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DESALES UNIVERSITY CAREER DEVELOPMENT CENTER
2021-2022
CAREER PLANNING GUIDE

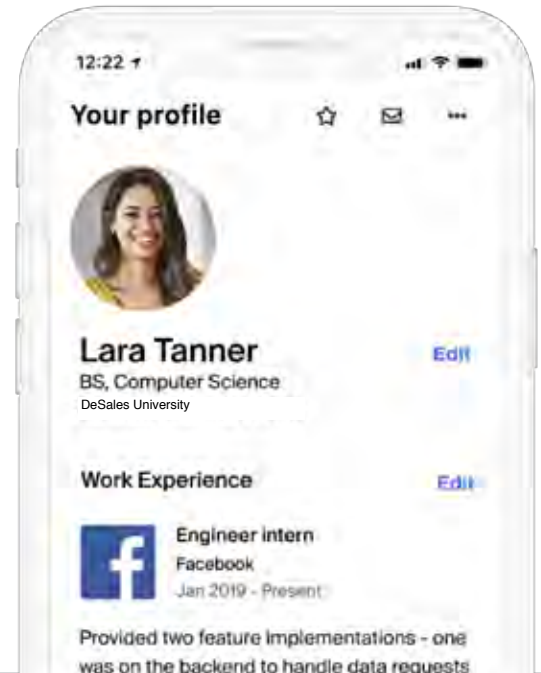


**#BULLDOGS
4HIRE**

EXPLORE. EXPERIENCE. ACHIEVE.



DESALES UNIVERSITY
Career Development Center



BEGIN YOUR FUTURE WITH HANDSHAKE

Did you know? DeSales University is now on Handshake!

HOW TO FIND A JOB ON HANDSHAKE

Step 1

JOIN

Complete your profile through MyDSU or go to: www.desales.joinhandshake.com/login

Step 2

MAKE IT YOU

Complete your profile with information about you, your interests, your studies, and what you're looking for in a job. Make sure to add your preferred locations and job roles.

Step 3

DISCOVER JOBS

Handshake takes the info you share in your profile to show you full-time jobs and internships that align with your interests and that would be a good fit for you!

Step 4

GET RECRUITED

All of the top employers, including Fortune 500, tech start-ups, nonprofits, and more are hiring students like you on Handshake. When you complete your profile, they'll be able to find you and message you about the roles you want.

Step 5

APPLY EASILY

On Handshake, you can submit your resume to be reviewed by the DSU Career Center Team so that it and other documents are there when you need them to apply to jobs with a few clicks!

Step 6

NO WONDERING

Once you apply, we'll send you updates on your application status. And if you have questions, you can explore our Q&A platform and ask your peers for advice about interviews, job roles, and more.

DON'T GET STRESSED. GET STARTED. www.desales.joinhandshake.com/login

CAREER PLANNING GUIDE 2021-2022

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WELCOME LETTER FROM YOUR CAREER DEVELOPMENT TEAM

Dear DeSales' Bulldogs,

One of our favorite sayings is *"Life isn't about finding yourself, it is about creating yourself."* Your time at DeSales University is all about **CREATING YOURSELF** through your academics, involvement on campus, experiences in the community, and relationships built with your friends. These truly are amazing times in your adult life and they will go fast. It is so important to take advantage of every moment and opportunity that comes your way. Some doors may open, while others close, but always allow your drive and determination to carry you along the way. It truly is a beautiful thing when a career and a passion come together.

Your friends in the Career Development Center are here to help you stay calm and make your dreams become a reality by the time you graduate! No matter where you are on your career journey, we have something for you! Are you trying to determine a suitable academic major? Perhaps you are trying to figure out your career direction? Not sure how to test-out different career options? What about getting related experience to build your skills and learn what you value in a work environment? Need help deciding between landing a job or attending graduate or professional school? For success beyond graduation, let us be a part of your career pathway.

WE CAN HELP YOU TO...

1 EXPLORE yourself, majors, and careers

2 Find **EXPERIENCE** that counts through our resources and externship and internship programs

3 DEVELOP your professional presence and critical employability skills for workplace success

4 LAUNCH your professional brand for your career search or application for continued education

Come early and often to the Career Development Center, Dooling Hall Room 121. We are truly excited to help you **CREATE YOURSELF** and turn your **PASSION INTO A CAREER**. We are looking forward to meeting and working with you this academic year.

Sincerely,

Your Career Development Center Team



Kristin Eicholtz

*Executive Director of the
Career Development Center*



Melanie Vallone

*Assistant Director of
Employer and Alumni Relations*



Kathy Krause

*Coordinator for
Experiential Learning
(Internships & Externships)*



Aubree Hiscox

Career Coach

MAKING A MAJOR DECISION

When facing the sometimes uncertain task of deciding your major, it helps to remember that the decision you make now does *not* mean that you are only destined for one path.

QUESTIONS TO ASK YOURSELF AS YOU MAKE YOUR DECISION:

Do I have a career in mind?

Although your major does not necessarily dictate your career, some jobs and occupations do require a specific field of study. If you have your future career in mind, do your research and find out what education requirements are generally required.

If you are completely at a loss with what you want to do in the future, go ahead and research different career fields. A certain job might pique your interest, and that could prompt you to pick a certain major.

FUN FACT: Only about 27% of people work in fields related to their major! So don't worry. You will have the freedom to find a job that is fulfilling to you regardless of what you decide to study.



REMEMBER: Don't try to fit yourself to a career or major, find a career or major that fits you!

How much does money matter?

Some majors do have higher projected earning potential than others. If earning a lot of money is a primary goal for you, search for majors that pay off well. Feel free to reach out to the Career Center for more information on higher earning majors and careers.

Some of the highest earning bachelor's degrees in 2020: Engineering, Economics, Management, Pharmacy, Accounting, Mathematics, Computer Science

What do I love to do?

If you love what you study, you will be more likely to fully engage in your classes, which will likely lead to better grades and valuable connections in the field. Not to mention you will find your college years more fulfilling if you cultivate your passion! Ask yourself, what are you interested in? What excites you? Which classes in high school made you peel your head off the desk and pay attention? What is a subject that you are always eager to learn more about?

TIPS FOR DISCOVERING WHAT INTERESTS YOU!

1. Explore different courses!

Don't take random free electives just to meet the credit requirement for graduation. Use that time and those credits to explore different subjects! By branching out of what you know and trying something new, you may discover an unexpected aptitude for sport management, or realize that you love theology! Maybe that new elective could lead you to your major. **Also, consider taking the 3-credit Career Development and Planning course!**

2. Meet with a CDC staff member!

Your Career Development Center is eager to help you with this important decision! Drop in to Dooling 121 to meet with a peer Career Ambassador to talk about your career goals and the options for you at DeSales. Also consider scheduling an appointment with a professional staff member to discuss potential career paths, externships, internships, and more!

3. Utilize the CDC's online resources!




The Career Development Center offers many online resources for self-assessment and career search. Specifically, FOCUS 2 offers a self-assessment and makes recommendations for majors and careers based on your answers! See page 16 for more details and descriptions of what we have to offer!

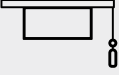






DON'T FORGET: 1/3 of students in bachelor's degree programs change their major at least once, and about 1 in 10 students change multiple times. So don't feel like you need to hit the bullseye on the first try! There is nothing wrong with dabbling in what interests you until you find the perfect major.

DESALES UNIVERSITY'S 4-YEAR PLAN FOR CAREER DEVELOPMENT AND SUCCESS

This plan consists of recommended goals to work toward as you go throughout your career journey at DeSales University. The 8 Career Competencies listed are what employers seek in potential interns and full time hires. Begin where you are most comfortable and then start expanding to attain skills in all areas of Career Readiness. There are many more experiences and recommendations beyond this list, but this is a great place to start. Resources mentioned can be found by working with a career staff member or utilizing your MyDSU>Career Development page.

| CAREER COMPETENCIES | FIRST-YEAR | SOPHOMORE / JUNIOR | SENIOR |
|---|--|--|--|
|  CRITICAL THINKING | Work with the Career Center to assess your current development of and comfort with the 8 Career Competences | Incorporate the 8 Career Competencies into your resume, LinkedIn, and personal statements | Identify and be able to articulate your career related strengths during an interview |
| | Utilize DeSales career resources such as Road Trip Nation, Mapping Out Your Major, and career course EXP-140 to explore options for major/career decision making | Research and apply for internships and/or part-time job opportunities Research different graduate/professional schools and prepare for professional school entrance exams | Research job titles and industries of interest to best position yourself for a career or graduate program |
|  TEAMWORK | Create study groups with peers and practice adapting to different modes of study | Work with members of a club/activity/team to plan and develop events such as Special Olympics or Relay for Life | Secure and complete an internship. Take note of office culture and teamwork practices, as well as collaborate with other interns |
| | Practice debating topics of interest with your peers while maintaining respect and understanding | Work with peers and the Career Center to explore opportunities for externships & internships | Listen carefully to peers, taking time to understand and ask appropriate questions without interrupting |
|  LEADERSHIP | Join a club and/or complete a volunteer opportunity on campus | Apply to a leadership role on campus such as RA, PACE, Career Ambassador, Peer Mentor, or Tutor | Seek out a leadership position or take on more responsibilities in your chosen club/activity/team |
| | Attend the First-Year Leadership Summit offered through the Office of Student Engagement and Leadership | Become a member of The National Society of Leadership and Success (NSLS) | Consider writing an article for the Career Center's Seeking Success Blog |
| | Explore DeSales University Beyond the Tassel Podcast and identify how alumni became leaders | Complete at least two volunteer opportunities on campus or in the community | Be a resource to peers looking to develop their competencies/experiences |

| CAREER COMPETENCIES | FIRST-YEAR | SOPHOMORE / JUNIOR | SENIOR |
|---|---|---|---|
|  <p>CAREER AND SELF-DEVELOPMENT</p> | Complete the Focus2 assessment and review your results with the Career Center | Consider taking EXP140: Career Development and Planning: 3-credit elective | Research salaries in order to position yourself for success when negotiating and accepting a job offer |
| | Set up an appointment with a Career Center staff member to discuss major/career options | Attend the Career Fair and Graduate School Fair to start considering your next step | Join a professional organization in your field or subscribe to an online newsletter or journal |
|  <p>COMMUNICATION</p> | Attend a resume workshop to get started on communicating your skills | Explore the BigInterview, an online interview practice tool, and familiarize yourself with the STAR technique | Ask faculty, staff, coaches, administrators, and current/former employers to serve as references |
| | Proofread your papers and visit the Writing Center to receive honest feedback and suggestions on your work | Participate in the DSU Mentor Program by completing a job shadow and/or informational interview | Learn the art of cover letter or personal statement writing and tailoring to positions or graduate schools of interest |
|  <p>TECHNOLOGY</p> | Create your Handshake account, download the app, and upload your resume for review | Continue to update your Handshake account and add your experiential learning to your profile | Utilize an online tutorial to expand your knowledge of software used in your industry/career area |
| | Check out the online career resources located on MyDSU>Career Development Center | Explore a new computer program or device for a personal or class project | Regularly review job search portals such as Handshake and Career Shift for job postings, industry news, and career fairs |
|  <p>PROFESSIONALISM</p> | Create your professional LinkedIn, and view the 'Build Your Social Media Brand' webinar | Update your professional LinkedIn and begin to ask for recommendations | Finetune your LinkedIn, including a professional headshot, heading that is goal oriented, and updated content |
| | Review "Career Development Center Overview" webinar and listen to the CareerChat podcast to begin your professional development | Check out the Career Development Career Closet and Suit Up DSU events to start building your professional wardrobe | Schedule and complete an in-person or virtual Mock Interview in the Career Center |
| | Attend events and programs sponsored by the Career Center, such as CareerFEST, the Etiquette Dinner, and National Career Development Week | Attend events and programs sponsored by the Career Center, such as CareerFEST, the Etiquette Dinner, and National Career Development Week | Attend events and programs sponsored by the Career Center, such as CareerFEST, the Etiquette Dinner, and National Career Development Week |
|  <p>EQUITY AND INCLUSION</p> | Read the Career Center's Seeking Success Blog and expand your knowledge on topics out of your comfort zone | Consider studying abroad. Talk with your academic advisor early to discuss opportunities | Complete at least 1 volunteer opportunity focused on community outreach |
| | Immerse yourself in clubs, organizations, or volunteer experiences that encourage you to embrace differences | Take a cultural diversity class or World Cultures class | Engage in discussions with people who you may not agree with and respectfully try to understand their point of view |

PLANNING FOR GRADUATE SCHOOL

Graduate Education involves an advanced program of study in a concentrated area of an academic discipline or profession. An academic degree entails more research and scholarship whereas a professional degree centers on developing skills and knowledge for a specific profession. Although they are optional, graduate degrees are available in almost every subject. There are three basic degree levels:

- **Master's degrees** are offered in almost every field of study. Some are created to lead to a doctoral degree, while others are the terminal degree for the profession. Some examples of Master's programs are: Master's in Accounting, Business Administration, Education Leadership, Engineering, Management, Marketing, Nursing, Public Health, Social Work, etc.
- **Specialist degrees** are usually completed in addition to a master's program and require additional coursework, training, or internship experience. Students will be prepared for professional certifications and/or licensing requirements in the fields of education and psychology.
- **Doctoral degrees** will require the pursuit of new knowledge via independent research or the practical application of knowledge and skills in professional programs. This degree may take 4-6 years, which includes the time to write a dissertation.

IS GRADUATE SCHOOL FOR ME?

Before applying to graduate school, carefully consider your goals. Keep in mind graduate school is a means to a professional goal, not an extension of your undergraduate experience. Most Master's programs will require at least 2 years of full-time study, while most doctoral degrees take 4-6 years or more. Familiarize yourself with the working conditions, employment prospects, and other requirements of your field. Consider consulting with faculty/mentors to help estimate your readiness for graduate work. It may make more sense to spend a few years working before applying to graduate school, for others it will be better to jump right into it.

RESEARCHING SCHOOLS

Begin researching schools throughout junior year. Talk to faculty in your chosen career field to get ideas as to what schools would be good for you. Attend graduate and professional school fairs, open houses, and online sessions to speak with school representatives and to get a feel for the programs. Use the resources in the Career Development Center to help decide what programs to apply to. Make a list of programs you are interested in, including a reach and a safe school. Consider these factors when choosing programs:

- **Quality and Reputation:** Consider program accreditation, alumni reputation, and the commitment to research by the faculty.
- **Location, Size, and Length:** Are you near family? How large is the department? What is the typical class size? Will this be full-time, part-time, night classes, and how long is the program?
- **Financing your degree:** What does the program cost and what forms of assistance are available? Can you work during the program?
- **Satisfaction of current students:** Ask to speak to currently enrolled students. What advice do they have?
- **Program Culture:** Are the students friendly and inviting or competitive and driven? Are the faculty good mentors?

Now begin the application process!

TIMELINE FOR APPLYING TO GRADUATE SCHOOL

FALL / SPRING (of your junior year)

- Research graduate programs and learn about admission requirements (admission exams, letters of recommendation, personal statement, prerequisites, GPA requirements, and experience)
- Take note of application deadlines, some professional programs have an earlier application process.
- Set your criteria for what you're looking for in a program.

SEPTEMBER

- Begin to write your personal statement/essay. Have several people review it including someone who knows you well and someone who doesn't. The Career Development Center can help!
- Ask for letters of recommendation (if required) from primary faculty and/or other appropriate people (don't forget to thank them!)
- Order Transcripts from all post-secondary institutions attended.

NOVEMBER

- Fill out supplemental applications.
- Check with all schools you applied to to ensure they received all of the admissions information and requirements.
- Begin preparing for interviews. The Career Development Center offers mock-interviews to help students prepare.

SUMMER (before your senior year)

- Prepare and sign up to take the graduate school admission test (if required). Several common exams include GRE, LSAT, MCAT, and GMAT.
- The Career Development Center partners with KAPLAN test prep to offer various materials, practice tests, and workshops, be sure to use these materials.
- Take the exams and send the scores. Keep in mind the time it takes to get the scores back and to send to the programs (approx. 6 weeks).

OCTOBER

- Fill out online applications. Typically, the cost is \$60 when submitting online or \$75 when using the paper application. Follow the instructions exactly.

JANUARY / FEBRUARY

- It is always a good idea to have a "Plan B," so begin exploring the world of work. That way if graduate school is not an option for you at this time, you will have already begun a preliminary job search.



ACCEPTING AND DECLINING OFFERS

The majority of graduate/professional schools have an **April 15th deadline** on accepting or declining attendance into their program. However, some schools may be earlier while others require you to make a deposit within 15 days of receiving the acceptance letter to hold your seat. Be aware of the policies for accepting offers of financial assistance.

YES I ACCEPT ✓

- Make sure this is the school you wish to attend.
- Make sure you know the deadline for acceptance.
- Make sure you are aware of the policies for accepting offers of financial assistance.

SORRY, I'M DECLINING ✗

- Let the institutions know ASAP that you do not plan on attending. This might free up a seat for someone else who is trying to get into the program.

CREATING A PERSONAL STATEMENT

Start with some reflection about yourself to help plan your content. Think about any experiences/internships you have that would demonstrate why you want to enter the profession for which you are applying. What are you passionate about? What/who are the major influences of your life? What have you learned about yourself from those experiences? Be sure to tell your unique story, for a very memorable statement!

To summarize your reflection, what are three things that the reader must understand about you?

Ex. 1. Lead by example 2. Career in research 3. Energy stems from solving problems

- 1.
- 2.
- 3.


Now take those three statements and phrase them into one sentence to form your personal thesis. This statement will be the basis for the personal statement, all examples and stories used in the statement should support this thesis.

Ex. I am an energetic, research oriented, problem solver who leads by example.

PERSONAL THESIS:

Now brainstorm three experiences that support your personal thesis. A good rule is one from your past, one from who you are currently, and one of your goals for the future. Place these experiences in the bubbles below.


EXPERIENCE 1



EXPERIENCE 2



EXPERIENCE 3



Finally, discuss your vision of yourself as a future professional, what it is you want to achieve, accomplish, and how you will get there through this profession.

FUTURE PROFESSIONAL:

Now that the majority of the content for the essay is there, you are ready to write your personal statement. Be sure to tailor the essay to each program and ensure that it fulfills the length requirements. Get feedback from someone who knows you well, someone who doesn't know you, someone who knows the graduate school, and a good writer. The Career Development Center can help with personal statements so be sure to stop in!

PERSONAL STATEMENT EXAMPLE WITH TIPS

Personal Statement Example: (Limit 5500 characters)

Thomas Wolfe once said, "You can't go home again," but I now believe that "butterfly moments," as stated by Katharine Brooks, can lead you there.

The DeSales Career Development Center was my home for four years as an undergraduate student. I started off as a freshman by taking the Career Development and Planning class and then applied and was accepted to become a Career Ambassador. As a Career Ambassador, I thoroughly enjoyed helping students edit their resumes and practice mock interviews, assisting the Advisors with special projects, and creating and facilitating career-related workshops. The most rewarding aspect of the position was helping students overcome the unknown, next step in their own lives – choosing their path. I felt as if I were making a real difference by offering counseling to students from a fellow student's perspective. But even then, I had not yet decided to act on that butterfly moment, and instead chose to follow a different direction.

The summer before my senior year, I accepted an internship as a technical recruiter for an IT staffing and services company. At the time, I believed it was the right decision, but after spending the summer finding individual jobs for clients, I began to question my decision. The only part where I found genuine satisfaction was with helping people find lasting and fulfilling jobs. As I reflected on daily conversations I had with professionals about their positions, I began to ask myself the same question I always asked them – "What are the top three things that are most important to you?" I started to realize that a career in headhunting was not what I wanted. I began to think about what a career would look like that fulfilled my "top three" – one that allowed me to help others, provide a positive working environment, and offered me the ability to grow.

Over the next fall semester, my thoughts shifted to my grandmother. She was a teacher for thirty-six years and after she passed away, there was one thing that stuck out in my mind from her funeral – how many students' lives she had impacted. I cannot even count the number of students who shook my hand and said, "Mrs. Steele was my favorite teacher." With that "butterfly moment" burning in my mind, I finally came to the conclusion about what I wanted to do with my career and what would meet my "top three."

I do not regret my decision on doing an internship as it helped me understand my true calling is work in education, which will allow me to positively impact people just as I did at the Career Development Center, in IT staffing, and as my grandmother did. With those experiences, I feel I would make an excellent candidate for the Master of Education Program at DeSales University. With the ability to learn from seasoned faculty, develop with a small cohort, and gain field experience through an internship, I believe these potential "butterfly moments" will not only allow me to grow, but will lead me to develop future students and professionals. As I think back upon my "butterfly moments," I am ready to come home again to the DeSales community as a master's student in the Education program.

**Avoid unnecessary duplication. Your personal statement should not simply restate what is in other application materials.*

**Edit your paper and get help! Don't just rely on spellcheck and grammar check!*

**Be honest, sincere, and humble.*

**DO NOT PLAGIARIZE.*

**Be unique and memorable!*

The terms "Personal Statement," "Statement of Purpose*," and "Statement of Intent" are used interchangeably.

Don't start by writing to the character count: Get it all out on paper and then edit what works.

Grab the reader's attention with a strong opening.

Connect your stories between paragraphs with a connecting sentence.

Be specific. Refer to experiences such as work, research, courses, or professional readings.

This is a personal statement, so using the first person is acceptable. However, avoid overuse of the first person pronouns I, me, my or mine. This can get repetitive; it should all be about you. No need to say it over and over.

Be sure to state that your desire to pursue a specific education route is logical and is a result of the story specific examples in your statement.

Explain why previous experiences make you a fit for the field of study and use assertive language regarding your candidacy.

Showcase the reasons why you choose that particular school/program.

Carry themes throughout the statement to show the angle of your statement.

CAREER READINESS FOR THE NEW COLLEGE GRADUATE: DEFINITION AND COMPETENCIES

Career readiness of college graduates is of critical importance in higher education, in the labor market, and in the public arena. Yet, up until now, “career readiness” has been undefined, making it difficult for leaders in higher education, work force development, and public policy to work together effectively to ensure the career readiness of today’s graduates.

In accordance with its mission to lead the community focused on the employment of the new college graduate, the **National Association of Colleges and Employers (NACE)**, through a task force comprised of representatives from both the higher education and corporate sides, has developed a definition and identified eight competencies associated with career readiness for the new college graduate.

These eight competencies are applicable to students from all majors and career paths. During your journey at DeSales University it will be to your benefit to develop, enhance, and apply these competencies. Incorporate these skills while networking, during an interview, and in your job search correspondence in order to stand out.

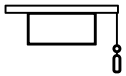


DEFINITION:

Career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.



The 8 NACE Career Readiness Competencies



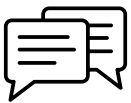
CAREER & SELF-DEVELOPMENT

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



LEADERSHIP

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



COMMUNICATION

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



PROFESSIONALISM

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



CRITICAL THINKING

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



TEAMWORK

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



EQUITY & INCLUSION

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.



TECHNOLOGY

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

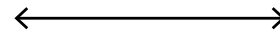
ARE YOU CAREER READY?

Does your resume reflect your skills and abilities? Are you ready to answer interview questions utilizing the NACE Career Competencies? **Review the 8 Career Ready competencies below**, in relation to your ability to incorporate them into your resume and interview.

Assess yourself using the following scale:

Circle which number applies to you

(Need to Develop) **1 2 3 4 5** (Excelling)



CRITICAL THINKING

1 2 3 4 5

Sample resume bullet: Organized monthly programs for residents, garnering attendance of 8-20 students each month. Mediated conflicts between students using a compassionate but objective approach.

Sample interview question: Tell me about a time when you were faced with a difficult or confusing situation. What did you do to mitigate the issue or accomplish the task?

TEAMWORK

1 2 3 4 5

Sample resume bullet: Collaborated with two other co-leaders to plan and execute 15+ training sessions for new peer mentors.

Sample interview question: Describe a time where it was important for you to build rapport with someone in order to achieve a goal.

LEADERSHIP

1 2 3 4 5

Sample resume bullet: Organized a new club on campus and recruited 20+ members to complete volunteer projects for the homeless community.

Sample interview question: Tell me about a time you took the lead in a group or on a project. How would you describe your leadership style, and what was the outcome?

CAREER & SELF DEVELOPMENT

1 2 3 4 5

Sample resume bullet: Interned for Ascension Press Publishing Co., adapting to varying responsibilities and accomplishing tasks in a timely manner.

Sample interview question: How has your time in college prepared you for a career in this field?

COMMUNICATION

1 2 3 4 5

Sample resume bullet: Acted as liaison between different clubs across the Lehigh Valley, keeping detailed notes of meetings and sending out weekly reminder memos.

Sample interview question: Tell me about a time it was critical for you to effectively communicate information to another person or group of people, and what impact it had.

TECHNOLOGY

1 2 3 4 5

Sample resume bullet: Designed a social media campaign using Canva and InDesign, garnering 150 new Instagram followers over a four week period.

Sample interview question: How have you used technology or a digital program to increase productivity in your past experiences?

PROFESSIONALISM

1 2 3 4 5

Sample resume bullet: Maintained an approachable and friendly attitude while assisting students with challenging coursework, using questions and prompts to lead them to the correct answer.

Sample interview question: Tell me about a time where you managed a project or event. How did you prioritize your work and responsibilities? How did you conduct yourself as a leader?

EQUITY & INCLUSION

1 2 3 4 5

Sample resume bullet: Joined the DSU Black Student Union and engaged in productive conversations about race on campus, suggesting two different programs to foster diversity at DSU.

Sample interview question: Tell me about a time where you had to adapt your approach to a situation in order to better suit a variety of populations.



CAREER PLANNING AND SOCIAL MEDIA



Facebook for Networking & Career Planning

Facebook can be an effective professional networking tool. For example, you can use the following features:

GROUPS: Join public groups related to your field or city/metropolitan area. Use these groups to connect with fellow professionals who can keep you updated with happenings in the community. Many companies and HR representatives use these groups to post job openings, recruit new employees and share information about their organization.

PAGES: “Like” and follow the pages of companies in your field. Over 80 percent of employers use social media to find candidates, which means they are looking for you. It’s a really easy two-step process: search for companies you want to work at and like their Facebook Fan pages. Once your “like” is registered, you receive news about the company directly on your newsfeed.

RECOMMENDATIONS: Use your existing network of professional connections to ask for recommendations related to your job search. Ask anything from what companies have the best benefits to where to buy an affordable interview suit!

CHECK INS: Visiting a job fair? Called in for an interview? Shadowing a professional? Check in! Use the check in feature to share your location with your network. Not only will you be able to connect with professionals on-line, but they may be at the same location and willing to meet in person! Who knew your ex-roommate’s aunt that you met only at graduation worked at the company of your dream job?!

REMEMBER, BUILD A POSITIVE ONLINE PRESENCE: If you are going to take advantage of these Facebook networking opportunities, make sure your personal page is employer-friendly. Create a profile that will attract employers for the right reasons by:

- House-keeping: delete inappropriate pictures and posts, and remove friends with whom you no longer connect.
- Network with professionals through groups and pages. “Add” these professionals to build your network!
- Like and share posts or articles related to your field, merging your professional and personal identities.



Visit Us on Facebook at:
www.facebook.com/careerdevelopmentdsu



Twitter for Networking & Career Planning

Twitter is another social media website that is based on common interests or experiences and is a great way to participate in online networking. Here are some ways to utilize Twitter relating to career planning:

BASIC NETWORKING: You can connect to people who are involved in areas of interest and hear about jobs available at companies of interest. You can tweet people you meet on Twitter, and in minutes have information about companies and jobs.

JOB POSTINGS: You can connect with people who know about jobs that you might not otherwise hear about. You can also “follow” specific Twitter job channels which keeps you in the know when a new position opens up and is tweeted.

CONNECTING: When someone follows you or you follow them, read their bio. If it looks like they work somewhere you might be interested in, or if you think they might be

someone who could connect you to others, get in touch with them. Some may say no or not respond to your request, but for the most part people are open to meeting, talking, or helping where they can.

TWITTER NAME: It’s recommended that your Twitter name be your name, as it will help in search results.

COMPANIES: A great Twitter tool is Twellow, which actually searches people’s bios and URLs on their bios. You can do a quick search on companies of interest and it will locate people from that company on Twitter.

REACHING OUT: Reach out to people you want to network with and engage them with a question like “I’m looking to break into social media. Is there anyone you can think of to refer me to for more research?”



Follow Us on Twitter at: @DSUCareer



WHAT IS LINKEDIN:

This site is a vehicle for professional networking. Think of your profile as an interactive business card with resumes, cover letters, and references in one location. It gives you a professional presence to attract the attention of people who are searching for you on-line: recruiters, networking contacts, and graduate school admission officers.

USING LINKEDIN:

Company Search

You can search for specific companies you are interested in and find people who are connected to those companies. Then, message and connect with them!

Job Postings

LinkedIn allows employers to post jobs on the site which allows you to find high quality, professional jobs!

Recommendations

LinkedIn allows you to accumulate recommendations in your profile from professors, internship coordinators, employers, mentors, and associates. This is a great way to speak to your strength and how you do your job.

Groups

Search for groups where you have a common background. Most professional associations, schools, and alumni associations have groups that you can join. Becoming part of a LinkedIn group puts you in contact with even more contacts, job postings, and conversations.

Building Your Network

It all starts with you having a complete profile! Then start connecting with people you know like friends and family. The more people you're connected to the better, because it will expand your reach to others within the network (1st, 2nd, & 3rd degrees) by having these connections. A great way to start connecting is by sending an introduction/networking message:

EXAMPLE NETWORKING MESSAGE

Dear _____,

I am reaching out to you because (mention what you share in common). I am a (academic year) studying (academic program) and am very interested in the work you/your company is doing. I would love to connect with you to learn more about your experience.

Sincerely,

GETTING STARTED IN 10 STEPS:

1. **Photo:** Add a smiling photo of just you! Make sure its high resolution, that you are wearing a professional outfit and the background appears professional, or is solid.
2. **Headline:** The phrase that appears under your name can be anything you want. It doesn't need to be an actual job title. Use this as an opportunity to brand yourself. Descriptive phrases are best because they are keyword-heavy and truthful!

Ex- Aspiring legal professional and recent graduate looking for work in public relations

3. **Summary and Skills:** Make your summary your story! Show who you are and include keywords indicating the types of positions you are seeking. Listing relevant skills helps support your headline and summary and provide a platform for others to endorse you!
4. **Education:** Provide information about all institutions you have attended and include majors, minors, activities, and study abroad.
5. **Work History:** Include all volunteer work, extracurricular activities, internships, college jobs, and freelance work as well as your career! Make sure to list all of your experiences because LinkedIn uses your work history to recommend connections to you!
6. **Groups:** Join related groups in your industry and career interests. This helps complete your "story" and offers something your resume does not.
7. **Recommendations:** Ask for recommendations from people. Aim for one at each position you've been in. Having recommendations sets you apart from other job seekers on LinkedIn and shows you have the savvy to ask someone a favor.
8. **100%:** Complete your profile by filling out all of the sections and asking for those recommendations.
9. **LinkedIn URL:** Increase the professional results that appear when people type in or name by setting your profile to public and claim an unique URL for your profile. You can share this URL in your resume and email signature.
10. **Up-To Date:** Make sure to keep updating your profile with each new job, award, or experience you receive!



FIVE STEP GUIDE TO USING INSTAGRAM IN YOUR JOB SEARCH:

1. CONSIDER CREATING A NEW ACCOUNT

If your Instagram account is full of “selfies” or photos from a wild weekend, then you should definitely consider creating a new account for a fresh social media start, if you want to use Instagram purposefully for job searching.

2. ESTABLISH YOUR PERSONAL BRAND

Identify how you want to market yourself and brainstorm how you might be able to use Instagram to help you job search. Obviously, this will be easier for some fields than for others. It’s up to you to figure out how you can include Instagram in your job search. Be creative. With a little brainstorming, you might be able to come up with some innovative ways to utilize your account and enhance your job search portfolio. For example, if you’re a book publicist, you might create an account posting pictures of different cover art, book signings, literary events, or even shots of people reading the product in various locations.

3. THINK “APP”ROPRIATE

Whether you’re using Instagram or any other mobile app as a main pillar of your job search or simply maintaining a personal account, it’s important to be mindful of what you post. Here’s a quick guide:

- A is for Appropriate: Unless your account is totally private, make sure everything you post is workplace appropriate. Don’t post anything that would embarrass you in an interview, or would embarrass anybody else.
- P is for Professional: Make sure everything you post is relevant to your personal brand.

- P is for Public/Private: Be mindful of your privacy settings. Your Instagram should be public if you have created an account for your job search and you want to network with other like-minded professionals or connect with companies.

You can also keep your Instagram public if you’re confident that you can filter out anything that might paint you in a bad light. If you have a personal Instagram account, it’s okay to keep it public, and in fact, this can actually help your job search as employers like to see well-rounded, active, and engaged employees.

4. USE HASHTAGS

You can use hashtags so that your photos show up in searches. You can use Instagram to search popular tags in your own field. However, posting a photo with too many hashtags is an Instagram “faux-pas,” so limit your use of them so as not to become annoying to other users.

5. FOLLOW COMPANIES

You can stay updated with a company or a brand by following them on Instagram.



ON-LINE CAREER RESOURCES: OFFERED BY THE CAREER DEVELOPMENT CENTER



Major and Career Exploration Resources

Roadtrip Nation: Informational Interviews

- The Roadtrip Nation Movement exists to support, empower, and encourage individuals who want to define their own roads in life. Through Roadtrip Nation you can explore careers, majors, and activities that match what you like to do. Follow the career journeys of real people who share your interests - through watching a myriad of informational interviews. And create a plan for your future that's true to who you are - and see easy ways to get started right now.

LOGIN INFORMATION:

1. **Go to: roadtripnation.com/edu/desales**
2. Click on Create Account and enter the requested information (current students should use their ".edu" address)
3. After entering in your login information, you'll be prompted to input your membership code. Enter the membership code: **DESALES** (for ALL students and alumni)
4. Take the Roadmap Assessment (it's quick and easy!) by selecting interests and a foundation - this will generate curated content related to majors, careers, and the Leaders in our Interview Archive, all tailored to your Roadmap results!

CareerSpots



- **Go to: MyDSU > Career Development Center > On-line Resources**
- Explore the 600+ videos in the CareerSpots Library for career advice. These three to five minute videos offer information about various careers and occupations, the job search process, internships, and career readiness. Videos are available 24-7 on all devices — great for when you are unable to make it into drop-in hours for career prep!

FOCUS2



- A self-paced, online career and educational planning tool, FOCUS2 guides individuals through the process of career planning and major selection. Users discover majors, explore career paths and find careers matching their interests and personal preferences.

LOGIN INFORMATION:

1. Begin by registering at <https://www.focus2career.com/Portal/Login.cfm?SID=1716>

The access code is: **dsufocus2**

The link can also be accessed through MyDSU>Career Development Center>On-line Resources

2. Once your account has been created, you may begin working on your Career Planning Foundations, Self Assessments, or creating a road map for your education or professional development. Students will also be able to "Explore the Possibilities," but we would recommend completing one of the other three activities first.
3. Once you have completed all of the above steps, you have completed the initial go around for your FOCUS2 account. However, we recommend checking in monthly, or at the very least once a semester, to see how your goals are going or if your perspective has changed.

Mapping Our Your Major

- **Go to: MyDSU > Career Development Center > Choosing a Major or Career**
- For each major at Desales, these information sheets share content on the major, key skill sets learned, possible hiring employers, links to internship/job search sites specific to the major and more!



Handshake



- **There are two ways in which you can access Handshake:** 1. Sign into your MyDSU and under applications select Handshake 2. Directly visit: <https://desales.joinhandshake.com/login>
- This is your one-stop shop to find internships, part-time work, on-campus work study, and full-time jobs both local and across the US! You can also post your resume to be reviewed by the CDC staff and for employers to see. Ensure that you are making your uploaded resumes visible to employers, but only after you have them reviewed and they are error free!
- There is an app for that! Search for Handshake, download and then open up the app, and enter your school email address connected to your Handshake account and tap continue. This will send a unique code to the email address associated with your Handshake account. Check your email to grab the code! Copy and paste the code into the field, and tap continue. You'll then be taken through the on-boarding process, and into your Handshake account!

Liquid Compass



- **Go to:** www.liquidcompass.com/institutions/desales
- Liquid Compass tracks any type of jobs within the healthcare industry jobs at every hospital/health system employer in the country every day. It presents lists of jobs in easy-to-use PDF reports called Hiring Sheets that can be accessed anytime.

Parker Dewey

- **Go to:** <http://info.parkerdewey.com/desales>
- Students and alumni from all majors can create an account and explore short-term (5-40 hour) micro-internships.



biginterview



- biginterview is a site designed to help students prepare for interviews through informational modules and mock interviewing. It is a simple, fun, and effective way to go about refining and mastering your interviewing skills.

LOGIN INFORMATION:

1. **Go to:** desales.biginterview.com
2. **Current students:** Register for the site using your DeSales' email.

Career Shift



- **Go to:** <http://www.careershift.com/?sc=desales>
- Search for full-time, part-time, temporary jobs and internships. You can create your searches to be geographic, industry, and keyword specific. You'll also be able to save your searches, find and save a list of contacts, upload resumes and cover letters, and put them together in a targeted e-mail campaign.
- If you are an alumni, please use the following **GROUP CODE when registering: desalesalumni**

Idealist



- **Go to:** www.idealist.org
- Search for jobs, internships, organizations, and volunteer opportunities centered around social impact! In addition, Idealist offers career advice, graduate school resources, and volunteer resources.

Internships.com

- **Go to:** www.internships.com
- Internships.com is the world's largest student-focused internship marketplace, bringing students, employers and higher education institutions together in one centralized location. Their interactive tools and services can be accessed through your DeSales Blackboard account, under the "My Institution" tab.

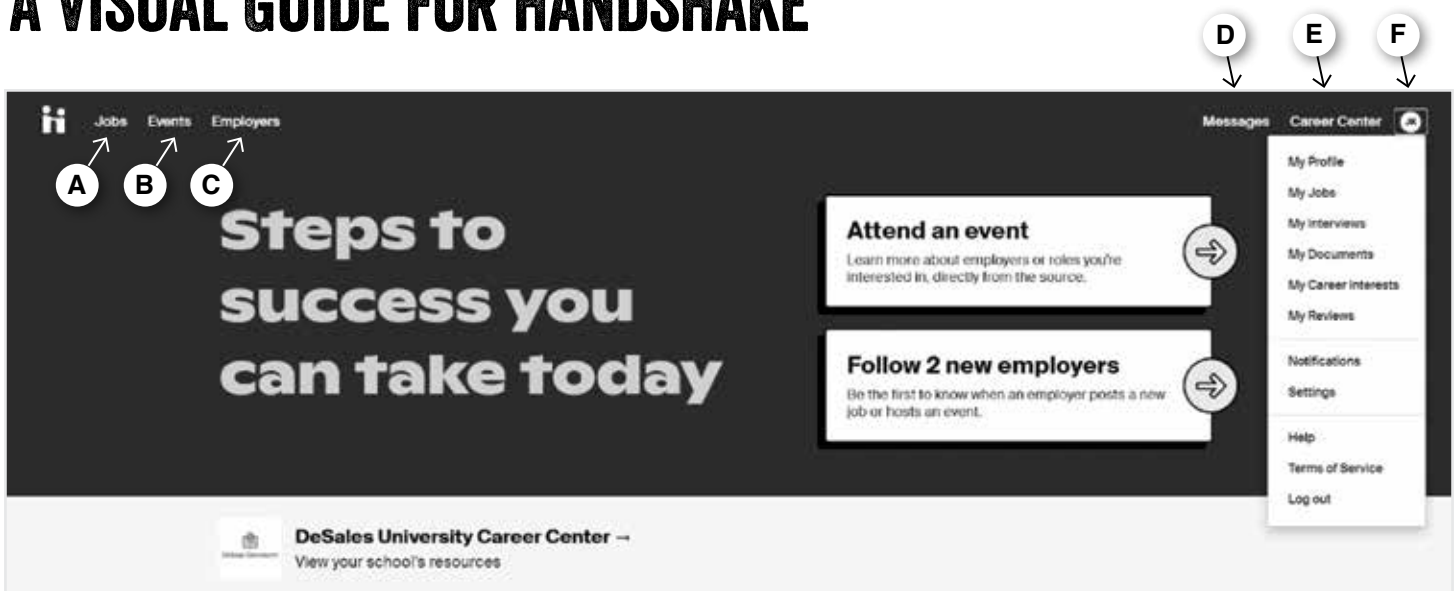
QuadJobs

- **Go to:** www.quadjobs.com
- Find local, part-time jobs that fit into your busy student schedule. QUADJOBS is an online network that connects college students with jobs ranging from babysitting and tutoring to retail work and office help.

Alumni: Register at <https://desalesalumni.biginterview.com> with your personal email and you will need to **enter code 0754.**

3. Click on the "Getting Started" link on the left side of the page. Watch the four short videos to get an introduction on the site, how to set up your microphone and webcam, the curriculum, and mock interviews.

A VISUAL GUIDE FOR HANDSHAKE



A JOBS:

- Students can begin to look for open positions in fields of interest and look for different types of positions such as: internships, part-time jobs, work-study, on-campus leadership positions, and full-time jobs.

B EVENTS:

- Shows students the various events organized by the Career Development Center.

C EMPLOYERS:

- Tab where students can connect with employers and follow their companies openings.

D MESSAGES:

- Where all student messages with employers and other connections on Handshake are kept.

E CAREER CENTER:

- Where students can find all of the Career Development Center's resources, such as uploading resumes. (Can also be accessed through the link at the bottom of this page)

F CLICKING ON YOUR PROFILE PICTURE WILL BRING THE FOLLOWING OPTIONS ON A DROP DOWN MENU

My Profile: This page is for students to customize their profiles, define what skills they offer, what positions they have held or currently hold, and share other relevant information.

My Jobs: This will track any position(s) a student may have applied for via Handshake and will update the status based on where the employer is at in the hiring process.

My Interviews: This tracks any interviews that a student may have scheduled through Handshake during the hiring process.

My Documents: Tracks any documents that a student may have uploaded to Handshake and organizes them according to a student's classification.

My Career Interests: This tab will allow students to share what type of position and which industries they are interested in so Handshake can tailor the "Jobs" page to find positions that better suit a student's wants.

My Reviews: This will track any reviews a student may have left for a company they have worked for and will be viewable by other students as well.

WAYS TO GET CAREER-RELATED EXPERIENCE DURING YOUR TIME AT DESALES UNIVERSITY

Externships

Externships provide a way to further explore a career field through job shadows and informational interviews. A job shadow is a single on-site experience that allows you to observe a professional in their workplace. An informational interview is a conversation with a professional to gather and discuss information about a particular field of interest. **A great way to get started is by connecting with a DSU Mentor- a DeSales' Alumni!** Get started by emailing Kathy.Krause@desales.edu.

Internships

Internships are hands-on experiences which enable you to learn more in-depth about career fields and diverse work environments. Internships can be paid or unpaid, full-time or part-time, and can be for academic credit; these factors vary by career field, employer, and academic department. For more information, or to get started, email Kathy.Krause@desales.edu.

Internships for academic credit through the Career Development Center:

- Sophomores, juniors and seniors, with the required GPA of 2.5, are eligible to complete an internship for academic credit.
- Your departmental faculty or the Coordinator of Experiential Learning can assist with identifying internship opportunities. Also, the Internship Resource Guide and Directory can be accessed online through the Blackboard Internship Organization page and the Career Development MyDSU page.
- Before beginning your internship and logging hours, you must have completed all pre-requisites and registered through the Career Development Center with your application, resume, and offer letter/email from the employer supervisor.

Micro-Internships

Micro-Internships are a great way to complete project based work that enhance your skills and are short term lasting 5-40 hours. **For more information or to get started check out Parker Dewey** (refer to page 17 for more information).

Volunteering

This is sometimes students' first way to get a foot in the door of an organization or career field. Volunteer work can be something you do as an individual, or something you do with a club or organization. Volunteering can develop skills and experience that you can list on your resume and thus can be a stepping stone to help you get other kinds of experience. Volunteering shows initiative, which is always a good thing. **To get involved, check out the DeSales Center for Faith and Justice.**

Undergraduate Research

This is usually a one-on-one arrangement between you and a faculty member, usually in your academic department, and typically for academic credit. However, some organizations, such as research centers, also offer these programs, and students apply just as you might apply for an internship. Professors may advertise undergraduate research opportunities, but don't wait for this to happen. If you're interested, approach professors whose research topics interest you. Undergraduate research is strongly recommended for students who are thinking about applying to graduate school.

Part-time and Summer Jobs

Part-time jobs and summer jobs can be ways to get experience; a job does not have to be labeled as an internship to be valuable. What's important is the job's relevance to your career field or industry, the skills you develop, and the level of responsibility you earn. **There are many ways to learn about jobs, such as through the DeSales Career Fair or going online to Handshake, Quadjobs or Career Shift** (refer to page 17 for more information).

Leadership and Involvement in Student and Community Organizations

Leadership in student and community organizations is viewed very favorably by employers, and is sometimes considered an essential qualification for certain types of work and career paths. You don't have to be president to be a leader. You could be the volunteer recruiter, the fundraising chair, or an event planner. The important things are what you accomplish and the skills you utilize and develop. **Go to Engage via MyDSU to find out what's going on around campus!**

JOB SEARCH CORRESPONDENCE PRINCIPLES

1. For All Business Correspondence

INDIVIDUALIZE. While there are specific components to types of letters, each letter should be individually tailored and targeted to the recipient. There is no such thing as an effective “form letter” in a job search.

EDIT. Grammar, spelling and punctuation should be error-free; wording should be clear, concise and business-like; avoid gimmicky language and slang terms.

BE YOURSELF. Be your business-like self, but express yourself in a manner which is natural to you. Avoid too much “borrowing” of language from sample letters and friends’ letters. Use good examples as inspiration, but don’t copy.

PAPER. Use 8½” × 11 inch, good quality paper. Preferably a 25% thread cotton paper, sold in all office supply stores and the campus bookstore.

E-MAIL ISSUES. E-mail is written correspondence. Apply the same rules as in hard copy correspondence: use correct spelling, punctuation, and grammar, and correctly use upper and lower case.

RECORD-KEEPING. Retain a copy of every letter and e-mail you send and receive; mark your calendar for any appropriate follow-up.

2. Personalizing Your Correspondence

In addition to the items listed previously, there are generally accepted guidelines for types of business letters. In determining exactly how to word your own letter, think about the purpose of your letter and details of your individual circumstances. For example, if you make a telephone call to an employer prior to sending a cover letter, it makes sense for your letter to refer to the telephone call. If you must respond to an employer’s letter, read the letter carefully to draft an appropriate response.

3. Cover Letters: Letters of Application and Inquiry

EXPLAINS WHY YOU ARE SENDING A RESUME. Don’t send a resume without a cover letter, you shouldn’t make the reader guess what you are asking for; be specific: Do you want a summer internship opportunity, or a permanent position at graduation; are you inquiring about future employment possibilities?

TELLS SPECIFICALLY HOW YOU LEARNED ABOUT THE POSITION OR THE ORGANIZATION. A flyer posted in your department, a website, a family friend who works at the organization. It is appropriate to mention the name of someone who suggested that you apply. The employer wants to know how and where you learned about the company & the job.

CONVINCES THE READER TO LOOK AT YOUR RESUME. The cover letter will be seen first; therefore, it must be well written and targeted to that employer and the job. Pay attention to the qualifications listed in the job descriptions and market yourself accordingly!

CALLS ATTENTION TO ELEMENTS OF YOUR BACKGROUND (education, leadership, experience) that are relevant to a position you are seeking. Be as specific as possible, using examples.

REFLECTS YOUR ATTITUDE, personality, motivation, enthusiasm, and communication skills.

PROVIDES OR REFERS TO ANY INFORMATION WHICH IS SPECIFICALLY REQUESTED in a job advertisement which might not be covered in your resume (such as availability date, willingness to relocate, or reference to an attached writing sample).

INDICATES WHAT YOU WILL DO TO FOLLOW UP:

IN A LETTER OF APPLICATION (applying for an advertised opening), applicants often say something like “I look forward to hearing from you.” However, it is advisable to take the initiative to follow up, saying something like, “I will contact you in the next two weeks to see if you require any additional information regarding my qualifications.”

IN A LETTER OF INQUIRY (asking about the possibility of an opening) don’t assume the employer will contact you. It is appropriate to say something like, “I will contact you in two weeks to learn more about upcoming employment opportunities with (name of organization).” Then mark your calendar to make the call.

4. E-mail or Hard Copy?

For most business correspondence, you can use hard copy or e-mail. When you're unsure which to use, consider the following:

HARD COPY IS MORE FORMAL THAN E-MAIL. If the employer does not have a website that invites e-mail, or you haven't been otherwise invited to correspond to the employer via e-mail, you may wish to begin with hard copy correspondence. If the employer replies to you by e-mail, you can use e-mail for subsequent contacts.

WHEN A JOB POSTING ASKS YOU TO APPLY ONLINE, DO IT, and follow instructions precisely.

IF YOU HAVE PERMISSION TO CONTACT USING E-MAIL, BUT THERE ARE NO INSTRUCTIONS on how to submit your resume, do the following:

- Write your e-mail as a cover letter
- State in your e-mail that you are attaching your cover letter and your resume as MS Word® documents or PDF

WHEN YOU HAVE THE OPPORTUNITY TO MEET AN EMPLOYER IN PERSON, such as a job fair, ask the employer's preference for e-mail or hard copy. When you're given the employer's business card, or he/she tells you to visit the company website and follow up, you can say, "Would it be appropriate for me to e-mail you or connect with you on LinkedIn?"

WHEN SPEED IS NECESSARY, use e-mail.

5. E-mail Guidelines

All the principles of written correspondence apply to both hard copy and e-mail, with some additional guidelines for e-mail:

DO USE A SUBJECT LINE THAT WOULD BE LOGICAL TO THE RECIPIENT, like "Application for business analyst position." Meaningless subject lines include "Can you help me?," or "Read this." If you leave the subject line blank and the recipient does not recognize your e-mail address, s/he may simply delete your e-mail without reading it.

DON'T USE AN INAPPROPRIATE E-MAIL ADDRESS OR NICKNAME. Sending e-mail from partyman@xxx.com is a good way to have your e-mail deleted without being read.

DON'T START OFF, "HI, MY NAME IS...." Just as in a business letter, your name is at the conclusion of the letter. DO start, just as in a business letter, by explaining why you are writing. Be brief, clear, and cordial.

DO USE A BUSINESS-LIKE WRITING STYLE, just as with hard copy correspondence. With friends, for social purposes, you can treat e-mail like verbal conversation. Business e-mails should be more formal than verbal conversation.

DO INCLUDE A CLEAR SIGNATURE BLOCK AT THE CLOSE OF YOUR E-MAIL CONTENT. It should include your name, mailing address, phone and return e-mail address. After your name you could include your major and year in school. If you have a LinkedIn account (which is strongly encouraged), consider including the URL in your signature.

AN OVERVIEW: COVER LETTER FORMATS

Two Types of Cover Letters

LETTER OF APPLICATION:

This is the kind of letter written in response to an advertised position. Make the letter a direct response to the qualifications listed in the advertisement or to other details discovered through your research. Tailor the letter to show how your qualifications and interests match those of the advertised position.

LETTER OF INQUIRY:

This type of letter states your interest in an organization and requests information about future open positions that would be of interest to you and meet your qualifications.

TIPS FOR EFFECTIVE COVER LETTERS

An important but often misunderstood part of the job search process is the cover letter. Your resume tells employers about your qualifications, education, and experiences, but it is your cover letter that gets them interested enough to read your resume. Your cover letter lets you emphasize information you want the reader to notice in your resume. It also gives you the opportunity to show aspects about you and your qualifications that the resume cannot. The cover letter is an excellent way to market yourself.

SELL YOURSELF. Get the reader interested in you.

STATE YOUR PURPOSE. If the purpose of sending your cover letter is to apply for a position or arrange for an interview, say so. Many candidates beat around the bush but never get to the point in their cover letters. In the first sentence of your cover letter, explain what the letter is about and why you are writing it. Be concise and make your letter easy to read. Watch for run-on sentences. Follow the journalist's credo: Write tight!

PERSONALIZE. Personalization lets the employer know that you have a sincere desire to work there and are responsive to their needs. Personalization says you have taken the time to research the organization and the industry. When you do not personalize, you blend in with everyone else.

MEET THE EMPLOYER'S NEEDS. Speak to the requirements of the jobs, especially when responding to an opening. Tell the employer how you can contribute to the organization. Utilize the language from the job description to help tailor your letter to each individual employer.

KEEP IT TO ONE PAGE. Be clear, concise and to the point.

MATCH YOUR RESUME. Same paper, same color, same font style & size.

USE THE PERSON'S TITLE. Find the name and title of the person to send you cover letter to. You may need to call the employer to find out. Always address your cover letter to a person, not "To Whom it May Concern" or "Dear Sir or Madam". If an individual is not listed and you are unable to find out the person who will be receiving the letter, it is always safe to address to "Director of Human Resources."

DON'T OVERUSE THE WORD "I". Vary your sentence structure and use compound sentences! Count the times you used "I" language and the amount of times you addressed the organization. Try to balance this as much as possible. Address how your background matches the qualifications on the job description or how you meet other company needs.

USE POSITIVE WORDS. Do not sabotage yourself with negative self-information. Ex: "Despite the fact that I have minimal experience in the field..." Try this approach: "As a mature young professional, I learn quickly and will bring a great deal of enthusiasm to the position."

REVIEW YOUR WORK. Take the time to look over what you have written. Does it say what you want to convey? Does it look and sound professional? Is it free of spelling and grammatical errors?

GUIDELINES FOR WRITING A COVER LETTER

IF SENDING YOUR LETTER AS A HARD COPY, your contact info belongs at the top.

IF SENDING YOUR LETTER AS AN EMAIL, your contact information belongs on the bottom, below your signature.

Your Street Address

City, State Zip Code

Telephone Number

E-mail Address

Month, Day, Year

Mr./Ms./Dr. First Name Last Name

Title

Name of Organization

Street or P.O. Box Address

City, State Zip Code

Dear Mr./Ms./Dr. Last Name:

OPENING PARAGRAPH: State how you heard about the position/organization/graduate program, provide basic information about yourself, and include why you are interested in the position/organization/graduate program. A great tip is to look at one's mission statement, vision, goals and use the information to support your WHY for applying.

2ND PARAGRAPH: Tell why you are interested in the employer or type of work the employer does (simply stating that you are interested does not tell why, and can sound like a form letter). Demonstrate that you know enough about the employer or position to relate your background to the employer or position. Mention specific qualifications which make you a good fit for the employer's needs. (Focus on what you can do for the employer, not what the employer can do for you.) This is an opportunity to provide greater detail about relevant items in your resume.

3RD PARAGRAPH: Indicate that you would like the opportunity to interview for a position or to talk with the employer to learn more about their opportunities or hiring plans. State what you will do to follow up, such as call the employer within two weeks. If you will be in the employer's location and could offer to schedule a visit, indicate when. State that you would be glad to provide the employer with any additional information needed. Thank the employer for her/his consideration. Refer to the fact that your resume is enclosed. Mention other enclosures if such are required to apply for a position.

Sincerely,

(Your handwritten signature [on hard copy])

Your name typed

Enclosure(s) (refers to resume, transcript, writing sample, etc.)

NOTE: The contents of your letter might best be arranged into three-four paragraphs. Consider what you need to say and what position/organization you are applying for. Use good writing style - see the following examples for variations in organization and layout.

2343 Preston Road
Center Valley, PA 18034
(610) 555-2233
sgxxxx@desales.edu

October 19, 2021

Ms. Sylvia Range
Special Programs Assistant
Marion County Family Court Wilderness Challenge
303 Center Street
Marion, VA 24560

Dear Ms. Range:

This semester I am a junior at DeSales University, working toward my bachelor's degree in Criminal Justice. I am seeking an internship for spring 2022 to gain experience in the field. While researching opportunities in the field of criminal justice and law, I was interested to learn that your program works with juvenile delinquents. I am writing to inquire about possible internship opportunities with the Marion County Family Court Wilderness Challenge.

Through my work background and coursework, I have gained many skills, as well as the proper attitude, that are valuable in working with the adolescent community. For example:

- Ten hours per week as a volunteer hotline assistant for a local intervention center. During a fifty-hour training program, I counseled teenagers about personal concerns and referred them, when necessary, to appropriate professional services for additional help.
- Residence Hall Assistant, which requires me to establish rapport with fifty residents and advise them on personal matters, as well as university policies. In addition, I develop social and educational programs and activities each semester for up to 200 participants.

My enclosed resume provides additional details about my background. I will be in the Marion area during my all break, November 20-23. I will call you next week to see if it would be possible to meet with you in late November to discuss your program.

Thank you for your consideration.

Sincerely,

(handwritten signature)

Stacy Lee Gimble

Enclosure: Resume

 **SAMPLE | Cover Letter - Hard Copy**

2755 Station Ave
Center Valley PA 18034
(610) 555-1234
ftxxxx@desales.edu

September 5, 2021

Ms. Nicole Thornton
Rachel Ray Show
New York, NY 10047

Dear Ms. Nicole Thornton:

A prestigious television program demands hard working individuals who can take on numerous responsibilities with a resolute work ethic and contagious enthusiasm, especially as an intern. As a senior dual major in Musical Theatre and Communications at DeSales University, I have learned to dedicate myself to full and outstanding completion of every assignment. I have a cheerful but disciplined leadership style in both independent and group work. I am optimistic and persistent, accepting nothing less than my best, even while taking on numerous tasks. Most importantly, I possess a sense of humor, paired with an obnoxiously Italian, boisterous laugh, essential when working in the entertainment and broadcasting fields.

Rachel Ray once said, “People know me for my love of food, but I have so much more I want to share... Our show’s going to be all about taking a bigger bite out of life.” I want to be a part of a company whose goal is to reach out to others in an effort to inspire them. I have taken my own “bite out of life” through a recent and thrilling adventure: five months of studying abroad in London. It has pushed me beyond what I believed I was capable of, and I learned to function as an independent, financially savvy and confident young adult in a diverse, bustling, and free thinking city, while balancing an academic workload at DeSales University. I have a new-found sense of adventure, curiosity and desire to discover the world at large, which have taught me skills that are valuable in this work setting. I want to offer you these newly developed skills.

As a journalist for my university’s newspaper, and a member of the creative writing club on campus, my work includes editorials, poetry, and interviews. I would love to incorporate my passion for theatre and zeal for new knowledge within your production department. Ever since I completed an Acting for the Camera course two years ago, it has been my dream to become a talk show host.

In addition to dedicating myself to my theatre and communications major, I have become part of DeSales’ first-year orientation program called Character U. As a Character U mentor, I have the rewarding responsibility of ensuring my assigned first-year students are adjusting to the college setting by holding weekly meetings and organizing educational, cultural, and/or entertainment events.

I would be delighted to elaborate on my activities and capabilities in person, and would greatly appreciate an opportunity to interview with you. I can be contacted most easily at ftxxxx@desales.edu, or anytime at (610) 555-1234. I will also be in touch in two weeks to make sure you have received my materials and to answer any questions that you may have. Thank you very much for your time and interest, and I look forward to hearing from you.

Sincerely,

(handwritten signature)

Francis Thompson

Enclosure: Resume

2755 Station Avenue
Center Valley, PA 18034
(610) 282-1110
mjxxxx@desales.edu

April 21, 2022

Debbie Hughs
Human Resource Specialist
Pottsville School District
1301 Kauffman Road
Pottsville, PA 19876

Dear Ms. Debbie Hughs:

This semester I am a senior at DeSales University, working toward my bachelor's degree in Mathematics and Secondary Education. I am interested in the middle school mathematics teaching position for the 2022-2023 school year. I heard about the mathematics teacher opening from Shari Costa, one of your elementary teachers at Lower Pottsville Elementary. From my past encounters with teachers and staff at both the lower and middle school buildings, I have noticed such a friendly and welcoming faculty. Coming from a very close family, I am searching for a school that fosters an atmosphere of community with supportive members. I enjoy mathematics and want to share that passion for the subject with my students. I am writing to request an interview for this great opportunity.

My course work and student teaching experiences have supplied me with the skills and knowledge to facilitate learning in a mathematics classroom. Student teaching experiences:

- Use and implementation of Polyvison Board or interactive whiteboard, cooperative learning, and technology.
- The current classes that I am teaching range from a lower level Algebra I Seminar class to Honors Geometry.

I will be a great addition to your middle school teaching staff by being an excellent team member and teacher. I love being able to apply what the students are learning to real-life situations and see their interests grow from that connection. My enclosed resume provides additional details about my teaching experiences.

Thank you for your consideration.

Sincerely,

(handwritten signature)

Maggie Jones

Enclosure: Resume

November 17, 2021

Ms. Anne Jones
Director of Human Resources
ComputerAid Inc.
1234 Market Street
Philadelphia, PA 19103

Dear Ms. Jones:

After reading your brochure and researching ComputerAid Inc., I became quite interested in your company as a possible place for employment in IT Software and Systems Consulting. I am submitting this letter in application for this position.

I have a great deal of experience involving several programming languages, including: SQL, ORACLE, JavaScript, JSP, HTML, and Visual Basic. In addition, I have worked with WordPerfect 5.0-7.0, Rbase 2.0-5.5, FoxPro, and Quattro Pro 4-6.

In my internship at XYZ Corporation my team was responsible for the design, development and production of database candidate processing systems for their human resources department. My specific role involved testing and trouble-shooting databases as they were developed. This has proven very successful for XYZ and has increased efficiency of the recruiting process for the HR administrators. I have also been web page editing on contract. In a project for the local Credit Union, I developed an internal search engine and an on-line loan application, and kept their web page up to date and added new features as needed.

In addition to my content skills, I am an enthusiastic hard worker with a lot of drive and the desire to learn many new concepts and skills. I would enjoy sharing my passion for the IT field with ComputerAid Inc. and I am confident in my ability to make a strong impact within your company. In two weeks I will be in contact to make sure you have received my materials and to answer any questions that you might have. Thank you for your time and considering my application.

Sincerely,

Tom Frost
234 Macado Drive
Bethlehem, PA 18017
610-123-4567
tfxxxx@desales.edu

Attached: Resume



Attach your resume to your email message in the format requested by the employer. If a specific format isn't required, send it as a PDF or Microsoft Word document.

March 7, 2022

Ms. Kerri Keegan
Director of Human Resources
XYZ Accounting Firm
1234 Market Street
Philadelphia, PA 19103

Dear Ms. Keegan:

Professor Rosa, my Professor of Accounting at DeSales University, suggested that I contact you because she thought that you would be in an excellent position, as a DSU graduate, to assist me with a career decision.

As an accounting student, I am exploring which career paths to pursue. Public accounting, managerial accounting and IRS are possible avenues that I have considered, but I want to have a clear sense of direction when I go into my campus interviews next fall. I would like to get your advice on the long term implications of each path, as well as to get a better handle on the day-to-day activities of a CPA.

If your schedule allows, I would like the opportunity to speak with you. I can be very flexible in arranging a time that works best for you. Thank you for considering my request.

Sincerely,
Beth Thompson
698 4th Street
Bethlehem, PA 18017
610-123-8888
btxxxx@desales.edu

 **SAMPLE | Letter of Inquiry for an Internship Opportunity - E-mail**

January 7, 2022

Mr. Carl Smith
Director of Communications Department
Stahl Communications
1234 Market Street
Philadelphia, PA 19103

Dear Mr. Smith:

As a Junior at DeSales University with a double major, I am searching for an internship with a local advertising agency. A strong interest and experience in social networking and direct market research brought me to the listing for Sahl Communications on Handshake through the DSU Career Development Center. A classmate, Austin, completed an internship with your team last fall semester and recommended your company. The purpose of this letter is to inquire about summer internship opportunities, preferably in Marketing Brand Communications.

My background and coursework have supplied me with an understanding of creating marketing plans and social media strategies and with many skills that are a good match for your program. For example:

- Serving as a Career Ambassador at my university requires me to organize, plan and market on-campus events. In addition, I develop and distribute monthly student newsletters to over 350 students.
- As a Marketing Intern for the Student Life Center at my university, I was required to maintain all social media sites (Twitter, Instagram, and Facebook) daily.
- Completed a Marketing Research course where I had to work on a group project that entailed: conducting qualitative and quantitative research on a local company, advising the company on how to rebrand themselves based upon the resulting data, and presenting the findings to the company at their monthly staff meeting.

During spring break I will be in the Philadelphia area, March 1 – March 8, and would love to schedule an interview with you to further discuss opportunities on your team and the value I could bring to Stahl Communications. I will contact your office in one week to schedule a meeting.

Thank you for your time and consideration.

Sincerely,

Stacy Lynn Reinhart
698 4th Street
Bethlehem, PA 18017
610-123-8888
srxxxx@desales.edu

Attachment: Resume



RESUME FORMATS

CHRONOLOGICAL FORMAT:

The most common resume format is called “chronological.” It’s a resume format that utilizes broad subheadings (i.e. experience, skills, activities) and content is listed in reverse chronological order (most recent to least recent).

FUNCTIONAL FORMAT:

The functional format is a variation on the chronological format that uses more specific subheadings that best showcase your background and qualifications. For example, you may label a category as “Career Related Experience” as opposed to “Experience”, if the jobs/ internships you list are related to your objective and career goals.

FEDERAL FORMAT:

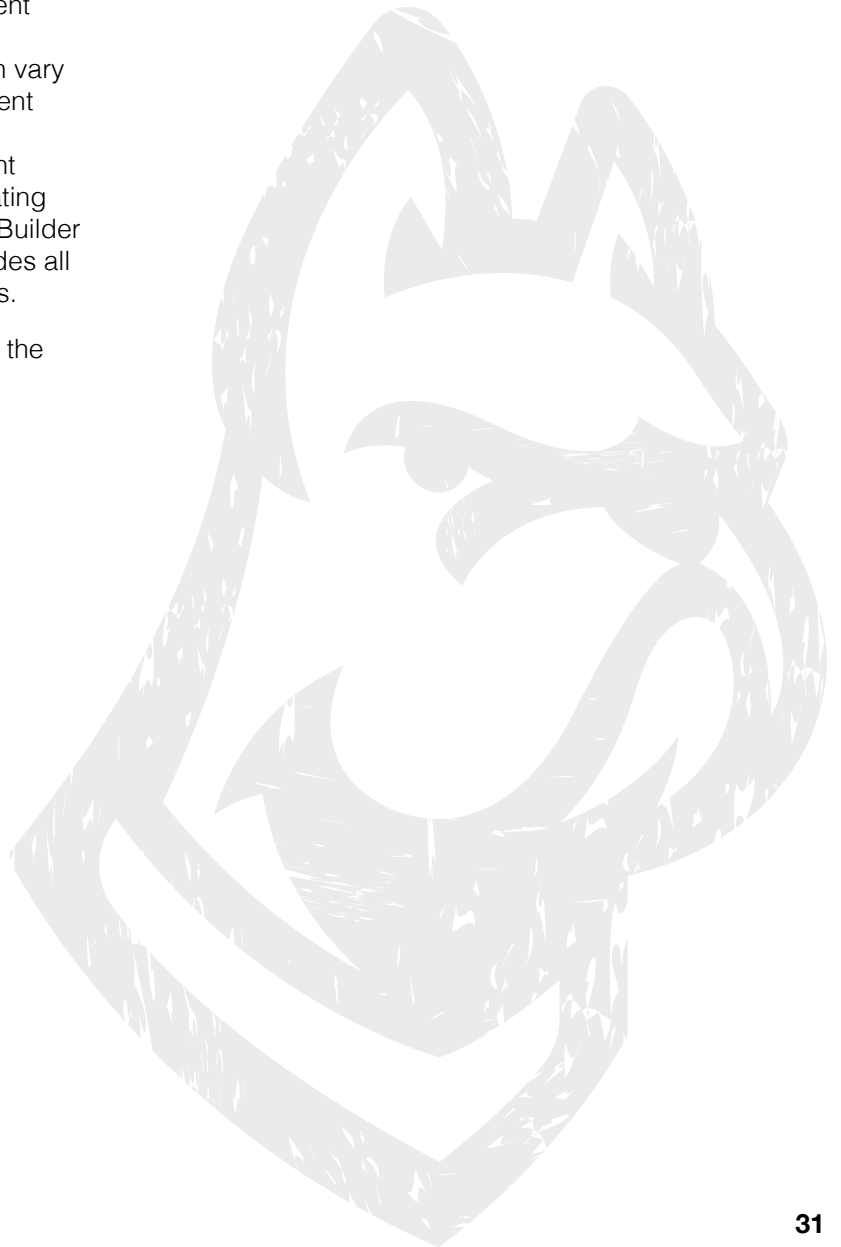
Resumes written for federal jobs may require different information and presentation than is expected on a resume for the private sector, and expectations can vary by agency. The U.S. Office of Personnel Management (OPM) provides a resume builder for applicants for federal positions. Also, visit the Career Development Center or usajobs.gov for further assistance in creating resumes in federal format. The USAJOBS Resume Builder allows you to create one uniform resume that provides all of the information required by government agencies.

*Visit: www.gogovernment.org for further advice on the Federal Application Process

Curriculum Vitae

A Curriculum Vitae (aka: CV) is a fairly detailed overview of your life’s accomplishments, especially those most relevant to the realm of academia. As such, these documents have their greatest utility in the pursuit of a job in academia or research. Because academic researchers are often working on and completing many projects and teaching responsibilities simultaneously, it is wise to think of a CV as a living document that will need to be updated frequently.

A typical CV for someone in the beginning stages of his or her graduate school career might only be two or three pages in length, while the number of pages of a more seasoned researcher’s CV may run into the double digits.



RESUME CHECKLIST

HEADER

- Your name should be the largest font on the page
- List a professional and up-to-date email address and phone number
- Include your LinkedIn URL
- Include city, state, and zip code of residence (Full street address not required)
- Avoid labeling the obvious (“email:” or “phone number:”)

(OPTIONAL) OBJECTIVE

- If there is an objective statement, it is very brief and specific to the position you are applying for.

(OPTIONAL) SUMMARY OF QUALIFICATIONS

- Provide succinct overview of the skills and experiences you already have that suit the job description you are applying for
- Summary is in a brief paragraph or bullet point format - Keep to around 50 words
- Use this when you have several years of experience in the industry for which you are applying
- Purpose is to quickly show the hiring manager that you have the required experience and are the best person for the job

EDUCATION

- List “DeSales University”
- Include “Center Valley, PA”
- List your degree and (expected) graduation date
- Specify any minors or concentrations
- Include GPA if it is above 3.0 (or requested by the employer)
- High school is ONLY included for first-year students
- Include any study abroad experience
- List any honors and awards such as Dean’s List or scholarships (with dates)

EXPERIENCE

- Include your specific job title
- List company name and location (city, state)
- Include dates and duration of employment (months/ years) e.g. “March 2019-May 2020” or “May 2020-Present”
- List all experiences in reverse chronological order (most recent to furthest in the past)
- Format of each experience is consistent

CAMPUS INVOLVEMENT AND/OR VOLUNTEER WORK

- Include relevant campus involvement (clubs, sports teams, etc.), professional associations, and/or community service
- Highlight any leadership positions
- Dates are included for all activities and experience

(OPTIONAL) SKILLS SECTION

- Only content skills are included (computer competencies, languages, certifications, etc.)
- Transferable skills (i.e. teamwork, organized, and communication) are shown and listed in descriptive bullet points under experiences, NOT in skills section

BULLET POINTS

- Highlight concrete accomplishments and results, not just description of responsibilities
- Quantify results when possible
- Active verbs begin each bullet point
- Avoid personal pronouns (I, me, my)
- Choose whether to punctuate bullets and be consistent throughout
- Verbs are present tense for current positions and past tense for past positions
- Vary verbs throughout the document, watch that some don’t repeat too many times

GENERAL

- Resume is created using a blank document rather than a template
- Font is easy to read and is between 10-12 pt
- Margins are between .5”- 1”
- Resume is concise — in most cases, no more than one page. Words are chosen carefully and presented clearly
- Punctuation and formatting are consistent throughout entire document
- Categories are arranged in order of importance to the employer
- All experiences are honest/legitimate
- Overall impression is neat, clear, and not cluttered
- Organization is logical
- Resume has been read and reviewed several times for typos
- Resume is tailored to one specific job opening
- Resume is up-to-date
- References are NOT included on resume, nor is the statement “references upon request”
- Resume is saved and sent as a PDF to be compatible with all computers and to preserve formatting

RESUME DO'S & DONT'S

- ✗ **DON'T:** Write in paragraphs!! An employer will not read through a wall of text to figure out what you've done and what skills you have. Always use bullet points to succinctly describe all experience (possible exception for a Summary of Qualifications).
- ✓ **DO:** Think about whether you want an objective statement on your resume. Objective statements are considered optional, so consider removing it to create more space on your document. If you decide to include an objective statement, keep it brief and specific to the position that you are applying for. For example, "Seeking a position as a professional writer with X Publishing Company" is acceptable.
- ✗ **DON'T:** Write a vague or general objective statement. An objective should indicate to the employer that you care about this position specifically.
- ✓ **DO:** Consider whether you want to include a Professional Summary/Summary of Qualifications on your resume. If you already have multiple years of experience, it can be advantageous to include a brief summary of your skills and qualifications at the beginning of your resume to quickly and efficiently show the employer how you are a good fit for the position.
- ✗ **DON'T:** Use first person pronouns. When you are describing your experience, don't say something like "I stocked shelves," rather, begin with an action verb. For example, "Developed a system of organization to shelf products in an economical way."
- ✓ **DO:** Keep your resume to one page and edit font size and margins to accommodate your content.
- ✗ **DON'T:** Use tiny, illegible fonts or create a document that looks crammed and overstuffed. **A good rule:** Keep margins to about .5inch (and no more than 1 inch). And do not go any smaller than 10pt font.
- ✓ **DO:** Reread and revise your resume regularly to eliminate typos and outdated information. Have somebody else look over it as well, since fresh eyes will catch what yours might not.
- ✗ **DON'T:** Use a template to compose your resume; the employer will be able to tell, and your resume runs the risk of looking exactly like someone else's who used the same template.
- ✓ **DO:** Write your resume from a blank word document. It will be much easier to edit the formatting, and it will look more professional with all-black font and matter-of-fact presentation.
- ✗ **DON'T:** Use a complicated or excessively creative format. The purpose of your resume is to present your experience and qualifications to an employer as clearly and succinctly as possible. An excessively elaborate format may deter an employer who does not have the time or patience to look for the information they want, and it will look less professional. **Note:** Resumes for design or art majors may be more creative than your standard resume, but should still avoid being too elaborate and artistic. The purpose of the resume is still to concisely summarize experience; a portfolio is the place to demonstrate art or design skill.
- ✓ **DO:** Rewrite/revise your resume for each application. Make a "working resume" or general template of your experience, and then save a copy and refine the content to be specific to the job you are applying to. Include what will be most relevant to the employer and emphasize skills that will be useful for the desired position.
- ✗ **DON'T:** Lie about your GPA or experience on your resume. Inflating your GPA or exaggerating your qualifications will not get you hired.
- ✓ **DO:** Use skill words! See our skills cluster list (page 42-43) for a list of words to consider including on your resume. Employers who receive many applications will use a keyword search to pick the resumes that they will actually read through and consider. Using skill words emphasizes your qualifications when the employer reads your document, and it will give your resume a better chance of coming up in the keyword search results.

WHAT DO I PUT ON MY RESUME?

Instructions:

1. To use the Resume Building Template, please use the version printed in this guide, scan the QR code, or follow the link here to access the online version of this template: <https://qr.go.page.link/mcDbQ>.
2. If using the online version, you will see that you are unable to edit the actual document since it is a template. To begin filling in your own information, go to "File" then "Make A Copy." Then, name your document and save it to your personal Google Drive.
3. Once you do this, you should be able to use our template for your resume building process!

Tips When Filling out Your Resume Template:

Name: Full name is recommended. If you would like to have a nickname here, put Robert "Bobby" Smith for example.

City/State: Full address is not necessary. Simply putting your city/state will suffice!

Email: Make sure your email is appropriate! To be safe, use your school email or an appropriate email. For example, puppieskittens6@yahoo.net should not be used.

Objective: Remember, this is optional. A good example is "To obtain a position as a cashier at Walmart."

What Did You Do in Experience 1?: Remember to use action verbs in your bullet points! And do not use "I"!

What Did You Do in Experience 2?: Remember to use action verbs in your bullet points! And do not use "I"!

GPA: Remember, with regard to GPA, you should be conscientious about including it in certain circumstances.

Skills: This is asking for concrete, solid skills, including languages, technologies, certifications, etc. Skills such as "good listener", do not belong here!

What Did You Do in Experience 3?: Remember to use action verbs in your bullet points! And do not use "I"!



NAME:
CITY/STATE:
EMAIL:
PHONE NUMBER:

OBJECTIVE:

EXPERIENCE #1:

**WHAT DID YOU DO IN
EXPERIENCE #1?**

EXPERIENCE #2:

**WHAT DID YOU DO IN
EXPERIENCE #2?**

EXPERIENCE #3:

**WHAT DID YOU DO IN
EXPERIENCE #3?**

UNIVERSITY:

EXPECTED GRADUATION:

MAJOR(S), MINORS:

GPA:

HIGH SCHOOL (IF APPLICABLE):

HONORS & AWARDS:

SKILLS:

**WHAT ARE YOU INVOLVED IN ON CAMPUS?
OFF CAMPUS?**

- 1.
- 2.
- 3.
- 4.

CREATING YOUR OWN RESUME TEMPLATES

Quick Tips to Get You Started:

- Your name should be the first text on the page-centered or left justified. Make it stand out, bold, and larger than the text in your resume.
- Header: In addition to your name, be sure to include an appropriate email address, phone number, and address (including city/state/zip code). With most applications being completed on-line or through email, it is not necessary to list your street address. If you choose to list your current and permanent addresses, consider inserting a table and setting the borders to invisible (Go to page layout>page borders>none). Current addresses are listed first on the left and permanent addresses are listed second on the right (see example to the right). If you only have one address, keep it left aligned or centered. You may also include a URL to your LinkedIn account in your header.

- As a suggestion, make a table for the body of your resume: It makes formatting and format changes easy. Once again, you'll set the table borders so they're not visible on your resume when you print. Insert two columns (one for headings and one for text), and add rows as needed. The number of subheadings you have may vary, thus so will your number of rows.

| | |
|--|--|
| CURRENT ADDRESS: Center Valley, PA 18034 (610) 282-1100 fgxxxx@desales.edu | PERMANENT ADDRESS: Allentown, PA 18055 (610) 555-6789 |
|--|--|

Sample of Table Format: (a completed sample can be seen on page 44)

| | |
|--------------------------------|--|
| OBJECTIVE (Optional) | A good way to clarify and convey your immediate career goals and reason for contacting an employer. It should be specific and straightforward, and limited to one or two concise sentences. Ex: Seeking a summer internship position in the field of business with an interest in sports marketing. |
| EDUCATION | List schools attended from most recent to least recent. After your sophomore year, high school information should be eliminated from this section. B.S. Biology; Chemistry Minor, (Expected May 2022) DeSales University, Center Valley PA. *Things you can also include in this section are: GPA, academic honors, study abroad, financing any portion of your education. |
| EXPERIENCE | Make sure to always list your experiences from most recent to least recent. For each entry be sure to include: <ul style="list-style-type: none"> • Job Title (i.e. Sales Associate, Editorial Intern, Resident Advisor) • Employer/Name of Organization • Location as city and state. Don't include street address or zip code • Duration of the experience (i.e. Summers 2019 and 2020, Fall semester 2019, January-October 2020) Bulleted list of accomplishments; 3-5 concise descriptions. Use action verbs, quantify when possible, and use terminology relevant to your career field. |
| SKILLS (Optional) | List relevant "content" skills such as computer skills, lab skills, language and travel skills. You can also make your subheadings more specific by labeling your category Computer Skills, Technical Skills, Language Skills, etc. Please do not list your "transferable" skills here (i.e. team player, communicator, organized); rather, describe how you possess these skills through your work experience section. |

CONSTRUCTING STRONG RESUME BULLETS

PARQ

PARQ (Project/ Problem-- Action-- Result-- Quantify) statements are a comprehensive and succinct way to express your skills and experiences on a resume. These statements are quick, summarized stories that give prospective employers an idea of the type of contributions you could make.

P What was the **PROJECT, PROBLEM**, or task that needed addressing?

A What **ACTIONS** did you take to solve the problem or accomplish the task?

R What were the **RESULTS**, outcomes, or implications of your actions?

Q **QUANTIFY** your results where possible; use specific numbers and facts, and avoid over generalizing information.

EXAMPLE PARQ STATEMENT:

| P <i>(PROJECT / PROBLEM)</i> | A <i>(ACTION)</i> | R <i>(RESULTS)</i> | Q <i>(QUANTIFY)</i> |
|---|--|-------------------------------|-------------------------------|
| Needed new social media content | Planned and created a social media campaign. | Increased instagram followers | By 15% |
| <p>Completed Bullet: Designed and executed a social media campaign which increased instagram followers by 15%.</p> | | | |

YOUR TURN:

| P <i>(PROJECT / PROBLEM)</i> | A <i>(ACTION)</i> | R <i>(RESULTS)</i> | Q <i>(QUANTIFY)</i> |
|--|-----------------------------|------------------------------|-------------------------------|
| | | | |
| <p>Completed Bullet:</p> | | | |

TAILOR YOUR BULLET POINTS:

Your resume bullets should be specific to the position for which you are applying. Highlight keywords from the job description, and use those words to describe your previous experiences.

BE CONSISTENT:

When creating your resume bullets, use active as opposed to passive voice, place yourself as the subject performing the action but do NOT include first-person pronouns like "I" or "my," and thoroughly check for spelling and grammatical errors. Be sure to be mindful of your tense; if you presently hold a position, your action verbs should be in present tense, but if you no longer hold that position, your action verbs should be in past tense.

BULLET POINT EXAMPLES FOR COMMUNICATING COMMON PART-TIME JOBS

Many students have a difficult time talking about the skills they developed during various part-time jobs and even consider not including these experiences on their resume. Although some part-time experiences seem irrelevant, it is important to remember the underlying skills, or transferable skills, that are useful and relevant for any career. Some examples include communication skills, teamwork skills, problem-solving skills, organization skills, leadership skills, learning skills, etc. Here are some examples of how others have communicated on their resume the skills obtained in some of the most common part-time jobs.

RETAIL JOB

Money Handling Examples:

- Deliver prompt, efficient customer service while maintaining a high level of accuracy in a fast-paced retail environment.
- Accurately manage money in cash drawer, balancing at the beginning and end of each shift.

Customer Service Examples:

- Effectively advise customers on purchases by maintaining a high level of knowledge about store products.
- Consistently receive excellent reviews for customer service resulting in a raise after six months.
- Utilize strong communication and problem solving skills to effectively resolve customer concerns, ensuring a pleasant shopping experience.
- Build rapport with customers from diverse backgrounds utilizing a friendly, genuine, and helpful attitude.

Sales Examples:

- Exceed daily sales goals by an average of 25% resulting in a promotion to Lead Cashier.
- Contribute to achieving team sales goals by providing consistent, strong customer service on the sales floor.

FOOD SERVICE JOB

- Routinely manage an eight table section on busy Friday and Saturday nights, maintaining a calm and friendly attitude in stressful, fast paced circumstances.
- Provide a high level of customer service in a large, fast paced restaurant that averages 40 customers an hour.
- Identify and resolve problems in a friendly and professional manner, ensuring repeat business.

LAWN CARE JOB

- Manage developing and building a summer lawn care business generating more than \$5,000 in 4 months.
- Manage 25 residential and business accounts, ensuring customers' full satisfaction with service.
- Follow planned landscaping designs to determine where to lay sod, sow grass, or plant flowers and foliage.

BABYSITTING/NANNY JOB

- Supervise and maintain the safety and well-being of one infant and two toddlers on a daily basis.
- Manage hostile behavior with patience, care and problem solving skills.
- Coordinate everyday activities that encourage education and constructive progress.
- Create a fun, secure, and nurturing environment in which children can flourish.

LIFEGUARD JOB

- Maintain a safe and secure area by enforcing facility rules, policies, and procedures.
- Utilize strong communication and problem solving skills to effectively resolve patron concerns.
- Design and teach lifeguard training, including other guards and community members.
- Educate members of the swimming association on water safety and its importance.
- React calmly and swiftly in order to provide lifesaving care and first aid following a detailed emergency action plan.
- Conduct daily check of area and equipment for safety, cleanliness, and good repair.

OFFICE/ADMINISTRATIVE JOB

- Plan and schedule meetings and events for 10 person staff utilizing Microsoft Outlook.
- Provide exceptional customer service and ensure clients' needs were met during office visits.
- Manage three line telephone system, responding to various internal and external inquiries, routing to appropriate employee.
- Develop and manage a client contact database resulting in a 58% increase in communication.
- Write and send professional weekly office debriefs to department head.

HOW TO HIGHLIGHT YOUR GLOBAL EXPERIENCE

Examples of skills, identified by employers, you might gain through a global experience.

Taken from (Hart, 2006) and (Gardner, Steglitz & Gross, 2009):

- Teamwork skills and the ability to collaborate with others in a diverse setting.
- Ability to apply knowledge in a real world setting.
- Ability to communicate effectively.
- An understanding of how global issues affect the future.
- A sense of integrity and ethical behavior.
- An understanding of cultural values and traditions of the US and other countries.
- Adapting to new situations.
- Ability to work independently.
- Undertaking tasks that are unfamiliar.

How do I incorporate my international experience on my Resume?

This will vary based on the kind of international experience you had and where you feel your experience fits best. You may find it beneficial to put your experience under work experience or volunteer experience. However, if you studied abroad or took classes at a foreign university, one option is to include your experience in the education section of your resume. Here is an example:

Bachelor of Arts in Communication, Minor in Theology (May 2022)

DeSales University, Center Valley, PA

GPA 3.7

Intern, Pontifical Council for Justice and Peace, Vatican City

September–December 2019

- *Collaborated with scholars in researching social justice topics.*
- *Planned and executed 50th anniversary conference of the encyclical, *Pacem in Terris*.*
- *Translated papal letters in English, Italian, French and Spanish.*

How can I include my international experience in a Cover Letter?

Concisely describe the skills you gained from your international experience and how those skills relate to the position you are applying for. You do not want to repeat exactly what is on your resume. You should highlight your experience while enticing the interviewer to learn more about it. This is what might be said in such a cover letter:

“During my semester in Germany, I studied translation for the first time. I translated literary text and newspaper articles from German to English, which not only improved my German language skills, but also helped me to understand the nuances of my native language. I learned how word choice, sentence structure and grammar can influence meaning, which will help me with the detail-oriented job of copy editing.”

How can I create answers to Interview Questions?

Remember to focus on specific examples, interactions, moments, people or events instead of the value of the overall experience. Here are some questions you may be asked:

- Describe a personal or professional challenge.
- Describe an instance in which you communicated effectively.
- How have you asserted yourself under pressure?
- Describe an instance in which you used problem solving skills.
- What did you learn about yourself as a result of your international experience?
- Why did you choose to study in (country)? Why was it important to you?
- Can you describe a time when you had to change your behavior to accommodate or adjust to different local conditions?

APPLICANT TRACKING SYSTEMS

Applicant tracking systems (ATS) provide employers a centralized tracking process to manage the recruitment, interviewing, and hiring processes of the applicants. These computer systems filter applications by criteria such as keywords in the job posting, skills, education, and other qualifications to either screen in or screen out applicants



jobscan.co is a great resource for preparing your resume to apply for a specific job or internship

Tips for Navigating ATS

- Create your resume from a standard computer/laptop using guidance from this career planning guide. Using creative or complex resume templates can cause the ATS to reject your resume.
- Read the job summary carefully selecting keywords that you will use to tailor your resume accordingly. The ATS's purpose is to identify the resumes that most closely match the job.
- The ATS needs to “read” your resume so make sure you use a simple and appropriate resume format with standard resume headings. Please refer to the resume section of this guide for examples.
- Keep your resume clean and easy to read. Charts, boxes, graphs, jargon, acronyms can be difficult for an ATS to analyze.
- In addition to the posted job, research the company itself, learn the company's core values, culture, mission statement, and you may discover additional keywords that may be important to include on your resume.
- Once you have your key terms, make sure they are used frequently enough that an algorithm will see them as relevant. Try to use your top keywords in your resume 3-5 times, but do it naturally. Not only will the algorithm flag your resume if you overstuff it, but keep in mind that it needs to make sense to a human as well!
- Proofread your resume! The ATS cannot recognize misspelled words. When a hiring manager eventually reviews your resume, you want it to be error-free for the human eye, too.



SKILLS CLUSTER LIST

Accounting

| | |
|-----------|----------|
| Record | Estimate |
| Assess | Figure |
| Audit | Appraise |
| Prepare | Examine |
| Maintain | Measure |
| Forecast | Verify |
| Calculate | |

Administration

| | |
|-------------|---------|
| Monitor | Access |
| Track | Receive |
| Assess | Process |
| Coordinate | Serve |
| Organize | Furnish |
| Requisition | |

Communication

Convey
Publicize
Address
Explain
Advertise
Express
Coordinate
Compose
Edit

Editing

| | |
|---------|-------------|
| Review | Revise |
| Analyze | Rework |
| Check | Amend |
| Compare | Improve |
| Comment | Initiate |
| Correct | Investigate |
| Rewrite | |

Finance

| | |
|-----------|-----------|
| Analyze | Construct |
| Invest | Develop |
| Budget | Acquire |
| Inventory | Deploy |
| Evaluate | Manage |
| Appraise | Project |

Fundraising

| | |
|------------|------------|
| Research | Inform |
| Analyze | Motivate |
| Strategize | Direct |
| Program | Persuade |
| Develop | Monitor |
| Contact | Coordinate |
| Inquire | |

Human Resources

| | |
|-----------|------------|
| Assess | Train |
| Analyze | Mediate |
| Recruit | Appraise |
| Survey | Coordinate |
| Screen | Align |
| Interview | Finance |
| Select | |

Leadership

| | |
|-----------|-----------|
| Create | Inspire |
| Lead | Represent |
| Encourage | Govern |
| Manage | Direct |
| Organize | Advise |
| Compare | |

Management

| | |
|------------|------------|
| Coordinate | Evaluate |
| Facilitate | Strategize |
| Plan | Develop |
| Schedule | Listen |
| Delegate | Consult |
| Mediate | |

Marketing

| | |
|---------------|----------|
| Assess | Discover |
| Observe | Infer |
| Review | Clarify |
| Dissect | Quantify |
| Interpret | Qualify |
| Discern | Analysis |
| Conceptualize | |

Mechanical

| | |
|--------------|------------|
| Design | Repair |
| Construct | Align |
| Craft | Coordinate |
| Create | Manipulate |
| Engineer | Examine |
| Analyze | |
| Troubleshoot | |

Public Relations

| | |
|--------------|-------------|
| Assess | Strengthen |
| Prepare | Promote |
| Coordinate | Handle |
| Present | Participate |
| Negotiate | Facilitate |
| Publicize | |
| Troubleshoot | |

Research

| | |
|-----------|-----------|
| Identify | Prepare |
| Evaluate | Conclude |
| Review | Determine |
| Assess | Analyze |
| Compare | Critique |
| Recommend | |

Review

| | |
|----------|-----------|
| Assess | Promote |
| Survey | Advertise |
| Analyze | Advance |
| Quantify | Boost |
| Identify | Improve |
| Announce | |

Selling

| | |
|----------|----------|
| Educate | Vend |
| Persuade | Handle |
| Provide | Present |
| Assist | Sell |
| Serve | Convince |
| Trade | Inform |

Consulting

Problem solve
Assess
Assist
Arrange
Guide
Troubleshoot

Survey
Serve
Contribute
Motivate
Train
Counsel

Counseling

Listen
Sense
Intuit
Assess
Analyze
Assist

Align
Help
Understand
Inform
Facilitate

Craft

Design
Create
Build
Entertain
Perform
Choreograph

Draw
Render
Illustrate
Compose
Construct
Conceive

Design

Organize
Explore
Formulate
Sketch
Draw
Draft

Layout
Create
Plan
Style
Pattern
Build

Information

Appraise
Analyze
Inventory
Structure
Design
Categorize
Document

Process
Manage
Program
Link
Coordinate

Innovating

Create
Modify
Change
Upgrade
Improve
Design
Activate

Restructure
Establish
Stimulate
Implement
Transform
Language

Investigating

Interrogate
Question
Analyze
Intuit
Seek
Pursue

Search
Probe
Coordinate
Explore
Counseling

Language

Translate
Interpret
Lecture
Converse
Negotiate
Comprehend

Compare
Understand
Proficiency
Fluency
Teach
Tutor

Organizing

Classify
Organize
Assist
Maintain
Liaison
Systematize

Support
Arrange
Schedule
Coordinate
Simplify
Assist

Performing

Create
Present
Play
Interpret
Act
Sing

Dance
Perform
Model
Read
Inspire

Persuading

Present
Articulate
Clarify
Challenge
Negotiate
Inquire

Reason
Influence
Convince
Arbitrate
Mediate
Reconcile

Program Development

Analyze
Design
Construct
Develop
Prepare
Recommend

Strategize
Coordinate
Formulate
Persuade
Implement

Service

Anticipate
Serve
Assist
Present
Maintain
Troubleshoot

Help
Coordinate
Prepare
Welcome
Enhance

Teaching

Educate
Tutor
Stimulate
Inform
Instruct
Facilitate
Awaken

Explore
Advise
Counsel
Entertain
Amuse
Performing

Technical

Design
Inspect
Locate
Edit
Analyze
Conceptualize
Troubleshoot

Implement
Construct
Modify
Operate

Writing

Conceive
Construct
Craft
Integrate
Interpret
Capture

Abstract
Express
Inform
Summarize
Conclude



Note the usage of a LinkedIn URL and QR code at the bottom of the document. They are not required, but can direct an employer to learn more about your experiences. Enhance your personal brand by creating a custom URL for your LinkedIn public profile.

JOHN CAREER

jcxxx@desales.edu

Campus Address

Center Valley, PA 18034

Home Address

Philadelphia, PA 19124

EDUCATION

B. S. Biology (Expected Graduation May 2022)
DeSales University, Center Valley, Pennsylvania
Major GPA: 3.2 Overall GPA 2.8

Studied Abroad in Madrid, Spain (Summer 2019)

RELATED EXPERIENCE

Environmental Resources Club, DeSales University, PA
2019–present

- Founder and president of student club promoting interest in the environment
- Plan social activities around environmental issues to enhance student interest
- Organize and chair a large environmental debate

Intern, Mead Paper, Chillicothe, Ohio

May–August 2018, January–May 2019

- Worked on a large-scale Ecosystem Research Project in cooperation with the U.S.F.S.
- Learned various industrial aspects of using natural resources
- Used GIS and GPS systems to inspect pine tree plantations and map company lands

LEADERSHIP EXPERIENCE

Eagle Scout Project, Allentown, PA

Summer 2017

- Calculated volume of run-off from surrounding area and required area of garden
- Planned and constructed rain garden at local elementary school
- Researched proper plants and soil for garden

OTHER EXPERIENCE

Legal Assistant, Mark R. Stanley, Attorney at Law, Bethlehem, PA

April 2020–present, part-time during academic year

- Assist the attorney in various matters concerning real estate, social services, criminal, family and common law cases
- Gain practical experience and knowledge in legal issues and terminology

Technical Assistant, Johnson Controls, Inc., Sparks, MD May–
August 2019

- Assisted mechanical engineers with HVAC system design
- Transferred and edited design drawings on computer programs

COMPUTER SKILLS

GIS, GPS, AutoCAD, MS Word, MS Excel

LINKEDIN

<https://www.linkedin.com/in/johncareer>

Nicholas F. Luchko

Philadelphia, PA 19109

(610) 123-4567 | nlXXXX@desales.edu

Education

DeSales University, Center Valley, PA

Expected Graduation May 2025

Bachelor of Arts in Communication

Minor in Ethical Leadership

Freedom High School, Philadelphia, PA

Graduated June 2021

Work Experience

Mad Batter Restaurant, Cape May, NJ

June 2019 - August 2021

Server

- Managed customer transactions.
- Served up to 6 tables at a time.
- Utilized customer service and communication skills to resolve concerns.
- Ensured work area remained sanitary.

Campus Engagement

Alpha Phi Omega, Active Member

September 2021 - Present

Center for Service and Social Justice, Volunteer

September 2021 - Present

Varsity Soccer, Captain

September 2018 - June 2021

Honors and Awards

Presidential Scholarship

August 2021 - Present

National Honor Society

September 2018 - June 2021

Colleen Corona

New York, New York 10005

567-234-7890 | colleen_corona@gmail.com

Objective: To obtain an entry-level supply chain management position with B-Braun.

Education:

Bachelor of Arts | Business Administration | Supply Chain Management
DeSales University | Center Valley, PA

May 2021

Study Abroad:

Studied Abroad in Rome, Italy

Fall 2019

Related Experience:

Customer Supply Chain Intern | Hershey Company | Hershey, PA January 2020 – March 2020

- Tracked and traced customer shipment data to identify key focus areas for improvement.
- Worked with Hershey transport partners and customer data to identify root cause and action plans to improve on time delivery.
- Partnered with customer service team to identify opportunities where order patterns can be improved to reduce complexity and improve service.
- Identified improvement areas within the current processes.
- Evaluated customers' orders and identify trend and opportunity areas that will deliver increase rebates for them and drive efficiency for Hershey.
- Assisted Customer Supply Chain Managers – Ad Hoc projects for various top 10 customers ranging from case fill improvement, seasonal service, reporting requirements, etc.
- ***Internship concluded two months early due to the COVID-19 pandemic***

Other Experience:

Assistant Resident Director | DeSales University Residence Life | Center Valley, PA 2020– 2021

- Supervised resident advisors of residence hall.
- Resolved staff conflict.
- Acted as liaison to the Director of Residence Life.

Resident Advisor | DeSales University Residence Life | Center Valley, PA 2018 – 2020

- Attended weekly staff meetings.
- Created monthly programs.
- Maintained a constructive and comfortable living environment for the residents.

Head Cashier | Giant Food Stores | New York, New York 2018 – Present

- Provide on-the-job training to all new cashiers.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Answer customers' questions, and provide information on procedures or policies.
- Help customers find the location of products.
- Collaborate with coworkers to create a positive and friendly environment for customers.

University Accomplishments:

- University Senior Success Series | Fall 2020 – Spring 2021
- Dean's List | Fall 2017 – Spring 2021

Skills:

- Bilingual: English & Italian
- Microsoft Office & Google Drive

LinkedIn: <https://www.linkedin.com/in/colleencorona>

Frankie Brisson

Center Valley, PA 18034

fb0000@desales.edu

(555) 123-4567

OBJECTIVE

To obtain an entry-level staff accountant position with PwC LLP.

EDUCATION

DeSales University – Center Valley, PA

Expected Graduation May 2022

- B.S. Accounting and B.S. Supply Chain Management
- Expect to complete 150 Accounting credit hours by August 2022 /
- Overall GPA 3.59, Accounting GPA 4.0, Supply Chain Management GPA 4.0

EXPERIENCE

Continental Automotive – Allentown, PA

March 2019 – Present

Continuous Improvement Intern

- Extensively utilized Microsoft Excel in conjunction with SAP for analysis and workflow optimization
- Leverage 5S, kaizen, visual management and other lean-oriented principles as a part of a company-wide effort to support a continuously improving, quality-oriented culture
- Manage numerous projects to further value-creating initiatives, utilizing time studies and process mapping to develop reports used for critical manufacturing/distribution decisions, as well as for administrative management functions

DeSales University – Auxiliary Services – Center Valley, PA

January 2018 – Present

Conference Assistant/Event Manager

- On site point-of-contact for overnight conference events
- Set up and operate audio/visual technology, troubleshooting hardware and software issues

DeSales IRS VITA-TCE Program- Volunteer Tax Return Preparation January – May 2020

- Prepared individual tax return for local community members
- Utilized Intuit ProSeries Tax Software
- Facilitated meetings with clients to discuss tax preparation

CAMPUS INVOLVEMENT

- DeSales University Minstrel (student newspaper) – Writer and Copy Editor
- Volunteer with the DeSales University Center for Service and Social Justice (university community service organization)
- Alpha Phi Omega (National Service Fraternity) – Active Brother; Served on the Service Committee 2019-2020 planning and organizing local service opportunities
- DeSales University Chorale and Schola Cantorum Chamber Choir
- Student Member of the American Production and Inventory Control Society (APICS)
- Men's Rugby Club

SKILLS AND CERTIFICATIONS

- Advanced knowledge of Microsoft Excel, (utilizing array formulas, lookup/index match, beginner experience with VBA integration)
- Experience with SAP (SD/MM/PP) and Quickbooks
- Eagle Scout – Organized and executed service project at U.S. Forest Service National Historic Site

Danyell Young

☞ www.linkedin.com/in/danyell-young ☞ Springfield, VA 22153 ☞ dyxxxx@desales.edu ☞ 610-555-7652

Education:

Dual Major: Bachelor of Arts, Business Administration; Bachelor of Science, Marketing Graduated May 2022
DeSales University, Center Valley, PA GPA: 3.95 & Dean's List: 6/6 semesters
Thesis: Business and Ethics: an Intertwining of Reason and Spirituality for Profitable Ventures

Work Experience:

Lehigh Valley Association of Independent Colleges: Bethlehem, PA

Event Coordinator/Project Manager June 2020-Present

- Planning, organizing, and executing all event logistics, materials, and post-event evaluations
- Processing payment and credit card requests, reconciling accounts, tracking and creating invoices
- Managing marketing via all social media platforms and updating website via Contentivity
- Developing and managing customer relationship database for over 50 Communities of Practice

Global Spectrum, PPL Center: Allentown, PA

Premium Services Representative/Event Staff August 2018-March 2019

- Provided customer service to premium seating guests during all 140+ events
- Acted as a point person for all guests, up to 10,000 individuals at each event
- Managed ushering, ticket taking, and other event staff responsibilities

Internship Experience:

Muscular Dystrophy Association: Allentown, PA

Community Outreach Intern January 2021-May 2021

- Fundraised for Muscular Dystrophy research via connecting with over 100 local business accounts
- Organized and managed accounts for donations for an auction event featuring over 300 businesses
- Cold called, e-mailed, & created social media content to market events to the community

DeSales University Career Development Center: Center Valley, PA

Marketing and Event Coordinator June 2019-May 2021

- Increased social media following by over 7.5% within three months
- Analyzed/utilized marketing data to improve marketing techniques and increase reach by 56%
- Planned and organized an Open House attracting over 460/1700 students

Leadership Experience:

- Vice President/Co-Founder Outdoor Adventure Club 2019-Present
- President/Founder I.D.E.A.S Entrepreneurship Club 2020-Present
- L.E.A.D.S.U Program 2018-2019

Achievements:

- Faith and Reason Honors Program
- Flemming Ethics Bowl Participant
- Delta Epsilon National Honor Society

Skills:

- SPSS software for data analysis, ACCESS, writing contracts, QuickBooks, Microsoft Office

Isabel Gambella

Allentown, PA 18103 • (610) 123-4567 • igxxxx@desales.edu

EDUCATION

Bachelor of Arts, Sports Management (Expected Graduation May 2023)

DeSales University, Center Valley, PA

- GPA in Major: 3.6, Cumulative GPA: 3.1
- Earning and financing 100% of college education at DeSales University

RELATED EXPERIENCE

DeSales University Athletic Office

Center Valley, PA

Athletic Supervisor

Aug. 2020 - Present

- Provide administrative support at University's intercollegiate athletic events
- Supervise an outdoor field maintenance crew of three
- Perform weekly evaluation of campus fitness center to ensure the safety of the facility

Lehigh University Athletic Department

Bethlehem, PA

Athletic Intern

Sept. 2019 - Dec. 2019

- Assisted in preparation of the athletic budget of approximately \$100,000
- Prepared coaching aids for home football games
- Prepared schedules for intramural sporting events and officiated at intramural football games

Grand Slam of Philly

Philadelphia, PA

Assistant Manager

Seasonal, 2018- 2020

- Supervised recreation activities
- Organized special events which included home run derby for teenagers
- Sold athletic products and maintained inventory

RELATED COURSE PROJECT

Sport Marketing and Promotion SS-330

Spring 2021

- Collaborated with a team of five peers to evaluate current marketing practices of the DeSales intramural teams
- Conducted focus groups, recorded findings, and presented to professor and the director of athletics

COLLEGIATE INVOLVEMENT

• Chair, Student Government Constitution Revision Committee

Aug. 2021 - Present

• Member, Students in Free Enterprise

Oct. 2019 - Present

• Team won regional championship in 20xx and 20xx, placed nationally in 20xx

• Varsity Baseball Team

2017-2018

ACHIEVEMENTS

Dean's List

Presidential Scholarship

Society for Sport Leadership

Founding member of Alpha Phi Omega

SKILLS

- Proficient in Microsoft Office applications including: Word, Excel, PowerPoint and Access
- Fluent in Italian

Carl P. Brilla
Center Valley, PA 18036

(555) 456-7890

cbxxxx@desales.edu

OBJECTIVE: To obtain the full-time position of Programs and Operations Manager: Office of Crime and Victim Services in the District Attorney's Office in Allentown, PA.

EDUCATION

DeSales University – Center Valley, PA

- Master of Arts in Criminal Justice – Digital Forensics Track (**Expected Graduation: May 2023**)
- Bachelor of Arts in Criminal Justice – Intelligence Track (**Graduated May 2021 – Cum Laude**)
- Undergraduate Cumulative GPA: 3.3/4.0 ~ Graduate Cumulative GPA: 3.9/4.0

SUMMARY OF RELEVANT SKILLS

- Proven verbal and written communication skills.
- Possesses strong organizational and analytical skills.
- Adaptable to diverse work environments and efficiently manages time.
- Handle multiple tasks simultaneously and meet deadlines.
- Able to work in a team, as well as individually.
- Experience working in fast paced professional office environment through previous internships and jobs.

INTERNSHIP EXPERIENCE

Officer David M. Petzold Digital Forensics Laboratory of Lehigh County, Intern, Spring 2021:

- Worked directly with law enforcement officers in conducting forensic examinations of digital devices and evidence.
- Actively engaged in the overview of digital forensic equipment to gain knowledge about its' purpose, role, scope, and limitations in the Criminal Justice field.
- Served as an asset to the Lehigh County Computer Crimes Task Force by engaging in hands on administrative work and assisting in the daily operations of the lab.

Bucks County Clerk of Courts, Intern, Summer/Winter 2019:

- Assisted in the daily operation of the office.
- Worked on various projects and tasks assigned through-out the summer.
- Attended daily criminal & civil trials and hearings.
- Shadowed a variety of officers in the Criminal Justice system and visited with other various County offices.

ADDITIONAL WORK EXPERIENCE

DeSales' Emergency Management Office Center Valley PA, Work Study Student, August 2018-May 2020:

- Served as an asset to the DeSales' Emergency Management Office by assisting with record management and emergency team training updates.

D&J Sports Inc. Coopersburg PA, Retail Assistant, Summer 2017-Summer 2018:

- Assist in the daily operations of a family-oriented retail swim shop.
- Help answer phones, work cash register, tend to customers, take inventory, stock store, and travel to swim meets or team fittings.

Quakertown Veterinary Clinic Quakertown PA, Kennel Receptionist & Assistant, Summer 2017:

- Assisted in the daily office duties of scheduling, drop-off and pick-up, of grooming and boarding small animals; in addition to hands-on experience in small animal boarding and small animal care.

UNIVERSITY ENGAGEMENT & ACHIEVEMENTS

- **Criminal Justice Association**, Vice President, 2019-2020
- **University Senior Success Series**, Fall 2020 - Spring 2021
- **Swim Club**, 2018-2020
- **CrimeFITE at DeSales University**, Summer 2018 & Summer 2019

Michael Carlson

Rehoboth Beach, DE 19971

(555) 895-2331 |!mcxxx@desales.edu

EDUCATION

DeSales University

Bachelor of Science in Psychology

Center Valley, Pennsylvania

Expected Graduation May 2022

- **GPA:** 3.781 / 4.0
- **Honors:** Deans List - *PSI CHI* - Lifetime Member of International Honor Society in Psychology, Inducted April 2020

Saint Mary's College

Bachelor of Science in Biology

South Bend, Indiana

August 2018 - May 2019 (*transferred*)

- GPA: 3.0/4.0
- **Scholarships :** DeCrane Presidential Scholarship

Fall 2018 - Spring 2019

RESEARCH EXPERIENCE

PS 206 - App Research Design and Analysis

- Able to gain firsthand experience in conducting psychology research. Undergraduate Research, "Memory in Films."
- Researched and analyzed whether subtitles in movies provide a distraction to college students' multi-tasking abilities.
- Presented at Lehigh University's Undergraduate Research Conference for Psychology, Neuroscience and Philosophy of Mind, April 2021.

Carlson, M., Avery, A., Grant, J., & Orsen, D. (2020, April). Memory in Films. Presentation presented at Undergraduate Research Conference for Psychology, Neuroscience and Philosophy of Mind, Bethlehem, PA.

SHADOWING EXPERIENCE

Mid-Atlantic Family Practice

Shadowed Dr. DiSalvo (General Practitioner)

Rehoboth Beach, Delaware

May 2021 - Present

- Gain experience in dealing with patients on a one-on-one basis.
- Learn various medical conditions/disorders (both mental and physical) exhibited by patients.
- Acquire valuable leadership and communication skills needed for the profession.

Pediatric/Adolescent Center

Shadowed Kelly Phillips (Nurse Practitioner)

Milton, Delaware

June 2017 - June 2018

- Expanded experience by interacting with children/adolescents.
- Discovered how to help children/adolescents deal with trauma (mental, physical, sexual).
- Assisted with counseling children/adolescents dealing with trauma and abuse.

TUTORING EXPERIENCE

PS 230 - Cognitive Psychology

Fall 2020

PS 240 - Human Development

Fall 2020

EMPLOYMENT

Fisher's Popcorn

Sales Associate

Rehoboth Beach, Delaware

May 2015 - August 2018

Erika Barber

Pottsville, PA 17901

(570) 000-9874

ebxxxx@desales.edu

EDUCATION

Bachelor of Arts in Early Childhood Elementary Education DeSales University, Center Valley, PA (Expected Graduation January 2022)
Major GPA: 3.60 Cumulative GPA: 3.353
Certifications: CPR/AED trained

STUDENT TEACHING

Farmersville Elementary School; Bethlehem, PA August 2021 – October 2021

- Participated in an in-service dealing with PVAAS and the Comprehensive Literacy Plan for Bethlehem Area School District
- Attended an IEP meeting for a student in a fourth grade classroom
- Designed and implemented an interactive grammar lesson during American Education Week
- Used the Pennsylvania Common Core Standards to develop and instruct a fourth grade Mathematics unit
- Analyzed teaching effectiveness using data from my Student Learning Objective (SLO)
- Created Guided Reading groups and was able to differentiate instruction based on reading level

FIELD OBSERVATION

Saint Joseph's Learning Center; Pottsville, PA March 2021

- Observed and assisted a student with special needs use their assistive technology
- Provided small assistance to an Occupational Therapist while working with different students

Saucon Valley Elementary School; Hellertown, PA January 2020 – May 2020

- Observed in a fourth grade classroom that consisted of 20 students, ten of them having IEPs

Luis A. Ramos Elementary School; Allentown, PA September 2019 – December 2019

- Worked one-on-one with a student that was below grade level
- Helped administer DIBELS testing

Lincoln Early Childhood Center; Allentown, PA January 2018 – May 2018

- Worked in a classroom with an ESL teacher

COLLEGIATE INVOLVEMENT/ACHIEVEMENTS

- Dean's List, five semesters; MAC Fall Academic Honor Roll, two years; Kappa Delta Pi International Honor Society of Education
- DeSales Women's Division III Volleyball Team (August 2018-2021)

RELATED WORK EXPERIENCE

- Summer Nanny *Pottsville, PA* (2018-Present)
- IU 29 Summer Daycare, Aid *Schuylkill Haven, PA* (Summer 2018)

ADDITIONAL WORK EXPERIENCE

- Anthracite Volleyball Academy, Coach *Tamaqua, PA* (November 2019-Present)
- Ice Cream Caboose, Shift Leader *Pottsville, PA* (May 2019-Present)
- DeSales University Dining Services, Wait Staff *Center Valley, PA* (January 2019-Present)

Jane DeChantel

Valley, PA 18034
JdXXXX@desales.edu
610-123-4567

EDUCATION

B.A. in Theology, DeSales University, Center Valley, PA, Expected Graduation May 2023

- Dual Minor: Professional Communication and Ethical Leadership
- Cumulative Major GPA: 3.5
- Faith and Reason Honors Program
- Rome Study Abroad Program, Fall 2020

RELATED EXPERIENCE

Mentor, DREAMS Program, DeSales University, Center Valley, PA August 2021

- Assist in a week-long summer program enabling disadvantaged high school students to improve academically
- Maintain an on-going mentorship with the group of students by contacting them on a bi-monthly basis throughout the school year

Columnist, Catholic Stand, January 2020 – Present

- Deliver theological, relevant, and captivating articles monthly
- Educate readers on Catholic spirituality and the teachings of the Church

Intern, Salesian Center for Faith and Culture, DeSales University, Center Valley, PA, January 2021 – May 2021

- Assisted in planning campus-wide events, aimed at promoting Salesian Spirituality
- Composed reflections based on Salesian Spirituality to be posted on the Center's website

Work Study, Campus Ministry, DeSales University, Center Valley, PA, August 2019 – May 2020

- Designed weekly bulletins by gathering information and utilizing Microsoft Word
- Served as a greeter at Sunday Mass to effectuate a welcoming environment
- Gained knowledge in the field of Catholic ministerial responsibilities

WORK EXPERIENCE

Lifeguard, Morgandale Condominium Pool, Lansdale, PA, June 2018 – Present

- Maintain a secure area by enforcing facility rules, policy, and procedures
- Use effective communication and problem-solving skills to successfully resolve patron concerns
- Maintain a clean and safe work environment

LEADERSHIP EXPERIENCE

- Senator, DeSales University Student Government Association, August 2019 – Present
- Alpha Phi Omega Service Fraternity, May 2020 – Present
- Liturgical Minister, DeSales Campus Ministry, September 2019 – Present
- Bulldog Ambassador, DeSales University Admissions Office, September 2019 – May 2020

Michael (Mike) Wells

Campus Address:
Center Valley, PA 18034
mwxxxx@desales.edu

Home Address:
Bensalem, PA 19500
610-555-0000

EDUCATION

B.A. Television/Film (Expected Graduation: May 2022)

DeSales University, Center Valley, Pennsylvania

- GPA: 3.841
- Financing 70% of college expenses through summer jobs

TECHNICAL SKILLS

Final Cut Pro, Photoshop, Illustrator, Autodesk Maya

RELATED EXPERIENCE

Student Producer, DeSales Film Festival Committee; Fall 2020 - present

- Integral in the marketing and design aspect of the annual event
- Utilize Photoshop skills to design postcards, advertisements, and movie posters
- Create promotional video shorts to air in local movie theaters

Media Coordinator, Passmore Service Center; Summer 2020 - present

- Establish and maintain the company's growing social media presence
- Improve the company's website and increase user functionality
- Create television commercials to enhance consumer appeal
- Communicate effectively with costumers to ensure quality service

Production Intern, Blue Trail Entertainment; Fall 2019 - Fall 2020

- Gained experience working on the sets of a feature length film and a NYC runway show
- Captured and synchronized media files using Final Cut Pro and Adobe Premiere
- Shot B-roll footage and production stills for a variety of film shoots

Production Assistant, WZAR-TV; Fall 2018 - Summer 2020

- Operated studio cameras, lighting equipment, and teleprompters for multiple live news broadcasts

Senior News Director, BASH-TV News; Fall 2017 - Summer 2018

- Managed broadcast of live show by directing crew and gathering news
- Gained experience in Final Cut Pro through filming and editing over twenty news packages, commercials, and industrial videos

COLLEGIATE INVOLVEMENT

Career Ambassador, DeSales University Career Development Center; Spring 2019 - present

- Conduct mock interviews with peers to strengthen their communication skills
- Assist students with resume building and career searching
- Establish valuable connections between employers and students

RECOGNITIONS

Awarded **2020 Berks Best in Communications**



Additional content may include head shot, dance pose, and measurement listings.

Sadie May Ballet

sb1234@desales.edu • 610-123-4567 • Center Valley, PA 18034

Education:

B.A. in Dance with Business Minor, DeSales University, Center Valley, PA – Class of 2022

- **Faculty:** Timothy Cowart, Trinette Singleton, Julia Mayo, Angela Sigley Grossman, Tara Madsen Robbins, Sarah Carlson
- **Award:** Conservatory of Dance Recipient 2020

Performance Experience:

2018-2022 DeSales University Dance Ensemble Concert

- *Rainfall* choreography by Er Dong Hu
- *Entanglement* choreography by Timothy Cowart
- *Abre Tu Ojos (Open your Eyes)* choreography by R. Colby Damon
- *WANDA* choreography by MADBOOTS dance company
- *The Bluebird of Happiness* choreography by Joshua L. Peugh

2021 Dancing on the Mountain, Earl Mosely's Institute of the Arts

- *Gate D* choreography by Daniel L. Moore
- *In Memorium* choreography by Meredith Rainey

2019 DeSales University Touring Company

- *Tether* choreography by Angela Sigley Grossman

2018 Translate (voices of dance), JCHEN Mentorship

- *i am...* choreography by Jessica Chen

2017 Boundless in Brooklyn 48 hour Dance Film Contest

- *Walks of Life* choreography by Marla Wolfinger, directed by Nick Lallo

Choreographic Experience:

2020-2021 Ten Tiny Dances

- *Hold on Hope; Strength in Pain* tap solo, music The Cave by Mumford and Sons
- *100,000 Mile Ride* modern solo, spoken word from The Fosters

2019-2020 DeSales University 48 Screendance Challenge

- *Revolutions* 6 dancers, Directed by Kyle Cognetti, music composed by Kyle Cognetti

2018-2020 DeSales University Informal Concerts

- *Selfless Giving is the Art of Living* modern trio, spoken work by Shane Koyczan
- *Syncopated Showers* tap, 4 dancers, music Singin' in the Rain by Mint Royale
- *Suprasellar Germinima* modern duet, music Loft by Caspian

Teaching Experience:

2019-Present

Studio West Dance Centre, Allentown, PA

- Intermediate Jazz, Beginner Modern, and all levels of Tap
- Worked backstage at recital to ensure all numbers enter and exit properly

2018-Present

Dolly Haltzman Repertory Dance Theatre, Kuhnsville, PA

- Beginner, Intermediate and Advanced Jazz
- Helped run the lobby smoothly as well as hand out programs to entering patrons

Kathy Johnson

Center Valley, PA 18034 | kj1234@desales.edu | 215-123-4567

Objective:

To obtain a position as a software developer at St. Luke's University Health Network.

Education:

DeSales University, Center Valley, PA, Expected Graduation May 2022

- B.S. Degree in Computer Science – GPA 4.0
- Minor in Business
- Dean's List Spring 2018, Fall 2018, and Spring 2019

Related Work Experience:

PPL Corporation, Allentown, PA, IT Application Developer, May 2019 - March 2021

- Member of the Web Support Team, responsible for the execution of tasks provided or requested by team members and supervisors
- Completed challenging assignments and projects on PPL's external websites, evaluated team performance metrics, and contributed to teamwork through Agile project methodology
- Member of the Business Intelligence team, responsible for creating dashboards depicting real-time data in tools such as MicroStrategy and Visual Insight

Air Products and Chemicals, Inc., Allentown, PA, Information Technology Intern, May 2019 - August 2019

- Compiled and maintained a list of SharePoint admin sites
- Updated and maintained various databases to ensure updated information
- Attended daily SharePoint migration meetings to provide assistance and support with the SharePoint migration project
- Corrected SharePoint migration issues

Collegiate Leadership Experience:

DeSales University, Center Valley, PA, Student Government Association, October 2019 - May 2022

- Executive Vice President of the Treasury, August 2019 - May 2021
- Class Treasurer for Class of 2021, May 2020 - Present
- Student Senator for Class of 2021, October 2019 - May 2020

Certifications:

- Cisco CCNA I, II, III, and VI
- Certified Arduino Trainer by Ascension Engineering

Skills:

- C++, Java, Agile, Oracle SQL



EDUCATION

DeSales University, Center Valley, PA
B.S. Computer Science, concentration in Digital Art
Expected Graduation: May 2023
GPA: 3.5

BIBLIOGRAPHY

September 2020 Edwards, Catherine. "Family and Fortitude," *Homeschooling Today* Magazine
"8.5in x 11in" photo print

February 2021 Towson, Cody. "Top 5 Extracurriculars for your College Application," *Cody Comments*
(blog) www.blog.CodyComments.com Saturday, Feb. 20, 2021
Vector Illustration

COMMISSION

March 2021 Corporate Art Commission, "Endurance," 10' x 12' billboard print
Adobe Illustrator vector design
Spine and Injury Center, Fredericksburg, VA

INTERNSHIP EXPERIENCE

May 2020-August 2020 *Web Design Intern*, The Banana Factory, Bethlehem, PA

- Edited layout and uploaded art submissions for public web page
- Assisted Digital Art Workshop by advising students in Photoshop Techniques
- Designed business cards for Banana Factory staff

WORK EXPERIENCE

May 2019-Present *Work Study*, S.E.A.L. Office DeSales University, Center Valley, PA

- Design new external webpage for Admissions Office, increasing page views by 10%
- Manage Social Media pages, curate content, design and edit visual graphics

August 2019-May 2020 *Lead Designer*, DeSales University Yearbook Committee

- Directed cover design for 2019-2020 Yearbook
- Head photographer for student events, edited images in Photoshop
- Recruited 10 team members and lead biweekly meetings in an organized and professional manner

SKILLS

~Adobe Illustrator ~Adobe Photoshop~ Adobe InDesign ~Python ~Java~



Bennet Gram

Bg0000@gmail.com

810-000-0000

Philadelphia, PA 19103

Education

DeSales University, Center Valley, PA

Bachelor of Mathematics, General Track - Expected Graduated May 2023

Overall GPA: 3.89

Internship Experience

DeSales University Athletic Department, Center Valley, PA

August 2020 - May 2021

Sports Information Intern

- Utilized software programs, such as SideArm Sports and StatCrew, to provide live statistics to the DeSales University Athletics website
- Analyzed statistics from sports' histories to accurately create Microsoft Excel spreadsheets which expanded the university's record books

Fanatics, Conshohocken, PA

May 2019 - August 2019

Business Management Intern

- Compiled key daily sales trackers from multiple sites into a Microsoft Excel report which was sent to various company executives
- Designed email briefs which outlined the structure and content of marketing emails for the NHL, MLS, and NFL
- Advised co-workers on needed improvements regarding site content and layout to enhance customer satisfaction

Public Speaking Experience

DeSales University Scholarship Dinner, Center Valley, PA

December 2020

- Addressed over 75 of the university's most generous donors to thank them for their continued support in front of 150 DeSales' faculty, staff, students, alumni, and community members

DeSales Uncorked: Wine Auction & Dinner, Allentown, PA

October 2019

- Delivered a speech of appreciation on behalf of the student body to 50 of DeSales University's most influential donors during a fundraiser organized by the Office of Institutional Advancement

DeSales University Presidential Inauguration, Center Valley, PA

April 2018

- Represented the student body in welcoming Rev. James Greenfield, OSFS in front of over 300 attendees

Collegiate Leadership Involvement

DeSales Campus Activities Board, Center Valley, PA

April 2019 - Present

President

- Recruit and develop relationships with students of all classes during campus events
- Organize, execute, and oversee recreational weekly events for students at the university
- Prepare agendas and conduct bi-weekly meetings to ensure the fluidity of upcoming events
- Collaborate with and answer directly to the Assistant Director of Student Engagement and Leadership for events

Honors and Awards

- DeSales University Presidential Medal of Honor
- Academic Excellence
- James Kilcur SGA Sophomore Leadership Award
- Member of Pennsylvania Tau Chapter of Kappa Mu Epsilon Mathematics Honor Society
- Dr. Jerry Joyce Student Engagement and Leadership Award

J A I M E L U C E R O

Center Valley, PA • 18034 • (267) 123-4567 • j10234@desales.edu

EDUCATION

DESALES UNIVERSITY, CENTER VALLEY, PA

Medical Studies- Physician Assistant Program Candidate, GPA 3.7, Expected Graduation May 2023

RELATED EXPERIENCE

ST. LUKE'S UNIVERSITY HEALTH NETWORK MEDICAL CAREER PATHWAYS, Bethlehem, PA

Intern, September 2020 – May 2021

- Weekly observation of various healthcare professions throughout hospital.
- Attended Monday lectures presented by St. Luke's employees.

PHOEBE RICHLAND, Richlandtown,

PA Volunteer, May 2020 – August 2020

- Transported patients to and from therapy.
- Assisted patients with therapy exercises.
- Anticipated and responded to the resident's needs while under supervision.
- Coordinated care between physical therapy, occupational therapy, and speech therapy.

WORK EXPERIENCE

THE WEST END, Quakertown, PA

Server, March 2020 – Present

- Greet guests and answer questions about menu items, make recommendations upon request.
- Serve patrons, ensure satisfaction with service, respond to complaints, and make conversation.
- Routinely manage a six-table section on busy weekend nights, maintain a calm, friendly attitude in a stressful, fast paced environment.
- Ensure clean and safe work environment.

Friendly's, Quakertown, PA

Server, July 2016 – February 2020

- Communicated with patrons to receive food and beverage order and accommodated any special requests.
- Checked with customers to ensure satisfaction and acted to correct any problems.
- Assisted host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.

COLLEGIATE EXPERIENCE

- PA Undergraduate Pack (PUPS) Club Member September 2019- Present
- DeSales University Women's Basketball Team Member August 2019- Present

SERVICE

- VIA of the Lehigh Valley basketball clinic January 2020
- Juvenile Diabetes Research Foundation Walk (JDRF) September 2019
- DeSales University Outreach Program August 2019

ADDITIONAL SKILLS

- Knowledge of basic Spanish medical terminology
- Mathematics including knowledge of algebra, calculus, and probability and statistics
- Proficient in Microsoft Office including Word, Excel, PowerPoint and Prezi

NICHOLAS RODGERS

nrxxx@desales.edu · (610) 555-0000
Current Address: Center Valley, PA 18034
Permanent Address: Hellertown PA 18055

OBJECTIVE

Seeking full-time employment at George Washington University Hospital as a RN I in General Medicine,
Job Code: 67639

EDUCATION

Bachelor of Science in Nursing, DeSales University, Center Valley, PA
Expected Degree Conferral September 2021 * Anticipated NCLEX-RN exam in September 2021
Bachelor of Arts in Psychology, University of California Santa Barbara, Santa Barbara, CA, June 2017

CLINICAL EXPERIENCE

July 2020 - August 2020

- **Community and Public Health Nursing** (90 hours), Allentown Health Bureau and various sites associated with Lehigh Valley Hospital VNA including: Hospice, Homecare, Radiation Oncology and Infusion, Prison Correctional Nursing, Allentown, PA
- **Medical/Surgical** (90 hours), Lehigh Valley Health Network Muhlenberg, Bethlehem, PA
- **Geriatrics** (45 hours), Phoebe Richland Senior Living, Richlandtown, PA
- **Therapeutic Nursing Interventions** (90 hours), Phoebe Allentown Senior Living, Allentown, PA
- **Pediatrics** (45 hours), Lehigh Valley Health Network Cedar Crest, Allentown, PA
- **Mental Health** (90 hours), Sacred Heart Healthcare System, Allentown, PA
- **Obstetrics** (90 hours), St. Luke's University Health Network, Bethlehem, PA

RELATED EXPERIENCE

September 2018 - November 2019 St. John's Regional Medical Center Oxnard, CA

Clinical Care Extender Intern

- Trained to participate in basic patient care and aided in overall patient satisfaction
- Familiar with the operating procedures of the nurses' station in the emergency department, labor and delivery, rehabilitation unit, and telemetry
- Discharged patients and delivered specimens to the lab, operate patients to bed side monitor, and put on leads for 3,5,12 lead EKG
- Observed/Assisted in procedures as requested: such as holding patients during blood draw and observed a caesarean section

February 2017 - June 2018 Santa Barbara Cottage Hospital Santa Barbara, CA

Mother Infant Unit Volunteer

- Comforted mother and child after delivery and supplied patients with complimentary hospital goods
- Compiled new mother information packets and disseminated information upon check out

CERTIFICATIONS/COLLEGIATE INVOLVEMENT

- **American Heart Association, CPR** (Valid December 2023)
- **Pinning Ceremony Committee, DeSales University Accelerated Nursing Program** (Spring 2019)
- **National Student Nurses Association, DeSales University Accelerated Nursing Program** (Inducted 2019)

Michael “Mike” Masters

Bethlehem, PA 18017 | (987) 654 - 3210 | mr.mba@gmail.com

SUMMARY OF QUALIFICATIONS

Operations and project management professional with experience in a variety of industries including healthcare and financial industries. Team leader with exceptional knowledge of financial systems, strategic initiatives, inter-departmental collaboration, customer relations, sales, administrative leadership, and organizational effectiveness. Solutions-oriented individual with the ability to work well under pressure of timelines and multiple demands. Excellent technical and communication skills with the ability to work with a range of professionals in multiple industries at all levels.

EDUCATION

DeSales University | Center Valley, PA | Graduated August 2020

Masters of Business Administration, concentration in Project Management

Kutztown University of Pennsylvania | Kutztown, PA | Graduated May 2011

Bachelor of Science, Business Administration

EXPERIENCE

Program Coordinator: St. Luke’s University Health Network | Bethlehem, PA | March 2015 – Present

- Support more than 12 clinical and non-clinical program teams
- Coordinate more than 10 major programs with multi-year spans with budgets exceeding \$2M
- Create the department’s first hire orientation manual
- Sole safety and CPR coordinator
- Design the research directives manual and built the access database for data collection for the “Pregnant and Parenting Teen Study”
- Triple enrollment of community youth ages 7-18 from year prior in Sound Body, Sound Mind Program through individual marketing efforts

Branch Operations Manager: Wells Fargo Bank | Kutztown, PA | June 2013 – March 2015

- Managed vault, cash monies in excess of \$250K daily
- Steered two straights years of clean operational state and federal compliance audits

Banker II: Citizen’s Bank | Bethlehem, PA | August 2011 – June 2013

- Awarded Excellence in Customer Service and New Banker Awards for contributions to brand and Citizens Financial Group
- Exceeded sales goals set by the company by 75% of the time
- Boosted business service accounts by 25%, exceeding \$500K, through individual sales efforts
- Secured and retained an \$800K customer

SKILLS

- Foundational knowledge of grant, private, and public funding financial codes
- REDCap
- NVivo Software

CERTIFICATIONS

- American Heart Association- BLS for Healthcare (CPR and AED) – Expires February 2023
- LEAN Training In Progress



This is a sample of how a federal resume should be formatted. To create a federal resume, utilize the **RESUME BUILDER** on www.usajobs.gov. You will have the option to print a hard copy once your content is implemented.

Anna S. Ward

1700 Foxrun Road
Bridgewater, NJ 08807
(555) 948-1404
awxxx@desales.edu

Citizenship: United States
Veterans Status: N/A
Federal Civilian Status: N/A
Clearance: N/A
Languages: Spanish (Conversational, Moderate Speaking)

OBJECTIVE: CBP VETERINARY SPECIALIST Intern Position; Job Announcement number **MHC-05-156984-SJN**

SUMMARY OF RELEVANT LABORATORY SKILLS:

- Prepared specimens for laboratory analysis and testing. Prepared and stained slides for microscopic testing for specific disease pathogens.
- Skilled in the use of laboratory equipment and instrumentation.
- Observed veterinary surgical and autopsy procedures on both domestic and farm animals. Provided minor assistance as requested.
- Basic skills in collecting blood, urine and feces from animals, and blood specimens from humans. Performed red and white blood cell counts.

EDUCATION:

DeSales University, Center Valley, PA (**expected May 2022**)
Beginning Junior Year toward Bachelor of Science in Biology
Department of Biology; 3.5 GPA
Relevant courses:
Intro to Biology/Lab
Human Biology and Disease
Anatomy and Physiology and Lab
Intro to Animal Behavior and Lab

Thomas Jefferson High School, Bridgewater, NJ; 2011-2014
3.25 GPA
Relevant courses: Biology, Botany, Chemistry and Physics plus laboratories

RELATED EXPERIENCE (Paid and Unpaid):

VALLEY VIEW ANIMAL HOSPITAL Summer 2021
2100 Main Street, Bridgewater, New Jersey 08807
Supervisor: Dr. Henry Johnson (555) 898-1212
Salary: \$8/hour; 20 hours per week

Veterinary Assistant: Worked directly with veterinarian to diagnose and treat a variety of domestic animal diseases and conditions. Assisted with routine examinations and treatments. Maintained facility, lab and equipment.

TRI-CITIES ANIMAL HOSPITAL January 2018-2019

1100 Volunteer Parkway, Edison, NJ 08817

Supervisor: Andrea Santos (718) 444-2222

Salary: \$7/hour; 8 hours per week

Animal Care Assistant: Worked weekends while a freshman in college. Cared for domestic animals, cleaned kennel facilities, and provided routine hygiene. Coordinated animal drop-offs and pick-ups.

HO CLINIC Summer 2017

Ho, Ghana, West Africa

Supervisor: Ariana Logan; contact via Volunteers, Inc., NY, NY 800-222-3333

Salary: Volunteer; 55 hours per week

Medical Assistant: Three-month international volunteer assignment in a third-world African nation. Lived in African compound and worked at local veterinary hospital that cared for both animals and people because of their relatively modern laboratory facilities. Acquired outstanding hands-on experience in phlebotomy, hematology, routine and emergency surgical procedures, field autopsies and general animal health care.

ADDITIONAL EXPERIENCE:

SHOP RITE, INC. Summer 2016

5500 Lee Highway, Bridgewater, NJ 08807

Supervisor: Mitch Keys (540) 555-1212

Salary: \$7.50/hour; 25 hours per week

Cashier: Fast-paced customer service position in a high-volume retail grocery store.

EXTRACURRICULAR ACTIVITIES:

- Member, Northeast Chapter 4-H Club, 2011 to present. Won Honorable Mention at New Jersey State Fair for wood carving (2015)
- Breed and raise Yellow Labrador puppies for resale. Raise and care for pups until they are ready to go to individual homes. Interview owners to place pups in a happy and healthy home. (2018 to present)



KEY POINTS:

- **Undergraduate, Graduate, and Ph.D. students can apply for federal jobs and internships.**
- **High School information is often required on a federal resume (where it is not on a private industry resume)**
- **If you have publications/presentations this is indeed a place for you to highlight!**
- **It can be two-four pages long and includes some information not listed on a private sector resume, such as: your social security number, veteran's preference, country of citizenship, and previous salaries.**
- **A more detailed, paragraph format is suggested over bulleted items in the employment history category.**
- **For more tips on creating Federal Resumes and applying for Federal Internships/Jobs please visit: www.gogovernment.org OR www.usajobs.gov**

Heidi Alpine

Bethlehem, PA 18020 • 484-208-1802 • heidi.alpine@gmail.com

OBJECTIVE

Seeking a full-time International Human Resources Position within a successful global organization

EDUCATION

Bachelor of Arts: DeSales University, Center Valley, PA **August 2022**
Human Resource Management and International Business: Dual Major **GPA: 3.66**
• Alpha Sigma Lambda Honor Society • Dean's List: Spring Semester 2016
German Language Certificate (A1.1): Studied Abroad; Berlin, Germany **November 2019 - January 2020**

HUMAN RESOURCES EXPERIENCE

International Human Resources Coordinator **October 2018 - Present**
Radius Global Growth Experts, Boston, MA

- Organize, develop and administer company trainings, events and culture activities
- Prepare and send communications for interviews, offer letters, onboarding materials and background check process
- Coordinate and implement recognition initiatives: Onboarding Partner Program, Culture Committee, Spot Light Prize
- Benefit administration: work closely with account managers for benefits providers to maintain benefits and resolve employee benefit issues
- Manage full life cycle recruitment and selection process

INTERNSHIP EXPERIENCE

Human Resources International Recruiting Coordinator Intern **August 2018 - October 2018**
Staffing Division TTA, Berlin, Germany

- Scheduled and conducted pre-employment screenings and interviews to assess candidate's skills and abilities
- Identified and screened active and passive candidates through applicant tracking database
- Assisted candidates with relocation and Visa process
- Opened, closed and modified requisitions in tracking system

WORK EXPERIENCE

Human Resources Representative **August 2018 - August 2019**
B. Braun Medical Inc./CAPS, Bethlehem, PA

- Performed I-9 audit to ensure compliance
- Interviewed and assessed candidate's skills and abilities for positions
- Prepared offer packages and assisted HR in making offers to candidates
- Monitored and updated training curriculum assigned to all employees
- Researched, updated and benchmarked employee recognition program

Human Resources Assistant **May 2017 - August 2018**
Via of the Lehigh Valley, Bethlehem, PA

- Conducted background checks, pre-employment screenings, reference verifications and benefit orientations
- Developed employee relations (workers compensation and disability claims, FMLA, disputes and terminations)
- Created employee spotlight and displayed new employee every month
- Developed an employee survey; Lunch and Learn Program to present employee benefits and HR topics
- Recruited, performed talent acquisition: Attended job fairs, job postings in newspapers, billboards and flyers
- Established partnership with Penn State University Lehigh Valley; served on Human Services Advisory Board

LEADERSHIP AND VOLUNTEER EXPERIENCE

- **President: Society of Human Resource Management (SHRM)** Lehigh Valley Student Chapter **Fall - Spring 2019**
- Exclusively invited as student representative of G.R.O.W. (Getting Ready to Optimize at Work) on talk radio segment of WXLV-Lehigh Carbon Community College's Campus Connection **Spring 2018**

Daniel Hiester

Bethlehem, PA 18017 ▪ dhxxxx@desales.edu ▪ 610-555-5889

PROFESSIONAL SUMMARY

Over 10 years of experience in supervising and directing logistics activities and providing support services related to procurement, receipt, shipment, storage and disposition of materials in a variety of areas such as maintenance, inventory control and management, material control, property management, and warehousing activities. Skilled in preparing and managing departmental and operational budgets. Knowledgeable of various Standard Army Management Information Systems and Supply Chain Management Systems.

EDUCATION

Bachelor of Science: Supply Chain Management, Expected Graduation
DeSales University Center Valley, PA
Current GPA: 3.22

December 2021

RELATED COURSEWORK

- Accounting and Finance
- Inventories and Distribution
- Consumer Behavior
- Quantitative Business Analysis
- Operations Management
- Enterprise Resource Planning and Material Requirements Planning
- Strategic Procurement

WORK HISTORY

Supply Technician

December 2018 – Present

Lehigh University, Bethlehem, PA

- Initiate and process requisitions, purchase requests, reports of survey, inventory adjustment reports, equipment status reports, acquisition reports, material readiness, and other reports required
- Review requirements for and determine authorized storage levels of supplies and equipment to ensure governments best interests are served.
- Implement changes in regulations, TOE/TDA and CTA affecting ROTC supply, implement clothing issues and turn-in procedures, and budget and funding requirements
- Determine and plan optimum storage arrangement and space utilization of supplies

Materials Accounting Officer

May 2016 - November 2018

United States Army, Fort Riley, KS

- Ensured that inventory and location survey completion in accordance with established regulations
- Reviewed requests for major and controlled items to ensure policies and set standards are followed
- Recommended additions and deletions to authorized stock list which enabled the organization to cut storage cost by \$100,000
- Developed processes that allowed for forecasting of strategic warehouse floor plans

Logistics Management Specialist

February 2014 - April 2016

United States Army, Kandahar, Afghanistan

- Performed logistics management operations that involved planning, coordinating, or evaluating the logistical actions using the Standard Army Maintenance System.
- Performed periodic independent system evaluation and identified potential problems, and recommended alternatives for resolution.
- Explored solutions that enabled the accomplishment of 98% efficiency in the maintenance program.
- Prepared, analyzed and disseminated reports on status of logistics programs, and work orders which enabled the organization to be 100% mission ready.

Additional experiences available upon request

Jennifer O. Benjamin

<https://www.linkedin.com/in/jenniferobenjamin>

Current Address

Center Valley, PA 18034
(215) 670-2748

Permanent Address

Allentown, PA 18052
jbxxxx@desales.edu

EDUCATION

Master of Science, Biology, Expected June 2022

DeSales University, Center Valley, PA

Thesis: Regulation of aerobic gene expression in *Escherichia coli*

Advisor: Rodger Berg

Bachelor of Science, Biology; Minor: Chemistry, May 2020

DeSales University, Center Valley, PA

HONORS/AFFILIATIONS

- American Society for Biology, 2018-present
- Sigma Xi, The Scientific Research Society, 2016-present
- Cunningham Dissertation Fellowship, 2017-2018
- National Institutes of Health Pre-doctoral Fellowship, 2016-2017

RESEARCH INTERESTS

- Regulation of aerobic gene expression
- DNA sequencing and determination of DNA binding domains

TEACHING INTERESTS

- Undergraduate biology and microbiology courses including microbiology, genetics, and microbial genetics
- Graduate biology courses

RELATED EXPERIENCE

Research

Pre-Doctoral Fellow, Department of Biology, DeSales University, Center Valley, PA, August 2017-present

- Design and conduct experiments for purification and characterization of the repressor for the sn-glycerol 3-phosphate regulon of *Escherichia coli*
- Identified structure of the *glp* repressor

Research Fellow, Merck Pharmaceuticals, North Wales, PA, May 2018-August 2018

- Synthesized and purified hundreds of oligonucleotides
- Sequenced DNA
- Constructed a cosmid library from human blood DNA

Research Assistant, Department of Biology, DeSales University, Center Valley, PA, August 2016-May 2018

- Performed protein bioassays and prepared tissue cultures

- Assisted with DNA preparations for DNA fingerprinting including isolating DNA and gel electrophoresis

Biology Research Technician, Biotech Research Laboratories, Bethlehem, PA
May 2013-August 2014

- Participated in DNA fingerprinting project
- Digested genomic DNA with restriction enzymes
- Separated digested DNA fragments by electrophoresis through agarose gels and transferring by Southern blotting technique
- Prepared buffers, photographed gels, developed autoradiographs

Teaching

Laboratory Instructor, Department of Biology, DeSales University, PA
August 2016-present

- Teach two laboratory sections for undergraduate introductory microbiology course

Teaching Assistant, Department of Chemistry, DeSales University, PA
August 2016-present

- Advise undergraduate chemistry students during office hours
- Grade quizzes and assignments

PUBLICATIONS

Doctor, J.B. and T.W. Advisor. Structure of the glp repressor and the determination of DNA binding domains. (In preparation)

Doctor J.B. and T.W. Advisor. 2015. Structures of the promoter and operator of the glpD gene encoding aerobic sn-glycerol 3-phosphate dehydrogenase of Escherichia coli. K-12. J. Bacteriol xx: xxxx-xxxx

Advisor T.W., J.B. Doctor, A. Colleague, and S. Colleague. 2014. Purification and characterization of the repressor for the sn-glycerol 3-phosphate regulation of Escherichia coli. K-12. J. Biol. Chem. xxx: xxxx-xxxx

ABSTRACTS

Doctor J.B. and T.W. Advisor. 2016. Nucleotide sequence of the glpR gene encoding the repressor of Escherichia coli. K-12. Am. Society for Microbiology, Anaheim, CA

Advisor T.W., J.B. Doctor, A. Colleague, and S. Colleague, A.M. Graduate. 2015. Tandem operators control sn-glycerol 3-phosphate glp gene expression in Escherichia coli. Gordon Res. Conf., Meridan, NH.

Doctor J.B. and T.W. Advisor. 2013. Regulation of aerobic sn-glycerol 3-phosphate dehydrogenase glpD gene expression in Escherichia coli. K-12. Am. Soc. For Microbiology, Miami Beach, FL.

THOMAS GROW

Allentown, PA • 18104 • (610) 555-5555 • tgxxx@desales.edu

PROFESSIONAL OBJECTIVE

Seeking professional employment as a Certified Physician Assistant in General Surgery, to develop and enhance the surgical practice through first assisting and perioperative patient management.

EDUCATION

M.S. Physician Assistant Studies; (Expected, August 2021)

DeSales University, Center Valley, Pennsylvania

GPA: 3.48

B.S. Medical Studies; (May 2019)

DeSales University, Center Valley, Pennsylvania

GPA: 3.75, Magna Cum Laude

RELATED EXPERIENCE/ROTATIONS

Surgery

- **General Surgery – 1**
Dr. Patrick Toselli, DO – General Surgeon
Lehigh Valley Health Network – Bethlehem, PA
- **General Surgery – 2** (Elective Rotation)
Dr. Charles Scagliotti, MD – General Surgeon
Lehigh Valley Health Network – Allentown, PA

Primary Care

- **Internal Medicine**
Dr. Eugene York, MD – Hospitalist
Lehigh Valley Physician Group – Allentown, PA
- **Family Medicine – 1**
Dr. Joseph McGinley, DO – Family Medicine Physician
Franklin Township Family Practice – Lehigh, PA
- **Family Medicine – 2**
Dr. Nguyet Cam-Lam, MD – Family Medicine Physician
St. Luke's Family Practice Center – Bethlehem, PA

Specialties

- **OB/GYN**
Dr. Alexandria George, DO – Obstetrician/Gynecologist
Ob/Gyn Associates of the Lehigh Valley – Allentown, PA
- **Emergency Medicine**
Dr. Charles Worrillow, MD – Emergency Medicine Physician
Lehigh Valley Health Network – Allentown, PA

THOMAS GROW

—page 2—

- **Pediatrics**
Dr. Narayana Gajula, MD – Pediatrician
Northeast Pediatrics – 281 N 12th St, Lehigh, PA
- **Psychiatry**
Dr. Paul Gross, MD – Psychiatrist
Sacred Heart Hospital – 450 Chew St, Allentown, PA

WORK EXPERIENCE

Pharmacy Technician, Certified – CVS Pharmacy – 2013-2017
314 W. Emmaus Ave, Allentown, PA

Pharmacy Technician, Summer Employment – Hannaford Pharmacy – 2010-2013
100 Fairgrounds Market, Skowhegan, ME

CERTIFICATIONS

Advanced Cardiac Life Support (ACLS) – 2014 – present

Basic Cardiac Life Support (BLS) – 2014 – present

Certified Pharmacy Technician (CPHT) – 2014 – present

PRE-PROFESSIONAL MEMBERSHIPS

American Academy of Physician Assistants – Student Member – 2016 – present

Pennsylvania Society of Physician Assistants – Student Member – 2016 – present

HONORS

DeSales University Challenge Bowl – Student Member

State Challenge Bowl Champions – October 2017

Dean's List – DeSales University – all semesters

Academic Excellence Award – DeSales University - 2019

LEADERSHIP EXPERIENCE

President – 2017-2018

- DeSales University Student Society of American Academy of Physician Assistants

Student Leader – 2016-2017

- DeSales University PUPS – Undergraduate Physician Assistant Group

- LeaDSU – Student Leadership Course – 2012-2013

Resident Advisor – DeSales University Student Life – 2010-2012

VOLUNTEER EXPERIENCE

Physician Assistant Student Volunteer – 2017-2018

- DeSales University Free Clinic – Allentown Rescue Mission – Allentown, PA

Volunteer/Walker – 2014

- Susan G. Komen Walk for the Cure – 3 day/60 mile walk – Boston, MA

Student Volunteer – Surgical Assistant – 2013

- Africa Burn Relief – Nonprofit Medical Mission – Malawi, Africa

A QUICK GUIDE TO INTERVIEWING

Interviewing is an opportunity for you to articulate your experiences and skills to an employer and get an idea of what it is the company or program is seeking in an ideal candidate

Preparing For Your Interview

KNOW THE EMPLOYER:

Prior to your interview, it is crucial that you do your research to learn as much as you can about the company, position, and people you will be interviewing with.

PRACTICE, PRACTICE, PRACTICE:

Know the information on your resume inside and out, and be ready to talk about topics including your education, related experiences, strengths and weaknesses, and interest in the position. You should also prepare a list of pertinent questions to ask your prospective employer.

The Big Interview is a wonderful website that will help you prepare for your interview through informational modules and practice questions. You can also find several sample questions in the Interview Preparation Guidebook. Finally, schedule a mock interview with the Career Development Center to practice your interview skills, receive honest and helpful feedback, and address any questions or concerns you may have.



For more detailed interview tips and information, refer to the **Interview Preparation Guidebook** and the **Interviews At-A-Glance sheets** which can be found in the Career Development Center.

LOOK YOUR BEST:

On the day of your interview, be sure to dress neatly and appropriately. Bring copies of your resume, references, and any other relevant documents. Arrive early to the interview location, speak clearly, and maintain an attitude that is positive and sincere.

THE STAR TECHNIQUE

The STAR technique is a simple yet effective method of answering behavioral interview questions. Begin by discussing the **situation** (set the scene; describe the problem or event). Next, outline the **task** at hand (what needed to be done?/ what goal were you working toward?). Then, discuss the **action** you took (what did you do?). Finally, describe the **results** of your action (what were the outcomes and implications?).

AFTER THE INTERVIEW

SAY THANK YOU:

Following your interview, send a thank you note to your interviewer (email, handwritten, or both). Be sure to thank them for their time, reiterate your sincere interest in the position, and remind them of something about yourself.

ETHICS IN THE JOB SEARCH



What's the Employer's Part?

CONFIDENTIALITY Employers are expected to maintain the confidentiality of student information. Employers shouldn't disclose information about you to another organization without your prior written consent, unless necessitated by health or safety considerations.

ACCURATE INFORMATION Employers are expected to provide accurate information about their organizations and employment opportunities.

FREEDOM FROM UNDUE PRESSURES Employers are expected to provide you with a reasonable amount of time to make a decision about accepting an employment offer. Employers are also expected to provide you with a reasonable process for making your decision. It is improper for employers to pressure you to revoke your acceptance of another job offer.

TIMELY COMMUNICATION Employers are expected to inform you of your status in the hiring process and communicate hiring decisions within the agreed upon time frame.

FAIR TREATMENT If an employer is required by changing conditions to revoke a job offer that you've accepted, you're entitled to a fair and equitable course of action. That can include, but is not limited to, financial assistance and outplacement service.

TESTING INFORMATION Employers should inform you in advance of any assessments, the purpose of the tests and their policies regarding disclosure of test results.

NONDISCRIMINATION Employers are expected to avoid discrimination in their recruitment activities and to follow equal employment opportunity and affirmative action principles.



What's Your Part?

- Provide accurate information about your academic work and records, including courses taken, grades earned, positions held and duties performed. You can, however, refuse to provide an employer with specific information about any job offers you may have received from others. You can give broad responses to such questions, naming types of employers — “I've interviewed with employers in the retail industry” — and offering salary ranges rather than specific dollar amounts.
- Be honest. Do not lie or stretch the truth on your resume or applications, or during any part of the interview process. Interview genuinely.
- Interview only with employers you're sincerely interested in working for and whose eligibility requirements you meet. “Practice” interviewing wastes the employer's time and money and prevents sincerely interested candidates from using those interview slots.
- Adhere to schedules. Appear for all interviews, on campus and elsewhere, unless unforeseeable events prevent you from doing so. And, if you can't make the interview because of an unexpected event, notify your career center or the employer at the earliest possible moment. Don't keep employers hanging.
- Communicate your acceptance or refusal of a job offer to employers as promptly as possible so they can notify other candidates that the position is filled or that they are still being considered. Accept a job offer in good faith. When you accept an offer, you should have every intention of honoring that commitment. Accepting an offer only as a precautionary measure is misleading to the employer and may restrict opportunities for others who are genuinely interested in that employer. Withdraw from recruiting when your job search is completed. If you accept an offer or decide that full-time graduate or professional studies are for you, notify your career center and withdraw from the on-campus recruiting process immediately. Also, inform employers who are actively considering you for a job that you are no longer seeking employment.
- Claim fair reimbursement. If an employer has agreed to reimburse you for expenses you incur during its recruitment process, your request should be only for reasonable and legitimate expenses.
- Obtain the career information you need to make an informed choice about your future. It's up to you to look into career opportunities and the organizations who offer them, and to acquire any other relevant information that might influence your decision about an employer. (Job Choices, NACE)

FOLLOWING UP AND ACKNOWLEDGING JOB OFFERS

Thank-You and Follow-up Letters

A thank-you or follow-up letter should be written after:

- An interview.
- A contact is helpful to you in a telephone conversation.
- Someone mails/e-mails information to you at your request.
- A contact was helpful to you at a career fair.
- You visit a contact at their work site and for a job shadow or informational interview.
- Any other contact for which you want to express thanks and develop a good relationship.

A sample follow-up email and voice mail can be found on page 66.

Acknowledging a Job Offer

Courtesy dictates that you acknowledge a job offer, even if you are not ready to accept or decline it. Take note of the details of the offer and respond appropriately. Items to remember:

- Thank the employer for the opportunity presented.
- Indicate that you understand the terms of the offer, or if you don't, ask for clarification.
- A smart employer will know that you need to consider various employment options in order to make a wise decision; you may need to compare the offer to another pending offer.
- However, you may need to make a decision before you know whether or not you will receive another offer.
- Consult someone in the career development center if you need assistance handling offers or making a decision.

Requesting an Extension of Deadline to Respond to a Job Offer

In some cases you may need more time than the employer has allowed to make a decision:

- You may ask for an extension; the employer does not have to grant it.

- Make sure you have a good reason for asking for an extension. Are you waiting to hear from another employer about an offer, or are you needing more time to review the compensation package and if the position truly fits your work values?
- Don't wait until the last minute to ask for an extension; this looks like you don't think ahead and may indicate that you might behave the same way on the job.

Declining a Job Offer

- If you choose to decline a job offer, do so courteously, in writing, after making a phone call.
- Avoid making any negative statements.
- If you had a bad experience with an employer or company, you may discuss it with someone in the career development center.
- A decision to decline an offer is usually based on the fact that another offer is a better fit for your interests and goals. It is fine to state this, without giving details about why the declined offer is not a fit.
- It is not necessary to state whose offer you accepted, but you may do so if you wish.
- Remember that this employer may be a contact for you in the future. Maintain professional, courteous relations.

Accepting an Offer and Withdrawing From Search for Other Jobs

- Accepting a job offer ethically obligates you to cease job search efforts and to notify other prospective employers that you must withdraw your name from their consideration.
- An employer should never pressure you to renege on another employer.
- Once you have accepted a job offer, notify any other employers with whom you are in discussion about employment that you are no longer a candidate.
- Cancel any upcoming interviews by courteously explaining that you have accepted another job offer.
- If you are in a difficult or confusing situation that you are not sure how to handle, talk with a staff member in the career development center.

 **SAMPLE | Thank You Letter**

400C Hunter Ridge
Center Valley, PA
(610) 555-1111
mbxxxx@desales.edu

October 6, 2021

Mr. Glenn Wright
Human Resources Manager
Fashion Department Store
2000 Line Drive
Philadelphia, PA 18062

Dear Mr. Wright:

I enjoyed interviewing with you during your recruiting visit to DeSales University on October 5th. The management trainee program you outlined sounds both challenging and rewarding, and I look forward to your decision concerning an on-site visit.

As mentioned during the interview, I will be graduating in December with a bachelor degree in Management. Through my education and experience I have gained many skills, as well as an understanding of retailing concepts and dealing with the general public. I have worked seven years in the retail industry in various positions from Salesclerk to Assistant Department Manager. I think my education and work experience would complement Fashion's management trainee program.

I have enclosed a copy of my college transcript and a list of references that you requested.

Thank you again for the opportunity to interview with Fashion Department Store. I am very interested in becoming a part of your management team. I can be reached at (610) 555-1111 should you need additional information.

Sincerely,

Marianne Boles

Marianne Boles

Attachments: transcript, references

☰ SAMPLE | Email Following Up after Networking Meetings (i.e. information sessions, career fairs, campus event)

Dear [Recruiter/Contact Name]:

Thank you for speaking with me at [event name]. I enjoyed our discussion about [opportunities with company or memorable portion of conversation]. I am writing to follow up with you about [the opportunity we spoke about]. I have read more about the opportunity [or applied online as you suggested] and I am very excited about the prospect of joining the team as an [intern/position title]. I would like to maintain contact with you about this position and/or other opportunities with [company name]. If there is any additional information required from me or if there is any additional information you would like to share with me, please contact me either by phone at [phone number] or via email, [email address]. I will also send you a LinkedIn connection request as another means to maintain contact.

Thank you again for speaking with me and I look forward to communicating with you further.

Best Regards,
[Your name]

☎ SAMPLE | Voicemail Following Up after Networking Meetings (i.e. information sessions, career fairs, campus event)

Hello my name is [your name] leaving a message for [recruiter/contact name]. It is [time] on [day, date]. I am calling to follow up with you regarding the conversation we had at [event name/location and approximate time frame (last week, a few weeks ago)]. I appreciated you taking the time to talk with me about [opportunity]. I have applied online as you instructed and I was hoping to talk with you further about the opportunity. When you have a moment, would you please call me back at [phone number]. Or if email is more convenient for you, feel free to email me at [email address and the spell out email]. Again this is [your name] calling for [recruiter name] following up from our conversation at [event name and location]. Thank you.

 **SAMPLE | Acceptance of a Job Offer Letter**

1234 College Road
Center Valley, PA 24060
(610) 555-0000
raxxxx@desales.edu

June 1, 2022

Mr. John P. Summers
Rodale
400 S Tenth Street
Emmaus, PA 18098

Dear Mr. Summers:

Thank you for your offer of employment as a magazine editor for Bicycle Magazine. I am delighted to accept your offer and I look forward to begin working with you and my colleagues at Rodale.

You indicated that I will be receiving a salary of \$ per year, and will have initial duties reporting to Andrea Caruso. As your offer stated, I will begin work on August 1st. In mid-July, after relocating to the area, I will call you to see what information or materials I may need before August 1st. In the meantime, please let me know if I can provide you with any information.

Again, thank you for offering me this exciting opportunity.

Sincerely,

Rebecca Atkinson

Rebecca Atkinson

900 Town Road
Center Valley, PA 24060
(610) 555-9009
mcxxxx@desales.edu

April 20, 2022

Tasha Smith
Citizens Network for Foreign Affairs
343 Third Street, NW
Washington, DC 20201-0343

Dear Ms. Smith:

Thank you very much for your telephone call and letter offering me the position of Assistant Project Coordinator with the Citizens Network for Foreign Affairs. While I believe firmly in the mission of your organization and appreciate the challenging opportunity you offer, I have had another offer which I believe more closely matches my current career goals and interests. In turn, it was a difficult decision, but I must decline your generous offer. I do appreciate all the courtesy and hospitality extended to me by your office, and I wish you well in your continued search.

In the position I have accepted with Public Policy Watch, I will occasionally be on Capitol Hill to attend hearings and monitor legislation, so I hope we can get together again and share professional goals.

Best regards,

Martin Chang

Martin Chang

 **SAMPLE | Resignation Letter**

2755 Station Avenue
Center Valley, PA 18034
(610) 123-4567
jaXXXX@desales.edu

May 22, 2022

Ms. Delilah Rose
Human Resources Manager
St. Luke's Hospital
1736 Hamilton St.
Allentown, PA 18104

Dear Delilah:

Please accept this letter as formal notification that I am resigning from my position as [your title] with St. Luke's Hospital. My last day will be June 5th.

Thank you for the opportunity to work in this position. I have greatly enjoyed and appreciated the experiences I had, and I have learned multiple new skills, all of which I will take with me throughout my career.

During my last two weeks, I will do what I can to wrap up my duties and train a new employee. Please let me know if there is anything else I can do to aid during the transition, and I will do what I can.

I wish the company continued success, and I hope to stay in touch in the future.

Sincerely,

Jackson Andrews

Jackson Andrews

WHO SHOULD SERVE AS YOUR REFERENCES?

Ask people who have a positive opinion of you and who can describe your work-related qualities and personal characteristics.

- Past and present employers usually know about your reliability, initiative, and ability to work with others. This information is valuable, even if your employment was not career-related.
- Faculty members know about your academic ability, productivity, and timeliness, and perhaps have observed how you work with others.
- Advisors and coaches may be aware of information about you that could be relevant to a potential employer-such as maturity, initiative, interpersonal skills or leadership qualities.
- Don't list references who only know you in a social capacity or are simply friends of your family.

Getting permission:

- Never give someone's name as a reference without securing that person's permission in advance.
- Verify spelling of names, titles, and all contact information for your references.
- Give each person who agrees to serve as a reference for you a copy of your resume. This lets your references know about your abilities, interests, and experiences.
- Keep your references posted on your activities and progress. Tell your references the names of persons and organizations to whom you've given their names.
- When possible, give them a copy of the job description for the positions for which you are applying. This helps your references be prepared for phone calls and letters they may receive.
- Be sure to ask your references how they prefer to be contacted before you list their information.
- Thank each reference in writing for his/her assistance.

When to give your reference list to a prospective employer:

- Provide reference information when you are asked to provide it. If you reach the interview stage and have not been asked for reference information, you may want to offer it.
- Generally, do not send reference information with your resume unless it has been requested.
- For most undergraduates, employers will not be contacting references prior to interviewing you.

How and Where to list references:

- It is unnecessary to state "References available upon request" on your resume-and is often a waste of valuable space-because most employers assume you can supply references.
- **References should not be listed on your resume, they are a separate document.**
- The average number of references listed is between 3-5.

HOW TO FORMAT YOUR REFERENCE PAGE

- Your HEADER on your reference page should be identical to the HEADER you use on your resume (simply copy and paste the header from your resume into a blank document).
 - Include the word "REFERENCES" on your document. Center the word, or place flush left, depending on the placement of your header and the alignment of the rest of your page.
-

NAME
Center Valley, PA 12345
(610) 555-5555
jsxxxx@desales.edu

*Use Your Resume
Header Here*

REFERENCES

Name
Company/Organization
Title
Street Address
City, State Zip
Phone Number
E-mail Address

Name
Company/Organization
Title
Street Address
City, State Zip
Phone Number
E-mail Address

Name
Company/Organization
Title
Street Address
City, State Zip
Phone Number
E-mail Address

NOTES



SCHEDULE AN APPOINTMENT WITH A CAREER DEVELOPMENT STAFF MEMBER:



Kristin Eicholtz

Executive Director of the Career Development Center



Melanie Vallone

Assistant Director of Employer and Alumni Relations



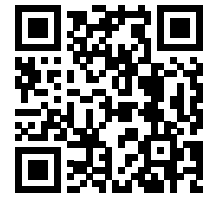
Kathy Krause

Coordinator for Experiential Learning (Internships & Externships)



Aubree Hiscox

Career Coach



DISCOVER YOUR PASSION WITH A **DSU MENTOR**

At DeSales University

The DSU Mentor Program allows students to connect with DeSales alumni through Blackboard to complete an externship experience, where they can explore their interests and discover new avenues.

Students have the opportunity to participate in either a job shadow or an informational interview.

- Over 100 Mentors to choose from
- Most majors available
- Learn the proper externship etiquette with step-by-step guidance from Career Development's Staff



"My externship at UPenn Hospital solidified my interest in pursuing the healthcare field through forming connections with professional mentors that will remain with me in my future career."

Emily

Biology Major '19, Nursing Major '20

Get started by stopping by the Career Development Center!

Call: 610-282-1100 x1738 | Email: Kathy.Krause@desales.edu

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Ben Trone at 215-536-9300

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Summer 2022 Internship Program – IT Audit Internship

Accounting Associate – College Program

IT Audit Associate – College Program

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