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# career SERVICES Handbook



The Center for  
**Career Services**  
 Opening the door to your future

TABLE OF CONTENTS	ABOUT CAREER SERVICES
Four Year Career Planning Guide..... 2	<b>Hours:</b> Monday-Friday                      8:30-4:30
Steps to Choosing a Major..... 4	<b>Contact:</b> Phone: (203)392-6536      Fax: (203)392-6541
Job Search..... 5	<b>Location:</b> Schwartz Hall, Room 102
Resumes..... 6	<b>Appointments:</b> Counselors are available by appointment for one-on-one consultations Monday-Friday.
Electronic Job Search and Resumes..... 7	<b>Quick Question Hours:</b> Walk in hours to briefly meet with a career counselor.
Networking ..... 8	Monday            1:00-3:00
Action Words ..... 9	Tuesday           2:00-4:00
Resume Samples..... 10	Wednesday      10:00-12:00
References ..... 16	Thursday         10:00-12:00
Cover Letters..... 17	<b>Online:</b> <a href="http://careers.southernct.edu">http://careers.southernct.edu</a>
Interviewing..... 19	<b>JOBS: <i>Job Opportunities Benefiting Southern students</i></b>
Thank You Letters ..... 22	Online Job Board: <a href="https://southernct-csm.symplicity.com/students">https://southernct-csm.symplicity.com/students</a>
Present Yourself Professionally ..... 23	
Beginning Your New Job.....24	

**HOW TO USE THIS HANDBOOK**

The Career Services Handbook is devoted to you and your career success! It is designed to help you on your journey from student to career professional. The Career Services staff is here to guide you with any career related issues as you begin this journey. We provide extensive resources, programs and opportunities, and encourage you to explore, utilize and experience them to their fullest.

This handbook can help you:

- Learn about programs and services available
- Clarify major and career options
- Get you started on your career journey
- Create a resume and cover letter
- Know what resources are available and how to use them
- Utilize the best tools to market yourself
- Prepare for the job search process
- Polish your interviewing skills
- Define career goals
- Identify job opportunities
- Stay motivated during this important journey

We hope you find this handbook helpful and we look forward to partnering with you as you achieve academic and career success!

## FOUR YEAR CAREER PLANNING GUIDE

Planning and organizing are the keys to choosing a major and finding a satisfying career. This action-oriented plan will guide you through the career-planning process throughout your academic experience. Start today by becoming familiar with what you should do during your years at Southern Connecticut State University.

### FRESHMAN (AWARENESS)

*You are not expected to make career decisions during your first semester on campus.*

#### Goals:

- Explore/become familiar with the Career Services website [careers.southernct.edu](http://careers.southernct.edu).
- Become aware of career fields in relation to tentative majors.
- Begin a self exploration process: assessing values, interests, skills and motivation.
- Participate in on-campus clubs and organizations.
- Familiarize yourself with the campus support services such as the Tutorial and Writing Centers.
- Become aware of the Center for Career Services and its programs.
- Develop good study skills along with establishing a strong GPA.

#### Activities:

- Visit the Center for Career Services, Schwartz Hall, room 102 and take a tour.
- Research careers and majors in the Career Resource Library and on our website.
- Attend the Majors Expo.
- Take a variety of classes to get an idea of different academic fields.
- Consider enrolling in CTR 200 Career Concepts and Exploration (3 credit course).
- Complete FOCUS, a self-paced online program that will help you explore and make decisions about your major area of study and your career goals.
- Meet with a career counselor to explore possible majors and careers that fit your interests, skills, and values.
- Attend Career Services workshops and programs including Career Fair.
- Bookmark the Career Services website as a favorite.
- Log on to JOBSs: *Job Opportunities Benefiting Southern students*, SCSU's online job connection. Find part-time on and off campus jobs, and learn more about the employers that recruit Southern students.

### SOPHOMORE (EXPLORATION)

*Select a major during your sophomore year.*

#### Goals:

- Explore career possibilities.
- Learn about occupations.
- Begin to build a personal career network.
- Investigate Experiential Learning – Cooperative Education and Internships.
- Research and clarify career options after self-assessment.
- Decide on major/career choice.

#### Activities:

- Research career options in the Career Resource Library and on our website using related links and JOBSs: *Job Opportunities Benefiting Southern students*.
- Continue to study hard and keep on track.
- Participate in on-campus organizations to gain valuable work-related skills.
- Explore co-ops, internships, and part-time career related employment using JOBSs, Southern's online job connection.
- Complete FOCUS, a self-paced online program that will help you explore and make decisions about your major area of study and your career goals.
- Conduct informational interviews.
- Meet with faculty, advisors and/or alumni to discuss major/career options.
- Explore job shadowing and/or volunteer and community service opportunities.
- Meet with a career counselor to discuss career options.
- Begin to develop your resume and cover letter.
- Consider studying abroad for a summer or a semester.
- Attend Career Services workshops and programs including Career Fair.



## **JUNIOR (EXPERIENCE)**

*Gain experience by participating in an internship or Cooperative Education opportunity.*

### **Goals:**

- Build job search skills.
- Gain career related experience.
- Consider graduate or professional school.
- Familiarize yourself with Career Services' job search and recruitment programs.
- Learn about occupations as they relate to your major or interests.
- Familiarize yourself with the online job search process.

### **Activities:**

- Register with JOBSs and create a profile if you haven't done so already.
- Participate in co-ops, internships or career related employment.
- Maximize involvement with campus clubs and organizations to further develop leadership skills.
- Continue informational interviewing – expanding your network.
- Identify professional associations related to career interests.
- Participate in job shadowing and/or volunteer and community service opportunities.
- Attend Career Services workshops and programs including Career Fair.
- Meet with a career counselor for help with job search, resume and career guidance.
- Continue developing your resume and cover letter and upload it to JOBSs.
- Explore JOBSs and the Career Services web page for employment opportunities and resources.

## **SENIOR (CONNECT)**

*Connect with employers and begin your professional job search.*

### **Goals:**

- Narrow and finalize career choice.
- Prepare for graduate or professional school.
- Research labor market information.
- Narrow focus on positions and industry openings.

### **Activities:**

- Make an appointment with a career counselor to help plan your job search.
- Develop a refined resume, cover letter, and list of references.
- Practice interviewing skills via a mock interview with a career counselor and review professional dress guidelines.
- Begin developing a professional wardrobe for future job interviews.
- Sign up for the on-campus interview program. Contact Career Services.
- Continue developing your network. Remember social (Facebook and Twitter) and professional (LinkedIn) networking sites can help or hinder your job search. Utilize them wisely and remove any information that may compromise your credibility with employers.
- Join a professional organization in your field.
- Complete a co-op or internship if you haven't done so.
- Attend Career Services workshops and programs including Career Fair.
- Explore JOBSs and the Career Services web page for employment opportunities and resources.
- Explore graduate programs and complete the application process.



## STEPS TO CHOOSING A MAJOR

### STEP 5: Career Planning

Once you have chosen a major you will want to ensure that you continue with your career planning efforts. This may include conducting informational interviews with professionals in the field, remaining engaged with the FOCUS program, and continuing to meet with a career counselor. Research what career choices your major opens to you including the job market, salaries, and the benefits and challenges in the fields you are considering.

**Resources:** SCSU Center for Career Services, Schwartz Hall room 102, and on the web at [careers.southernct.edu](http://careers.southernct.edu)  
**JOBS:** *Job Opportunities Benefiting Southern students.*

### STEP 4: Declare Your Major

Meet with an academic advisor in the department of your choice to discuss the criteria for acceptance into the department and requirements to complete your degree. Although frequent major changes are not recommended sometimes it is necessary. If after taking a few classes you decide to reconsider return to step three.

**Resources:** Online degree evaluation, faculty.

### STEP 3: Evaluate and Make a Decision

Narrow your options to a few top choices. List the pros and cons of the majors you are considering. At this point you should also take into consideration careers each major may lead to. You may also consider taking a class in one or two of the areas before making a final decision.

**Resources:** "What Can I Do With My Major?" (available at [careers.southernct.edu](http://careers.southernct.edu)), Informational Interviews, Clubs and Organizations (associated with the major), Career Counselor, What If Degree Evaluation (Banner Web).

### STEP 2: Research

Once you have a good understanding of yourself and what characteristics will help you excel in a major you will need to begin to research what majors will allow you to use those skills. Most individuals are only aware of a handful of the major and career choices available to them. If possible take a variety of classes. Research is a necessary step to discover all the options and avoid limiting yourself.

**Resources:** Career Counselor (Schwartz Hall Room 102), FOCUS, a web based assessment tool, CTR 200 Career Concepts and Exploration (3 credit course), Career Center Resource Library, University Majors Expo, Academic Departments / Faculty, Family and Friends, Undergraduate Catalog, [careers.southernct.edu](http://careers.southernct.edu),  
**JOBS:** *Job Opportunities Benefiting Southern students.*

### STEP 1: Assess Yourself

Take stock of yourself and write down what you enjoy doing, your academic strengths, your passion, what type of extra curricular activities you are involved in, and the aspects of previous jobs you have enjoyed. Be realistic. Utilize on-line assessment tools like FOCUS and meet with a career counselor to help you clarify your interests, strengths, and values.

**Resources:** FOCUS-a web-based assessment tool at [careers.southernct.edu](http://careers.southernct.edu).

You are your greatest resource during this step!



## JOB SEARCH

The job search is a continual process, throughout which you will need to continually conduct research, improve your communication skills and utilize a variety of resources. Although your level of engagement will vary throughout your career you should always be updating your resume, and developing your network and skills for advancement.

### Assess Yourself and Identify Career Options

Assess yourself, your ultimate career goals, and research job descriptions that might interest you. Some places to begin your research and find job opportunities are:

- *The Center for Career Services*- Meet with a career counselor, attend Career Fair, register for on campus interviews and create a profile in JOBSs: *Job Opportunities Benefiting Southern students*.
- *Internet*- In addition to JOBSs, visit industry and geographically specific sites, and the sites of organizations where you are interested in working. Visit [careers.southernct.edu](http://careers.southernct.edu) for suggested links and tips to increase your chance for success.
- *Professional Organizations, Publications and Websites*- Research available positions and company profiles.
- *Department of Labor*- Visit your state job services office, in Connecticut; CT Works Center.
- *Staffing Agencies*- While they can be a great resource you should avoid services with upfront fees.

### Develop Resume Writing and Interviewing Skills

Refer to the samples in this handbook and meet with a career counselor at the Center for Career Services to refine your resume and cover letter. Don't forget to spend some time tailoring it for each position you apply for. If you are sending out resumes and not getting the response rate you had hoped for it may be time to evaluate and modify your resume and cover letter. Once your resume is refined be sure to post it on JOBSs. The resume can get you to the interview, but the interview gets you the job. It is imperative to begin practicing your interviewing skills long before you schedule your first interview. The following tips can get you started, but making an appointment with a career counselor at the Center for Career Services will give you an opportunity to practice and get feedback from a professional.

- Research the organization and industry.
- Practice by participating in a Mock Interview at the Center for Career Services.
- Dress professionally, which demonstrates respect for the employer.
- Review the interviewing section of this handbook to help you prepare.

### Apply for Positions and Keep Records

Whether you are looking for a full time or part time position conducting a job search can be time consuming. Be sure to set goals and some time each day to focus on your job search. Goals may include: how many resumes you will send out each week, number of networking connections you contact each day, and how much time you spend each week identifying positions you will apply for. Keep a job search journal; record all positions you have applied for, all documents regarding the search and to whom what was sent. In addition, keep a record of any phone conversations and who you spoke with at the organization. Gatekeepers such as receptionist, office assistants and secretaries can be allies in your job search when you treat them respectfully and remember information that was given during previous conversations.

### Monitor, Improve and Stay Motivated

You should always be evaluating your progress and improving your resume, interviewing and networking skills as you identify new places to look for opportunities. The demonstration of self confidence, compatibility, high energy and enthusiasm are key characteristics that hiring managers seek in new employees. Finding a job is a job in itself. Once you have secured your new position it will be important to keep your resume up to date and remain in contact with your network. The job search process will continue as you apply for promotions and advance your career.

### Tips

- Be sure to engage your network. See page 8 for networking tips.
- Ask for help, but remember that everyone has different credentials. Start with Career Services and a professional in your chosen field.
- Managing your image on and off line. Many employers now utilize social networks such as LinkedIn, Facebook and Twitter and search Google to find out about candidates.
- Utilize a professional e-mail address and keep your inbox cleared out to avoid missing e-mails from employers. Don't forget to check your junk mail.
- Research each employer and position, tweak your resume accordingly and use the information to prepare for the interview.
- Follow the employer's directions to the letter and provide all requested supporting documents by the posted closing date.
- Highlight key points in the job description and be sure your resume reflects those skills.
- Before an interview do a test run of your suit, shoes and accessories. Get a second opinion.
- Be sure to find a quiet place for phone interviews and have your resume, etc. available. Also, smiling will come through in your voice on the phone.
- Proceed with confidence and stay positive. Qualified candidates are rejected for positions every day. However, the right job will come.

## RESUMES

A well written resume introduces you to potential employers. It is a marketing tool designed to create an image and get you an interview. A resume is a written summary of your experiences, academic preparation, skills, and accomplishments. Most resumes are initially reviewed for 30 seconds or less, therefore it must make a dynamic first impression. Resumes are succinct and concise documents. Most college graduates can successfully design a one-page resume, however, if you have extensive experience or training, one page may not be adequate. Resumes are as unique as the individuals they represent. There is no one specific design for writing a resume, just basic guidelines based on theory and feedback from employers.

### CHOOSING A RESUME STYLE / USING THE SAMPLES IN THIS HANDBOOK

The **chronological resume** style organizes information by job titles presented in chronological order, usually listing the most current job first. Emphasis is on positions held and companies you have worked for.

The **functional resume** style organizes information by skills/qualifications or job functions, usually highlighting those skills and functions of the job being sought. This type of resume is typically used by individuals with many years of experience.

A **hybrid** of the chronological and functional styles can also be used. This style allows you the opportunity to tailor your resume to better present your skills and qualifications for the position you are applying for.

A **Curriculum Vitae (CV)** differs from a resume because it is not concise and is commonly three or more pages in length. A CV is requested and commonly used in medical fields and university teaching. It provides the prospective employer an in depth understanding of an applicant's ability by emphasizing one's professional history including papers, theses, articles, presentations, training, courses taught, employment and elaborates extensively on one's education. Curriculum Vitae is biographical in nature and is Latin for "Life Story".

This handbook contains samples of the first three styles listed above. We encourage you to consider all the samples and discuss with your career counselor the style or styles that would best represent your unique skills and qualifications. These resumes have been designed with Southern students and alumni in mind and represent the types of positions and experience that are most common. In addition, you may choose to blend categories from several of the available samples, but be sure to adjust the formatting so that the resume maintains a consistent appearance. The resume samples included in this publication are available online – **careers.southernct.edu**. Visit the Services/Resources page under the Student Section.

### RESUME TIPS

- Use high quality white, off-white or beige resume paper and matching envelopes. Do not staple or fold your resume.
- Visually, the resume should be attractive and appear balanced on the page.
- Keep your font size between 10-12 points, but consider that for some font styles 10 point may be too small. Adjust the font size to get more information on a page or to fill up an empty page.
- Use the same font size and type throughout your document. Only your name should be in a larger font.
- Use bolding, italics, capitalization or underlining to highlight only valuable information.
- Do not write your resume in the first person singular and omit all personal pronouns.
- Use brief phrases that begin with action verbs to describe job responsibilities.
- Highlight accomplishments and emphasize results you have achieved by including numbers, e.g., supervised 10 volunteers; developed and managed campus club budget of \$50,000.
- Your resume is a formal document, try to avoid abbreviations.
- Use a professional e-mail address such as your Southern e-mail. Avoid cute or suggestive addresses.
- Don't use gimmicks. Remember how you present your resume and the information you include sends a message to potential employers about how you will fit into and represent the organization.
- Tailor your resume for each position, and be sure to include keywords from the job qualifications for the job you are applying for.
- If the organization you are applying for scans resumes follow the guidelines for electronic resumes.
- Honest information on your resume is a clear indication of your integrity. Employers can verify a high percentage of the information.
- Proofread your resume. Errors are unacceptable.

## ELECTRONIC JOB SEARCH AND RESUMES

The following tips should assist you with your online job search, as well as creating a hard copy version of your resume. View the samples provided in this handbook for additional information. Remember to make an appointment with Career Services.

### Online Job Search

- Visit the Career Services website - [careers.southernct.edu](http://careers.southernct.edu) and log on to **JOBS: Job Opportunities Benefiting Southern students**, an online job board available 24/7 designed for Southern students and alumni.
- Be aware of fraudulent websites. Select job sites carefully, validate job postings, use caution and common sense when applying for positions.
- Focus on industry specific, local and employer specific job search sites. Identify key websites and organize your time effectively, “surfing” the net is not productive time spent on your job search.
- Utilize the Web to conduct company research. You can find useful links on the Career Services website.
- When applying online go directly to the website of the company you are applying to whenever possible.
- Manage your online image. Many employers now utilize social networking sites such as Facebook and Twitter and search Google to find out about candidates. Remove any questionable material on your own sites, and ask friends to remove images and references that may hinder your overall credibility.
- Sign up for a LinkedIn account and utilize their job search engine and company research tool. LinkedIn is the world’s largest professional networking site.

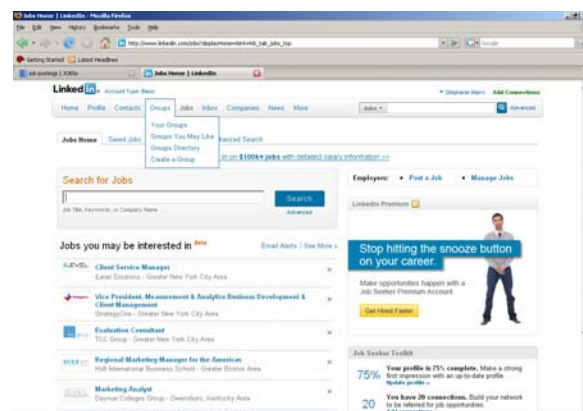
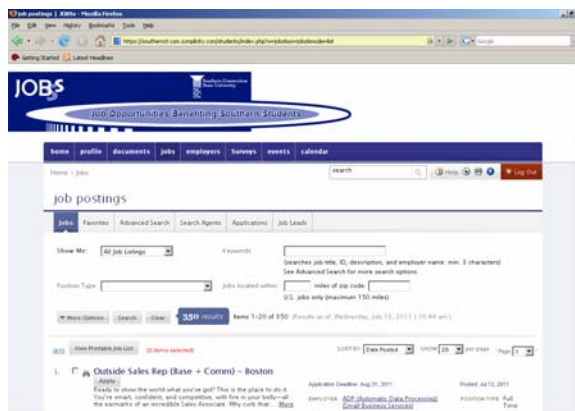
### Online Applications

- *Read all instructions carefully prior to beginning.* Set aside enough time to complete the application without interruptions.
- Print off a copy of the online application to review prior to completing it online.
- Have a copy of your resume readily available when completing the application.
- Read each question thoroughly prior to answering it. Leaving a required space blank may send you back which can waste time and be confusing.
- Check each page before you click the next button.
- Proofread your online application to ensure it is completed correctly before submitting. *Typos aren’t any more acceptable online than they are on paper.*
- Prepare for technical glitches. Save a completed online application for your files or print out a copy before submitting in case you need to reenter data.
- Consistency counts. Information provided in the online application must match any other information provided as this information may be used when conducting background checks, and discrepancies or misrepresentations may be used as legal grounds for potential disciplinary actions.
- Keep a record of where and when you have posted your resume and any follow-up contacts.

### Electronic Resumes

The three most commonly used methods of submitting your resume electronically are: by e-mail as an attachment, as an attachment through an on-line application system or by cutting and pasting into an employer’s database.

Whatever method is used, be sure to review each job description and edit your resume to ensure that you demonstrate your qualifications for the position using the language of your chosen field and the organization. Failure to do so may result in being screened out before the hiring manager ever sees your resume.



## NETWORKING

Many people are apprehensive about networking. You can relieve some of your apprehension and get started by developing some networking tools. Also, treating the process in a formalized and organized way will help to make it feel less confusing. Think of your networking contacts as professional friends or acquaintances. You probably already have a support system of friends and family that you rely on for their wisdom and experience. Your network will function similarly, but in a professional capacity. These will be people who are experienced in your job field, and may act as mentors and guides in your career.

### Networking Business Cards

**John B. Student**

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**501 Crescent Street  
New Haven, CT 06515  
203-392-6536**

**Studentb1@gmail.com**

BS, Communication  
Southern CT State University

**Highly Motivated and Creative Individual**

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- Event planning experience
- Ability to utilize technology for marketing and desktop publishing
- Ability to work with cross functional teams
- Provided support for Human Resources staff of 8
- Strong understanding of state and federal employment law

Some other tools you may want to consider having to help facilitate your networking efforts are: a professional portfolio, an address book or rolodex, and a system to keep records regarding your networking activities.

### Networking DOs and Don'ts

#### DOs

- Do try to give as much as you get.
- Do report back to anyone who gives you a lead.
- Do be professional in your approach to your network.
- Do contact members of your network even when you don't need something, for example to keep them updated on your progress or send a non-denominational holiday card.
- Do ask when giving someone's name to another member of your network.
- Do circulate at meetings.
- Do write down something about each person you meet on the back of their card to help you remember them.
- Do send thank you notes [snail mail vs. e-mail].

#### Don'ts

- Don't be afraid to ask for what you need.
- Don't tell everything to everyone. A good rule is to tell what the other person needs to know to understand the situation or project.
- Don't pass up any opportunities to network.
- Don't expect your network to function as a placement office.
- Don't be discouraged if someone brushes you off.
- Don't go to an informational interview without well thought out questions to ask.
- Don't expect instant magic.
- Don't stop networking once you find a job.

### Where to Network

<p style="text-align: center;"><b><i>Join a Professional Organization</i></b></p> <ul style="list-style-type: none"> <li>• Journals, newsletters, and websites with valuable, up-to-date information about your specific field.</li> <li>• Reduced membership rates for college students.</li> <li>• Attend conferences at reduced rates.</li> </ul>	<p style="text-align: center;"><b><i>Join Campus and Community Clubs and Organizations</i></b></p> <ul style="list-style-type: none"> <li>• Learn about industry trends.</li> <li>• Network with other students and professionals.</li> <li>• Attend events related to your career field.</li> <li>• Trade tips with your peers.</li> </ul>
<p style="text-align: center;"><b><i>Conduct Informational Interviews</i></b></p> <ul style="list-style-type: none"> <li>• Ask for approximately 20 minutes to find out more about a job you aspire to from someone who does it.</li> <li>• Prepare your questions ahead of time.</li> <li>• Send a thank you note.</li> </ul>	<p style="text-align: center;"><b><i>Volunteer in Your Community</i></b></p> <ul style="list-style-type: none"> <li>• You can build houses, help at a food pantry, or find volunteer work that will help you develop specific skills needed in your chosen field.</li> <li>• Treat your commitment like it is a paid position.</li> </ul>
<p style="text-align: center;"><b><i>Use Social and Professional Networking Sites</i></b></p> <ul style="list-style-type: none"> <li>• Keep your online profiles clean and professional.</li> <li>• Some recruiters use Facebook and Twitter for recruiting, or try LinkedIn for professional networking.</li> <li>• Don't be afraid to reach out to others online.</li> </ul>	<p style="text-align: center;"><b><i>Every Person You Meet</i></b></p> <ul style="list-style-type: none"> <li>• Talk to friends and family, ask them to refer you to others they know who work in your field of interest.</li> <li>• Talk to people when you are out and about, in the grocery store or at a family members athletic event.</li> </ul>

## SAMPLE ACTION WORDS

### Accomplishment Verbs

Accomplished	Developed	Improved	Participated	Reduced	Selected	Streamlined
Achieved	Discovered	Launched	Pioneered	Refined	Set-up	Succeeded
Attended	Ensured	Learned	Presided	Resolved	Simplified	Transformed
Defined	Expanded	Mastered	Published	Restored	Solved	Traveled
Determined	Expedited	Obtained	Received	Saved	Spearheaded	Volunteered

### Communication Verbs

Addressed	Convinced	Displayed	Interpreted	Presented	Recruited	Sold
Arbitrated	Corresponded	Drafted	Lectured	Proof-Read	Refined	Spoke
Authored	Critiqued	Edited	Mediated	Promoted	Related	Suggested
Collaborated	Defined	Enlisted	Moderated	Proposed	Reported	Translated
Conferred	Delivered	Formulated	Negotiated	Publicized	Responded	Utilized
Contributed	Discussed	Influenced	Persuaded	Reconciled	Shared	Wrote

### Creative / Technical Verbs

Acted	Computed	Designed	Fashioned	Integrated	Performed	Revitalized
Adjusted	Conceptualize	Developed	Formed	Introduced	Photographed	Shaped
Advertised	Conducted	Devised	Founded	Invented	Pinpointed	Sketched
Assembled	Constructed	Directed	Illustrated	Maintained	Planned	Solved
Built	Created	Discovered	Initiated	Manipulated	Programmed	Structured
Calculated	Customized	Established	Installed	Operated	Revamped	Upgraded
Composed	Defined	Exhibited	Instituted	Originated	Revised	Verified

### Helping Verbs

Advocated	Clarified	Counseled	Educated	Interacted	Referred	Shared
Aided	Coached	Dealt (with)	Explained	Led	Reinforced	Supported
Answered	Conferred	Demonstrated	Facilitated	Motivated	Related	Supplied
Assessed	Contacted	Detected	Guided	Provided	Represented	Tutored
Assisted	Conveyed	Discussed	Helped	Recognized	Served	Volunteered

### Management Verbs

Accelerated	Audited	Controlled	Enforced	Increased	Planned	Reviewed
Adjusted	Balanced	Coordinated	Estimated	Led	Presided	Scheduled
Administered	Budgeted	Dealt (with)	Executed	Managed	Prioritized	Sold
Allocated	Calculated	Delegated	Exercised	Marketed	Produced	Solved
Analyzed	Chaired	Determined	Evaluated	Modeled	Projected	Strengthened
Appraised	Completed	Developed	Financed	Organized	Recommended	Structured
Assigned	Computed	Directed	Forecasted	Outlined	Reorganized	Supervised
Attained	Consolidated	Effected	Handled	Oversaw	Researched	Took
Attended	Contracted	Eliminated	Improved	Pinpointed	Revamped	Trained

### Organization Verbs

Acquired	Classified	Contacted	Generated	Monitored	Purchased	Specified
Answered	Collected	Conveyed	Implemented	Operated	Recognized	Streamlined
Approved	Compared	Dispatched	Inquired	Organized	Recorded	Tabulated
Arranged	Compiled	Distributed	Inspected	Outlined	Retrieved	Updated
Attended	Completed	Exercised	Joined	Prepared	Screened	Utilized
Catalogued	Conferred	Filed	Modified	Processed	Sorted	Validated

### Research Verbs

Collected	Critiqued	Extracted	Identified	Investigated	Reviewed	Surveyed
Compared	Evaluated	Gathered	Inspected	Manipulated	Simplified	Tested
Compiled	Examined	Handled	Interpreted	Organized	Studied	Updated
Conducted	Experimented	Hypothesized	Interviewed	Published	Summarized	Verified

### Teaching Verbs

Accelerated	Clarified	Demystified	Explained	Instructed	Played	Stimulated
Adopted	Communicate	Developed	Facilitated	Led	Reinforced	Taught
Advised	Conveyed	Enabled	Guided	Modeled	Related	Tested
Applied	Coordinated	Encouraged	Helped	Outlined	Simplified	Trained
Attended	Defined	Evaluated	Informed	Persuaded	Set Goals	Tutored

# Chronological Resume Sample

Available at  
careers.southernct.edu

The **chronological resume** style organizes information by job titles presented in chronological order, usually listing the most current job first. Emphasis is on positions held and companies you have worked for.

Your legal name should always appear on your resume. If professionally you go by something else you may put it in parenthesis. Make sure your email address does not have an underlined hyperlink and also matches the font color used on the resume.

Only list courses that are relevant to the job. You may include courses outside of your major as well.

If your *Computer Skills* are above average they should be listed in a separate section. Otherwise, they can be included underneath *Capabilities*.

The *Capabilities* allows you the opportunity to tailor your resume for each position and include keywords from the job qualifications listing.

<b>Kinichi (Ken) Ito</b> ItokX@owls.southernct.edu	
Permanent Address 56 Maple Road Oxford, CT 06111 (203) 333-0000	School Address Schwartz Hall, Box 2 New Haven, CT 06515 (203) 392-0000
<b>OBJECTIVE</b>	To obtain a Cooperative Education position with ESPN using my communication skills and problem solving abilities.
<b>EDUCATION</b>	<b>Bachelor of Science Candidate, May 2013</b> <i>Southern Connecticut State University, New Haven, Connecticut</i> <b>Major:</b> Communication, <i>Advertising and Promotions</i> <b>Honors:</b> Dean's List - Fall 2009, Spring 2010, Spring 2011 <b>GPA: 3.1</b>  <b>Related Courses:</b> Applied Communication Design, Communication Training and Development, Persuasion, Business and Professional Communication, Cultural Influences in Communication, Management and Organization, Values and Conflicts in Managerial Decision Making
<b>CAPABILITIES</b>	<ul style="list-style-type: none"><li>• Strong communication and customer service skills</li><li>• Detail oriented with well developed problem solving abilities</li><li>• Ability to work independently and as part of a team</li><li>• Fluent Spanish; conversational French</li><li>• Proficient time management</li></ul>
<b>COMPUTER SKILLS</b>	Proficient on both PC and Macintosh computers. Experience with MS Word, Excel, Access, PowerPoint, as well as Adobe PageMaker, Photoshop and Illustrator. Strong internet research skills.
<b>RELATED EXPERIENCE</b>	<b>Customer Service Representative (9/09 - 8/11)</b> <i>Verizon Wireless, New Haven, Connecticut</i> Analyzed, researched and resolved billing, service and equipment inquiries, claims and adjustments. Resolved escalated customer complaints. Trained new representatives. Assisted with introduction of new products and services to Customer Service Department. Acted as supervisor in his/her absence.
<b>EXPERIENCE</b>	<b>University Student Worker (9/10 - present)</b> <i>SCSU Adanti Student Center, New Haven, Connecticut</i> Assist with daily operations. Extensive interaction with University visitors including students, employers, faculty and staff. Assist with events hosted at the Student Center including, set up, registration, and the processing of payment. Schedule room reservation for specific events.  <b>Waiter (6/09 - present)</b> <i>Chili's, New Haven, Connecticut</i>
<b>ACTIVITIES</b>	<b>President, Golden Key National Honor Society</b> <b>Secretary, Men About Business</b>

# Functional Resume Sample

The **functional resume** style organizes information by skills/qualifications or job functions, usually highlighting those skills and functions of the job being sought. This type of resume is typically used by individuals with many years of experience.

## JUDITH K. ALEXANDER

100 Main Street  
North Haven, CT 06473

(203) 234-1000  
jkalexander15@gmail.com

### PROFESSIONAL PROFILE

Dynamic and creative manager with outstanding success developing community partnerships. Extensive experience with several therapeutic models. Ability to liaison with local media and to oversee the development and production of effective community education tools. Experience developing and writing grant proposals. Successful at staff management and team building.

- Supervise 30 full time staff members
- Manage rehabilitation program with 200 clients
- LCSW, CRC, Certified Grief Counselor, American Red Cross Disaster Mental Health Training
- Increased program offerings by nearly 150%
- Authored 3 health and safety training manuals
- Proficient with MS Word, Excel, Access and Adobe PageMaker

### PROFESSIONAL EXPERIENCE

#### Leadership and Staff Development

- Select, manage, and evaluate staff for a facility operating 24 hours per day
- Develop and facilitate in-house health and safety training
- Provide job development and contracted training for management staff

#### Budget Planning and Administration

- Administer 12 million dollar annual budget
- Created and maintained improved billing procedures
- Achieved a 30% increase in revenue in 2009 and anticipate 45% increase in 2010

#### Program Development

- Established discharge planning option for psycho-social rehabilitation program
- Implemented outreach plan and referral sources for clients
- Develop community job sites for clients
- Instituted a before and after school program for at risk youth

#### Counseling and Assessment

- Implement a variety of counseling methods in one-on-one and group counseling settings
- Direct interdisciplinary team on treatment planning and behavioral intervention

### EMPLOYMENT HISTORY

#### Wintergreen House, Hartford, Connecticut

Director	2008 - Present
Manager, Rehabilitation Programs	2005 - 2008
Program Coordinator	2002 - 2005

<b>Institute of Professional Practice, Woodbridge, Connecticut</b>	
Counselor	2000 - 2002

### EDUCATION

*Southern Connecticut State University, New Haven, Connecticut*

**Master of Social Work, December 2005**

**Bachelor of Social Work, May 2000**

What are you most proud of in your career? Chances are those things are good items to highlight in your profile. Remember to quantify whenever possible.

Use the job advertisement to make a list of the key qualifications for the job you plan to apply for. Those are the functions you should highlight on your resume and professional profile.

Functional resumes can be effective for career changers and deemphasize a lengthy work history.

# Technical Skills Resume Sample

Available at [careers.southernct.edu](http://careers.southernct.edu)

A **technical skills** resume should be used when an applicant wishes to highlight an abundance of computer skills. This resume is typically used by students who have a technical major and are seeking careers in the fields of computer science or engineering.

## DALE MACINTOSH

82 Wood Street • Newtown, CT 06470  
(203)444-2222 • [MacintoshD1@owls.southernct.edu](mailto:MacintoshD1@owls.southernct.edu)

### OBJECTIVE

To obtain the network technician position at IBM, where strong programming and interpersonal skills would be a benefit.

### EDUCATION

*Bachelor of Science Candidate, August 2012*

**Southern Connecticut State University, New Haven, Connecticut**

*Major: Computer Science Minor: Mathematics*

**Honors: Dean's List – Spring 2009, GPA 3.2**

### CERTIFICATIONS

Oracle Database 10g Administrator Certified Associate, 2010

Microsoft Certified Solution Developer, 2009

### COMPUTER SKILLS

*Languages: C/C++, Assembler, HTML, CSS, XML, VisualBasic, Java Script, PHP, MySQL*

*Systems: Windows, ME, NT, XP, Vista, Mac*

*Software: MS Office, Illustrator, In-Design, SAP, Flash, Apache Server, Dreamweaver*

*Networking: Ethernet, Firewall, WAN/LAN, DSL, TCP/IP, Routers, Gateways*

### CLASS PROJECTS

- Created a software product for the SCSU Financial Aid office as part of a group project
- Collaborated with graphic designer to create a website including a web based payment system
- Developed an Oracle Database and user manual for SCSU IT Department

### RELATED EXPERIENCE

**Lab Assistant**, November 2009 – Present, *Southern Connecticut State University, New Haven, CT*

- Assist in troubleshooting programs written in C and Java Script
- Monitor and maintain the computer lab and its equipment

**Software Engineer / Co-op**, Summer 2010, *Eastman Kodak, New Haven, CT*

- Wrote software specifications for the Voice/Tone Generator
- Programmed the Voice/Tone Generator Verifier
- Performed company-wide analysis for telecommunications system
- Completed research on various products used by the engineering department

### EXPERIENCE

**Counselor**, Summers 2006 – 2008, *Camp Happy Trails, Edgewood Camp, Camp Kowabunga*

- Oversaw up to 15 campers in a day camp and sleep-a-way setting
- Supervised field trips and nature excursions relating to science and environmental studies
- Designed and delivered a program on mathematics in nature

### ACTIVITIES

**President**, 2010-Present, *Southern Connecticut State University Computer Science Club*

- Plan yearly budget and monitored expenses
- Organized a panel discussion of IT professionals from a variety of specialties

**Member**, 2008 – Present, *Southern Connecticut State University People to People Club*

It is best to group your technical skills by the specific skill set or category.

Be sure to read your resume after you have pasted it into the online form and correct any formatting issues. There should be no typos.

Resumes submitted as e-mail attachments normally will keep their format when attached as a Microsoft Word or PDF document. Before sending it to an employer try sending it to yourself and others with different e-mail servers to see how it comes through. Test-Test-Test!

# Chronological Resume Sample (Education)

The **chronological resume** style organizes information by job titles presented in chronological order, usually listing the most current job first. Emphasis is on positions held and companies you have worked for.

## Jerome Jackson

320 Fitch Street New Haven, Connecticut 06515 (203) 389-2117 Jacksonj@alo.com

### OBJECTIVE

To obtain a position in the field of Elementary Education, grades 3 to 6, which would allow for an opportunity to utilize my training and experience.

### EDUCATION

#### Bachelor of Science, May 2012

Southern Connecticut State University, New Haven, Connecticut

**Cross Endorsed:** *Special Education and Elementary Education*

G.P.A. 3.6

#### Certification: Elementary Education, State of Connecticut, Pending June 2012

Passed Praxis II Examination, April 2010

### RELATED EXPERIENCE

#### Student Teacher

Long Hill Elementary School, Shelton, CT

Spring 2012

- Planned and taught an integrated unit on Native Americans to second graders.
- Participated in monthly PTO meetings and involved parents as volunteers for an integral aspect of their child's education.
- Involved with DIBELS, Easycbm, DRA's and CMT assessments to drive instruction.
- Pinpointed areas of weakness and designed lessons to meet those needs.

#### Student Teacher

Ridge Road Elementary School, North Haven, CT

Spring 2012

- Developed and implemented reading groups for children with ADHD.
- Created interdisciplinary lesson plans integrating Art with Social Studies.
- Allowed students to express understanding of concepts in different ways and provided students with a wide range of materials, flexible grouping and modified work assignments.

#### Field Work

West Hills Magnet School, New Haven, CT

Spring 2011

- Assisted with skill development in Reading and Mathematics.
- Provided individualized instruction in manual communication/ finger spelling.
- Observed various teaching styles and techniques.

#### Field Work

Beecher School, New Britain, CT

Fall 2010

- Assisted teacher in preparing and presenting lessons in an open classroom.
- Provided one on one tutorial assistance to low achieving students.
- Chaperoned special events and field trips.

A two-page resume is permissible in certain fields such as Education and for job seekers with several years of professional experience. Be sure to put your name and page 2 on the second page.

Join a professional organization, which often offers discount rates for students. It is a great way to network as well as staying current with the trends in your field.

If you belong to an organization where you have gained related experience it is appropriate to include information about the experience you gained.

Jerome Jackson, pg 2 of 2

### EXPERIENCE

#### Assistant Manager

Chuck's Store, New Haven, CT

2007 - Present

- Train, supervise, and schedule employees.
- Provide extensive customer service.

#### Assistant Teacher

Sunshine Daycare Center, New Haven, CT

Summers 2008 - 2010

- Supervised children's daily activities.
- Planned daily activities and taught arts and craft lessons.

### COMPUTER SKILLS

Macintosh and PC literate: Microsoft Word, PowerPoint, Adobe Photoshop

### MEMBERSHIPS

National Education Association

Connecticut Early Childhood Education Council

### ACTIVITIES

Vice President, Inter-Residence Council

Member, Effective Living Council

Member, Greek Council

Tutor, Connecticut Literacy Volunteer

- Worked with students one on one and in small groups
- Taught K-4<sup>th</sup> graders basic reading skills

# Chronological/ Functional Resume Sample

A **hybrid** of the chronological and functional styles allows you the opportunity to tailor your resume to better present your skills and qualifications for the position you are applying for.

You may include your GPA if it is above a 3.0. Do not forget to list the dates of other honors such as Dean's List.

Professional organizations you join or workshops that you have attended are a reflection of your development in the field, as well as an excellent networking resource!

Highlight your accomplishments and emphasize results you have achieved by including numbers, e.g., supervised 10 volunteers; developed and managed campus club budget of \$50,000.

## ANITA JOB

2521 Ivy Street, Middlebury, CT 06762 ~ 203.392.0625 ~ JobA1@owls.southernct.edu

### OBJECTIVE

To obtain a position as a **Management Trainee** at **Enterprise Rent-A-Car**.

### EDUCATION

*Southern Connecticut State University, New Haven, Connecticut*

**Bachelor of Science Degree Candidate in Business Administration**, May 2012

Specialization: **Management**

**GPA:** 3.2 **Deans List:** Fall 2010, Fall 2011, Spring 2011

### QUALIFICATIONS

- Consistent in displaying maturity, good judgment, and a willingness to accept responsibility
- Team player with problem solving abilities and proven leadership qualities
- Self-motivated with strong work ethic and demonstrated presentation skills
- Awarded Employee of the Month three times
- **Strong Computer Skills:** Windows, SCT Banner, Microsoft Word, Excel, Outlook, and PowerPoint

### PROFESSIONAL DEVELOPMENT

Student Affairs Leaders of Tomorrow (SALT) Member, 2009

National Conference on Student Leadership, 2010

### EXPERIENCE

*Office of Residence Life, Southern Connecticut State University, New Haven, Connecticut*

**Community Advisor**, August 2009-Present

- Act as a liaison between residence hall director and residents
- Promote health, safety and welfare of over 300 residents
- Develop and facilitate cultural, educational and social programs on a variety of topics
- Collaborate with campus resources and activities for educational and social programming
- Encourage community awareness, involvement, tolerance, and mutual respect among residents
- Provide 24 hour on call assistance including crisis intervention

*Accounts Payable, Southern Connecticut State University, New Haven, Connecticut*

**University Student Worker**, September 2008-Present

- Organize vendor invoices and files
- Assist department with all aspects of daily operations
- Respond to campus inquiries in person and via telephone

*Michelle's Café, Middlebury, Connecticut*

**Server**, January 2005-September 2008

- Provided exceptional customer service
- Increased sales by 25% in a six month period by assisting in the development of and participating in an incentive contest for staff
- Assisted in the opening of a new location and trained new staff

### COMMUNITY ACTIVITIES

- Day of Service, Participant
- Special Olympics, Volunteer
- Student Government Association, Treasurer
  - Planned yearly budget of \$50,000 and monitored expenses

# Chronological/ Functional Resume Sample (Graduate)

A **hybrid** of the chronological and functional styles allows you the opportunity to tailor your resume to better present your skills and qualifications for the position you are applying for.

## Lauren Rivera

500 Main Street, New Haven, Connecticut 06515    203-398-2345    rivera\_l@ aol.com

### Objective

To obtain the Assistant Director of Publications position at Planned Parenthood where my educational training and highly developed literary and research skills will be utilized.

### Education

**Master of Arts, English** May 2013

*Southern Connecticut State University*, New Haven, Connecticut

**Research Project:** "The interpretations of J.K. Rowling's fictional masterpiece: A focus on the presentation of imaginary development." Paper presented at the National Association of Reviewed Literature Conference, Houston, Texas, March 12-15, 2011

- Editorial Assistant to the scholar/professor
- Collaborated and interacted with research team
- Peer reviewed

**Bachelor of Arts, Political Science** Minor: **Journalism** May 2010

*Central Connecticut State University*, New Britain, Connecticut

**Honors Thesis:** "The impact of economics in international policy making"

### Professional Experience

**Legislative Assistant**, Representative Nardello May 2008 – May 2010

*Connecticut State Legislature*, Hartford, Connecticut

Respond to constituent mail. Prepare press releases. Research legislative issues. Plan and coordinate special events.

**Intern**, Center for Career Services Fall 2007

*Central Connecticut State University*, New Britain, Connecticut

Developed and presented several career related workshops. Assisted with all aspects of marketing and promotions. Contributed to the organization and presentation of Fall Career Fair featuring over 100 employers. Represented the Career Center at open house and various campus functions.

**Staff Writer** Summers 2005, 2006

*The Advocate*, New Haven, Connecticut

Served as a general reporter. Acted as copy editor and photographer.

### Experience

**Community Coordinator**, Department of Residence Life, 2011 – Present

*Southern Connecticut State University*, New Haven, Connecticut

Assisted Hall Director in all aspects of management for a multi-student residence.

Provided a safe and positive environment for students to live, learn and grow. Built a strong sense of community. Planned and executed intentional and educational programming. Mentored and guided residents to help them find resources as they navigated through their college journey. Provided supervision on a weekly rotation of front desk coverage and staff and completed guest registration, building tours and formal documentation of all incidents within the resident hall including emergency work orders, students in distress and calls to university police.

### Skills

**Computer:** Windows, Microsoft Word, Excel, PowerPoint, Adobe PageMaker, Photoshop

**Language:** Spanish, excellent reading, fluent speaking

### Activities

**Staff Writer**, *SCSU Southern News* 2011 – Present

**Vice President**, *CCSU Student Government Association* 2008 – 2010

There is no standard *Objective* for your resume. Make your objective specific to the job you are applying for.

The most recent degree obtained or still in process should be the first one listed in the *Education* section. Do not list your high school. Academic research and/or honors should be highlighted in this section if relevant.

Make sure to list your experience in reverse chronological order; the most recent should be first.

**TIPS FOR CREATING A LIST OF REFERENCES**

- Your list should consist of three to five references. This is usually sufficient unless the employer specifically requests letters of recommendation.
- Good candidates are individuals who can attest to your qualifications and abilities as they relate to the job that you are applying for.
- List your references beginning with the person you feel will give the best reference. Consider the personality of the reference and who the employer might enjoy speaking with the most.
- Be sure to ask permission before putting someone on your list, verify contact information, and let him or her know the type of position(s) you will be applying for.
- Provide each of your references with an up to date version of your resume and any additional information that would be helpful for them in talking with a potential employer.
- Do not send your list of references with your resume unless requested. Bring the list of references with you to your interview.
- Previous supervisors and faculty make good references, family members do not.
- Keep your references informed during your process.
- If your name has changed be sure your references are aware.
- When you secure a position send a thank you note to your references and let them know where you will be working or attending graduate school.

**Lauren Rivera**

500 Main Street, New Haven, Connecticut 06515      203-398-2345      rivera\_l@ aol.com

**References**

Ms. Alice Nardello  
State Representative  
345 Main Street  
Hartford, CT 06117  
nardello@ct.us.gov  
203-555-1111

Mr. Joseph Staffa  
Director of Residence Life  
Southern Connecticut State University  
501 Crescent Street  
New Haven, CT 06515  
staffajX@southernct.edu  
203-555-2222

Mrs. Sandra Smith  
Manager  
New Haven Advocate  
25 Lockwood Avenue  
New Haven, CT 06606  
sandra.smith@advocate.org  
203-555-3333

Professor Peter R. Bowen  
English Department  
Southern Connecticut State University  
501 Crescent Street  
New Haven, CT 06515  
BowenpX@southernct.edu  
203-555-4444

### Tips

- Take time to call the employer or research online the name of the hiring manager or human resources representative you should send your resume to. If this is not possible, *Dear Hiring Manager*, is acceptable.
- Use resume paper for your cover letter and your resume.
- You should always include a cover letter with online applications. Submit it in whatever manner the employer requests.
- Separate cover letters should be written for each job you apply for. Research the organization and make connections between your skills and the company's needs.
- The cover letter will give the employer the opportunity to assess your writing skills; have it reviewed by several people, including someone at the Career Center, before sending it.
- Keep it to one page by using concise language and an active voice. Make it memorable.
- The cover letter should be the first document in your application packet.
- Don't simply repeat what you have said in your resume.
- Proofread, proofread, proofread!

JUDITH K. ALEXANDER

100 Main Street  
North Haven, CT 06473

(203) 234-1000  
jkalexander15@gmail.com

Date of letter

Name of employer

Title

Organization

Street Address

City, State, Zip

Dear (When possible address your cover letter to a specific person at the organization):

The **First Paragraph** in your cover letter is the introduction. In this paragraph you need to indicate why you are writing and make a connection with the person you are writing to. Mention the purpose of your letter (inquiry? application?) and the position about which you are corresponding. Make a connection with the reader by mentioning a common professional acquaintance or by expressing your interest in the corporation.

The **Second Paragraph** highlights your qualifications for the position. In this paragraph you will highlight the skills and experience that you have that would be beneficial to the position and/or the organization. Make a list of the skills the employer is looking for and think of an example of when you implemented each successfully. This can get you started writing and be used as evidence to support why they should hire you. In order to effectively make the connection between your skills and experience and the position and/or organization, you will need to have knowledge of both the position and the organization. Exhibit the knowledge of language used in your career field when writing a cover letter.

The **Third Paragraph** makes a direct connection to the organization. Talk in specific ways why you will be a good fit for the position and the organization. This paragraph requires that you have a thorough understanding of the organizational culture as well as the organizations challenges and goals.

The **Fourth Paragraph** in your cover letter is the thank you and conclusion. Reiterate your interest in the position, and/or the organization. In addition, express your willingness to follow up with more information if needed and confirm your availability for an interview. You may choose to include a strong ending.

Sincerely,

*Your signature here*

Your full name

### EMAIL COVER LETTERS

Some employers do not request cover letters or do not want to receive additional attachments because of concerns about viruses. So what should you include in the body of the email when sending your resume? Even though it's quick and easy to send an email, it doesn't mean your email cover letter shouldn't be well written and professional.

- Be sure to have the recipient's correct email address.
- Make sure you list the position you are applying for in the subject line.
- Keep it short. Brevity is important with an email cover letter
- Use standard cover letter format, including salutation (Dear Mr. Smith) and closing (Sincerely).
- Share a bit of your background and selling points.
- Thoroughly proofread your email for spelling and grammar before hitting send.
- Send a test message to yourself or a friend to make sure the formatting works.

## SAMPLE COVER LETTERS

17

JUDITH K. ALEXANDER

100 Main Street  
North Haven, CT 06473

(203) 234-1000  
jkalexander15@gmail.com

May 15, 2012

Robert D. Cronin, Ph.D  
Superintendent of Schools  
North Haven Public Schools  
5 Linsley Street  
North Haven, Connecticut 06473

Dear Dr. Cronin:

It is with enthusiasm that I write to you in regards to the open position of a Ninth Grade Mathematics Teacher at North Haven High School. After reviewing the North Haven High School's website, I feel that my background and experience are a perfect fit for your school district.

In the school district's Technology Plan for 2009-2012 it outlines implementing more technology for teachers, faculty and students into the schools, specifically "increase the use of digital contents as a curriculum resource." During my student teaching, I incorporated many technology-based activities. Two classes completed during my Masters program that were particularly helpful were Technology Enriched Mathematics I and II. I often used PowerPoint, graphing calculators, Geometer's Sketchpad, and virtual manipulatives. In conjunction with my site supervisor we delivered lessons on writing function rules. Students were able to use the function machine at [www.shodor.org](http://www.shodor.org) to write a function rule from the input values they chose. These activities were extremely successful.

After reading the belief statement in the Technology Plan for 2009-2012, I could not agree more with the fact that "Technology is a tool to be used to improve and expand the educational process in all curriculum areas in all levels." As a student teacher, it was exciting for me to create original lesson plans that integrated mathematics with technology and watch as the students engaged in the new resources available to them. As students of the 21<sup>st</sup> century thrive on technology as a resource, incorporating these tools in the classroom will assist in their development for their future. One technique I really enjoyed was hands on manipulatives. I used a chopsticks activity to teach geometry students about the ratio of side lengths of a triangle. I look forward to the opportunity to apply these techniques as a secondary mathematics teacher at North Haven High School.

I welcome the opportunity to further express my desire and qualifications and to respond to questions in an interviewing setting to become an integral part of North Haven Public Schools. Thank you for your time and consideration.

Sincerely,

*Your signature here*

Judith K. Alexander

**ANITA JOB**

2521 Ivy Street, Middlebury, CT 06762 ~ 203.392.0625 ~ JobA1@owls.southernct.edu

May 15, 2012

Enterprise Rent-A-Car  
Hartford Recruiting Group  
8 Ella Grasso Turnpike  
Windsor Locks, CT 06096-1015

Dear Hiring Manager:

I am very interested in being considered as a candidate for the management internship position at Enterprise Rent-A-Car. I am currently a junior at Southern Connecticut State University with a major in Business Administration and a concentration in Marketing. I believe that the learning environment Enterprise provides for their employees will allow me to gain a professional experience that will be optimal for a successful future. I was strongly encouraged to apply for this position by a career counselor at the University's Center for Career Services.

As my resume demonstrates, I am a very ambitious person. Working part-time during college and making Dean's List throughout my entire undergraduate career has been a challenge that I diligently pursued and I believe that my experiences have provided me with the qualities that you are looking for in a management intern. Specifically, during my time spent as a Community Advisor for the Office of Residence Life on campus I have proven to be a trusted and respected advisor by both residents and supervisors and have relished in the opportunity to be creative, personable, and resourceful. I believe that these qualities will help me succeed and mature within your company.

Additionally, in reviewing your website I was very impressed with the fact that Enterprise was ranked highest in customer service among airport rentals in 11 out of the past 12 years (J.D. Power & Associates). Providing excellent customer service has been a professional standard I have always upheld and I would love an opportunity to refine my skills in such a prestigious environment.

I welcome the opportunity to elaborate on how I could make a substantial contribution to your organization as an intern and am available to discuss this matter further at your earliest convenience. Thank you for taking the time to review my application.

Sincerely,

*Your signature here*

Anita Job

## INTERVIEWING

Be sure to utilize our resource library as well as the internet for more examples of cover letters.

18

### BEFORE

#### Know Yourself

- What do you have to offer (skills, accomplishments, experience, and goals)?
- Identify five to ten work or school experiences that demonstrate your skills and accomplishments (most should be totally positive; a few should be ones that started out negative but had a positive result).
- What do you want to do and where do you want to do it? *FOCUS*, an assessment inventory is helpful.
- How are you perceived by others? Have conversations asking for honest feedback from friends, classmates, professors, co-workers and family members.

#### Research the Employer

- Learn key information about the employer beforehand (products, services, size, number of employees, key competitors, market trends). Review the responsibilities of the position you are applying for.
- Utilize *JOBSs – Job Opportunities Benefiting Southern students* - to review the company profile and visit the prospective company web sites.

#### Practice

- Attend interviewing workshops and view interviewing videos/DVDs in the Career Center.
- Meet with a career counselor for a mock interview – have a clear understanding of your abilities.
- Preparation is key – be aware of questions that may be specific to your industry.
- Know the position responsibilities you are applying for and the skills you possess to be the ideal candidate.
- Practice for the interview with family or friends and practice, practice, practice.

#### Make a Good Impression

- Regardless of the dress code always dress professionally – plan your attire in advance.
- Body piercings and tattoos may not be congruent with an organization’s cultural environment.
- Be well groomed; have your hair tidy and not too much hairspray or gel.
- Wear simple jewelry and don’t overdo the perfume or cologne.
- Bring a portfolio or briefcase with a pad and pen.

### DURING

#### Be Prompt and Prepared

- Arrive 10 to 15 minutes before the scheduled interview time. Do a trial run prior.
- Turn OFF your cell – vibrations make noise.
- Give a firm handshake and sincere smile.
- Bring extra copies of your resume and a list of references.
- Some employers ascertain writing skills by requesting an on-the-spot writing sample.



#### Answering the Questions

- Answer the interviewer’s questions thoroughly yet concisely.
- Speak slowly and clearly. Don’t be afraid to pause for a moment to collect your thoughts.
- Be honest. Don’t try to cover up mistakes. Instead, focus on how you learned from them.
- Smile, be enthusiastic and ask meaningful questions about the position. A positive attitude helps.

#### Closing

- Be prepared with your closing statement reiterating your interest.
- Be prepared to ask questions of the interviewer (refer to page 20 for samples).
- The initial interview is not the time to ask about salary.
- Thank the interviewer(s) and ask for a business card(s).

### AFTER

- Send a thank you note right away – a formal response: use a card or note paper vs. e-mail.
- Jot down analytical perspective about your interview, and also begin evaluating if this is the right job for you.

- Prepare for potential salary negotiations by researching salary information. The NACE Salary Calculator (available in JOBSs and on the Career Service webpage) is an excellent resource for up to date salary ranges for most occupational areas.

## COMMONLY ASKED INTERVIEW QUESTIONS

### Education

- Explain how your education has prepared you to pursue your career interest. In which respects are you best prepared or most knowledgeable?
- What led you to your major and what courses did you like most in college?
- What is the most significant contribution you made during your internship/co-op or a class project?

### Work Related

- How have your previous experiences prepared you for this position?
- What do you consider to be your greatest strengths and weaknesses?
- What is a weakness of your manager or boss?

### Career Plans/Goals

- What are your short and long term career goals and objectives?
- Why did you choose the career for which you are preparing?
- What are the most important rewards you expect in your career?
- How does this position fit into your career goals?

### Personality Qualities

- Tell me something about yourself other than what I can glean from your resume?
- What three character traits would your best friend use to describe you?
- How do you work under pressure? How do you manage your stress?
- What kinds of people rub you the wrong way?
- Have you ever received constructive criticism and how did you handle it?

### Specific to Organization

- What specific skills or experiences make you the best match for this position?
- What ways can you contribute to this organization?
- Why are you interested in this position with our organization?

### Questions to ask the Interviewer

(Select 2 or 3 that were not answered in the interview)

- How would you describe a typical day in this position?
- What is the career path for a person who is successful in this position?
- What priorities would you have for me as a new staff member?
- What is your organization/department most proud of?
- What is the next step in the interviewing process?

### Behavior Based Interview Questions

- Describe a time when you went considerably beyond what was required. What did you do and why?
- Tell me about a time when you attempted to forge an effective team but could not seem to get everyone to pull together. What caused the dysfunction, and what did you do about it?
- Think back to your busiest day last year – how did you organize your time to ensure that you met your deadlines?
- How have you motivated yourself to complete an assignment that you did not want to do?
- Describe a situation in which you made a wrong decision and how you corrected it.
- Describe a situation in which you had to deal with a very upset customer or co-worker.
- Tell me about a situation where your passion for a project or idea was contagious.
- Do you prefer to communicate in person, by phone, or via email?
- Tell me about a situation where you were able to eliminate a roadblock and get an important project done.

### Tips

- Be sure to sell yourself when asked about your strengths.
- When asked about your weakness, be sure to state examples of those that can be improved through training or on-the-job experiences.
- Describe difficult situations with an emphasis on how to make it better or what you learned from it. Use examples relating to working with co-workers or a team, the job environment, or tasks/responsibilities.
- Any questions relating to a previous job or employer be careful not to reveal a poor relationship or a negative experience: Put a positive spin on the situation, i.e. I learned a lot but am seeking more challenges.
- If asked about rewards, don't suggest money rather suggest challenge, continued learning, sense of accomplishment, or outlet for creativity.
- Many of these questions are asked to see your leadership abilities, your creativity, decision-making and problem-solving abilities.
- Practice answers in advance and think about what the interviewer is trying to gain from your answers.
- Prepare for random and odd questions such as "If you could be an animal, what kind would you be and why?"

Most employers are honest and only ask questions that are relevant to the position.

However, please be aware that **illegal** questions concerning age, marital status, finances, religious or political views may be asked. If such questions are asked before answering examine the intent behind the question and ask how the question relates to your qualifications or the job requirements.

### BEHAVIOR-BASED INTERVIEW STRATEGY

Behavior based interviews are based on the premise that the applicant's past performance in similar situations is the best predictor of future performance. For example, you have a friend who is always late to class. What's the likelihood he'll be late for class tomorrow? When answering behavior based questions, remember to tell a story that describes the situation, what action you took, the result of your action and when appropriate what you learned.

**Situation** – What was the situation you found yourself in?

Student attendance and participation at Student Government programs and events was down.

**Action** – What action did you take?

As secretary of Student Government, I researched similar programs as well as contacted Student Government representatives from other colleges. Working with our promotions committee, we redesigned our promotional materials, organized programs in conjunction with other student organizations and reviewed our marketing strategies and costs.

**Result** – What was the result?

In one year our attendance increased by 20% and by more effectively utilizing our campus online resources we reduced our promotion budget by 10%.

**Learning** – What did you learn?

I learned how networking and benchmarking can help to find answers to problems. I also refined my networking skills. Finally, the importance of team work. While I was able to conduct the research it took the efforts of the whole group to increase enrollment.



### AFTER THE INTERVIEW STRATEGIES

**If you do not hear from the employer:**

- If you were told by the interviewer that you would hear in a certain time frame and you do not hear from them, it is acceptable to follow-up about the status of your application.
- If you were not told by the interviewer when you would hear from them, politely inquire either by phone or email about the status of your application after ten business days. Be brief, but be sure to include your full name, date of interview and the title of position you were interviewed for.
- Keep a record of when you spoke with someone, their name and the information they gave you. Do not pester the interviewer.

**When another candidate was selected for the position:**

- You may want to send a follow-up letter thanking them for the opportunity to interview and if a similar position should open in the future, you would like to have the opportunity to interview again. Always take the high road.

**While waiting to hear, do not ignore other job interviews:**

- Keep in mind the hiring process may take weeks and sometimes even months.
- While hopefully this will not happen, it is possible that you will not hear anything at all from an employer you interviewed with.
- While getting hired for this position may be a primary focus for you, keep in mind that the recruiter may be busy with other commitments regarding their hiring efforts.
- Remember to relax and take care of yourself! Staying motivated will only make your job search experience more positive and enjoyable.

### SAMPLE THANK YOU LETTER (AFTER AN INTERVIEW)

Ms. Mary Jefferson  
Social Security Administration  
100 Federal Drive  
Stamford, CT 33333

Dear Ms. Jefferson:

Thank you for meeting with me on Wednesday, May 2, regarding the Claims Representative position at the Social Security Administration. This position is exactly what I have been looking for and I hope I am the person you are looking for as well.

I look forward to using my strong written and verbal communication skills in both English and Spanish to make a difference in the lives of the diverse population that Social Security serves. I was pleased and encouraged by the opportunities for professional development and advancement.

I believe my experience as a student assistant at the University has provided me with a solid foundation of skills and experiences that are directly transferable to the Social Security Administration.

I would like to restate my interest in the Claims Representative position, and I look forward to hearing from you soon. If you need any additional information, please do not hesitate to call me at 203-398-2345.

Sincerely,

*Your signature here*

Jane Q. Student

### SAMPLE THANK YOU LETTER (AFTER CAREER FAIR)

Mr. Mark Appleby  
Acme Company  
100 Corporate Drive  
Stamford, CT 33333

Dear Mr. Appleby:

Thank you for taking the time to speak with me at the SCSU Career Fair today regarding potential positions at Acme Company. I certainly appreciate your time and attention in the midst of so many students seeking jobs. You were extremely thorough in explaining Acme's customer service and marketing trainee program. Now that I have a better idea of what the position entails, I am even more convinced that I would be an asset to your team and to Acme.

I will be graduating in May with a Bachelor Degree in Business Administration, and have completed two internships in the marketing field. In addition, I have worked my way through college which demonstrates a work ethic and determination, two qualities you said were important to success at Acme.

I look forward to an opportunity to speak to you further about the trainee program. Please contact me at your earliest convenience for an interview at 203-555-3926.

Thank you again for your time and consideration.

Sincerely,

*Your signature here*

John P. Student

## PRESENT YOURSELF PROFESSIONALLY

*From Flip Flops to the Boardroom*

22

**Professionalism** – It is a new level of responsibility as you transition from student to professional. Professionalism is the method you select for interactions with others, displaying your character with a sense of pride, and the standards on which you base your work ethic.

- It is a state of mind.
- It is not what you do, but how you do it.
- It is how you conduct yourself and act on a daily basis.
- It is knowing that you are important and in control of your destiny.
- It is a continual demonstration of respect and trust.
- It is important to always exhibit ethical behavior.

Professionalism includes:

- Your physical appearance with attention to the following details; hair, nails, make-up, and body exposure.
- Dress appropriately, look the part you want to become and acknowledge your style, type and fit of clothing, cleanliness and overall appearance.
- Your attitude conveys many messages via your eyes, facial expressions, body language and disposition.
- Selection of language which would include tone, word usage, and the pitch of your voice will help solidify your overall positive demeanor.
- Do not overlook the value of appropriate cell phone tones, voice messages, computer screen backgrounds, and written correspondence including email.

The main idea behind social networking is to help you create connections with people. If an employer located you on a social networking site you would want your profile to be professional. Social networking sites, if used appropriately, can be beneficial in making connections with prospective employers. Keep in mind it's not only about *what* is posted online but *when* it is posted. The times you are posting messages on your page or friends' pages can be seen by an employer. Are you posting during work hours when you should be...working? Or at 2 AM? (Nothing good happens on the Internet after midnight)



**LinkedIn** is geared towards more professional networking. The main idea behind LinkedIn is to help you create connections with people who will either recommend you for a job or help you find one.



When utilizing **Facebook**, remember to remove questionable content from your profile. Scrutinize your connections and detag yourself from unfavorable content.



If you use **Twitter**, make sure your bio includes a brief description of your qualifications and what you are looking for. Only tweet in a professional tone or create a separate account for more private content.

Regardless of whether you are tweeting, using LinkedIn, or even in the bathroom or hallway, it is important to maintain your professional image. The foundation you embody must be strong with intent and filled with passion. You are defining not only who you are, but what you expect to achieve.

Please see the *Professional Social Networking PowerPoint* available at [careers.southernct.edu](http://careers.southernct.edu) for more information.

**Look and act the part you want to become.**

## BEGINNING YOUR NEW JOB

Congratulations, you have just been hired! Now what? Below are some tips to *help* you as you begin your new job.

### Wardrobe

- Dress how you want people to perceive you and for the job that you want.
- If unsure about the dress code, check with your manager or human resource department prior to beginning your job. If unsure, it is recommended to dress conservatively for the first few days.
- Invest in appropriate business attire.
- Make sure your clothes are neat and clean and that your shoes are shined.

### Mentors

- A mentor can help you grow personally and professionally.
- Choose mentors who have been successful and advanced in their career and are respected by others within the organization. Mentors do not all have to be upper level professionals, someone just one or two levels above you can also serve as a great resource. When choosing a mentor:
  - Think about your needs and what you'd like your mentor to do for you.
  - Develop a list of several potential mentors.
  - Decide how you will approach the prospective mentor(s).
  - Be prepared to explain why you selected them as a mentor.

### Professionalism

- Have a positive attitude.
- Work a full day – be on-time or early, stay a little bit later and be flexible.
- Understand fully what your company does and where your position fits into the company.
- Know the company's culture; be prepared to meet expectations by giving 100%.
- Be a self-starter and take the initiative on projects; arrive on time to meetings.
- Asking questions and receiving feedback expands your knowledge of the workplace.
- Know and respect the email policy of the company you are working at.
- Do not post any comments (both positive or negative) on any social networking sites about your job or employer.
- Be patient with yourself, it takes a while for you to learn everything that you need to know.
- Personalize your work area, but not too personal.
- Don't speak ill of current or former boss.
- Spoken and unspoken office policies are important. How do individuals who have been successful at the organization dress and represent themselves, what personality traits do they have in common?
- Mistakes will happen; keep them to a minimum, own them, learn from them and move on!
- Visibility, accountability and responsibility are keys to success!
- Keep in mind the Five Principles of Ethics: do no harm, make things better, respect others, be fair and be compassionate.

### Handling Change

- Change will happen and it is an inevitable part of work life.
- Communicate with others and be flexible.
- Do a self-assessment of yourself. What are your strengths, weaknesses and goals?
- Continue to do your work and maintain your network.
- Remember that one can find opportunity in change.
- Balance excitement with rest and stay healthy.

Remember your first year on the job isn't about changing the world or the corporation landscape at the organization. It is about learning from your job and the organization's culture as a means of laying the foundation for future success as you build your professional image.



**SCSU Center for Career Services**

**The Key to...**

**One-on-One Appointments  
Workshops  
Career Fairs  
Computer Lab  
Resource Library  
Quick Question Hours  
Resumania  
On Campus Job Assistance  
CTR 200 (Career Planning Course)  
Cooperative Education  
Resume/Cover Letter Writing Assistance  
Job Search Assistance  
Interviewing Preparation  
On/Off Campus Interview Programs  
Speakers and Career Panels  
Career Planning Informational Packets  
Informational Recruitments  
FOCUS (Online Assessment)  
JOBSs: Job Opportunities Benefiting Southern students  
(Online Job Board)**

**Find out more:  
[careers.southernct.edu](http://careers.southernct.edu)  
203.392.6536  
Schwartz Hall Room 102**

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