CAREER SERVICES

Student Guide
Special thanks to Schlumberger for its generous support of Career Services at the University of Utah.
careers.slb.com
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INTRO TO CAREER SERVICES

CAREER SERVICES AT A GLANCE

University of Utah Career Services focuses on educating students in the discovery and realization of meaningful careers. Our services help students develop greater self-understanding, expand awareness of various career opportunities, and foster effective job search practices that can be used for a lifetime. We also bridge the world of work for students by building relationships with employers in a diverse and dynamic workplace.

All majors (with the exception of the professional schools) are served and a dedicated counselor is available to assist every student. The center also provides employment resources for students and employers at the part-time, internship, and full-time professional level.

Career Services hosts interviews with employers in a wide range of industries, offers a variety of workshops, and organizes several career events throughout the year.

Visit us on campus in the Student Services Building (Room 350), or online at careers.utah.edu.

STUDENT EMPLOYMENT

Student Employment provides access to off-campus employment opportunities for University of Utah students. Services include:

- Employers post part-time/full-time non-degreed jobs and internships through UCareerPath
- Job fairs twice a year for students looking for work while going to school, looking for internship opportunities, and/or volunteer experiences
  - Summer Job Fair, February
  - Student Job and Volunteer Fair, August
- Employers can partner with the Student Employment office to receive unique benefits, giving them more campus visibility

CAREER ADVISING

Undergraduate Career Advising

Career advisors can help with every stage of career planning. Our services are free to students and recent graduates and include personal career counseling with someone who is a specialist in career options for majors in your college.

Because individual time with a counselor is in high demand, please make an appointment and come prepared.

Graduate Student Career Advising

Career Services has an on-staff career counselor who works specifically with graduate students in science and engineering.

As a graduate student in science or engineering, you have access to the following resources:

- 45-minute consultations that:
  - Help in clarifying your interests and strengths, organizing your job search, and developing career skills
  - Work with you on resume/cv and cover letters that highlight your accomplishments and address specific posting requirements
  - Prepare you for interviews and practicing
- Career fair guidance: How to prepare for the fair and identify employers (especially those specifically interested in graduate students, international students, etc.), and how to engage them at the fair
Workshops that develop your skills with hands-on practice
Teamwork in organizing networking events, with local alumni and employers you choose
UCareerPath, our Web-based job databases, self-assessments, and additional tools

**Veteran Career Advising**

Veteran students make up a unique population with a distinctive culture and skillset. The veteran student population is increasing and there is a need to assist the veteran student transitioning from a military mindset to a student lifestyle. Careers Services has a Veteran Career Counselor who can meet the specific needs of the veteran student offering academic and professional career management. Veteran students can receive specialized help in translating their military skills and experience into civilian terms and job skills—marketing themselves better to employers and navigating the professional world.

**ALUMNI CAREER SERVICES**

Everything Career Services has to offer is available to recent graduates for up to one year after graduation. If you have graduated beyond the one-year mark, University of Utah Alumni Career Services is for you. Visit alumni.utah.edu/career.

Membership in the University of Utah Alumni Association provides career advising and coaching for alums, faculty, staff, and non-U graduates.

It’s not always easy to determine the best next step in your career. A professional can help you in that critical choice. So if you are planning a career change or seeking professional growth, or desiring a workplace with increased satisfaction, meet with a professional by phone or in person to help you strategize.

Wherever you are in the career search process, we can help with any of the following situations:

- Planning a career switch in the coming year
- In the process of a career switch
- Happy in your immediate role but interested in staying current
- Working toward your next promotion or reappraising your career choice

This Alumni Association member benefit, valued at over $300, comes with career coaching, workshops, webinars, and a job e-newsletter. You’ll receive:

- A one-hour consultation by phone, Skype, or in person, to critique your resume, coach you for an upcoming interview, or provide other useful advice (If you live outside of Utah, we offer two consultations) ~$100 value
- Access to two half-day workshops that provide relevant information to help you in this highly competitive job market (Not available if out-of-state; replaced with extra consultation) ~$100 value
- Access to our current nine-month webinar series with leading career experts and our archived webinars ~$100 value
- Subscription to our job e-newsletter ~**Invaluable**
- Graduates qualify for special Alumni Association membership pricing of $25 annually during their first three years after graduation; regular Alumni Association membership is $50 per year and lifetime membership options are also available

**FAIRS, WORKSHOPS, AND MORE**

Workshops are held frequently in our office. For a detailed listing, login to UCareerPath, click on Career Events, then Career Services Workshops. Sample topics include:

- Resume writing
- Preparing for a career fair
Networking
Interviewing
Successful career planning
How to land a government job
Presentations and information sessions by featured speakers including alumni, employers, faculty, and other experts

Career Services sponsors at least five career fairs every year and there may be specialty fairs from time to time. Be sure to check the Career Services website often for dates and places. Want to know how to succeed at a career fair? Visit careers.utah.edu and click on Career Fairs—or go to page 15 and read “Getting Results at a Career Fair.”

- Student Employment Fair: held soon after school begins in the fall
- Science and Engineering Fair: Fall semester, featuring internships and full-time professional opportunities for technical majors
- Fall Career Fair: Fall semester, for business, humanities, and liberal arts majors
- Spring Career Fair: February for internships and full-time professional opportunities for all majors
- Summer Jobs Fair: February for those seeking summer employment
- Teacher Fair: generally in March for all Education majors

UCareerPath

Your UCareerPath account consists of nine (9) tabs; Home, Profile, Documents, Resources, Jobs, Employers, Interviews, Events and Appointments.

Home
Contains bulletins and an overview of your account

Profile
This tab contains important information regarding your graduation date, majors, GPA, and other demographic information. It is very important to keep this information up-to-date because it will determine whether or not you qualify for certain interviews and positions.

Documents
The document section stores your resumes, cover letters, application forms, and unofficial transcripts. Many schedules and events require you to upload a resume to Documents in order to register and participate.

Resources
This tab contains tools to assist you in career research, and includes an excellent mock interview module.

Jobs
Career jobs and student jobs/internships are found under this tab. Initially all active jobs are visible, but you may filter your search with the advanced search feature. You may also create a job search agent which will send you an email notifying you of new jobs which match your search criteria.

Employers
UCareerPath contains thousands of employers and the employer directory feature allows you to view all of them, including their job openings, interview schedules, and on-campus events. You may also create a favorites list in this section.

Interviews
This section lists all employers who have scheduled on-campus interviews through Career Services. From here you may view your requested interviews as well as those for which you have already been accepted and scheduled.

Events
The events section provides you with a list of upcoming events including career fairs, employer information sessions, and Career Services workshops.

**Appointments**

Appointments is an easy way for you to schedule a meeting with your Career Counselor.

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**CAREER EXPLORATION & RESEARCH**

**CHOOSING A MAJOR AND A CAREER**

*The Career Planning Process*

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**Early and Often**

Career planning is a lifelong process and we suggest four steps designed to help you now as well as with your future career plans. As you begin the steps listed on the next pages, you’ll find questions to consider, resources to help, and results we hope you’ll recognize before moving on. You might use these steps just once; you might use them many times. This process does not happen overnight and Career Services is here to help.

**Did U Know?**

Maybe your major has a curriculum that connects easily to a career. Maybe it doesn’t. More than likely, even when you decide your major, you will need to discover how it translates to the world of work.

The trick is to focus on your qualifications and skills. Below are some of the top skills employers are looking for in interns and graduates. Circle your top three and think of how your classes have helped you get there.

What classes can you take in the future that will help you further develop these strengths? What stories could you tell that illustrate how you have put these skills into action?
SELF-DISCOVERY

It’s Personal

You know exactly who you are, what you value, what you're good at, and what you want to do. Not yet? That’s okay, we’re here to help. To choose a major or career that is the best fit for you, you will need to spend some time reflecting on your unique characteristics.

TRY IT OUT

Describe your personality in one sentence: ____________________________________________________________

Three things you value in a career: ________________________________________________________________

Top skills or strengths: ____________________________________________________________________________

Interests or passions: _____________________________________________________________________________

Life experiences: _________________________________________________________________________________

Career need-to-haves: _____________________________________________________________________________

Career wants: ___________________________________________________________________________________
Check out the resources section for further self-assessment and reflection.

RESOURCES:

- **Myers-Briggs Type Indicator** - Learn your 4-letter personality type and what careers might be a good fit. Take the full version at the University Testing Center.
- **Strong Interest Inventory** - Gain insight into your interests, preferences, and related skills. Take the full version at the University Testing Center.
- **Values-In-Action** - This free online survey will help you understand and articulate your career values. Visit www.viame.org.
- **Career Counseling** - Make an appointment with your career counselor for coaching.
- **Workshops** - Visit our workshops and events section at careers.utah.edu for a current schedule.

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**Research Your Options**

"Explore" is a Verb

You have spent time learning about who you are, what you want, and what skills you offer. Use that information as you explore job titles and career industries.

In your research, look for opportunities that are a good fit for you as an individual. Utilize the online resources outlined here and then take your research deeper by connecting with professionals in the field through informational interviews, job shadowing, internships, and volunteering.

RESOURCES

- Career Info By Major: Access from the careers.utah.edu homepage, search career paths, connect with your career counselor, and more
- CareerShift: Research companies, contacts, and job titles. Also a great job board. Under Resource Library on UCareerPath.
- UtahFutures: Plan for your career path or graduate school at www.utahfutures.org
- O*Net Online: Use the advanced search to sort by abilities, interests, knowledge, skills and values. www.onetonline.org
- Vault: Find information on companies, jobs, rankings, graduate schools, and internships at www.vault.com
- Peterson’s: Research graduate school programs at www.petersons.com
Possible Careers Fact Sheet

Use these resources to begin systematically thinking about your career options. In addition to the characteristics below, consider salary, geography, values, and environments as you research possible careers, job titles, and companies.

<table>
<thead>
<tr>
<th>CAREER / JOB TITLE</th>
<th>SKILLS NEEDED</th>
<th>EDUCATION / KNOWLEDGE</th>
<th>RESPONSIBILITIES</th>
<th>HOW TO BECOME ONE / GET STARTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>5.</td>
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DID U KNOW?

Get the inside scoop on careers, employers, and industries from people already in the career you may want by conducting informational interviews.

Connect with current professionals using “Ask a Professional” on UCareerPath, LinkedIn, and CareerShift.

Want to know more? Visit our homepage at careers.utah.edu and view thousands of informational interviews on CandidCareer. Then plan for your one-on-one conversations by utilizing careers.utah.edu/students/research/interviews.php.

DECISION MAKING AND GOAL SETTING

Ineffective Decision Making Styles

Procrastinator: Why do today what I can put off until tomorrow?

Impulsive: I’m going to make a quick decision without thinking

Agonizing: I’ve put so much time and research into this; now I feel like I can’t make a decision at all

Compliant: Other people know best, and they can make the decision for me

Intuitive: The decision has to “feel right”
Plan Decision Making

1. Define/refine goal or objective: Can you state your objective now? What do you want to accomplish? By what date?

2. Assess options: What are your options? Are they consistent with your interests, skills, and values?

3. Gather information: What do you know about your options and what do you still need to learn? What resources will you use to help in this process?

4. Assess outcomes: What is the likelihood of success in each option? What do you need to do in order to obtain the best possible option and is that realistic or feasible?

5. Take action: Considering everything you have learned prior to making a decision, what steps must you take to get there? What can you do in the short, medium, and long-term to accomplish your goal or objective?

Set Goals and Make Plans

Create a career action plan that will help you strategize your professional and personal growth. Start with your long-term goal and then break that into bite-size pieces.

Remember, a goal should be SMART: Specific, Measurable, Attainable, Realistic, and Time sensitive. Use the provided career action plan and timeline to track your progress.
# Career Action Plan

<table>
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<tr>
<th>GOAL</th>
<th></th>
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<tbody>
<tr>
<td>Current Date:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Achieve Date:</td>
<td></td>
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</tbody>
</table>

Steps to Achieve Goal:

1
2
3
4
5

**FOR EACH STEP, CREATE A PLAN AND TIMELINE FOR HOW YOU WILL ATTAIN IT**

**Step 1:**

Plan to Accomplish:

1
2
3
4
5

**Step 2:**

Plan to Accomplish:

1
2
3
4
5

**Step 3:**

Plan to Accomplish:

1
2
3
4
5

**Step 4:**

Plan to Accomplish:

1
2
3
4
5

**Step 5:**

Plan to Accomplish:

1
2
3
4
5

*Adapted from “You Majored In What?” (Brooks, 2009)*
Timeline

Is it your first year? Your last? Whether you are just beginning your time at the University of Utah or close to finishing, this timeline serves as your checklist to keep you on the right track. Remember, it is never too late to begin and never too early to plan!

Your Timeline for Career Planning

Freshmen

- Activate UCareerPath, Career Services' online database for career planning resources by logging in with your uNID and password
- Take advantage of the student jobs and internships posted in UCareerPath
- Attend the Student Employment Fair in August to get additional ideas for part-time employment
- Use the Career Exploration Center online to find information about choosing a major and a career
- Visit the fall and spring career fairs to begin learning about future opportunities
- Meet with a career counselor once a semester or when you have questions about your strategy for career exploration and choosing a major

Sophomores

- Research career opportunities through our website, conduct information interviews, and gain work experience
- Attend employer information sessions and our fall and spring Career Fairs
- Consider taking a Successful Career Planning course and visit our website for updated class information
- Plan your academic schedule to include internships along the way
- Attend our free workshops and employer information sessions to learn more about why people love the work they do and what steps you should begin taking to gain experience
- Get involved in student groups and other campus activities

Juniors

- Learn more about creating resumes, cover letters, and interviewing skills through workshops, webinars, and counselors
- Secure an internship this year (talk to your career counselor about receiving academic credit) and continue working with your counselor on future career plans
- Use the Career Exploration Center and other resources to research information on salaries, employment, trends, employers, and “first jobs” of recent graduates in your field
- Check our student job and internship listings in UCareerPath on a regular basis
- Attend our fall and spring Careers Fairs and information sessions hosted by companies who hire graduates in your major this year and next year

Seniors

- Begin learning the procedures for accessing full-time positions and interviewing two semesters prior to graduation with employers at Career Services via UCareerPath.
- Meet with your career counselor regularly for help with your resume, cover letter, and more
- Attend employer information sessions and other events to learn more about career options
- Attend the fall and spring Career Fairs to discover companies in which you may be interested
- Inform us as soon as you accept a full-time position—we love to hear the good news!
### JOB SEARCH STRATEGIES

#### HOW NEW JOB SEEKERS FOUND THEIR JOBS

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Employment</td>
<td>33%</td>
</tr>
<tr>
<td>Networking</td>
<td>25%</td>
</tr>
<tr>
<td>Job Posting (online, newspaper, etc.)</td>
<td>19%</td>
</tr>
<tr>
<td>Career Services</td>
<td>16%</td>
</tr>
<tr>
<td>Recruiter</td>
<td>3%</td>
</tr>
<tr>
<td>Academic Department</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Tips:**

- Learn how to sell your skills and experience
- Networking is perhaps your most powerful resource whether it be through acquaintances or an online tool
- Consider all options—be flexible and open-minded
- Follow through and pay attention to the details
- Be optimistic and persistent
- Seek encouragement and hang in there

### NETWORKING WORKS

If 80% of the best jobs aren’t advertised, then how can you find them? Networking is the key!

When you hear the word “networking,” do you feel uncomfortable? Many students associate networking with “bothering” and “imposing” and don’t want to involve people they know in their job search. The good news is the more you do it, the more confident you’ll be and the process will become part of your comfort zone. And here’s a flash: most people are delighted to assist you and will go to great lengths to be of help.

#### Eight Sources to Start Your Network

- Family, friends, neighbors
- Employer presentations and events where you will learn something and where they will be interested in talking to you
- Former co-workers as they migrate to other companies
- Classmates and professors
- Professional student groups and associations
- Volunteer at Career Fairs or community events and let people see you in action
- Social media tools such as LinkedIn and Facebook
- Career Services counselors and the UCareerPath Ask-a-Professional database

#### Six Quick Job Networking Hints

- Learn to talk about who you are and what you are seeking in everyday situations, as you never know when a casual conversation might turn into a networking opportunity
- Be the consummate professional and make a good impression quickly
- Be brief and to the point about what you are hoping to achieve from the conversation
Try to get a business card, phone number, referral, etc. Some method of future contact or follow-up allows you to develop this further. If you say you’ll follow up, make sure you do it!

Be gracious and send a thank-you note or express your gratitude for the networking assistance

Keep records to stay organized and focused; an Excel spreadsheet works nicely!

COMMUNICATION ESSENTIALS

Using the Phone

- Don’t take a mobile phone call when with engaging with another person—it’s rude, especially true during an interview, site visit, or other professional event
- When leaving a voice mail or message, speak slowly and clearly so your message is clear; keep your message short and leave your name and phone number to ensure the employer can call you back
- Return calls the day they’re received, and for some reason you can’t call back the same day, call within 24 hours
- Make sure that the greeting for your answering machine and/or voice mail is appropriate, as employers often complain about greetings that include loud and/or obscene music, background noise, or are just generally unprofessional

Effective Emailing

- Don’t use an unprofessional email address (e.g., sexykitten@hotmail.com), as the recipient could delete the message thinking it’s spam or inappropriate material
- Always include a meaningful subject line that makes it clear what will be covered in the message, such as “Jose Vega - confirming Friday interview time” or “U Finance Junior Seeking Information”
- Always include your full name and contact information in each email
- Remember that there is no guarantee that an email is private
- When replying to a message, always include the previous message in your response, as keeping the thread of the discussion together will help both you and your contact follow the course of your email discussion
- Always re-read and spellcheck every email before you hit “send”

Overall Tips

- Every time you communicate with an employer, be as professional as possible
- Always use correct grammar when speaking or writing
- Even if email is your preferred way of communicating, check with your contacts to see what their preferred contact method is so you can communicate with them most effectively

GETTING RESULTS AT A CAREER FAIR

Before the fair…

Know Who Will Be Attending

The list of organizations attending will be on the Career Services website. Make a ranked list of employers that interest you.

Research Employers You Are Interested In

If you want to make an impression, be willing to talk to the recruiter about what the organization does and how your skillset fits. At the very least, make it clear you have researched their website to learn about products, services, clients, and locations.
Get Your Resume Ready
Career Services will offer a variety of workshops to help you prepare the resume that will catch a recruiter’s attention. If you have multiple targets, more than one resume may be needed.

Develop Your “One-minute Commercial”
In order to make an impression in such a short time, you need to be able to quickly introduce yourself, demonstrate knowledge of the company, express interest and enthusiasm, and relate your abilities to the recruiter—all while sounding relaxed and natural. This technique will help you introduce yourself to people in a field that interests you. Once you have the details of your introduction jotted down for yourself, practice saying it. Rehearsing ahead of time will make it easy for you to approach employers with confidence. Give the recruiter the opportunity to hear about your education, skills, interests, related work experience, and career goals within one minute.

Hello, my name is ____________________________________________________________________________________________

I am interested in ____________________________________________________________________________________________

have experience in ____________________________________________________________________________________________

My strongest skills include _____________________________________________________________________________________

My qualifications include ______________________________________________________________________________________

am looking for information about opportunities in _________________________________________________________________________

My immediate goals are ______________________________________________________________________________________

Do you have some suggestions for me or could you advise me how I could connect with someone who may be able to assist me?

During the fair…

Get Organized
Pick up a map and strategize your game plan based on employers to whom you wish to speak.

They’re Watching You
Be a professional from the minute you step on the floor. Recruiters will notice how you dress and how you interact with other students and other recruiters.

Approach an Organization
Remember—the recruiter is here to meet you, so don’t be shy. Offer a firm handshake, engaging smile, and then give your “commercial.” If you’re interested in a certain position, let them know.

Talk to the Recruiter
Make eye contact and don’t be afraid to let your enthusiasm show. Being truly passionate about the company and the opportunities they have can make all the difference. Focus on the conversation you are having and forget about the free stuff! Make use of the research you have conducted and don’t just wander up and say, “So, what do you guys do?”

Be Respectful of the Recruiter’s Time But Ask the Questions You Need to Ask
A career fair is all about networking, so ask intelligent questions and gather information. However, if you are at the fair to try to land a job, recruiters need to know you have done your research and you need to be able to express why you would be a good hire.
After the fair . . .

Follow Through
If you have promised to send the recruiter something after the fair (portfolio, website link, cover letter, etc.) then make sure you get the information out immediately.

Send Thank-you Notes
Send a thank-you note or email to everyone you spoke with—within 24 hours. Believe it or not, most students know they should do this, but few actually get around to it and employers notice which ones do. It can make all the difference. For more information on what to say, see page 30 of this guide.

INTERNATIONAL STUDENTS AND THE JOB SEARCH
In the best of times the job search can be a challenge, but we would like to make the process as stress-free as possible. Even if you have a clear idea of what you want to do, where you want to do it, and for whom, an international student has additional hurdles to overcome.

There are both legal and cultural barriers involved in international students’ job searches. Visas and work authorization processes can be complicated and the cultural differences in resumes, interviews, and networking can be unsettling. Find your career counselor for your major and discuss your concerns with them. International Student & Scholar Services in the Union Building has excellent resources for job searching and details regarding CPT (Curricular Practical Training) and OPT (Optional Practical Training).

INTERNSHIPS: GETTING THE MOST OUT OF CAREER-RELATED EXPERIENCE
Whether you’re employed in an internship or full-time professional position, employers are hoping you turn into the star they were hoping you’d be. But for now, let’s focus on internships, because if you get it right in an internship, you’ll be a fabulous full-time employee.

Consider Academic Credit for Your Internship
The Career Services Internship Program (CSIP) offers upper-division credit for internships. Many departments offer the same as credit toward the major. Talk to your Career Services counselor to find out if your internship is eligible.

Set Goals
Before you begin, sit down with your supervisor and establish several realistic goals for your learning experience. Ask, “what results should I be working toward?” Use these goals to evaluate yourself throughout your experience.

Be Respectful
You will be working with professionals who have many more years of experience in the field than you. Communicate respectfully with all employees—those with college degrees and those without. You can learn from all of them. At the same time, don’t be afraid to share your ideas. Sometimes a fresh perspective and college-age thinking is just what your employer needs. Exhibit your professionalism by being punctual, efficient, and dedicated.

Find a Mentor
More than likely you will have a supervisor who will assist and guide you. Ask questions. It’s important to clarify an assignment upfront; that way you won’t get it wrong.
Take the Initiative
Many of your duties will be well defined, but some work may not be. Your employer will be impressed when you see a problem or issue and address it. When you take ownership in your work, you’ll find it more rewarding and you may discover solutions that will benefit the company in the long run. Some of your tasks may be tedious and menial; do them well and set a standard of excellence in anything you do. Be flexible and respond positively to change.

Have Fun
Learning about your chosen field can be a lot of fun. Make friends at work and take it upon yourself to organize after-work social activities. As you exhibit a strong work ethic and enthusiasm for your job, those with whom you work will respect you.

Plan Your Exit and/or Re-entry—One Month Before Your Last Day
Often the most important learning experience in an internship is finding out that this is not what you want to do. If you decide to change directions, thank them for the opportunities they provided you and even ask if they may have contacts in your new area of interest. If it appears you will stay on either as an intern or in a full-time professional position, clarify new expectations and arrangements.

RESUMES, COVER LETTERS AND MORE
WRITING A WINNING RESUME
What’s a resume for anyway?
You want your resume to catch the attention of an employer and make them interested in speaking with you. Employers receive many resumes and usually spend only seconds skimming them. Present the most important information first.

- Use bullets rather than writing in paragraphs
- Be as articulate as possible about your skills and qualifications
- Use headings to clearly organize your content

There’s no such thing as a “one size fits all” resume. If you are considering a variety of career options and/or applying for different kinds of positions, you will need to customize each resume you submit. It is important to tailor your resume to your audience. Remember to incorporate language from the actual job description into your headings and bulleted accomplishment statements whenever you can. Remember—a resume is NOT a list of everything you’ve ever done. Let the job description guide you in what to include and what to leave out. Employers are interested in what you have done recently, so include activities and experiences you’ve had since you’ve been in college. It is a general rule to leave out high school education and activities.

Identify your transferrable skills
Even if you think your work experience isn’t related to the position to which you’re applying, chances are you’ve acquired skills that would be useful and applicable in almost any work setting. For example, your involvement in extracurricular activities, volunteer work, and work experience while in college demonstrates you are able to manage your time effectively and balance multiple tasks at once.

Here is a short list of transferrable skills. Use this list as a guide while you discover others that apply to you.

Delegate responsibility          Motivate others
Attend to detail                Assess and evaluate my work
Assess and evaluate the work of others  Deal with obstacles and crises
Multi-task                      Keep records
Handle complaints               Research
Developing Accomplishment Statements

Employers are interested in more than the tasks you performed on a particular job. They want to know about accomplishments, outcomes, and results.

How do you write it?

- Start with an action verb
- Indicate what the action was and quantify if possible
- Communicate the result, goal, purpose or benefit, and accomplishment

General Guidelines on Getting Started

General formatting rules you should always remember:

- For a college undergraduate applying for an internship or entry-level position, one page should be sufficient
- One-inch margins (all the way around) are standard, but may be adjusted to accommodate more information; some white space is essential
- Be consistent with your format throughout the document, including abbreviations, fonts, spacing, etc.
- Avoid italics and underlining since optical scanners can misread them; use all caps instead (sparingly) and bold to make your important work and phrases stand out
- Choose a font that is easy to read such as Arial or Times Roman; use no less than 11 point for smaller fonts as larger fonts can easily be read at 10 point; don’t get fancy unless you seeking a position in perhaps graphic design, architecture, or computer animation
- Don’t use templates or resume programs to create your resume, as it shows lack of interest and initiative

Guidelines on how to say what you want to say:

- Use a target job title and/or a summary instead of an objective
- Use action verbs to begin bullet points, as they show what you can do and engage the reader at the beginning of each line
- Don’t begin statements with “responsible for...” or “experience working in...”; Instead, describe your background in terms of achievements
- Be specific about what you can do and don’t claim you are “detail-oriented” or “hardworking” or a “team player” —SHOW, don’t tell
- Include live links—instant communication and easy access is the name of the game.
- There is no excuse for errors—spelling, grammar, and typos can eliminate you from consideration
Categories of Information

Personal information or header: name, address (may be omitted), phone number, email

- It is perfectly acceptable to omit a street address for reasons of privacy
- Make sure your email address is professional, and the best email address contains your full name

Objective (optional)

- Use only if it clarifies how the resume should be considered
- Try using a target job title instead, such as “Event Planning Internship” or “Entry Level Chemist”

Summary of Qualifications (optional)

- What are the three or four things you want the employer to know about you right up front? Examples: “Awarded Top Sports Marketing Plan by the American Marketing Association Collegiate Division, 2013” or “Member of University of Utah RoboUtes; one of eight teams selected national to compete at the NASA Johnson Space Center, Houston, TX”

Education

- List highest level of education being pursued, and do not list high school or colleges attended where no degree was earned
- If some items in the high school background show high honors or leadership or generally reinforce your career objective, include those items in a separate category such as “Honors/Awards”

Experience

- This category reflects your contact with employers including internships, summer jobs, special projects, or military experience
- If you wish to highlight experience most related to your objective, you may have two categories: “Related Experience” and “Employment”
- Make sure you refer to the section on Developing Accomplishment Statements and don’t itemize a list of tasks in this section

Volunteer

- Include information on campus, community, or church involvement, and make sure you take a leadership role whenever you can
- When listing an experience with a religious organization, do not list the denomination; you may say, “Volunteer Church Representative, Barcelona, Spain, 2010-2012” or something similar

Interests (optional)

- Include information that portrays you as a multi-dimensional individual including personal achievements in sports, music, or some other outside pursuit; for instance, a manufacturer of sporting equipment may be interested in your lacrosse abilities while a mortgage company may not care

References

- These should be listed on a separate page and do not belong on the resume
- Do not use “References available upon request”; this is understood
- The reference page should duplicate the identification or header on your resume; below that header, title the page “References”
- List three to four professional or academic references including name, job title, organization, telephone number, and email and ask permission in advance to use their contact information
## Action Verbs

### Leadership and Management

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### Administrative and Organizational

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### Communication and Interpersonal

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Analytical, Research, and Technical

Administered  Developed  Generated  Maintained
Analyzed    Devised    Identified    Operated
Assessed     Discovered  Improved     Programmed
Audited      Documented Increased     Reduced
Charted      Drafted     Inspected     Researched
Classified   Edited      Installed     Restored
Compiled     Evaluated   Instituted    Searched
Computed     Examined    Integrated    Streamlined
Conducted    Expanded    Interfaced    Surveyed
Consulted    Forecast    Interpreted    Systematized
Designed     Formed      Interviewed    Tested
Detected     Gathered    Launched     Wrote

Creative and Innovative

Arranged      Developed     Initiated      Presented
Authored      Devised       Invented      Produced
Composed      Directed      Launched      Revitalized
Conceived     Edited        Modernized    Revolutionized
Conceptualized Established    Originated    Shaped
Created       Fashioned     Performed     Stimulated
Designed      Formulated    Planned

Counseling and Helping

Aided         Contributed   Helped        Supported
Assisted      Counselled    Instilled     Treated
Attended      Facilitated  Mentored      Tutored
Collaborated  Fostered     Provided      Settled
Comforted     Guided        

Marketing and Selling

Arbitrated    Educated      Increased     Proposed
Attained      Ensured       Influenced    Publicized
Augmented     Established   Integrated    Published
Boosted       Exceeded      Launched     Purchased
Broadened     Excellled     Led           Researched
Calculated    Expanded      Maintained    Resolved
Centralized   Expedited     Marketed     Revamped
Consulted     Familiarized  Mediated     Revitalized
Convinced     Gained        Negotiated    Secured
Decreased     Generated     Performed     Sold
Developed     Identified     Persuaded     Solicited
Dissuaded     Implemented   Produced     Strengthened
Documented    Improved      Promoted     Supplemented
Resume Format Types

Write the words. Say what you must say then trust your gut and ask, “Is there something else I'd like to say?” Content dictates format, not vice versa.

Chronological Resume
- Lists, describes, and provides dates for each job and educational experience separately and in reverse chronological order (most recent first)
- Most employers prefer this style
- Works best for those who have progressed in titles and have a good work history

Functional Resume
- Highlights your skills and how they qualify you for the desired position while de-emphasizing non-related employment and dates
- Works well for those with limited education, significant employment gaps, lack of work experience, or experience in a different field; this format can be used both by recent grads and career changers
- The actual employment history is listed at the end of the resume and provides the most basic information such as employer name, job title, location, and dates

Combination Resume
- Combines both detailed work history and skills
- May include a “skills summary” or “highlights” section
SAMPLE RESUME:

FINANCE STUDENT
Chronological Resume

1234 Street Avenue • Salt Lake City, UT 84000 • (801) 222-3333
firstname.lastname@utah.edu

EDUCATION

University of Utah, David Eccles School of Business
Salt Lake City, UT
Bachelor of Science, Finance

Honors
- 3.74 GPA, Golden Key International Honour Society
- Honors at Entrance Scholarship – maintained all four years due to high academic performance

Related Coursework
- Honors Valuation – performed valuations, analysis, and made recommendations for acquisition, leveraged buyout, and venture capital investments through group and individual reports
- Financial Management – financial analysis, capital budgeting, capital structure
- Investments – asset pricing, portfolio theory, fixed income securities, derivatives, hedging, risk management

EXPERIENCE

Finance Honors Student-Managed Investment Fund
Salt Lake City, UT
Portfolio Manager
August 20XX – May 20XX
- Chosen as 1 of 16 finance students to manage $160,000 investment fund that has outperformed the S&P 500
- Analyze stocks by utilizing both technical and fundamental security analysis as well as by examining relevant qualitative factors that may potentially affect future earnings
- Recommend securities for purchase, sale, and retention through written reports and oral presentations
- Conduct presentations on current fund performance and market conditions

R.C. Willey
Salt Lake City, UT
Sales Associate/Department Lead
July 20XX – present
- Evaluated product profit margins and implemented employee training program to increase promotion of higher margin products which resulted in a 35% increase in revenue, while raising customer satisfaction
- Generated daily sales expectation charts for department and individual employees from budget projections
- Dramatically improved customer loyalty score in department from 65% to 97% satisfaction

Footlocker
Orem, UT & San Francisco, CA
Sales Associate
July 20XX – June 20XX
- Directed 3 employees for redesign project of department layout and increased revenue by 15%

Snowbird Ski Resort
Park City, UT
Sales Representative
September 20XX – January 20XX
- Designed marketing literature and organized distribution efforts that led to record season pass sales

ACTIVITIES

University of Utah Finance Club – Vice President
September 20XX – present
- Organized and participated in weekly guest lectures and career workshops
- Collaborated with leadership to create student opportunities to connect through annual Finance Conference involving 150 students and 20 alumni presenters

Selected as 1 of 12 students to participate in 20XX Finance Department Week on Wall Street
March 20XX
- Networked with alumni and friends of the University at organizations including Citibank, Disney, Goldman Sachs, and the New York Stock Exchange

Volunteer Church Representative
July 20XX – July 20XX
- Selected as Assistant to the President and supervised over 120 missionaries for final 6 months; organized and conducted conferences, facilitated training programs and measured progress/results of organization
- Assisted in extensive cleanup efforts following natural disaster in New Orleans, Louisiana

INTERESTS

Competitive golfer with 3 handicap and have enjoyed 46 courses throughout North America and Europe
Mechanical Engineering Student
Combination Functional/Chronological Resume

Address    City, State, Zip Code    Phone number
yourfullname@utah.edu

EDUCATION

University of Utah College of Engineering Salt Lake City, UT
Bachelor of Science Mechanical Engineering Graduation month and year
GPA: X.XX

EXPERIENCE

Northrop Grumman Clearfield, UT
Junior Engineer Internship
Beginning and ending month and year
- Developed and implemented troubleshooting processes for manufacturing operators which resulted in a reduction of failures from 1-4/day to 2-5/week
- Designed testing station using SolidWorks for G2000 Gyroscope to test bearing resistance and developed the software using Labview

Hexel Salt Lake City, UT
Engineering Intern – Quality Assurance Engineering
Beginning and ending month and year
- Performed tensile and short beam shear in testing lab that validated product specifications
- Reduced reporting time by 25% by developing Minitab micro to perform SQL database querying and data analysis
- Conducted correlation analyses that related product failures to process controls

Stanley Consultants, Inc. Salt Lake City, UT
Drafting Technician
Beginning and ending month and year
- Designed vacuum grade components for sputtering system
- Made on-site visits to clients in order to collect and verify site models and measurements for accuracy

RELEVANT SKILLS

Computer Skills:
- Ansys
- AutoCad
- C++
- Composite Pro
- Matlab/Simulink
- Microsoft SQL
- Minitab
- SolidWorks

Related Coursework:
- Composite Materials
- Controls
- Fluid Mechanics
- Heat Transfer
- Manufacturing
- Mechatronics
- Robot Controls
- System Engineering

Shop Skills:
- Arc Welding
- Manual/CNC Lathes/Mills
- Tolerance Measurements
- Water Jet Cutter

TECHNICAL PROJECTS

Formula SAE Senior Design Project
- Team leader: guided all aspects of design, analysis and fabrication of a Formula-style race car
- Member of power-train team
- Participated in the collegiate design competition in Nebraska in (year)

Personal Project 2001 Saturn SC2
- Installed Injen Air intake system and Magnaflow exhaust for a power increase of 15%
- Fit Fidanza flywheel and SPEC stage one clutch to reduce rotating mass by 66.67%
- Mounted Progressive Suspension for better vehicle dynamics and control
- Vehicle modifications increased fuel economy to 50 mpg on the freeway

VOLUNTEER SERVICE/INTERESTS

Organized industry panel of 6 members for 150 students through the student chapter of ASME Date
Member, Engineers Without Borders Date
- Participated in water supply and solar power installations for the Navajo Nation in Page, AZ
Completed the St. George Marathon in 2:45 Date
Volunteer church service, Porto Alegre, Brazil (fluent in Portuguese) Date
Communication Student
Functional Resume

1234 Street Avenue • Salt Lake City, UT 84000 • (801) 222-3333
imastudent@utah.edu @imastudent facebook.com/imastudent987 imastudentportfolio.com

EDUCATION
University of Utah
Salt Lake City, Utah
Bachelor of Science in Communication
Graduation: May 2013
Business Administration Minor
Grade Point Average: 3.7, Dean’s List 4 semesters

SKILLS AND QUALIFICATIONS

MARKETING
• Over 3 years of experience working in a marketing/public relations environment. Skilled in developing creative and innovative marketing efforts for retail, real estate, and non-profit organizations.
• Conceptualized marketing plan for retail commercial, medical, and industrial real estate markets, which increased company revenue by 2 million dollars in 6 months.
• Conducted feasibility analysis specifically for various government, medical, retail and industrial projects.

COMMUNICATION
• Corresponded with professionals in the marketing field by arranging guest speakers and creating networking opportunities for the American Marketing Association (AMA) members.
• Presented case for the national AMA case competition in which we took 3rd place nationally.
• Created unique fundraising campaigns which resulted in a 15% increase in the University of Utah AMA 2012 fundraising drive.

LEADERSHIP
• International business experience including 2 years of experience working and living abroad. Ability to speak, read, and write Portuguese fluently.
• Directed volunteer efforts and training of more than 200 representatives on presentation skills, organizational strength, goal setting and achievement, team building, and managing cultural differences.
• Launched promotional activities intended to educate the public on organization’s mission and goals.

PUBLIC RELATIONS
• Wrote press releases on new product introductions for XYZ Bakery and ABC Engineering, resulting in products being featured on KSTU Fox and KTVX ABC TV morning news shows.
• Researched construction, outdoor sports, and needlecraft trade journals for potential story pitches.

EMPLOYMENT HISTORY

American Marketing Association, University of Utah Chapter
Networking Coordinator, Member
Salt Lake City, Utah
August 2010 – Present

Smith Reality Corporation
Marketing Internship
Salt Lake City, Utah

Hot Shot Public Relations Agency
Public Relations Intern
Salt Lake City, Utah
August, 2012 – December 2012

Volunteer Service Organization
Volunteer Representative
San Paulo, Brazil
June, 2006- May, 2008
WRITING EFFECTIVE COVER LETTERS

The Overview
- Write a unique cover letter for every position, as best cover letters are customized for the employer receiving them
- Don’t just talk about you; your resume talks about you
- Demonstrate you’ve done your employer research and show them how you’re the best candidate for them and how you will be a fit for what they need and want
- Demonstrate professional, simple, and direct writing style while also expressing personal interest and excitement
- As with your resume, your cover letter is a writing sample; proofreading for grammatical and spelling errors, typos, and content/style is just as important, as mistakes can disable your chances of moving forward

The Details
- Your resume and cover letter should match in both style and appearance
- If you are emailing your resume as an attachment, title the attachment “Your name, resume, and job number or title,” as the email message can serve as a cover letter
- If mailing the resume and cover letter, it is preferable to send them unfolded in a large envelope in case the employer uses a resume scanning system
- Address the envelope to a specific individual

Cover Letter Tips

First Paragraph
- State the position for which you are applying with genuine interest and enthusiasm
- If there is a specific opening, you should mention how you heard about the opportunity

Second Paragraph
- Explain why you are interested in working for this employer
- Point out your qualifications, education, and experiences

Last Paragraph
- Pave the way for an interview by asking for an appointment by offering to call the employer in the near future, or by making some similar suggestion to facilitate an immediate and favorable reply; give additional contact information

The cover letter should be no longer than a half to one page in length.
Dear Ms. Employer: (or To Whom It May Concern)

First paragraph: State why you are writing, (I am applying for the position of Process Engineer as listed on the Career Services’ website). State who you are in terms of your education status (student, graduate student, PhD., etc.), your professional status (an experienced writer, researcher, etc.) or someone with experience in a relevant area (fluent in Chinese, knowledgeable about issues of international trade, etc.). Make the reader interested in you so they will continue reading past the first couple of sentences. Indicate if you have a personal connection to the employer or if someone recommended that you write. Tell something you know about the organization/business.

Middle paragraph: The bulk of your cover letter is to let the employer know why you are interested in the job and that you are the best applicant. Tell the employer the specific qualifications you have as outlined in the job description. Emphasize additional skills or abilities you have that relate directly to the job. Keep everything on a positive note. Avoid referring to qualifications the employer is seeking that you don’t have. You may want to refer to your resume, but be careful not to re-state everything on it. Be sure to do all of this in a confident manner. Also, remember that the reader will view your cover letter as an example of your writing skills.

Closing paragraph: Thank the employer for their time and consideration. Use an appropriate closing to indicate your interest in being interviewed for the position. Use an assertive ending that lets the employer know you will follow up with a phone call about the possibility of a meeting. Make sure your closing is not vague, but makes a specific action from the reader likely.

Sincerely,

Your Handwritten Signature if it is mailed

Type your Name

Enclosure
LETTER OF INQUIRY

The Overview
- This is a letter written to a company with which you are interested and one for which you have not been able to find employment information on their website
- Write to a specific person within the company, making a phone call if necessary to see to whom your letter should be addressed
- State your interest in the organization and explain why they should be interested in you
- Emphasize your positive assets and skills and attach a resume

The Details
- A first sentence telling the reader why you are writing
- In the body of the letter, market your accomplishments and describe a problem relevant to the industry that you handled well and what results you achieved
- Close the letter with a positive statement and request a face-to-face meeting

201 South 1460 East
Salt Lake City, UT 84112
September 1, 2014

Mr. [Employer]
Vice President
ABC Corp.
2301 Maple Lane
Salt Lake City, UT 84112

Dear Mr. [Employer],

Identify objective: I am seeking a position in materials evaluation at a high technology company such as yours. I am aware from researching your firm that you have a program for physicists and engineers.

Refer to resume: As you will note from the enclosed resume, I have majored in physics and participated in significant research. This background, as well as several business courses, has prepared me to combine an interest in motivating people with a desire to work in a technical environment.

Point out qualifications and special interests

Arrange an interview I would like to learn more about your trainee position, and I will contact your office the week of September 15th to arrange an appointment at your convenience.

Sincerely,

Hand written signature if it is mailed

Enclosure
THANK YOU LETTERS

The Overview and Details

- Always send a thank-you letter after an interview or other personal interaction
- Show the people you met that you appreciate their time and attention
- Reiterate your interest in the employer by mentioning new points or qualities you may have forgotten to address in the original interview
- Wondering whether or not email is the best way to send a thank-you note? As with most things, it depends on the organization, as more conservative employers will likely prefer a formal letter
- Employers who have a high-touch approach to customer service or a high level of relationship development with clients are more likely to prefer a hand-written note or card; but any employer with a quick turn-around time between interview and offer should get an email thank-you letter
- Be sure to send the thank-you message promptly—within 24 hours of your meeting or exchange
- Make sure the letter to reaches them before they’ve made their decision; if they haven’t told you what their timeline is, you should ask before leaving the interview
- To avoid burning bridges that might be useful later on, you should even send a thank-you letter to an employer with whom you’ve decided NOT to accept a position
Dear Mr. Jones:

Thank you very much for taking the time to interview me yesterday at the University of Utah as a teacher candidate for Tooele School District. I enjoyed speaking with you and learning more about the rapid growth of your district. I was especially interested to learn that your district offers many opportunities for professional development and support. Also, I was excited to learn about some of the challenges that your district faces. I would like to help the district meet those challenges by contributing my skills, experience, and desire to help students succeed.

Besides my experiences with student teaching at Skyline High School, I also tutored several students this past year on Saturdays in ESL, grammar, and writing. In addition, I have taken several courses on the use of technology in the classroom and have a basic understanding of Spanish. I feel that the combination of skills, experience, and desire make me an ideal candidate for Tooele School District and feel that I would be a great fit in one of your secondary schools.

You indicated you would be making decisions mid-May and I would like to contact you again around May 15 to see if anything further may be required of me. Thank you once again for your time and consideration.

Sincerely,

Type Your Name
CATCH PHRASES FOR EFFECTIVE LETTERS

- Please accept this letter as my application for the position of …
- I learned of this opportunity from …
- I am very interested in pursuing this exceptional opportunity
- My keen interest in this position stems from …
- My primary focus involved …
- This position represents a tremendous opportunity to continue my clear and committed career path in …
- I believe the combination of my education and experiences has prepared me …
- As indicated by my resume …
- I am extremely enthusiastic about this opening because …
- I offer all the essential elements the position requires including …
- I firmly believe my experience, education, and background would enable me to make a significant contribution
- It is a challenging position for which I am well qualified
- My interest and knowledge in this area have been further enhanced by …
- My particular area of effectiveness is …
- My goal is to …
- Thank you for considering me for this important position
- Thank you for your time and consideration of my resume and qualifications
- I look forward with enthusiasm to an opportunity for an interview

Now that you have some suggestions, how would YOU say it? Reword the concepts in a way that sounds natural for you.

PORTFOLIOS

Portfolios are great tools for students from all majors. A professional portfolio is usually taken to an interview or may be viewed online. This type of portfolio is a documentation and demonstration of your accomplishments. It shows growth in your skills and understanding over time. A portfolio not only documents your results, but also how you got there and what you learned in the process.

Portfolio Benefits

Regardless of how you’ll use the finished product, all portfolios can help you:

- Write or update your resume quickly, since all the relevant information will be in one place
- Organize information you’ve gathered over the years, such as awards, certificates, and records of other accomplishments
- Showcase your achievements, skills, and abilities for an interview
- See your career as a collection of skills and talents that you’ve developed, rather than just a list of job titles

Portfolio “Do’s”

- Show a comprehensive breadth of work
- Include a copy of your resume with your portfolio
- Develop a “leave-behind;” a small copy of some of your work that you leave with potential employers
Demonstrate problem-solving by including a “before and after” piece
Design your portfolio as a whole, as strong pieces should anchor the portfolio front and back, while the rest should be organized either by medium or class
Get feedback by showing your portfolio to professors, students, or professionals in your desired field

Portfolio “Do Not’s”
Don’t put in any work you feel needs explaining
Don’t leave your original portfolio at a company
Don’t include copyrighted material unless you own the copyright
Don’t leave out important pieces; if you think they will add to your presentation, finish and then include them
Don’t add anything to the portfolio for which you may have to apologize—this is the best of your work and should represent you well

THE DIFFERENCE BETWEEN A CV AND A RESUME

Curriculum Vitae (also called a CV or vita)
- A comprehensive biographical statement used instead of a resume for primarily academic audiences, education, science, and teaching positions
- Designed to present a complete picture of the breadth and depth of academic experience a person has accumulated
- Content will include lists of publications, presentations, honors, grants, and teaching experience—very little of this would be included on a resume
- Multiple pages in length

Note: Curriculum Vitae is also the term used to describe the resume format for many jobs abroad. Other countries do not limit the use of a CV to the academic or research setting, so make sure you know the accepted resume/CV format for the field and country in which you are applying.

Resume
- A summary of qualifications for a particular position
- Designed to sell your relevant skillset and experience to an employer
- Should be limited to two pages at most and many employers prefer one page
- Tends toward brevity, using a bulleted format
- Resume should include only those skills that are relevant to the job for which a person is applying
- If you are uncertain as to whether you should use a vita or a resume, you should discuss the matter with a mentor, career counselor, or trusted member of the field
What to Include in a CV

Section Headings—Headings serve as a guide for readers, and keep your CV sharp and clear. There are a few standard headings that can be used, but you can use any headings you wish; you can also use subheadings. They can be effectively used when highlighting your accomplishments.

The following list of section headings should not be considered as complete. Having an advisor or professor in your specific field look at your CV may provide ideas as to other areas to include to highlight your accomplishments.

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<thead>
<tr>
<th>Academic Preparation</th>
<th>Grants Received</th>
<th>Research Interests</th>
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<tr>
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INTERVIEWING

THE PURPOSE OF AN INTERVIEW

Employers want to know the answer to three basic questions:

- **Can** you do the job?
- **Will** you do the job?
- **Do you want** the job?

How you answer these questions will provide the employer with an indication of how well you will perform on the job. To prepare, you must first have comprehensive knowledge about the organization as well as yourself. The more you know about both, the easier the interview will be.

BEFORE THE INTERVIEW

Know yourself:
- Reflect on your skills, interests, values, previous experiences, and personal traits

Research the employer:
- Review their website, especially products, services, and new projects
- Research for reputation, competitors, and media coverage
- Talk to present and/or past employees
- Inquire of the company if they administer tests to identify knowledge, personality, or probability of success and how you might prepare

Things you should bring to the interview:
- Copies of your resume, pen, reference list, transcripts—in a professional folder
- A prepared list of **job-related questions** that illustrate your interest in understanding the position
- Do NOT bring your mobile phone

Practice, practice, practice:
- Practice answering **interview questions** and be prepared for behavior-based interview questions
- Schedule a practice interview
- **Prepare a one-minute advertisement** about your resume information to answer the request “Tell me about yourself”
- Join the local **Toastmasters**, which assists members to improve their speaking and leadership skills

Get a good night’s sleep
- Arrive 10-15 minutes early; know where you’re going and prepare for traffic/weather conditions

DURING THE INTERVIEW

Dress to impress:
- Show respect for the process by **wearing professional attire**. If in doubt, dress up!

Body language is important. You must make a great first impression:
- Use a firm handshake
- No fidgeting— keep hands and feet calm
Sit with good posture
Smile and relax to reflect confidence
Maintain good eye contact

Interviewing Do’s:
- Draw from your experience, skills, and motivations
- Actively listen and respond accordingly
- Describe a situation, your action, and the outcome—remember, “past performance predicts future behavior”
- Demonstrate sincere interest, and project energy and enthusiasm
- Be yourself and be honest
- Correctly pronounce everyone’s name
- Ask for clarification if unsure of the question
- Ask YOUR prepared questions that demonstrate your knowledge of the company and your interest in understanding the position
- Find out the hiring timeline without pressing for an early decision
- If the interview is conducted during a meal, know dining etiquette

Interviewing Do Not’s:
- Don’t discuss salary, vacation, or benefits
- NEVER criticize previous employers or colleagues; it reflects badly on you
- Don’t give repetitive or generalized examples
- Don’t show discouragement
- Don’t ask for an evaluation of your interview performance

AFTER THE INTERVIEW

Write your impressions immediately
- Note their questions and your answers; how can you improve next time?
- Record important dates and key information

Send a personalized thank-you note within 24 hours by email or standard mail
- Thank them for the interview
- Remind them of the positive points discussed
- Expand or clarify any issues from the interview
- Indicate how you will follow up

If you’re invited to a second interview/site visit
- Ask about the format and clarify agenda
- Prepare NEW questions for specific people
- Plan your attire based on proposed activities
Receiving an Offer

What Do I Do When I Get an Offer?

- Say thank you with enthusiasm, and add that you are delighted to consider their offer
- Give yourself time to research benefits/salaries and weigh other options
- Ask for the offer in writing
- Ask when the employer needs your decision
- Give the employer your decision before the deadline you’ve been given or, as a last resort, request an extension on the deadline for responding to the offer
- Stay in communication with the employer as long as you’re considering the offer

Know the Lingo

- Commission - remuneration for services rendered or products sold often calculated on the basis of a percentage
- PTO - Paid Time Off
- 401k - a pension plan provided by your employer
- Company Match - employer’s potential payment to an employee’s 401(k) plan dependent on the extent of an employee’s participation in the plan
- Signing Bonus - a sum of money paid to a new employee by a company as an incentive to join that company

Negotiating and Salaries

Negotiation Strategies

- Always be professional and positive — convey a sense of excitement about the opportunity
- Consider the whole package — salary isn’t the only thing to negotiate; consider other items such as moving costs, start date, signing bonus, benefits, and career growth potential
- Clearly articulate what you want — justify your requests by using data and the quality of your education, experience, and productivity

Negotiation Topics

- Hiring Bonus — if you can show a gap between market pay and what you are being offered, you may be able to convince your potential employer that an initial cash award is deserved
- Vacation Time — most companies offer two weeks of vacation time to start; negotiating for an extra week off is not uncommon and is often likely to be granted
- Relocation Costs — if a new position requires you to relocate, do some research on the actual costs associated with your move and present them to your potential employer

Salary Resources

- Salary.com
- NACE Salary Calculator
- GlassDoor.com
- SimplyHired.com
Accepting/Declining an Offer

Once You’ve Accepted an Offer...
- Stop your job search and remove your name from consideration by any other employers
- Realize that you have now given the company your word that you will work for them
- Ask your employer how you can prepare for the job, learn about the company, and generally hit the ground running

If You Decline an Offer...
- Notify the employer by phone of your decision, then follow up in writing
- Express appreciation of the offer and respect for the company
- Be careful in explaining your reason for declining the offer, as it’s better to say too little than too much
- You will damage your reputation if you decline because of a situation you were aware of at the beginning of the interview process; Example: You will infuriate an employer if you say “I don’t want to move out of state” if you knew at the outset the job was located out of state

Breaking Your Word
- It is unethical and unprofessional to go back on your word by declining an offer after you have accepted it
- This is called “reneging,” which means to back out of an agreement or go back on a promise
- Reneging is wrong, may permanently harm your reputation, and can cause the employer to think poorly of all students from the U
- If you have signed a contract with an employer and then you renege, you might be sued by the employer, especially if the employer has spent money on your training, transportation, or bonus

PRACTICE INTERVIEW QUESTIONS

General:
- Tell me a little bit about yourself
- Why did you choose your major/career path?
- Where do you see yourself in five years?
- What are your strengths? Weaknesses?
- Why should we hire you?

Behavior-based:
- Describe a time when you got co-workers/classmates that did not like each other to work together, and how did you accomplish this?
- Describe the last time you had to juggle several things at once. How did you manage this, what was the result?
- Walk me through a project that was the toughest for you to lead. How did you go about keeping on track?
- Tell me about a time where you had to use good judgment and logic to solve a problem
- Describe a situation where you had to show a great deal of initiative
- Tell me about a time when you had to sell your supervisor/professor on an idea or concept. How did you proceed? What was the result?
- Describe a situation when your work or one of your ideas was criticized. How did you respond?
Technical:

- Tell me about the most challenging technical project that you have been involved with during past year
- Give me an example of a time when you applied your ability to use analytical techniques to define problems or design solutions
- Do you have any ideas for something that might eventually be patented? If so, tell me about them. If not, is it something you see yourself pursuing in the future? Why or why not?
- What has been the toughest thing about your engineering experiences so far? Your most favorite thing?

Business:

- Where did the Dow Jones industrial Average close yesterday?
- How many basketballs will fit in this interview room?
- Please rate/prioritize the following: Risk management, client satisfaction, and revenues
- Give me an example of a team project completed where you were not happy with the result
- Tell me about the highest-pressure situation you have dealt with in the past six months

QUESTIONS TO ASK AN EMPLOYER

- At the end of your interview, they may ask if you have any questions for them. Be prepared to ask at least two questions. Some examples:
- What are the expectations of this position?
- What are the goals for this position for the next year?
- What are the top personality traits someone needs to do this job well?
- What are the organization's strengths/weaknesses compared to its competition?
- What are the strengths/personality types of the current team members?
- What would you say is the most important aspect of your company culture?
- What is the next step in the hiring process for this position?