall above the heel in the back

**Tie**
- Conservative colors are most appropriate
- Length: tie should reach your belt

**Shirt**
- White or muted shirt with collar
- Long sleeves
- The sleeve of the shirt should extend 1/2 inch beyond the suit jacket sleeve

**Shoes**
- Polished, leather shoes
- Wear dark socks that match shoes and are calf length

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Accessories

Women

Jewelry
- Should be simple—avoid big, dangly earrings
- Wear only one pair of earrings
- Maximum of one ring per hand

Handbags
- You may use a small and simple purse or professional bag
- No backpacks or large purses

Men

- Be conservative with watches and other jewelry
- Earrings might not be viewed positively
- Match belt to shoes

Other Tips
- All clothes should be neatly ironed
- Suits usually have tacking stitches to hold vents in place before purchase; make sure these are removed
- You should also carefully inspect for dangling threads, lint, and missing buttons
- Tattoos and piercings (other than ears) should be covered
- Bring a portfolio with copies of your resume, transcript, a notepad, pen, and your list of questions for the employer
**WHY YOU DIDN’T GET THE JOB...**

What are some of the reasons why applicants sometimes receive only a thundering silence from prospective employers after the interview has been completed?

<table>
<thead>
<tr>
<th>Personality</th>
<th>Communication Skills</th>
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<tbody>
<tr>
<td>Lack of poise</td>
<td>Inability to express ideas and/or poor speech habits</td>
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<tr>
<td>Lack of self-confidence</td>
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<tr>
<td>Timid/hesitant approach</td>
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<tr>
<td>Arrogance or conceit</td>
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<tr>
<td>Speaking negatively about employers or co-workers</td>
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<thead>
<tr>
<th>Appearance</th>
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<tbody>
<tr>
<td>Poor personal appearance or inappropriate dress</td>
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<thead>
<tr>
<th>Enthusiasm</th>
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<tr>
<td>Lack of enthusiasm and interest</td>
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<tr>
<td>No evidence of initiative</td>
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<tr>
<th>Goals</th>
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<tr>
<td>Lack of goals and ambition</td>
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<tr>
<td>Does not show interest</td>
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<tr>
<td>Appears to be uncertain and indecisive about the job in question</td>
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<thead>
<tr>
<th>Attitude</th>
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<tbody>
<tr>
<td>Attitude that implies “What can you do for me”?</td>
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<thead>
<tr>
<th>Maturity</th>
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<tbody>
<tr>
<td>Lack of maturity</td>
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<tr>
<td>No leadership potential</td>
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<thead>
<tr>
<th>Salary</th>
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<tr>
<td>Unrealistic salary demands</td>
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<tr>
<td>More interest in salary than opportunity</td>
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<tr>
<td>Unrealistic expectations regarding potential future promotions</td>
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<tbody>
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<td>Lack of preparation for the interview</td>
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<tr>
<td>Failure to research the company</td>
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<tr>
<td>Inability to ask intelligent questions</td>
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<tr>
<th>Involvement</th>
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<tr>
<td>Lack of extra-curricular activities without good explanation</td>
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<tr>
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<tbody>
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<td>Objection to travel</td>
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<tr>
<td>Unwilling to relocate to branch offices or plants</td>
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