



Southern Connecticut  
State University

# Career Advising Handbook

A Planning Guide to Success



*It's  
your future  
...  
make it  
happen!*

# Academic and Career Advising Center

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## ABOUT CAREER ADVISING

### Hours:

Monday-Friday: 8:30 a.m. - 4:30 p.m.

### Contact:

Phone: (203)392-6517 or (203)392-6536

Fax: (203)392-6541

Email: [careerservices@southernct.edu](mailto:careerservices@southernct.edu)

### Location:

Wintergreen Building 116

### Appointments:

Career Coaches are available by appointment for one-on-one consultations Monday-Friday.

### Webpage:

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

Online Job Board:

**JOBSs: *Job Opportunities Benefiting Southern students***

<https://southernctcsm.symplicity.com/students>

## HOW TO USE THIS HANDBOOK

The Career Advising 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 Advising 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

| <u>First Year Checklist</u>   | <u>Second Year Checklist</u>   | <u>Third Year Checklist</u>   | <u>Fourth Year Checklist</u>  |
|---|--|---|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Participate in on-campus activities, clubs, and organizations</li> <li><input type="checkbox"/> Become aware of career fields in relation to tentative majors</li> <li><input type="checkbox"/> Begin a self-exploration process: assessing values, interests, skills, and motivation</li> <li><input type="checkbox"/> Become familiar with the campus support services, such as the Writing Center and Tutorial Center</li> <li><input type="checkbox"/> Log on to <b>JOBSs: Job Opportunities Benefiting Southern Students</b>, SCSU's online job connection. Find part-time on and off campus jobs or volunteer opportunities.</li> <li><input type="checkbox"/> Attend <b>Majors Expo</b></li> <li><input type="checkbox"/> Complete <b>FOCUS</b>, an online program that will help you explore your major area of study and your career goals</li> <li><input type="checkbox"/> Meet with a <b>Career Counselor</b> to explore possible majors and careers that fit your interests, skills, and values</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> After self-assessment, explore career possibilities and learn about occupations</li> <li><input type="checkbox"/> Build a personal career network</li> <li><input type="checkbox"/> Investigate in Cooperative Education and Internship opportunities</li> <li><input type="checkbox"/> Decide on a major/career choice</li> <li><input type="checkbox"/> Utilize <b>JOBSs</b> in researching career options</li> <li><input type="checkbox"/> Meet with faculty, advisors, and/or alumni to discuss major/career options</li> <li><input type="checkbox"/> Develop your resume and cover letter</li> <li><input type="checkbox"/> Attend Career Advising workshops and programs (<b>Career Fair</b>)</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Build job searching skills</li> <li><input type="checkbox"/> Gain career related experience</li> <li><input type="checkbox"/> Consider graduate or professional school</li> <li><input type="checkbox"/> Familiarize yourself with Career Advising job search and recruitment programs</li> <li><input type="checkbox"/> Participate in CO-OPS, internships, and/or career related employment</li> <li><input type="checkbox"/> Maximize involvement with campus clubs to develop leadership skills</li> <li><input type="checkbox"/> Conduct informational interviews, job shadowing, or volunteering</li> <li><input type="checkbox"/> Attend Career Advising workshops and programs (Career Fair)</li> <li><input type="checkbox"/> Meet with a career counselor to discuss job searches, resume help, and career guidance</li> <li><input type="checkbox"/> Continue developing your resume and cover letter and upload it to <b>JOBSs</b></li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Narrow down and finalize career choice</li> <li><input type="checkbox"/> Prepare for graduate or professional school</li> <li><input type="checkbox"/> Research labor market information</li> <li><input type="checkbox"/> Focus on positions and industry openings</li> <li><input type="checkbox"/> Join a professional organization in your career field</li> <li><input type="checkbox"/> Make an appointment with a career counselor to: plan a job search, refine resume and cover letter, practice interviewing skills in a mock interview, and review professional dress guidelines</li> <li><input type="checkbox"/> Develop a professional wardrobe for future interviews/jobs</li> <li><input type="checkbox"/> Remember social and professional networking sites can help or hinder your job search (Facebook, Twitter, LinkedIn). Utilize them wisely and remove any information that may compromise your credibility with employers.</li> </ul> |

# Steps to Choosing a Major

## STEP 1: Assess Yourself

Create a list of:

- What you enjoy doing
- Your academic strengths
- Your passion
- What type of activities you are involved in
- Aspects of previous jobs that you have enjoyed

Utilize an online assessment tool: FOCUS (<http://www.southernct.edu/student-life/academic-success/career-services/>) and meet with a Career Coach.

## STEP 2: Research

Once you have a great understanding of yourself and your characteristics, you then to research what majors will allow you to embellish on those skills. If possible, take a variety of classes. Research is a necessary step to discover all the options and avoid limiting yourself.

Attend the Major's Expo, Network with academic departments, faculty, family, and friends, research through the undergraduate catalog, and make an appointment with your Career Coach and advisor.

## STEP 3: Evaluate and Make a Decision

Narrow down your options to your top 5. Create a list with your pros and cons of each major. During this step, you should also take into consideration you career goal and what major will lead you to that. Consider taking a class in multiple areas before making a final decision.

Attend the Major's Expo, search "What Can I do with My major?," get involved throughout campus, and complete your "What If" analysis.

## STEP 4: Declare your Major

Meet with your Academic Advisor to discuss the criteria for acceptance into the department and requirements to complete your degree. If after taking classes, you decide to reconsider your major, return to step 3.

## STEP 5: Career Planning

Once you have chosen a major, you want to ensure that you continue with your career planning efforts. This could include:

- Informational interviews with professionals
- Remaining engaged with the FOCUS program
- Continuously meeting with a Career Coach

# Job Search

## STEP 1: Assess Yourself and Identify Career Options

Places to begin:

- **Career Advising:** Meet with a Career Coach, attend Career & Internship Fair, attend on-campus interview, and update/create your JOBSs profile.
- **Search the Internet:** Visit [careers.southernct.edu](http://careers.southernct.edu) for suggested links and tips to increase your chance for success.
- **Department of Labor:** Visit your state jobs services office, in Connecticut; CT Works Center.

## STEP 2: Develop Your Resume & Perfect Your Interviewing Skills

- View resume samples/tips in this handbook to revise your resume and meet with a Career Coach to get a 1:1 review of your document.
- Post your resume to JOBSs to be able to apply for certain positions.
- **Your resume can get you the interview, but your interview gets you the job.**
- Schedule an appointment with Career Advising to do a mock interview
- Always dress professionally to an interview
- Review the interviewing section of this handbook will help you prepare.

## STEP 3: Apply for Positions and Keep Records

- Set Goals, such as: how many resumes you will send each week, number of networking connections to contact each day, and how much time you spend each week finding positions you will apply for.
- Create a job search journal or excel spreadsheet: Record all positions applied for, documents sent, and contact person
- Treat all gatekeepers (receptionists, office assistants, and secretaries) with respect and remember information they gave you during any conversation

## STEP 4: Monitor, Improve, and Stay Motivated

- Evaluate your progress and improve your resume, interviewing, and networking skills
- The demonstration of self-confidence, compatibility, high energy, and enthusiasm are key characteristics that hiring managers seek in new employees.
- Once you secured your new position, 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

- Ask for help when needed
- Manage your image on/off line
- Create a professional email address
- Change your resume to fit the position you are applying for
- Highlight key components of the job description and be sure your resume reflects those skills
- Phone interviews: Find a quiet place, have your resume available, smiling will come through your voice on the phone
- Remain confident and positive!

# Resumes

## What is a Resume?

- A brief written summary of your experiences, academic preparation, skills, and accomplishments.
- Introduces you to potential employers.
- Usually reviewed for 30 seconds or less, must make a dynamic first impression.
- A marketing tool designed to create an image and get you an interview.

This handbook contains samples of resumes, split up by: School of Education, School of Business, School of Health & Human Services, School of Arts & Sciences, and School of Graduate Studies. We encourage you to consider all the samples and discuss with your Career Coach what 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. 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 are also available online – [careers.southernct.edu](http://careers.southernct.edu).

## TIPS

- Do not fold or staple your resume. High quality resume paper is essential.
- Font size: between 11-12. Adjust based on length of resume.
- Use the same font size and type throughout the content of your document. Only your name and subtopics should be in a larger font.
- Use bolding, italic, capitalization, or underlining to highlight valuable information
- Do not write your resume in the first person singular and omit personal pronouns (I, me, my, etc).
- Use brief phrases beginning with action verbs to describe job responsibilities.
- Highlight accomplishments and emphasize results you have achieved by including numbers, e.g., supervised 10 volunteers; developed campus club budget of \$50,000.
- Use professional email address
- Tailor your resume for each position
- Be honest.
- Proofread!



# Networking

## How to Network:

### Join a Professional Organization

- Journals, newsletters, and websites with valuable, up-to-date information about your specific field.
- Reduced membership rates for college students.
- Attend conferences at reduced rates.

### Conduct Informational Interviews

- Ask for approximately 20 minutes to find out more about a job you aspire to from someone who does it.
- Prepare your questions ahead of time.
- Send a thank you note.

### Use Social and Professional Networking Sites

- Keep your online profiles clean and professional.
- Some recruiters use Facebook and Twitter for recruiting, or try LinkedIn for professional networking.
- Don't be afraid to reach out to others online.

### Join Campus and Community Clubs and Organizations

- Learn about industry trends.
- Network with other students and professionals.
- Attend events related to your career field.
- Trade tips with your peers.

### Volunteer in Your Community

- 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.
- Treat your commitment like it is a paid position.

### Every Person You Meet

- Talk to friends and family, ask them to refer you to others they know who work in your field of interest.
- Talk to people when you are out and about, in the grocery store or at a family member's athletic event.

## Do's and Don'ts to Networking

### DOs

- Report back to anyone who gives you a lead.
- Be professional
- 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.
- Ask when giving someone's name to another member of your network.
- Write down something about each person you meet on the back of their card to help you remember them.
- Send thank you notes

### DON'TS

- Be afraid to ask for what you need
- Be discouraged if you are brushed off
- Stop networking once you find a job
- Attend an interview without questions to ask
- Pass up opportunities to network

# 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    |
|             | Defined     | Evaluated   | Informed    | Persuaded  | Set Goals  | Tutored    |

# School of Education Resume Sample

**Harry Potter**

New Haven, CT

Potterharry@southernct.edu

(203) 123-4567

## Education

**Southern Connecticut State University (SCSU), New Haven, CT, May 2017**

*Bachelor of Science, Major: Early Childhood Education*

*Bachelor of Art, Major: Psychology*

## Honors/Awards

Presidential Merit Scholarship Recipient, Order of Omega Greek Leadership Society Member, SCSU Honors College Student, GPA 3.89

## Related Experience

**Kelly Services, New Haven, CT**

**Substitute Teacher, February 2014-Present**

- Supervise, teach, and instruct up to 25 students at one time, grade levels ranging from K-12
- Enhance student learning during the absence of the regular classroom teacher
- Adhere to all procedures, guidelines, and protocols to ensure a seamless transition from regular classroom teacher to substitute

**YMCA Hamden/North Haven Branch, Hamden, CT**

**After-school Head Teacher, August 2015-present**

- Provide a safe, caring, therapeutic environment for students with psychiatric, educational, and social challenges up to 20 students
- Help influence students in everyday life, aiding them in all physical, emotional and social aspects
- Communicate with parents to ensure all are engaged with activities, behavioral updates, and events

## General Experience

**Privately Employed, New Haven County, CT**

**Childcare Provider, September 2014-June 2016**

- Full supervisory responsibilities over five children up to three at once, ages ranging from newborn to age 13
- Planned and implemented age-appropriate educational and engaging activities
- Helped improve reading level grade for 1 child from Satisfactory to Excellent

## Activities

**SCSU Autism Awareness and Advocacy Club, New Haven, CT**

**Treasurer, May 2015-Present**

- Lead meetings in President's absence, directing 37 individuals
- Prepare and managed all budget all expenses, up to 10k
- Mentor and train prospective club members for Treasurer position, 3 possible candidates

# School of Business Resume Sample

## Buddy T. Elf

100 Hartford Lane  
Hartford, CT

buddythelf@southernct.edu  
123-123-123

### EDUCATION

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Southern Connecticut State University (SCSU), New Haven, CT, May 2019  
**Bachelor of Science**, Major: *Business Administration: Accounting*  
**GPA: 3.9, Dean's List: All Semesters**

### RELATED EXPERIENCE

Bank of America, *Wallingford, CT*  
**Teller**, June 2015-Present

- Deepen every customer relationship to help achieve sales goals for the branch
- Attended 4 week intense training to prevent any fraudulent or error in system
- Promote bank products, services, and weekly deals by informing and directing each customer in the appropriate direction
- Record transactions through logging system and maintain confidentiality by protecting information

SCSU Accounting Society, *New Haven, CT*  
**Vice President**, August 2015-Present

- Promoted from Treasure to Vice President due to outstanding contributions and dedication
- Take position of President in their absence, leading meetings and events
- Collaborate with the President to create educational and fun events, including: guest speakers appearances, Day of Service, interviewing presentations

### GENERAL EXPERIENCE

U.S.S. Chowder Pot IV, *Hartford, CT*  
**Waiter**, September 2012-July 2015

- Assured customers' satisfaction and took action to correct any problems
- Selected to train 2 new waiters in the protocol of all procedures
- Developed interpersonal skills by graciously welcoming up to 75 patrons during one shift
- Collaborated with kitchen staff to ensure food and drink time are appropriate and accurate
- Followed all health department rules and regulations for the safety of the customers

### SKILLS

- Proficient in English and French: Reading, Writing, and Speaking
- Proficient in Microsoft Office: Word, Excel, PowerPoint, Publisher, Adobe Photoshop

# School of Health and Human Services Resume Sample

## **Andie Anderson**

1 Smith Road, Derby, CT

Andersona@gmail.com

(222) 222-2222

### *Education*

Southern Connecticut State University, New Haven, CT, May 2017

**Bachelor of Science: Public Health, Concentration: Health Promotion and Research**

**GPA: 3.2**

**Related Courses:** Epidemiology, Public Health Research, Public Health in Society, Illness and Disease, Public Health Promotion

### *Related Experience*

Yale New Haven Hospital: Department of Psychiatry, New Haven, CT

**Intern, August 2016-Present**

- Assist researchers with behavioral studies on 5 different cases, all with different severity levels
- Conduct independent research on the effects of eating and individuals heart rate
- Developing excellent Excel skills through entering and organizing all data in spreadsheet
- Collect information regarding the influenza immunization for the Connecticut Department of Public Health

### *General Experience*

SCSU Adanti Student Center, New Haven, CT

**Student Worker Receptionist, August 2014-Present**

- Collaborate with other student workers to answer all inquiries and direct patrons in the correct direction
- Competitively selected to train 4 new employees in position procedure, including: answering phone, speaking with individuals, and filing paper work
- Attend and help with the set-up of up to 15 events every month
- Create an organized filing cabinet to ensure easy access to all paperwork and important documents|

### *Clubs/Activities*

SCSU Public Health Society, August 2015-Present

SCSU Delta Phi Epsilon Society, August 2013-Present

### *Skills*

Proficient in Microsoft Office: Word, Excel, PowerPoint, Publisher

# School of Arts & Sciences Resume Sample

**Betsy L. Doe**

Stratford, CT 06614

(122) 122-1222 • betsydoe@ymail.com

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## Executive Summary

Highly motivated individual committed to helping students reach their personal, academic, and professional goals. Organized, self-starter with outstanding communication and interpersonal skills. Excellent at establishing rapport with students, families, and colleagues. Continuously striving to make sure each student has the equal opportunity to achieve academic success.

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## Education

**Southern Connecticut State University (SCSU)**, New Haven, CT, December 2016

Bachelor of Science, **Major:** Psychology, **Minor:** Sociology

## Related Experience

**Stratford Academy: Johnson House**, Stratford, CT

Intern, January 2016-December 2016

- Direct supervision by School Psychologist during the completion of 900 working hours
- Collaborated with school counselor and other school personnel during IEP and 504 meetings
- Met with students in one-on-one settings and advocated for entering group counseling sessions
- Provided academic interventions to identify at-risk students
- Consult with staff and parents regarding students' needs and interventions for support
- Communicated directly with parents, teachers, and administration on student progress
- Assisted school counselor with education placement for students using Naviance and teacher recommendations
- Helped to refer students for outside support based on progress, interventions, and consult with family

## General Experience

**SCSU Academic and Career Advising Office**, New Haven, CT

Student Worker, February 2013-December 2016

- Assisted with New Student Orientation, High School and Senior Citizen registration, and Transfer Student Orientation
- Attended Career Peer training to increase development in resume writing and critiquing to work with underclassmen on their documents
- Helped to set-up on-campus events, including: Career & Internship Fair, Major's Expo, and Orientation
- Developed communication and interpersonal skills by welcoming all guests into the building and appropriately directing to correct destination

## Computer Skills

- Proficient in PowerSchool, Naviance, Microsoft Word, PowerPoint, and Excel.

# School of Graduate Studies Resume Sample

## MARYLIN MONROE

309 Sample Rd  
Sample, CT 00000

(012) 345-6789  
marylinmonroe@mail.com

### EDUCATION

Southern Connecticut State University, *New Haven, CT*

**Master of Science, School Counseling**, May 2017, GPA: 4.0

Southern Connecticut State University, *New Haven, CT*

**Bachelor of Arts, Psychology**, May 2015

GPA: 3.7; *Magna Cum Laude Graduate; Dean's list: All semesters; Phi Delta Kappa 2014*

### RELATED EXPERIENCE

Graduate Assistant, **Office of Academic and Career Advising**, August 2015-present

Southern Connecticut State University, *New Haven, CT*

- Meet with students individually to assist them in resume, job search, and cover letter help
- Led intense training for student workers to become a Career Peer, revising underclassmen resumes
- Update the department website with events, contact information, PowerPoints, and links
- Modernize department social media (Facebook, Twitter, Instagram)
- Assist Career Staff in the preparation for annual Career Fair and Majors Expo
- Coordinator for 20 volunteers for the annual Career Fair
- Present to 25 undecided new students during 5 orientations and reinforced the options for undeclared majors

Practicum (100 hours), **Guidance Department**, August-December 2016

East Haven High School, *East Haven, CT*

- Observed counseling meetings with DCF officers, special education teachers, and administrative staff
- Learned the process of IEP and 504 meetings by viewing a total of 20 sessions
- Developed lesson plans for grades 9 & 10 in career, bullying, and self-awareness
- Advanced user of College Board

### LEADERSHIP

**Habitat for Humanity**, Volunteer

*New Haven, CT*, May 2016

- Assisted students in the School Counseling Program with repairing two different houses
- Installed siding to one of the houses in conjunction with the other construction workers
- Expanded my appreciation for Habitat for Humanity, team building, and volunteer services

**Admissions Office**, Ambassador

Southern Connecticut State University, *New Haven, CT* January 2012-May 2014

- Led groups of up to 50 prospective students and families through campus tours and answered all inquiries
- Selected competitively to serve as 25 student representatives to help market the college

### GENERAL EXPERIENCE

Substitute Teacher, **Kelly Services**, November 2015-present

*New Haven County, CT*

- Collaborate with regular-education staff when stepping in for a paraprofessional
- Supervise students of all ages and abilities, serving as a head classroom teacher and paraprofessional
- Appropriately revamp any instruction, rule, or lesson when in the best interest for the students
- Ensure classroom management by setting rules and limits based on grade level and behavior

Childcare Provider, **Private Home**, May 2012-present

*New Haven County, CT*

- Full supervisory responsibilities over five children up to three at once, ages ranging from newborn to age 13
- Collaborate with other nannies during parties and events, including: birthday, New Year's Eve, and weddings
- Responsible for driving children to extracurricular activities twice a week
- Plan and implement age-appropriate educational and engaging activities to help increase their math/reading skills

# Reference Page Sample

## MARYLIN MONROE

309 Sample Rd  
Sample, CT 00000

(012) 345-6789  
marylinmonroe@mail.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

- 3-5 references: Be sure to ask permission before adding them to your list
- Include: reference title, work address, contact information
- Find the right references: those who can attest to your qualifications and abilities as they relate to the job that you are applying for.
- Bring your references to your interview
- Contact section should match what you have on your resume (view Marilyn Monroe's resume/reference page)
- When you secure a position, send a thank you note to your references and include where you were hired.

# Cover Letter Sample

## MARYLIN MONROE

309 Sample Rd  
Sample, CT 00000

(012) 345-6789  
marylinmonroe@mail.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

## Tips

- Try to address to a specific person, if that is not possible, 'Dear Hiring Manager,' is acceptable.
- Use resume paper for your cover letter
- 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.
- Keep it to one page by using concise language and an active voice. Make it memorable.
- Contact section should match what you have on your resume (view Marilyn Monroe's resume/cover letter page)
- Don't simply repeat what you have said in your resume.
- Proofread!!

# Interviewing Skills

The interview process is the most critical aspect of obtaining a position. No matter how good one looks on paper, a positive first impression is still crucial!

## Before

- 1. Know Yourself:**
  - What are your skills, accomplishments, experience, goals?
  - Identify 5-10 work/school experiences that demonstrate who you are.
  - Complete FOCUS.
- 2. Know the Employer:**
  - Research key information
  - Review the responsibilities you are applying for
  - Utilize JOBSs to review the company profile and visit prospective company websites
- 3. Practice**
  - Meet with a Career Coach for a mock interview
  - Prep! Be aware of questions that may be asked
  - Know the skills you possess for specific position
- 4. Make a Good Impression:**
  - Always dress professionally
  - Be well groomed
  - Simple jewelry, perfume, cologne
  - Bring a portfolio with a pad and pen

## During

- 1. Be Prompt and Prepared**
  - Arrive 10-15 minutes early
  - Turn OFF your electronics
  - Firm handshake and smile
  - Bring extra copies of your resume and references
- 2. Answering the Questions**
  - Answer thoroughly, yet concisely
  - Speak slowly and clearly
  - Be honest
  - Smile, be enthusiastic, and ask meaningful questions
- 3. Closing**
  - Be prepared with your closing statement to reiterate your interest
  - Ask questions!
  - Initial interview is NOT the time to ask about salary
  - Thank the interviewer(s) and ask for a business card

## After

- Send thank you note- formal response. Use a card/note paper
- Begin evaluating if this job is right for YOU
- Prepare for potential salary negotiations by researching salary information. The NACE salary calculator is an excellent resource.



# Professional Dress: Women

## DRESS THE PART

*For Women*

### LONG HAIR

Long hair is fine, when it is styled correctly. An employer should never wonder if you own a comb or if you know how to use one!

### LOOP DE LOOP

Earrings can give an outfit the extra pop, but in this case it is more of a blast, blowing away your opportunity to have a potential employer focus on you and not your earrings.

### UNDERGARMENTS

Undergarments should be, just that, under your garments. Employers do not want to see your under clothing peeking through your outfit.

### TANK TOP

It may be hot outside, but this tank is only going to burn out your job search. Cover up your assets; front and back.

### VISIBLE INK

Every tattoo has a story, but most employers don't want to hear it. In many cases you don't know what the tattoo says about you to the employer.

### EXCESS'ORIES

Rule of thumb or wrist is to keep it simple and neat. One accessory is the limit.

### 'HOLE'Y MOLEY

Although pants with built in air conditioning may be tempting, these pants are screaming to employers, "Take me and my career to the E.R. for emergency resuscitation."

BTW: When in a skirt, a "mini" is too much, around the knee is just right.

### CAT FIGHT

Leopard print is a interview no-no especially in a sandal, along with seeing your toes and where they meet. To put your best foot forward it should be in a sock/stocking and a closed toe dress shoe.

### NEAT & CLEAN

Your hair should not stand up or out. You will stand out by having a well manicured appearance, combed hair and a smile.

### KEEP IT SIMPLE

Jewelry is optional and if you decide to add some glam to your look, the simpler the better. Employers don't want you to flaunt your bling.

### JACKET

A quick way to step up an outfit is to put on a jacket or cardigan. The blouse/shirt and pants say appropriate, the 3rd piece says professional.

### LONG SLEEVE

A long sleeve does a couple of things. It gives you a clean and polished look and hides any creativity inked on your arm.

### POLISHED NAILS

Finger nail polish should say 1 thing to an employer 10 times, I am the right person for the job. Steer clear of bright, bold colors. French tips or a neutral color say manicured and professional.

### PRESSED PANTS

Preparation is key! Before you put those pants on have them pressed. Throwing them in the dryer doesn't count!

### POLISHED SHOES

The one thing that can ruin the impression of professionalism in a jiffy is foot wear. Stick with dress shoes that are polished and clean.



# Professional Dress: Men

## DRESS THE PART FOR MEN

### NEAT & CLEAN

Your hair should not stand up or out. You will stand out by having a well manicured appearance, combed hair and a smile.

### LONG SLEEVE

A long sleeve does a of couple things. It gives you a clean and polished look and hides any creativity inked on your arm.

### TUCKED SHIRT

Although casual is quick and easy, take the time to tuck in that shirt and straighten your button line, so that your shirt, tie and pants are all in alignment.

### PRESSED PANTS

Preparation is key! Before you put those pants on have them pressed. Throwing them in the dryer doesn't count!

### NO SHOES, NO SERVICE

The one thing that can ruin the impression of professionalism in a jiffy is foot wear. Stick with dress shoes that are polished and clean.

### LONG HAIR

Long hair is fine, when it is styled correctly. An employer should never wonder if you own a comb or if you know how to use one!

### IRONIC TEE

The irony is that this T-shirt is the reason you did NOT get the job, but it does get a laugh... behind your back after you leave.

### VISIBLE INK

Every tattoo has a story, but most employers don't want to hear it. In many cases you don't know what the tattoo says about you to the employer.

### EXCESSORIES

Rule of thumb or wrist is to keep it simple and neat. One accessory is the limit

### SHORTS

The only thing shorter than this clothing option are your prospects of getting the job. Showing your "knees" to an employer is the quickest way to "cap" your career success.

### "SOCK IT" TO ME

Ankles? No Thanks! To put your best foot forward it should be in a sock and a dress shoe.

BTW, blue & black socks are not the same. So turn on the light before you put them on.



# Interview Strategies

## **Commonly Asked 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?
- 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?

## Tips

- Sell yourself when asked about your strengths
- When asked about challenges: state examples of those that can be improved on
- Describe difficult situations in which you have learned from or have made it better
- Be careful not to reveal any negative or poor relationships/experiences. Make it positive by saying you learned from this by....
- Awards: accomplishments, creativity, leadership, etc. Shy away from money awards
- Practice answers in advanced!

# Interview Strategies

## **After the Interview:**

### **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.

# Other Sample Letters

## Prospecting Letter

Dear Mr. Smith,

I have read about your company on Southern Connecticut State University's JOBS website, and I would like to inquire about employment opportunities in your management training program. Specifically, I would like to work in business administration as well as live in the New Haven area after graduation.

Not only will I complete a degree in business administration in May, but I also have two years of experience. My communication, organizational and problem solving skills are complimented by a strong work ethic. Whether establishing rapport with clients or speaking to a group, my communication skills receive positive feedback.

On your home page you communicate a strong focus on ethics and serving the community. These are values I possess as well and ones that will make me a natural fit and asset to your company. I will call you the week of April 23 to discuss employment opportunities. In the meantime, please contact me at marylinmonroe@mail.com or (012) 345-6789 to further discuss my qualifications.

Sincerely,

Marylin Monroe

## Thank You Letter

Dear Mr. Career,

Thank you very much for interviewing me yesterday for the finance position with ABC Company. I enjoyed meeting you and learning more about your company and the Finance Department.

Meeting with the other staff members was especially enjoyable as was seeing that the kinds of projects they are working on are in line with the type of work I have done in the past. My education, skills, and experience fit nicely with the job requirements, and I am certain that I could make a significant contribution to your company over time.

You provide the kind of opportunity I am seeking, and I want to reiterate my strong interest in the position and in working with you and your staff. Please call me at 203.841.9854 if I can provide you with any additional information.

Again, thank you for the interview and your consideration. I look forward to hearing from you soon.

Sincerely,

Taylor Smith

## Thank You Letter

Dear Mr. Smith,

Dr. Sample White, professor of business administration at Southern Connecticut State University, suggested that I contact you. He thought that as an alum, you would be an excellent person to assist me with a career decision.

As a business administration major, I am exploring which career path to pursue. Marketing, management, finance, and administration all interest me at this point, but I want to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice on the long-term career implications of each path as well as a better understanding of the day-to-day activities.

I will call you next week to see if I can arrange a brief meeting at your convenience. Thank you for your time.

Sincerely,

Marilyn Monroe

## Rejecting Offer Letter

Dear Mr. Smith,

Thank you very much for offering me the finance position with ABC Company. It was a difficult decision, but I have accepted a position with another company.

I sincerely appreciate you taking the time to interview me and to share information on the opportunity and your company.

Again, thank you for your consideration.

Sincerely,

Marylin Monroe

## Thank You Letter (After Interview)

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

May 5, 20xx

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 am confident that 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*  
Buddy T. Elf

## Thank You Letter (After Career Fair)

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

April 9, 20xx

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 solid 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

# Professional Presentation

**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. Examine your connections and remove tags of 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.

# Beginning Your New Job: 20 Tips

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

1. Choose a mentor. 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:
  - a. Think about your needs and what you'd like your mentor to do for you.
  - b. Develop a list of several potential mentors.
  - c. Decide how you will approach the prospective mentor(s).
  - d. Be prepared to explain why you selected them as a mentor.
2. Always have a positive attitude.
3. Work a full day – be on-time or early, stay a little bit later and be flexible.
4. Understand fully what your company does and where your position fits into the company.
5. Know the company's culture; be prepared to meet expectations by giving 100%.
6. Be a self-starter and take the initiative on projects; arrive on time to meetings.
7. Asking questions and receiving feedback expands your knowledge of the workplace.
8. Know and respect the email policy of the company you are working at.
9. Do not post any comments (either positive or negative) on any social networking sites about your job or employer.
10. Be patient with yourself, it takes a while for you to learn everything that you need to know.
11. Personalize your work area, but not too personal.
12. Don't speak ill of current or former boss.
13. 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?
14. Mistakes will happen; keep them to a minimum, own them, learn from them and move on!
15. Visibility, accountability and responsibility are keys to success!
16. Keep in mind the Five Principles of Ethics: do no harm, make things better, respect others, be fair and be compassionate.
17. Communicate with others and be flexible.
18. Do a self-assessment of yourself. What are your strengths, weaknesses and goals?
19. Balance excitement with rest and stay healthy.
20. Set goals and achieve them!

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.