



The College of Saint Rose

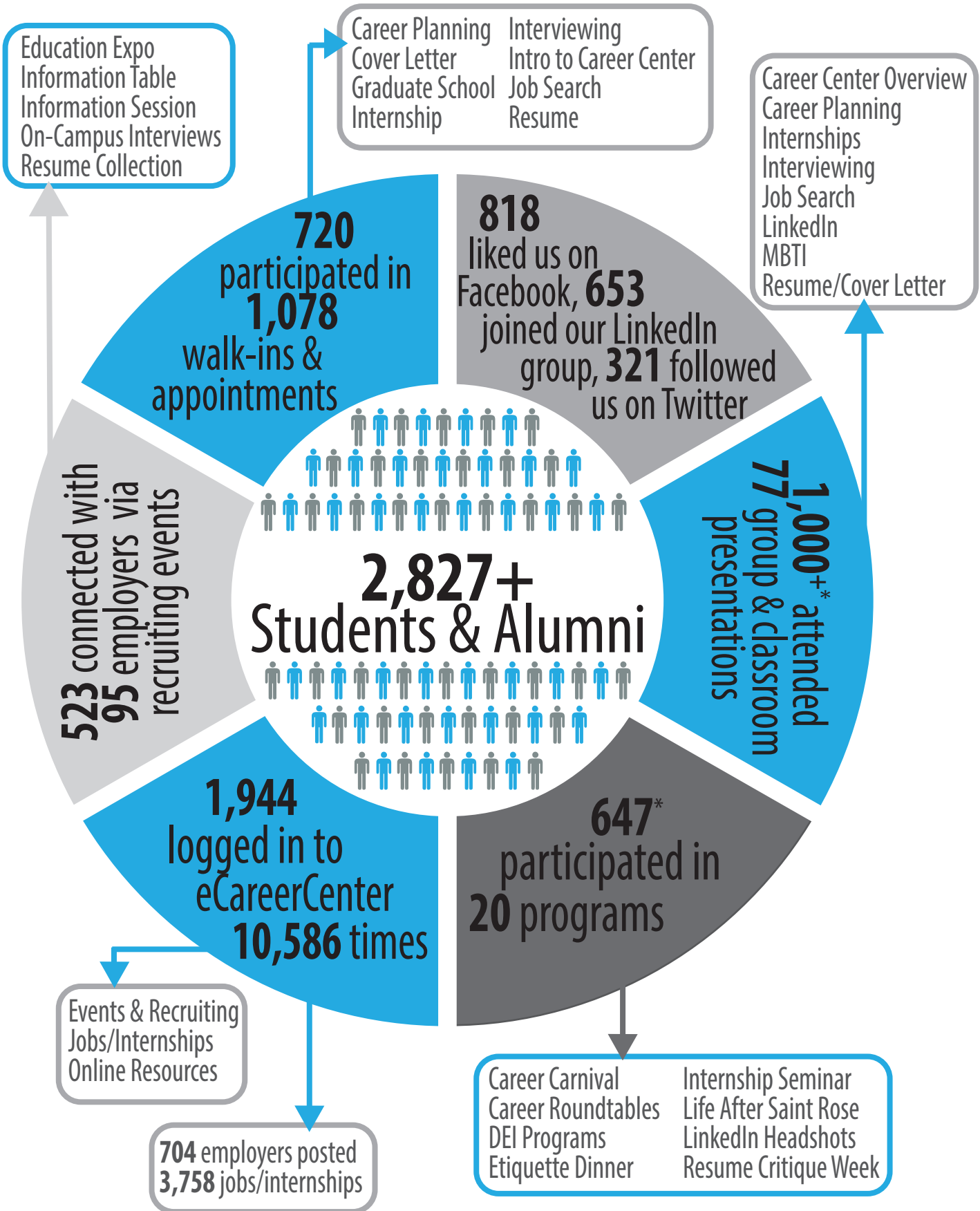
# Career Center Handbook



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[www.strose.edu/careercenter](http://www.strose.edu/careercenter)

2015-2016

# CAREER CENTER PARTICIPATION 2014-2015



\* may have participated in one or more presentation or program

## CAREER CENTER SERVICES, PROGRAMS, AND RESOURCES

The Career Center advertises through our website, eCareerCenter, Blackboard, The Chronicle, targeted emails to students/alumni, flyers, bulletin boards, digital signage, and social media.

### Appointments and Walk-ins

- Appointments are scheduled on the hour for one hour increments. Appointments are required for career planning and mock interviews (*call the Career Center to schedule an appointment*)
- Walk-ins last for 10-15 minutes on a first-come, first-serve basis (*see website for walk-in schedule*)

Appointment and Walk-in topics include:

- **Career Planning (Pg. 3-4):** explore values, interests, skills, and personality traits; utilize career assessments, gather information via print and online resources, and identify major/career options
- **Graduate/Professional School (Pg. 9-10):** gather information on programs and schools, learn about the application process, review materials, and evaluate if continuing your education is the next step for you
- **Interviewing/Mock Interview (Pg. 13-16):** discuss the interview process and/or participate in a practice interview to receive feedback, develop your skills, and identify strengths and areas for improvement
- **Job/Internship Search (Pg. 11-12; 17-18):** learn how and where to find available opportunities, become familiar with the processes, develop and review materials, and explore strategies and resources
- **Resume/Cover Letter (Pg. 25-39):** review application materials and learn how to effectively represent your education, experience, and skills to potential employers and/or graduate schools

### Career Resource Collection

- Career Resource Room contains over 500 books and other publications related to interests, majors, careers, internships, interviewing, job search, networking, salary, transitions, and graduate/professional school
- eBook Collection with information on more than 30 career fields including an overview, educational requirements, position description, compensation, etc.

### Credential File Service (Pg. 5-6)

- Convenient, organized and confidential way to house reference letters, Saint Rose unofficial transcripts, and a copy of educational certification (if applicable) for graduate school and/or employer applications

### eCareerCenter (Pg. 7-8)

- *Jobs and Internships* posted directly with The College's Career Center (full-time, part-time, on-campus, off-campus, internships, volunteer, babysitting/caregiver, tutor, work-study positions, and Graduate Assistantships)
- *Events and Recruiting* (Information Tables, Information Sessions, Resume Collections, On-Campus Interviews), Education Expo, Etiquette Dinner, and other career-related programs
- *Employers* who list positions with the Career Center, including contacts, address, website, and available positions currently on eCareerCenter
- *Resources* including Career Explorer which includes career and industry information from the U.S. Department of Labor O\*Net, Career Advice from the National Association of Colleges and Employers, and Career Center Handouts
- Access to eCareerCenter can be found via our website [www.strose.edu/careercenter](http://www.strose.edu/careercenter) and/or the *Careers By Symplicity* app

## Networking Resources (Pg. 19-22)

- Professional networking resources include The College of Saint Rose Career Advisory Network (C.A.N.) LinkedIn Group, Professional Connections, and programming such as Career Roundtables and Etiquette Dinner

## Presentations

- Faculty and group sponsored presentations; topics include career planning, eCareerCenter, graduate school, interviewing, job/internship search, LinkedIn, networking, resume/cover letter, skills assessment, and more

## Programming

- Career Center programs include, but are not limited to, Career Carnival, Career Roundtables, Etiquette Dinner, Life After Saint Rose, LinkedIn Headshots, and Resume Critique Week
- Education Expo is an event that provides students and alumni with an opportunity to connect and interview with education employers with anticipated vacancies

## Recruiting Program (Pg. 23-24)

- Information Tables, Information Sessions, Resume Collections, and On-Campus Interviews are available for employers to connect with undergraduate students, graduate students, and alumni regarding internship and employment opportunities

## Website – [www.strose.edu/careercenter](http://www.strose.edu/careercenter)

Information and resources for students, alumni, employers, parents & families, and the campus community

- Access to eCareerCenter, online career management system, containing information on jobs, internships, employers, events & recruiting, and career-related resources
- Albany Business Review Portal, which provides access to all the news, data, and information from the weekly edition, website, blogs, special sections and the Book of Lists
- Career Planning Resources including “*What Can I Do With My Major*”
- Database of over 500 career-related print and electronic books
- Employment and continuing education outcome information for alumni one year after graduation
- Links to education-related websites including NYS School Districts, NYS BOCES, NYSED School Index & Certification Information, State Departments of Education, professional associations, education job fairs, OLAS, and more
- Links to websites related to occupations, industries, jobs, internships, graduate/professional schools, job fairs, scholarships, salary, LinkedIn, resources for veterans and people with disabilities

## CONNECT WITH US

**Career Center • St. Joseph Hall, 3<sup>rd</sup> Floor • 518-454-5141**  
**[career@strose.edu](mailto:career@strose.edu) • [www.strose.edu/careercenter](http://www.strose.edu/careercenter)**

**Facebook:** [facebook.com/StRoseCareerCenter](https://www.facebook.com/StRoseCareerCenter)

**Twitter & Instagram:** [@CSRCareerCenter](https://www.instagram.com/CSRCareerCenter)

**LinkedIn:** *The College of Saint Rose Career Center & The College of Saint Rose Career Advisory Network*

# CAREER PLANNING

Career planning gives students and alumni the opportunity to assess their values, interests, skills, and personal qualities; explore suitable options; set short and long-term goals; identify experiential learning opportunities and develop effective job search skills. The Career Center can assist with this process through individual career counseling, which teaches the process of self-assessment, career exploration and decision-making so that you can make effective and rewarding career choices.

## Know Yourself

- Explore and evaluate your interests, skills, values, lifestyle preferences, and personal traits
- Gain an understanding of how your attributes interrelate with careers and influence your decisions
- Meet individually with Career Center staff to discuss the possibility of utilizing a career assessment instrument and print/online resources to help clarify your interests and develop your goals



**Do What You Are** is designed to help you discover your potential through your responses to a series of questions that assess your personality and values. Interested in learning more about *Do What You Are*? Schedule an appointment at the Career Center.

## Information Gathering

- Research the careers and academic programs that are of interest to you so you can make informed decisions
- Expand your knowledge of majors and careers by utilizing print and online resources
- Check out *What Can I Do with This Major?* (available on [www.strose.edu/careercenter](http://www.strose.edu/careercenter)) to select a major and see common career areas, employers, and strategies designed to maximize career opportunities, as well as links to websites that provide additional information
- Review job/internship listings to gain a better understanding of the qualifications and job responsibilities of a variety of positions
- Search for and connect with professionals in your areas of interest by using LinkedIn, specifically the Alumni Tool ([www.linkedin.com](http://www.linkedin.com) > Connections > Find Alumni)
- Utilize the Career Center's Resource Room, eBook collection, eCareerCenter's Career Explorer, and our website (listing of books and access to online resources available on [www.strose.edu/careercenter](http://www.strose.edu/careercenter))
- Meet with Career Center Staff to discuss careers and academic programs that are of interest to you



**eCareerCenter & LinkedIn** are great tools to assist with career planning



## Exploration

- Utilize LinkedIn and the Career Advisory Network (C.A.N.) to view major/career information for alumni and friends of the College; you can also contact them to arrange an informational interview or job shadowing experience
- Attend Career Center programs to learn more about career topics, such as jobs, internships, networking and graduate/professional school
- Learn about specific job/internship opportunities by speaking to employers who sponsor an Information Table or Information Session through our Recruiting Program
- Meet with Career Center staff to discuss career exploration and clarify academic program requirements with your Academic Advisor

## Decision Making

- Weigh information and evaluate options
- Evaluate if your interests, skills, values and personality “fit” the career or job
- Talk to friends, family, co-workers, instructor, and professionals in your field of interest
- Meet with Career Center staff to review your career exploration findings and review career possibilities

## Becoming Marketable

- Gain experience through internships, part-time, summer, work-study jobs, and volunteer opportunities
- Get involved in campus activities which are related to your interests and take on leadership roles
- Investigate job/internship opportunities on eCareerCenter and other job listing sites
- Participate in the Career Center’s Recruiting Program, where employers connect with Saint Rose students through Information Tables, Information Sessions, Resume Collections and On-Campus Interviewing
- Network with Saint Rose alumni to learn about ways to develop experience and obtain information about job/internship opportunities via LinkedIn, Career Advisory Network (C.A.N.), and Professional Connections
- Meet with Career Center staff to learn about opportunities, discuss your goals, and develop your strategies



Whether you are exploring multiple majors or searching for information about your chosen field, this site will help you connect majors to careers. Learn about the typical career areas and the types of employers that hire people with each major, as well as strategies to make you a more marketable candidate.

© *What Can I Do With This Major - The University of Tennessee*

Interested in “What Can I Do With This Major?” Link available at [www.strose.edu/careercenter](http://www.strose.edu/careercenter)

# CREDENTIAL FILE SERVICE

## Why Should I Open A Credential File?

- Convenient and confidential way to maintain reference letters for graduate schools and employers
- Contains reference letters from professors, employers, or supervisors; anyone who has observed you closely in an academic or work setting
- Allows your reference writers to complete one letter of recommendation, instead of several, if you are applying to multiple places

## What Can I Have In My Credential File?

- Reference Letters
- **The College of Saint Rose** transcript (considered an unofficial copy); *You must request your transcript to be sent to the Career Center and it is only as current as the date it is requested from the Registrar's Office*
- No other documents will be accepted and will be returned to the sender if received

## How Do I Open A Credential File?

- Submit a completed Credential File Registration Form
- Pick up Reference Letter Forms for each reference (ONLY available in our office)

## How Do I Complete the Reference Letter Form?

- Fill out the top portion of the form **before** giving it to your reference writer, be sure to type or neatly print your name and graduation date, and sign your name and date in the line shown on the form
- Select the status of the reference letter as Non-Confidential or Confidential\* (see Credential FAQs)  
\* **The status of a reference letter cannot be changed. Letters received without a non-confidential/confidential status selected or without our Reference Form will be considered non-confidential**
- All reference letters should be submitted with a completed Career Center Reference Form, including your selection of Non-Confidential or Confidential status, and the writer's signature

## How Do I Request My Credential File To Be Sent?

- Mail, fax, or deliver your request **in writing with your signature** – *Phone and E-mail requests cannot be accepted*
- Use a Credential File Request Form to ensure the accuracy of your mailing – available online or in our office
- Include all contact/address information on the Credential File Request Form
- Specify the last names of each of your references ("ALL" will not be accepted)
- Indicate which materials you would like to send (Note: transcripts cannot be sent as an individual item)

## How Long Does It Take To Have My File Sent?

- Requests are processed within **(3) three working business days** from the date they are received
- Fax requests require an accurate fax number in order to be processed
- Pay close attention to deadlines, plan ahead, and consider the timing of when the file needs to be received
- Check on the status of your file and account before submitting a request

## What Are The Costs Associated With A Credential File?

- No cost to open a Credential File
- Maximum of 20 requests will be processed at no cost, subsequent requests will be processed at a cost of \$10.00 each (money will not be kept on account so please pay the exact amount needed for each request)
- Payments can be made with cash, check, or money order; checks payable to "The College of Saint Rose"
- **Payments must be received before request is processed**

## FREQUENTLY ASKED QUESTIONS ABOUT CREDENTIAL FILE SERVICE

### **Asking for References:**

**Who should I ask?** Faculty members and employers/supervisors who can attest to your academic and/or professional competence are most appropriate. Character references, such as your clergy or family friends, are not recommended. We suggest asking several people to write reference letters for you so you are not relying on one individual.

**How should I ask?** Arrange a meeting with your reference writer to share your goals, employment objectives, and/or educational plans. If you cannot meet with your reference letter writer, put your request in writing. Provide the reference letter writer with a copy of your resume, a Career Center Reference Letter Form with the top portion completed by you, and a stamped envelope addressed to the Career Center.

**When should I ask?** We advise requesting references immediately upon completion of a course or a job/internship experience. Do not wait until graduation to obtain appropriate letters of reference. If you wait too long, the recommender may not be available or be able to recall the quality or extent of your contribution. A decision to hire or admit you may be delayed if your references are not readily available for the employer or graduate school.

### **Confidential vs. Non-confidential:**

**What is the difference?** *Confidential* means that you have waived your right of access. Confidential reference letters cannot be reviewed by or released to you. We can only tell you the date a letter has arrived and who wrote it. Confidential references must be delivered directly by the recommender via mail or in person. *Non-confidential* means you may review and obtain a copy of the reference letter since you have chosen not to waive your right of access.

**Which should I request?** Some employers or admission offices will ask specifically for confidential letters. If you plan on using an online job application system (e.g. OLAS) that requires you to upload your own letters of recommendation, you will need non-confidential letters. We recommend having a combination of both confidential and non-confidential letters. Ultimately, it is your decision whether your letter should be confidential or non-confidential, but be sure to follow the instructions on your applications.

**Please Note: The status of a reference letter cannot be changed.**

### **What if I want to upload my letters to the New York State's Online Application System for Educators (OLAS)?**

OLAS does require that you complete your application electronically, including uploading your letters of recommendation. Since this is something that only you can do, you must have access to *non-confidential letters* for this purpose. Feel free to call the OLAS helpline (800-435-3351) with any other questions.

### **Can I request for you to process my file, and then take the copies with me?**

Only copies of *non-confidential* reference letters may be released to you. All other contents of your credential file are considered *confidential* so we cannot give you copies.

### **Can you "hold" my credential file mailing until all of my materials are received?**

We have no control over when materials will be received by our office. We **cannot** "hold" mailing a credential file for missing references, Saint Rose transcripts, or copies of certification. Rather, you must wait until the credential file has the contents you wish to send before making the request.

### **How long will my file stay active?**

Your credential file will remain open for 5 years from your date of graduation and/or the last date of activity (i.e. addition of new letters, recent mailing requests, etc.) If there is no activity for 5 years, your file will be destroyed, unless you request in writing that your file be retained. It is extremely important to update your file, as outdated letters of reference may not accurately represent your current experience and/or skills.



# eCAREERCENTER

eCareerCenter, our web-based career center management system is available 24 hours a day, 7 days a week through the Career Center website: [www.strose.edu/careercenter](http://www.strose.edu/careercenter).

## Profile

- It is recommended that you personalize your password. Click on the “Profile” tab > “Personal” tab to update

## Jobs and Internships

- eCareerCenter Jobs and Internships: view all positions posted directly with The College’s Career Center (full-time, part-time, on-campus, off-campus, internships, volunteer, babysitting/caregiver, tutor, and Saint Rose work-study positions and Graduate Assistantships)
- NACElink Extended Job & Internship Search: find postings from employer websites as well as other reputable job search boards like Indeed and Simply Hired
- Capital Region Career Consortium: search for jobs posted exclusively to area colleges
- Albany Business Review Job Portal
- Internship Websites including Internship-USA.com with 3,000 organizations offering internships opportunities
- Graduate Jobs Bulletin with 1,000s of nationwide entry-level and early-career jobs in Liberal Arts, Writing, Editing & Communications, Management & Business, Education, International, Art, and Performing Arts
- OLAS: New York State’s Online Application System for Educators
- Links to Job and Internship Websites (local, national, and by career field)

## Documents

- Upload your job search documents (i.e. resumes, cover letters, writing samples); you must have at least one resume uploaded to apply for positions through eCareerCenter
- Be sure to submit all requested documents when applying to a position

## Resources

- Career Explorer: career and industry information from the U.S. Department of Labor O\*Net Online
- Career Advice: career development information from the National Association of Colleges and Employers
- Career Center handouts and forms including but not limited to: Resume and Cover Letters, Interviewing, Credential File Service, Career Planning, Graduate School, Job/Internship Search, and Networking

## Employers

- View information for employers who list positions with the Career Center, including contacts, address, website and available positions currently on eCareerCenter; “follow” your favorite employers

## Events and Recruiting

- Events: Learn about and RSVP for Career Center programs, including Career Carnival, Career Roundtables, Education Expo, Etiquette Dinner, Networking Events, Resume Critique Week, etc.
- Recruiting: Employers interested in connecting with and/or interviewing students and alumni via Information Tables, Information Sessions, Resume Collections, and On-Campus Interviews



**Careers by Symplicity** is the NEW eCareerCenter App! It allows you to take your job search on-the-go with smart features to easily search and apply for jobs, manage your on-campus recruiting activities and connect with employers.

LOG IN TO eCAREERCENTER VIA [WWW.STROSE.EDU/CAREERCENTER](http://WWW.STROSE.EDU/CAREERCENTER)



Student/Alumni



Employer



Faculty/Admin

### Don't know your password?

Click the "Forgot Password" link and you will be sent an email to reset it.

## DID YOU KNOW?

- EACH YEAR OVER **700** EMPLOYERS LIST JOB OR INTERNSHIP OPPORTUNITIES ON eCAREERCENTER
- WE HAVE INFORMATION ON **4,500+** EMPLOYERS, INCLUDING CONTACTS, ADDRESSES, AND WEBSITES
- LAST YEAR **4,200+** JOB/INTERNSHIP OPPORTUNITIES WERE POSTED USING eCAREERCENTER
- EACH YEAR THERE ARE OVER **10,000** LOGINS TO eCAREERCENTER BY STUDENTS AND ALUMNI
- **95** EMPLOYERS PARTICIPATED IN OUR RECRUITING PROGRAM OVER THE PAST YEAR, WITH **74** OF THEM CONDUCTING INFORMATION TABLES/SESSIONS
- OVER **800** STUDENTS AND ALUMNI PARTICIPATED IN CAREER CENTER EVENTS ADVERTISED ON eCAREERCENTER



# GRADUATE/PROFESSIONAL SCHOOL

The decision to attend graduate or professional school should be based on a genuine interest to pursue a concentrated field of study. Since it is important to find the right “fit” when choosing a school, take time to explore your goals, assess your degree of passion and know how committed you are to this field. Attending graduate or professional school will require a significant amount of time and finances so consider how your academic pursuits relate to your employment goals.

## Examine Career Goals

- Define your career objectives and explore advanced degrees that will help you accomplish your goals
- Speak with faculty in your area of interest about what their experiences have been in order to get a clearer picture of the career field
- Conduct informational interviews with people employed in the field. Ask what type of education/degree is required or recommended, and what steps they took to get their current position

## Gather Information on Prospective Schools

- Use print and online resources to find colleges that offer the degree you want to pursue
- Search school websites for more detailed information regarding their requirements, application process, financial assistance, etc. (i.e. GREs, rolling admissions, deadlines)
- Look at specific course offerings in college catalogs to see if they match your interests
- Attend graduate/professional school fairs
- Visit campuses and check out their libraries, computer labs, student services, etc.
- Utilize LinkedIn to research graduate programs and connect with alumni from your prospective program

## Inquire About Admissions Requirements

- Look for schools whose admissions requirements match your skill levels and abilities
- Determine which entrance exams, if any, you will be expected to take and begin to prepare accordingly
- Make sure that undergraduate coursework meets pre-requisite requirements
- Inquire about admission dates and deadlines and submit applications in a timely fashion (*Note: deadlines may vary by academic program within the same institution*)
- Prepare your personal statement for admissions applications; we encourage you to utilize the Writing Center

## Consider School Size and Location

- Decide what size institution best suits your needs (i.e. faculty/student ratio, student population, setting, etc.)
- Determine how personal, family, and work commitments factor into your decision
- Ask about available campus housing or the cost of off-campus living expenses

## Look for a Good Fit

- Ensure that the program's philosophy/focus reflects your interests
- Talk with department administrators, faculty, and currently enrolled students to get a feel for the program
- Inquire about the faculty's expertise in your particular area of interest
- Learn about the advisement process, internship opportunities, and career services

### Gather Application Materials

- Plan ahead; it takes time to gather and submit all required paperwork
- Be aware of deadlines; make sure your application is submitted before the deadline date
- Contact people to write letters of recommendation well in advance of admissions deadlines and follow-up to ensure the letters have been submitted

### Decide to Attend Part-time or Full-time

- Understand the timeframe for completing your program; assess whether you are flexible in obtaining your degree or if it is immediately required
- Make sure the class times are convenient if you have other commitments (i.e. family obligations, part-time/full-time job, internships, etc.)
- Know how your attendance status impacts your situation (i.e. degree requirements, loan status, graduate assistantships, internships, etc.)
- Ask about enrollment requirements; some programs require full-time enrollment

### Financing Your Education

- Consider what you can afford to spend, including the cost of tuition, books, fees, etc.
- Estimate the cost of living, especially if you are relocating
- Inquire about possible funding through scholarships, grants, graduate assistantships, and fellowships
- Investigate financial aid opportunities through the school and outside agencies

### Utilize the Career Center

- Visit the Career Resource Room for sources of information on the graduate school process (i.e. graduate programs, writing graduate admission essays, testing information, and ways to finance your education)
- Check out graduate school websites linked from our website - [www.strose.edu/careercenter](http://www.strose.edu/careercenter)
- Utilize LinkedIn and the Career Advisory Network (C.A.N.), it contains profiles of professionals willing to provide information about their career field and/or their graduate/professional school or program
- Attend programming related to graduate/professional school
- Open a credential file to house your reference letters
- Have your resume and personal statement reviewed by the Career Center
- Schedule a mock (practice) interview to prepare for admissions interviews

*Visit the Career Center to pick up a  
**Graduate School Guide** and check out  
our **Graduate School Resources**  
in the Career Resource Room and on our website!*



# INTERNSHIPS

Internships are structured learning experiences in a professional environment that can supplement your classroom learning and provide you with an avenue to explore career opportunities. Internships come in a variety of forms, including paid, academic credit, volunteer, part-time or full-time, summer or winter sessions, and/or during the academic year. The experience you gain by completing one or more internships may help you establish valuable networking opportunities, enhance your resume, and increase your professional skills and knowledge.

**PLEASE NOTE:** *If you are interested in receiving academic credit for an internship, consult with your academic advisor or department's internship/field placement coordinator.*

## PREPARING FOR AN INTERNSHIP

### Self-Reflection

- Why are you interested in having an internship experience? Is it a degree requirement or are you seeking an experience that will supplement your education?
- What are some areas of interest you would like to explore through an internship?
- What are some personal objectives (interpersonal communication, time management, etc.) and professional objectives (obtaining skills and knowledge, applying theory to practice, etc.) you would like to accomplish?
- How will you be able to manage other aspects of your life (classes, other jobs, family responsibilities, etc.) while completing an internship?

### Exploring Opportunities

- Network with individuals you know, including friends, family, colleagues, and professors, to let them know you are seeking internship experiences; they may have insight into potential opportunities
- Use resources such as eCareerCenter, Career Resource Room, LinkedIn, Career Advisory Network, and other online & print resources
- Conduct informational interviews with individuals in your internship areas of interest

### Applying for Internships

- The internship process is very similar to the job search process – see the Job/Internship Search Section
- Ensure your resume and cover letter are up to date and are tailored to your internship interests
- Be ready to explain why you are interested in interning for a specific company, person, or organization

### Before Starting Your Internship

- Identify personal and professional objectives as well as projects you wish to work on during your internship and share them with your supervisor when appropriate
- Consider time commitments and review your schedule identifying where you will have time to complete homework and personal responsibilities, when applicable
- Inquire about the dress code at your internship site and be sure to have appropriate clothing
- Connect with your site supervisor to inquire about any materials to be completed prior to starting your internship



500+ internships are posted on eCareerCenter each year!

Access eCareerCenter and other internship resources including Internships-USA at [www.strose.edu/careercenter](http://www.strose.edu/careercenter)

## THE INTERNSHIP EXPERIENCE

### Workplace Interactions

- Address your supervisor as Mr. or Ms. Unless you are given permission to address them by their first name
- Be sure to arrive on time every day and stay until it is time to leave. If you are going to be late or need to leave early for an important reason, be sure to let your supervisor know in advance, if possible
- Show respect to everyone you interact with throughout your internship
- Perform every task, no matter how small (i.e. data entry, filing, copying), to the best of your ability
- Communicate any scheduling conflicts with your site and/or college supervisors
- Schedule regular meetings with your supervisor(s) to discuss your projects and progress
- Develop professional relationships with as many individuals at your internship site as possible. You want people to remember your work, your personality, and your initiative; internships are a great networking opportunity

### Responsibilities and Projects

- When assigned projects, always ask about the deadline so you can prioritize your projects
- Once you have completed your assignments, ask your supervisor or other employees if you can provide additional assistance
- If you find you are really enjoying a particular project, let your supervisor know so they can keep you in mind for similar tasks in the future
- Challenge yourself, develop skills, and enhance your knowledge
- Ask for guidance if you are unsure of how to proceed with the project
- Offer your perspective with projects, when appropriate

### Social Etiquette and Professionalism

- Maintain professionalism when interacting with other interns, be wary of workplace gossip, and remember you may be competing with other interns for the same position at the company/organization
- Be on your best behavior at work-related functions and use them as opportunities to network
- Connect with colleagues and supervisors on LinkedIn and other professional social media platforms; these interactions will make an impression on those you connect with, so make sure it is a positive one
- Office property and work hours are not for personal use; avoid doing homework or checking your personal e-mail or social media accounts

## AFTER THE INTERNSHIP

- Evaluate your performance and your progress toward your personal/professional goals
- Ask your supervisor for feedback on your performance as an intern
- Thank your supervisor and other employees for the opportunity
- Ask your supervisor if they would be willing to serve as a reference for you
- Stay connected with your internship coworkers to help maintain your professional network

40% of graduates who participated in internships were hired for full-time employment by the organization at which they interned  
(*National Association of Colleges and Employers Internship & Co-op Report, March 2014*)

# INTERVIEWING

Interviewing is one of the most important parts of your job search. The purpose of the interview, from the employer's perspective, is to further determine your capabilities for a specific position and assess how well you might fit into the organization. By developing strong interviewing skills, you can effectively convey interest in the position/employer and convince the employer that you are the best person for the job. The interview will also give you the opportunity to learn more about the position/employer and assist you in making a decision on whether or not to pursue a particular position/employer. Take the opportunity to ask questions and learn as much as you can about the job and the employer.

## BEFORE THE INTERVIEW

### Know Yourself

- Determine your strengths/weaknesses, goals, qualifications and experiences
- Know why you want to work in the field and prepare a game plan or strategy for each interview; make sure you share the most important information

*Practice Question:* What is your greatest weakness?

**HINT:** Share a weakness, but focus on what you are working on to overcome it.

### Research

- Visit the employer's website and review employer information (i.e. mission statements, annual reports); follow the employer's social media accounts, if available
- Google the employer and find out what publications they are mentioned/featured in
- Stay up-to-date and be familiar with current trends in your field
- Know who you will be interviewing with and what type of interview to expect
- Prepare for the interviewer to ask you about salary by researching salaries for similar positions

### Practice

- Practice by reviewing questions that are commonly asked by both the interviewer and interviewee
- Have an introductory remark prepared; don't let the "tell us about yourself" question throw you
- Schedule a mock interview with the Career Center

*Practice:* "Tell me about yourself."

**This question offers an opportunity to describe yourself positively and focus the interview on your strengths related to the position.**

- Focus on what would most interest the employer about you (avoid your favorite color, food, etc.)
- Highlight your most important accomplishments that relate to the position or your career path (Degrees awarded, direct experiences, specific skills)
- Be brief; this is an introduction rather than a speech. Try to keep it under a minute.

More information about interviewing can be found on our website ([www.strose.edu/careercenter](http://www.strose.edu/careercenter)) and in our Resource Room in St. Joseph Hall, 3<sup>rd</sup> Floor

## THE ACTUAL INTERVIEW

### Make a Positive First Impression

- Arrive at least 10 minutes early; be well groomed and courteous to everyone, including the receptionist
- Greet the interviewer with a firm handshake and positive facial expressions
- Introduce yourself, using the interviewer's last name (i.e. "Nice to meet you, Mr. Smith")

### It Is Not Just What You Say – But How You Say It

- Give positive non-verbal cues (i.e. maintain eye contact, confident posture) and minimize any nervous habits
- Let the interviewer(s) guide the interview - avoid interrupting or dominating the interview
- Listen attentively and answer the questions clearly - if you don't understand, ask for clarification
- Present responses in a positive light - avoid criticism of former employers and co-workers and steer clear of discussing controversial topics and/or family, personal or financial problems
- Avoid using filler words such as "you know", "okay", "right", "um", and "like"

### Sell Yourself

- Be prepared to state why you are the best candidate for the position
- Articulate why you are interested in this position, field, and employer
- Respond with success stories or experiences that describe your assets and emphasize your achievements
- Keep to the point - don't bring up extraneous matter
- Summarize your qualifications, restate your interest, and end on a positive note
- Be yourself; let the interviewer get to know you

### End on a Strong Note

- Ask intelligent questions based on your research of the company, organization, or industry
- Take the opportunity to find out as much as you can about the details of the position and organization
- Wait until the interviewer addresses salary and benefits
- Be sure to get the correct spelling and title of each person with whom you interview
- Find out when a decision is expected to be made or what the next step will be
- Thank the interviewer for his/her time and interest at the end of the interview

## AFTER THE INTERVIEW

### Evaluate the Interview and Your Performance

- Ask yourself: What did you handle well? Poorly? What questions were you unprepared for? What did you think of after the interview that you wished you had said during the interview?
- Learn from the process by talking to others about your experience

### Follow-Up

- Send a thank you letter to the interviewer(s) within 48 hours of the interview
- Some employers may tell you when you can expect to hear from them - follow-up with a phone call if you have not heard anything



#### Quick Fact:

Employers say that a Thank You letter can increase the chance of getting hired by as much as 33%

**TIP:** Handwritten or typed letters sent by regular mail are best. If time is limited, or the employer is located far away, an email works well.



## MOCK INTERVIEWS

Interviewing is a learned skill and with practice you can develop the confidence and comfort level needed to excel at the interview process.

### Purpose of the Mock Interview

- Prepare for one of the most important aspects of the job search: the interview
- Present and demonstrate non-verbal and verbal communication skills
- Identify your strengths and areas requiring improvement
- Receive constructive feedback from trained professionals
- Develop skills that enhance your candidacy for employment/graduate school

### What is a Mock Interview?

- A one-on-one hour long session, with a 20-25 minute recorded interview with traditional and behavioral based questions tailored to your specific career field/graduate school
- A discussion period with a Career Center staff member who will provide constructive feedback on your verbal and non-verbal communication skills

### Scheduling a Mock Interview

- Contact the Career Center in person or by phone
- Provide your name, major, class year, position or area of interest, and phone number

### What to Bring

- **Resume** - It helps the interviewer prepare questions to address your education/experiences
- **Job Description** - We strongly encourage bringing a job description of a position that you are qualified for and interested in, so that we can tailor questions to the position
- **8cm DVD-R (Recordable DVD; see photo on right)** - The interview session may be recorded
- **Professional Attire** - Since this is practice for the “real thing”, you should dress in the same professional manner as you would for an interview with an employer



### Preparing for a Mock Interview

- Treat the interview as a “real” interview with an employer
- Know your strengths and weaknesses, career field of interest, and the employer
- Use this experience as an opportunity to sell your skills
- Review our Interviewing handout and the Commonly Asked Questions section
- Bring questions that you would ask employers/graduate schools

### Day of Mock Interview

- Check in at the Career Center front desk 10 minutes prior to your scheduled time
- Relax and be yourself

97% of students who indicated that they participated in a Career Center Mock Interview believed that the mock interview had better prepared them for future interviews.

*(The College of Saint Rose, Career Center End of Year Report 2014/15)*

## SAMPLE INTERVIEW QUESTIONS

### Common Questions

- Tell me about yourself.
- What are your strengths and weaknesses?
- What are your career goals?
- Where do you see yourself in five years?
- Why did you choose to attend The College of Saint Rose?
- What is your geographical preference? Would you be willing to relocate?
- What salary are you seeking?
- What motivates you?
- What are your three greatest accomplishments?
- If you could be any type of animal, what animal would you be and why?
- What three words would your professors use to describe you?
- What makes you interested in this position, industry, and company?
- Describe your ideal job.
- Why should we hire you?
- Do you have any questions?

### Behavioral Based Interview (Practice telling relevant stories)

- Describe the last time you had to juggle several responsibilities; what did you do and what was the outcome?
- Give me an example of a problem, issue, or concern that you handled in a unique and creative way?
- Describe your current projects and how you keep them scheduled for on-time delivery.
- How do you go about building relationships based upon trust and respect?
- What experiences have you had working with Microsoft Office software?
- Give me an example of a time when you had to persuade someone to accept an idea or proposal.
- How have you demonstrated initiative?
- How have you constructively dealt with criticism or disappointment and turned it into a learning experience?
- Give me a specific example of a time when you used good judgment and logic in solving a problem.
- What leadership positions have you held? Describe your leadership style.
- Give an example of when you had to work with someone who was difficult to get along with. Why was this person difficult? How did you handle this person?
- Walk me through a situation where you had to do research and analyze the results for one of your classes.

### Questions to ask employers

- Could you describe what a typical day in this position would be like?
- What opportunities exist for professional development?
- What opportunities are available for employees to advance their education?
- What types of career paths are possible?
- How will my performance be evaluated? By whom? How often?
- What strengths do you look for in potential employees for your organization?
- What is the retention rate of people in the position for which I am interviewing?
- What are some assignments I might expect during the first six months on the job?
- What type of training program is there for new employees?
- What challenges face the company/district today? What is the single largest problem facing your staff/department right now?
- Where are you in your search process? What is the next step?

# JOB/INTERNSHIP SEARCH

The job/internship search is a process that requires hard work, determination, and a positive attitude. Take the time now to learn the skills needed to achieve your goals. It may be useful to think in terms of self-assessment, career exploration, and job search implementation as the key aspects of an effective process. Utilize the Career Center staff and resources to help you gain personal insight, discuss options, establish strategies, and develop job/internship tools and techniques.

## Self-Assessment

- Know yourself (i.e. education, interests, personal traits, values, and abilities)
- Articulate your skills and experiences
- Identify what type of job or internship you want and what you value in your work
- Uncover what motivates you by aligning interests with career goals
- Connect what you know about yourself and your career goals

## Explore Career Options

- Select and research possible career fields identified through self-assessment
- Learn more about career fields through the Career Resource Room, online resources, informational interviewing, and experiential opportunities
- Identify geographic regions, states, cities of interest

## Establish a Strategy

- Establish a realistic timeline and be ready to dedicate several hours per week towards your search
- Approximate the cost, both time and financial commitment, of conducting a search
- Prioritize tasks by developing a written job search plan including contact information, letters mailed, follow-up phone calls, helpful resources/sources of information and employer research

## Develop Effective Job/Internship Search Tools

- Develop a targeted resume and cover letter that addresses your objective
- Gain an understanding of the informational interviewing process
- Gather academic and professional references who can speak positively on your abilities
- Work with the Career Center staff to develop your resume, cover letter, and thank you letters
- Participate in a mock interview conducted by a Career Center staff member

## Implement Job/Internship Search Techniques

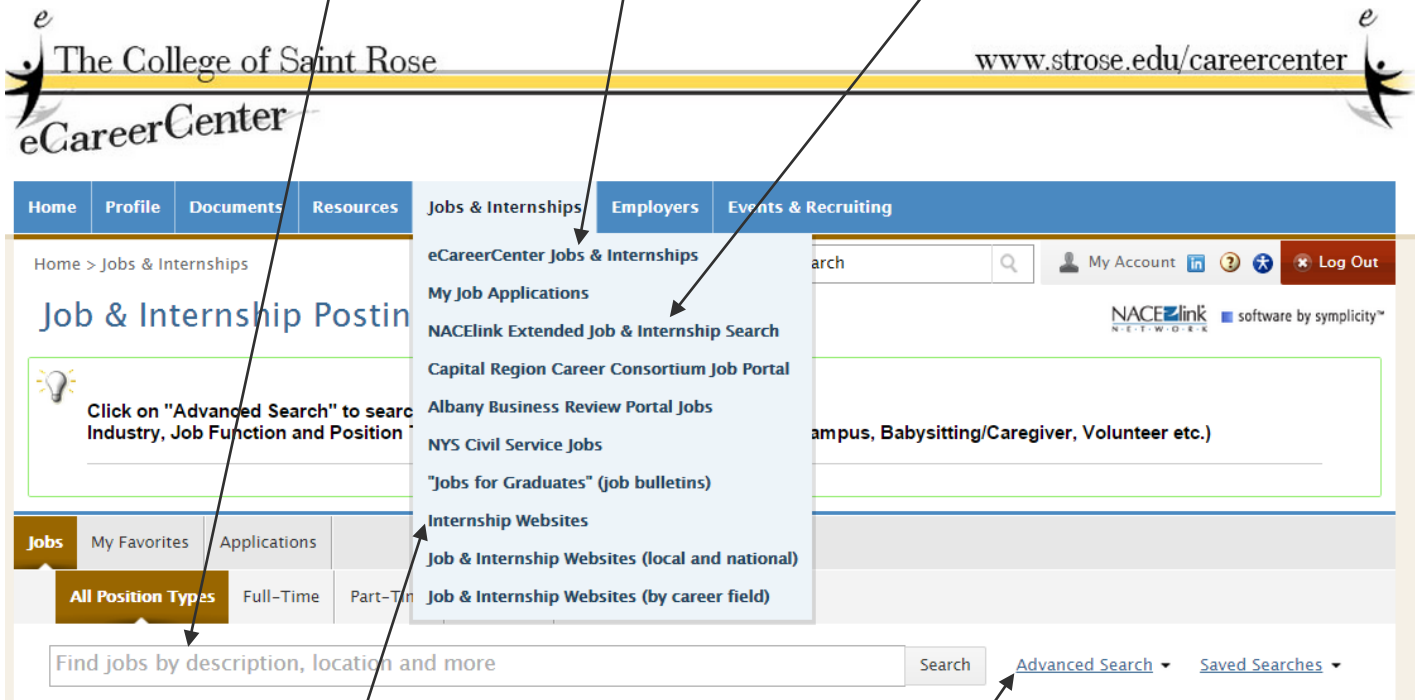
- Use multiple job search methods to increase your opportunities for success
- Login to eCareerCenter to gain access to job/internship opportunities and employer information
- Utilize the Career Advisory Network (C.A.N.) and other LinkedIn tools
- Attend career-related programming, events, and job fairs
- Network and conduct informational interviews with individuals in your area of interest
- Participate in the Career Center's Recruiting Program, including Information Tables, Information Sessions, Resume Collections and On-Campus Interviews
- Review and assess your job/internship search strategies

## Applying for Job/Internship Positions

- Submit your completed application materials, including resume and cover letter, by specified deadline
- Notify references of your application
- Follow up with the employer to verify application materials have been received

# Job/Internship Search on eCareerCenter

- Search for positions that meet your criteria and maintain a list of your "favorite" positions*
- Job and internship opportunities that have been submitted directly to The College of Saint Rose Career Center*
- NACElink Job/Internship Search offers opportunities, aggregated from employer websites and other job boards, including Indeed.com and Simply Hired*



- Visit InternshipUSA.com and other sites to access thousands of internship opportunities*
- Search for listings based on position type: full-time, part-time, internship, volunteer, work study, graduate assistantships, and babysitting/caregiver*

# NETWORKING

Networking is the process of making connections and sharing information. Successful networking includes having as many meaningful contacts as possible. It is a critical tool that will benefit you throughout your career. Networking is a great way to explore current fields, clarify your career goals, and learn about specific occupations as they relate to your career of interest. Through networking you can obtain the most up-to-date information about organizations and/or industries, develop your interviewing skills and self-confidence while also establishing and expanding your network. You will obtain information, meet people in your field, and uncover those unadvertised positions.

## Develop a Network

- Think of individuals who might be a good professional resource including family, friends, classmates, professors, alumni, former employers, etc.
- Connect with at least one professional organization to learn more about your career field
- Connect with Saint Rose alumni via LinkedIn, Career Advisory Network and the Professional Connections Program
- Join groups on LinkedIn, including “*The College of Saint Rose Career Center*”, where you can connect with students, alumni, and friends of the College for career related information
- Follow the Career Center and others on social media platforms, including LinkedIn and Twitter

## Prepare to Network

- Decide what information you want to obtain from your network and formulate appropriate questions
- Be prepared to discuss your skills, experiences, education, interests, and why you want to work in a specific position and/or industry

## Network

- Contact the person by phone, e-mail, or LinkedIn and tell them how you found their name/contact information
- Be professional, respectful of time, and express your appreciation; if meeting in person be sure to dress appropriately, arrive early, and shake hands
- Be prepared to facilitate the conversation; discuss career fields, opportunities, and solicit advice and recommendations
- Ask for names of additional people to contact for more information

## Follow-Up

- Send a thank you note mentioning something you learned during your interaction
- Follow through on leads and contacts, and keep detailed records of names and meetings
- Keep your network of contacts informed when you contact the people that they suggested
- Review the information you have gathered and determine whether or not it has changed or reaffirmed your current career direction

### ***Network with the Career Center on Social Media!***

***Facebook:*** [facebook.com/StRoseCareerCenter](https://www.facebook.com/StRoseCareerCenter)

***Twitter & Instagram:*** @CSRCareerCenter

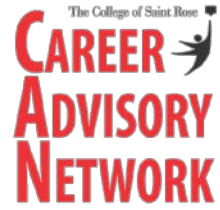
***LinkedIn:*** *The College of Saint Rose Career Center*

*The College of Saint Rose Career Advisory Network*



## CAREER ADVISORY NETWORK (C.A.N.)

The College of Saint Rose Career Advisory Network is the Career Center's professional networking community on LinkedIn for students, alumni, employers, and other friends of the College. Members of this group are looking to connect with one another in order to offer or gain advice around career related topics.



We encourage members to start discussions and connect with group members directly about the information you are hoping to obtain. C.A.N. is a great opportunity to explore career fields and network with professionals.

### New to the Career Advisory Network (C.A.N)

- Create or Sign-in to your LinkedIn Account at [www.linkedin.com](http://www.linkedin.com)
- Request to become a member of “The College of Saint Rose Career Center” Group
- Once your request has been accepted, access and join “The College of Saint Rose Career Advisory Network” on the bottom right hand section of the page

### Member of the Career Advisory Network (C.A.N.)

- Find “The College of Saint Rose Career Advisory Network” by accessing your ‘Groups’ under the ‘Interests’ tab

*Please Note: C.A.N. may not be utilized under any circumstances for advertising or solicitation purposes. Any use of this nature will result in termination of all privileges related to the program.*

## PROFESSIONAL CONNECTIONS

The College of Saint Rose Professional Connections program creates a networking opportunity where current students and recent alumni can draw upon the knowledge, skills, and perspective of an experienced professional. This connection can provide guidance and feedback while facilitating self-reflection and self-awareness.

The Professional Connections program is a way to grow your personal and professional skill set and also expand your network. You will be expected to maintain regular contact, be responsive, and follow through with set commitments.

By participating in the program, we hope that you will:

- Have someone to talk with about choosing a major, career, graduate or professional school, etc.
- Learn more about a specific industry or career field
- Gain perspective and support on academic pursuits and challenges
- Develop insight about how to make the most of your time at Saint Rose, and beyond
- Utilize this opportunity to cultivate a relationship over time



Additional information about **Professional Connections**  
can be found on the Career Center website

[www.strose.edu/careercenter](http://www.strose.edu/careercenter)

## LINKEDIN <http://www.linkedin.com>

LinkedIn is the largest professional network site with over 380 million users from over 200 countries. Over 39 million students and recent college graduates are LinkedIn members. Additional information about LinkedIn can be found on the Career Center website: [www.strose.edu/careercenter](http://www.strose.edu/careercenter)

LinkedIn is an great tool for networking with alumni and professionals in your field and can also be useful throughout your career, whether you are exploring career options, searching for job or internship, or looking for professional development opportunities.

- Career Planning - View profiles of professionals who have completed the degree you are pursuing and research their career path; join groups to follow discussions or ask questions of professionals
- Job/Internship Search – Visit the Student Jobs Portal for a listing of jobs and internships for current students and recent graduates ([www.linkedin.com/studentjobs](http://www.linkedin.com/studentjobs)); research employers by visiting their LinkedIn Company page
- Graduate School – Visit the LinkedIn University page of the institutions you are considering for graduate school, this will provide basic information about the institution and connect you with their current students and alumni

### Networking on LinkedIn

- Build your professional profile; use a professional photo, write an informative profile headline, complete the summary, education and experience sections
- Enhance your profile by asking for recommendations from professional connections; completing other LinkedIn sections including but not limited to courses, honors and awards, projects, skills, professional development and volunteer activities; and include professional videos, images, and documents
- Customize your requests to connect by including a personalized message; give a little bit of an introduction of yourself if necessary and briefly mention why you would like to connect
- Join and participate in groups to engage with individuals you have relationships with and forge new relationships
- Offer support for others and participate; the more you put into your relationships on social media sites, the more you are likely to get out of them
- Visit [www.linkedin.com/alumni](http://www.linkedin.com/alumni) to see what alumni are doing including their place of employment, fields/industries, Saint Rose programs/majors, and geographic location
- View the LinkedIn profiles of companies; learn about their size, location, news, and more. This is a great tool to use before conducting informational interviews or going for job/internship interviews
- Maintain an up-to-date profile to ensure an accurate description of your education and professional experiences

## TWITTER <http://www.twitter.com>

Twitter is a unique social media platform that takes time for many to understand and use effectively. If you are not familiar with the language or uses of Twitter, visit <http://support.twitter.edu> for FAQ's and more information.

### Networking on Twitter

- Establish a professional Twitter presence; use a professional photo, craft a brief professional statement for your header on your profile, and choose a unique, professional Twitter Handle, for example, @your\_name
- Follow others in your field including well-known professionals in your field, relevant organizations or employers
- Keep your profile public if you wish for other professionals to read your Tweets; be sure your posts are relevant and appropriate
- Most of the information you tweet should be insightful and relevant to your field including articles, blogs, accomplishments, and conference and event information
- Be an active supporter of those you follow by retweeting what others have posted
- Use hashtags for others with similar interests to find your posts

## SAMPLE NETWORKING QUESTIONS

When networking, you want to convey your professionalism and plan your questions carefully. Try to ask open-ended questions and tailor them to your situation and the position. Be ready to ask follow-up questions when appropriate.

### Career Paths

- How/why did you decide to pursue the career in which you are working?
- What was your undergraduate major? How did it help prepare you for your career? What additional training/education have you had?
- How did you get your job when you were at my level?
- Where can someone in an entry-level position expect to be in two years? Five years? Ten years?
- What is the employment outlook in your field? Describe new developments.
- Where do you hope to go with your career? With your business?

### Job Content and Responsibilities

- What are some of the regular tasks and activities involved in this occupation?
- What skills and abilities are required to be successful?
- What kinds of relationships with others are expected or necessary in performing the job?
- What is the work environment like in terms of pressure, deadlines, routines and activities?
- During which times of the year are the toughest in your job?

### Career Preparation

- What do you like the most and least about the industry? About the job? About the company?
- What's the best resource you've found lately?
- Are there newsletters or other publications that list jobs and contacts for this field?
- What organizations within the industry do you belong?
- What advice would you offer to someone trying to break into this industry?
- What local organizations employ people in (occupation)?
- Do you know of any meetings, conferences, or other networking opportunities coming up that I could attend?
- What's the best way to apply for jobs in this field?
- How can students find summer jobs or internships in your field?
- What is the range for entry-level (or whatever is appropriate) salaries for this type of job?
- Are job prospects good, stable or very competitive?
- How would you approach a job search for this organization or industry?
- Is this resume appropriate for the jobs I've outlined?
- How do you think an employer would respond to this resume?
- Do you have any suggestions on how I might strengthen my resume?
- Could you recommend other colleagues with whom I can speak? Is it OK to use your name when I contact them?



# RECRUITING PROGRAM

During the Fall and Spring semesters, employers participate in our Recruiting Program to meet with and/or interview undergraduate, graduate students, and alumni. Employers recruit through Information Tables, Information Sessions, Resume Collections, and On-Campus Interviews. Career Center staff advertises and promotes each employer's visit through our website, fliers, The Chronicle, digital signage, Blackboard, bulletin boards, social media, and targeted e-mails to students and alumni who are on eCareerCenter.

## Information Tables

- Opportunity to speak with employers on a drop-by basis about their organizations and potential openings for full-time and/or part-time employment, internship, and volunteer opportunities
- Most Information Tables are located in the Events and Athletics Center (EAC), outside of the Camelot Room

## Information Sessions

- Formal presentations by employers which provided information about their organization and potential internship and employment opportunities
- Most Information Sessions are located in the Career Center Resource Room

## Resume Collections

- An employer request to collect application materials for an available position
- Find Resume Collection announcements on eCareerCenter and submit all requested materials through eCareerCenter by the specified deadline
- Candidates selected to move forward in the selection process will be contacted directly by the employer

## On-Campus Interviews

- Employer requested on-campus interviews which are held in the Career Center and are tailored to the employer's schedule
- Employers either "pre-select" students (resumes collected and reviewed before deciding to interview) or choose an "open" format (any interested student can interview)
- Selected students will be contacted by the employer or Career Center staff to arrange an interview
- Cancellations and no-shows are strongly discouraged and may impact your future participation in recruiting activities

***It is strongly encouraged to have your resume and other application materials reviewed by the Career Center***

The Recruiting Schedule is updated weekly and available on eCareerCenter

Visit [www.strose.edu/careercenter](http://www.strose.edu/careercenter)  
eCareerCenter > Student/Alumni > Events & Recruiting > Recruiting

## Recruiting Program Participants (Fall 2010-Spring 2015)

Addteq, LLC	Garnet River, LLC.	New York State Public High School Athletic Association
Adirondack Council	GE Corporate US Employee Services	New York State Senate
American Family Life Assurance Company (Aflac)	Girl Scouts of Northeastern New York	New York State Senate Democratic Conference
Albany County Crime Victim and Sexual Violence Center	GLOBALFOUNDRIES	New York State Thruway Authority
Albany Devils Hockey	GreyCastle Security	New York State Watch
Albany Police Athletic League, Inc. (PAL)	H&R Block	Northeast Career Planning
Albany Police Department	Healthy Schools Network	Northeast Health
Albany Symphony Orchestra	Hertz	Northwestern Mutual
Alliance for Quality Education	Hillcrest Educational Centers Inc.	Palace Theatre
American Red Cross of Northeastern New York	HUNT Real Estate ERA	Parsons Child and Family Center
AmeriCorps VISTA	Huntington Learning Center	Peace Corps
Ameriprise Financial	Indeed	Polsinelli Public Affairs
Apple Inc.	Institute of Internal Auditors	Pride Center of the Capital Region
Ascend Learning	Interfaith Partnership for the Homeless	Proctors and Capital Repertory Theatre
AXA Advisors, LLC.	Interim Healthcare	Regeneron Pharmaceuticals, Inc.
Bank of America	iSmile Studios	RiverRun Community Montessori
Beacon Point Memory Care Center	J.B. Hunt Transport, Inc.	Schenectady ARC
Berkshire Family Center & Services for Youth	Jackson Hewitt Tax Service	Schenectady Police Department
Best Fitness	KeyBank	Senior Services of Albany
Blue Slate Solutions	LeverPoint Management, LLC.	ShopRite
Camp Scully	Lexington Center	Sidney Albert Jewish Community Center
Capital District YMCA	Living Resources	Skye Farm Camp
Capital Region Friendship Circle	Malta Community Center	Special Olympics New York
Capital Roots/Capital District Community Gardens	MassMutual Albany	St. Catherine's Center for Children
Catholic Charities Disability Services	Mazzone Hospitality	St. Colman's Home
Cengage Learning	National Income Life Insurance Co.	St. Joseph Workers
Center for Disability Services	Navy Medical Corps	State Farm Insurance
City of New York, Mayor's Office of State Legislative Affairs	New England Center for Children	STRIDE Adaptive Sports
City School District of Albany	New England Financial/MetLife	Sylvan Learning Center
City Year	New York Business Development Corporation	Target
Civil Service Employees Association, Inc.	New York Council of Nonprofits, Inc.	TD Bank
Colonie Youth Center	New York Independent System Operator	Teal Becker & Chiamonte CPAs PC
Community Foundation for the Greater Capital Region (CFGCR)	New York State Army National Guard	The DePuy Synthes Companies
Cooperstown Dreams Park	New York State Assembly	The Early Care and Learning Council
Disney College Program	New York State Department of Civil Service	The Legal Project
District Council 37, AFSCME	New York State Department of Correctional Services	The Princeton Review
Dormitory Authority for the State of New York	New York State Department of Health	Time Warner Cable
Dynamic Marketing Solutions	New York State Department of Labor	Trans World Entertainment Corporation
Enterprise Rent-A-Car	New York State Department of Motor Vehicles (DMV)	Tully Rinckey PLLC
Equinox, Inc.	New York State Department of Taxation and Finance	UHY LLP
Families Together in New York State	New York State Education Department	Uncommon Schools
Family & Child Service of Schenectady	New York State Energy Research and Development Authority	United States Army
Farm Family Casualty Insurance Company	New York State Higher Education Services Corporation	United States Department of Health
Federal Bureau of Investigation (FBI)	New York State Industries for the Disabled	United States Marine Corps
First Investors Corporation	New York State Police/Troopers	United States Navy
Fort Orange Club		Upstate Respite Services
		Vanderheyden, Inc.
		Verizon Wireless
		Washington-Saratoga-Warren-Hamilton-Essex BOCES (WSWHE)
		Wildwood Programs

# RESUMES

A resume is the basic tool used in a job search. It should be a summary of your education, experiences and skills. A resume is your opportunity to present your best characteristics and accomplishments and to demonstrate your potential for future success. The idea is not to list your entire life history, but to present a concise picture of your experiences and education as they relate to your career goals.

## INFORMATION TO INCLUDE

There are no clear-cut rules about the exact information that should be included on a resume. Certain categories of information are important, while others can be omitted, depending on the position and personal preferences.

### Header

- Full name (avoid nicknames when possible)
- Street address, Box #
- City, State (postal abbreviations acceptable), Zip Code
- Area code and telephone number
- E-mail address (should be professional and not include hyperlinks)

### Objective

Although this section is optional, an objective states your career goals and gives your resume a focus. If you are concerned about your objective being too limited, prepare several resumes with different objectives and tailor them to fit each position. Otherwise, omit this section and explain your objective in the cover letter.

An objective should be:

- Clear and concise;
- Consistent with the accomplishments/skills demonstrated on your resume;
- Stated with specific goals.

Examples:        “To obtain a Management Trainee position at General Electric”  
                      “To obtain a position as a Kindergarten Teacher at New School Elementary”

### Education - start with your most recent degree and for each degree include:

- Complete name of the degree received or working towards (i.e. Bachelor of Arts in Psychology)
- Schools attended with the city and state (note: only college degrees received or working towards)
- Date of graduation
- Major, minor and any concentration
- G.P.A. (optional)
- Honors or awards\*
- Study abroad experiences\*
- Relevant coursework\*

Note: \* These may be considered for a separate section, if you have several

### Certification/Licensure

- List any relevant certification and/or licensure related to your objective and date received

Examples:        New York State Initial Certification in Childhood Education, Grades 1-6, pending graduation  
                      Certified Financial Planner, December 2010

## Experience

This section should include all relevant experiences - paid, volunteer, for-credit, internship, student teaching experiences, etc. Employers want to know your skills and what you can do on the job.

This area can be titled EXPERIENCE, or divided into separate sections, based on the relevance to your objective/career goal.

Example: TEACHING EXPERIENCE (with objective being to obtain a position as a teacher)

Under each "EXPERIENCE" section, starting with your most recent job, list **each position** and include:

- Your title
- Company or organization name
- City, State
- Dates of Employment (month and year)
- Bulleted, fragmented statements highlighting your accomplishments/skills/responsibilities

## Skills

- Language
- Computer (Word, Excel, Access, PowerPoint, Photoshop, PageMaker, and industry specific software)
- CPR, First Aid, and AED
- Industry Specific Skills (broadcasting equipment, laboratory skills, etc.)

## Potential Sections – examples of additional category headings

- Athletic Experience
- Employment History
- Extracurricular Activities
- Honors and Awards
- Leadership Experience
- Professional Affiliations
- Professional Development
- Research or Publications
- Volunteer/Community Service

## INFORMATION NOT TO INCLUDE

### References

- The statement "References Available Upon Request" is unnecessary to be printed on your resume
- If an employer requests reference information it should be a separate document including the references' names, titles, employers, addresses, phone numbers, e-mails, and relationships if unclear

### Personal Information

- Age/Height/Weight
- Marital Status
- Personal Qualities (i.e. hard working, energetic, enthusiastic, etc.)
- Social Security Number

## RESUME CHECKLIST AND EVALUATION

Have someone else review your resume. Be sure to ask the Career Center staff, as well as friends, family, professors, advisors, and people in the field for advice and suggestions. Since this may result in different opinions, use your own judgement, be open-minded, and accept constructive criticism.

### Appearance and Organization

- Visually pleasing
- Easy to read
- Looks like a published document
- Clean and concise

### Content

- Descriptive action words
- Articulate marketable skills
- Achievements are stressed
- Honest, positive, enthusiastic language
- Unique
- Pertinent details
- Verb tenses are correct and consistent
- Current job is in present tense
- Past jobs are described using past tense
- Minimal use of repetitive words
- Consistent with capitalization, punctuation, dates
- No typos
- No grammatical or spelling errors
- Update on a regular basis keeping it current
- No personal information
- No "I" statements
- Do not exaggerate your experience

### Format/Layout

- No more than two font styles are used
- No font smaller than 10 point
- Bolding, italics, capitalization is minimal
- Bolding, italics, capitalization is consistent
- Information is not too crowded on the page
- Print is only on ONE-SIDE of page
- High quality paper (white or off-white bond)
- No flashy colored or swirled paper
- Use bullets to separate items and guide the eye
- No faint letters, stray marks or blurry words
- No graphics, pictures or colors
- No abbreviations (except states and G.P.A.)
- Do not staple pages together

### Contact Information

- Clearly presented at top of first page
- Full name
- Address (street, city, state, zip)
- Phone number for contact during business hours
- E-mail address

### Objective

- Focuses on the position to which you are applying
- Can be omitted if stated clearly in cover letter
- Consider having several resumes with different objectives if you are applying for various positions

### Education

- Lists degrees, schools, city and state
- Major, minor, concentration
- Area(s) of interest
- Honors and awards (unless listed in separate section)
- G.P.A.(optional)

### Experience

- Paid, volunteer, and intern experiences relevant to your objective
- Title, organization name, city, state and date
- Dates of employment include a month and year
- Dates of employment are easy to find and consistently formatted
- Use action verbs to highlight skills and relevant accomplishments
- Specific examples substantiate your objective

### Activities

- Offices held, including title and organization
- Community service or volunteer experiences
- Emphasizes leadership roles
- Pertinent memberships and affiliations
- Athletics participation
- Relevant conferences attended

### Skills

- Consistent with objective
- Match job requirements
- Substantiated by experience
- Computer and language competencies

## WRITING RESULT ORIENTED STATEMENTS FOR YOUR RESUME

When writing your result-oriented statements for your resume you want to convey your accomplishments, skills and responsibilities to the potential employer in the most effective way. Ultimately, you want to provide active descriptions that outline goal-oriented results in order to sell your unique experiences to the employer.

### Using Action Verbs to Describe Skills

Focus on using action verbs to describe forceful, highly specific facts in your statements, instead of general verbs and adjectives. This is what makes you unique to all other job seekers! Here are some typical examples and ways to rework them:

**Poor:** Duties included working with gifted students

**Better:** Organized and initiated individualized language programs for gifted students

- What duties?
- What did they result in?
- How did they fit into working with gifted students?

**BEST:**

**Organized and initiated individualized language program for gifted students, culminating in a successful book-publishing project**

**Poor:** Customer Service

**Better:** Provided customer service to assist with client banking needs

- What were the bank services?
- Were there policies/procedures?
- What did it result in?

**BEST:**

**Provided customer service through resolution of problems, explanation of bank services and policies, and knowledge of financial planning, resulting in greater customer satisfaction**

**Poor:** Department Manager

**Better:** Managed department and recruited participants

- How did you manage the department?
- What did you recruit for?
- How many did you manage?

**BEST:**

**Managed a 20-30 person department that recruited participants for marketing research studies resulting in cutting costs by one-third in less than six months**

**Poor:** Duties included social media

**Better:** Managed social media accounts

- What social media platforms?
- What were your results?

**BEST:**

**Managed office social media accounts including Facebook, Twitter, Instagram, and LinkedIn; increasing audience by 30% over the past year**



## SAMPLE ACTION VERBS

Adapted	Developed	Interviewed	Presented	Scheduled
Arbitrated	Diagnosed	Installed	Prepared	Simplified
Accomplished	Dissected	Implemented	Produced	Streamlined
Addressed	Distributed	Inspired	Promoted	Structured
Ascertained	Determined	Investigated	Prescribed	Substituted
Anticipated	Diagramed	Influenced	Printed	Suggested
Arranged	Displayed	Innovated	Programmed	Summarized
Achieved	Dispensed	Instructed	Processed	Supported
Administered	Delivered	Illustrated	Painted	Surveyed
Advised	Devised	Initiated	Publicized	Systematized
Analyzed	Discovered	Inventoried	Provided	Served
Assembled	Diverted	Instituted	Problem-solved	Supervised
Assessed	Drove	Increased	Pointed out	Supplied
Audited	Edited	Judged	Projected	Sensed
Attained	Established	Launched	Photographed	Studied
Acted	Evaluated	Listened	Proof-read	Synthesized
Balanced	Explained	Lead	Reasoned	Synergized
Began	Estimated	Learned	Raised	Shared
Built	Extracted	Logged	Represented	Shaped
Budgeted	Expected	Lectured	Researched	Symbolized
Coached	Extended	Made	Resolved	Separated
Compiled	Enforced	Motivated	Retrieved	Sorted
Coordinated	Empathized	Maintained	Responded	Tended
Created	Experimented	Managed	Reviewed	Treated
Computed	Examined	Mediated	Recommended	Trained
Consulted	Eliminated	Met	Referred	Tested
Cooperated	Expanded	Moved	Read	Took
Copied	Founded	Monitored	Reinforced	Taught
Communicated	Formulated	Mentored	Recorded	Talked
Counseled	Facilitated	Manipulated	Reorganized	Team-built
Composed	Fixed	Modeled	Related	Traveled
Calculated	Focused	Modified	Reduced	Troubleshoot
Constructed	Followed	Navigated	Revised	Treated
Completed	Filed	Negotiated	Rendered	Transcribed
Conceptualized	Financed	Operated	Received	Typed
Controlled	Generated	Originated	Restored	Tutored
Collected	Gained	Overhauled	Realized	Used
Conducted	Gathered	Organized	Reconciled	Upgraded
Consolidated	Guided	Offered	Risked	Understood
Chaired	Hypothesized	Observed	Recruited	Umpired
Charted	Handled	Oversaw	Rehabilitated	Updated
Conserved	Headed	Participated	Reported	Utilized
Checked	Invented	Performed	Sold	Unified
Classified	Improved	Played	Set-up	United
Decided	Improvised	Planned	Sketched	Volunteered
Defined	Incorporated	Predicted	Spoke	Washed
Delegated	Inspected	Perceived	Solved	Wrote
Demonstrated	Informed	Piloted	Selected	Wrought
Designed	Imagined	Persuaded	Sought	Weighed

# RESUME BRAINSTORMING

Remembering all the important information you should include on your resume can be difficult. Here is some space available to brainstorm and write down reminders that will help you while building your resume. Not all categories may apply to you, but take the time to think about your current and past experiences.

OBJECTIVE

RELATED EXPERIENCE

EDUCATION

RELATED COURSEWORK

OTHER JOBS/POSITIONS

CERTIFICATIONS

VOLUNTEER/ACTIVITIES

DIRECT/RELEVANT EXPERIENCE

PROFESSIONAL DEVELOPMENT

SKILLS



- 1** Objective is a fragmented sentence stating your career goal or the title of the position you are applying for - this gives the resume a focus.
- 2** Degree is bolded and spelled out, not abbreviated as "B.A." or "Bachelor's", with past or expected graduation date listed.
- 3** Study abroad information is included if applicable.
- 4** Only coursework relevant to your objective is listed.
- 5** Experiences are listed in reverse chronological order within a section.
- 6** Quantifying the number of individuals supervised (i.e. 14) is given in this bullet example to stand out and show competency.
- 7** Each bulleted statement starts with an action verb – ensure all statements under a position are in the same verb tense. The bulleted statements are not complete sentences.
- 8** Bulleted statements highlight relevant skills and experiences that relate to the objective.
- 9** Position title is bolded (often but not always) to emphasize what you *did* rather than where you worked. Bulleted statements highlight relevant skills and experiences that relate to the objective.
- 10** Bulleted statements for this position are in the past tense, as it is a previous place of employment. (changing verb tenses based on current/past employment status is optional).
- 11** Concrete relevant skills are separated by category and are in list form rather than bulleted form.
- 12** Resume is visually appealing, with consistency in font size and style, bullet and section spacing, and minimal use of bolding.

**Sample Resume # 1** – Please do not copy information from this resume

**YOUR NAME**  
 1234 Education Avenue • Albany, New York 12345  
 yourname@gmail.com • (222) 333-4444

**OBJECTIVE** To obtain a public relations internship with the City of Albany **1**

**EDUCATION** **Bachelor of Arts in Communications**, May 2016 **2**  
 The College of Saint Rose, Albany, New York

**Study Abroad Program**, August - December 2015 **3**  
 Center for Cross Cultural Study/University of Seville, Seville, Spain

**COURSEWORK** Communication and Culture, Communication Law, Public Relations & Advertising, Advertising Copywriting, Digital Audio Production **4**

**EXPERIENCE** **Team Leader**, Capstone Seminar, The College of Saint Rose Albany, New York, January – May 2015 **5**

- 6** • Managed a team of 14 classmates to create a full service marketing plan for Albany Bread Company’s grand opening **6**
- 7** • Produced templates for company website, brochures, business cards, and other marketing materials, using Adobe Illustrator and InDesign **7**
- 8** • Launched company social media accounts using Facebook, Twitter, and Instagram **8**

**Tutor**, Academic Support Center, The College of Saint Rose Albany, New York, September 2014 - present

- Instruct study cluster groups for college level communications courses
- Tutor students in developing necessary skills to ensure college success
- Encourage, reinforce, and model positive attitudes to students

**9** **Resident Assistant**, Residence Life, The College of Saint Rose Albany, New York, August 2013 - present

- Communicate and enforce college policies by participating in an on-call rotation and responding to emergency situations throughout campus
- Create programs for residents with a variety of programming models

**Student Assistant**, Career Center, The College of Saint Rose Albany, New York, September 2012 - May 2014

- 10** • Processed and posted internship and employment opportunities using NACELink Symplicity’s Career Services Manager
- Managed front desk operations including scheduling appointments, responding to phone inquiries, and greeting students, alumni, and employers

**ATHLETICS** Men’s Baseball, The College of Saint Rose, Albany, New York, June 2014 – present  
 Albany Thunder Men’s Baseball, Albany, New York, Summers 2013 - present  
 Umpire, East Greenbush Little League, East Greenbush, New York, Summers 2010- 2012

**SKILLS** **11** Computers: Word, Excel, PowerPoint, Illustrator, InDesign **12**  
 Language: Fluent in Spanish

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

1 The margin measurements used on a resume are flexible and contingent on spaced needed. As a rule, margins should be no larger than 1" and are always equal on all sides. The font is consistent (generally 10-12 point font) throughout the resume with size dependent on space [with an exception given to the individual's name].

2 An individual's name should be the largest font on a resume. It identifies who it is and makes the name stand out to the reader.

3 Objectives are an optional. They are often recommended for current college students and emerging professionals who do not have specific job experience to establish a focus for the resume. Alumni who are changing career paths may find using an objective useful as well. Not sure? Ask at the Career Center!

4 Listing academic honors and/or societies [if applicable] under Education is beneficial in expanding a resume reviewer's insight into your educational experiences and accomplishments.

5 If including certifications, list each certification individually and be sure to spell out the entire certification title. Specific grades/ages related to the certification are listed and 'pending graduation' is used until the certification is officially awarded.

6 To increase organization and space, field experiences at separate schools and/or districts are grouped together when similar skills and responsibilities were utilized.

7 Field experiences on a Student Teaching resume can be organized by subject area/program [Special Education and Childhood Education].

8 Related or other experiences that do not include action statements should still include the job title, employer, city/town, state and dates of employment (month & year).

**Sample Resume # 2 – Please do not copy information from this resume**

**1**

**YOUR NAME** **2**

1234 Education Avenue • Albany, New York 12345 • yourname@gmail.com • (222) 333-4444

**OBJECTIVE** **3**

To obtain a Student Teaching position in an elementary classroom

**EDUCATION**

**Bachelor of Science in Childhood Education/Special Education, May 2016**  
 The College of Saint Rose, Albany, New York  
 Concentration: Social Science  
 G.P.A.: 3.75, Kappa Delta Pi Education Honor Society **4**

**CERTIFICATION**

New York State Initial Certification in Childhood Education, Grades 1-6, pending graduation **5**  
 New York State Initial Certification in Special Education, Grades 1-6, pending graduation

**TEACHING EXPERIENCE**

**Substitute Teacher** January 2013-present  
 The Albany Academy, Albany, New York

- Integrate teacher's plans with original ideas, effectively conveying lessons in K-6 grade classes
- Enforce classroom management through motivating lessons and hands-on opportunities

**Special Education Field Experience (40 hours)** January-May 2015  
 Latham Ridge Elementary School (3<sup>rd</sup> grade inclusion setting), Latham, New York **6**  
 Glenmont Elementary School (5<sup>th</sup> grade Resource Room), Glenmont, New York  
 Dutchess County BOCES (2<sup>nd</sup>-4<sup>th</sup> grade Self-Contained Class), Poughkeepsie, New York

- Assisted teacher with maintaining a behavior points system for each student
- Facilitated computer oriented mathematics programs for a group of 5<sup>th</sup> graders

**7**

- Developed and conducted Internet workshop, teaching children computer literacy
- Organized and taught lessons on a one-on-one basis in a self-contained classroom

**Childhood Education Field Experience (120 hours)** September-December 2014  
 Walter B. Howard Elementary School (5<sup>th</sup> grade), New Lebanon, New York  
 Latham Ridge Elementary School (3<sup>rd</sup> grade), Albany, New York

- Prepared and taught hands-on Social Studies and English language art unit on Australia
- Designed and implemented an inquiry based Science and Math unit on the habitat of the Adirondacks
- Created a Hyper Studio instructional game in conjunction with the science habitat unit

**RELATED EXPERIENCE** **8**

**Activities Coordinator** June 2013-present  
 YMCA of Saratoga County, Saratoga, New York

**Babysitter** June 2011-present  
 Private Residence, Queensbury, New York

**VOLUNTEER EXPERIENCE**

**Relay For Life, American Cancer Society, Albany, New York** April 2014, 2015  
**Fund Raiser, American Heart Association, Albany, New York** May 2012

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

- 1** Contact information in the header can be formatted in different ways; most often depending on the available space.
- 2** It is important to write degrees out correctly. Checking how it is written on a transcript is one way to ensure this information is correct.
- 3** As this is a Marketing resume, the direct experience has been organized under "Marketing Experience".
- 4** Internship experience can be important and a great place to show skill development. Regardless of receiving pay vs. academic credit, this experience is directly related to the resume objective and is placed under Marketing Experience.
- 5** Action statements are clear and concise while also providing descriptive examples of skills and responsibilities.
- 6** Volunteer positions that are directly related to the resume objective are also highlighted and described with action statements.
- 7** These positions provide additional employment information and demonstrate an individual's experience in the workplace.
- 8** Extracurricular activities, community involvement and/or volunteer activities provide employers with a glimpse at an individual beyond the workplace. If this area is lacking on your resume, consider becoming engaged with a group or association.
- 9** Skills highlight abilities in Computer, Language, or other categories. Indicate any differences in skills levels (conversational in Spanish, fluent in Italian).

**Sample Resume # 3** – Please do not copy information from this resume

## YOUR NAME

1234 Education Avenue  
Albany, New York 12345

(222) 333-4444  
yourname@gmail.com

**OBJECTIVE**  
To secure a market research position with a technical company

**EDUCATION**

**Bachelor of Science in Business Administration**, May 2014  
The College of Saint Rose, Albany, New York  
G.P.A.: 3.75, Dean's List

**Associate of Science in Business Administration**, May 2012  
Hudson Valley Community College, Troy, New York  
G.P.A.: 3.80

**MARKETING EXPERIENCE**

**Sales and Marketing Intern, Map Info Corporation**  
Troy, New York, January-May 2013

- Conducted and presented research findings for documentation on state regulation
- Reviewed and enhanced marketing plan utilizing SWOT analysis
- Collaborated with public relations team in developing company brochure and newsletter
- Attended weekly sales meetings discussing effective marketing strategies

**Marketing Intern, Fact Finders Inc. and the American Marketing Association**  
Albany, New York, August-December 2012

- Identified target markets utilizing questionnaires and telephone interviews
- Compiled and analyzed data and presented report to management including recommendations for future action
- Assisted with the coordinated set up of events for the American Marketing Association

**Marketing Volunteer, The Urban League of Northeastern New York**  
Albany, New York, October 2011-November 2012

- Designed and developed a coding system for an urban development project
- Provided administrative support in producing all forms of office communications

**EMPLOYMENT HISTORY**

**Administrative Assistant**, KeyBank, Albany, New York, February 2011-present

**Sales Associate**, Sears, Albany, New York, January 2009-February 2010

**ACTIVITIES/VOLUNTEER**

**Relay For Life**, American Cancer Society, Albany, New York, April 2012

**Student Association**, The College of Saint Rose, September 2010-present

**Volunteer**, Big Brothers and Big Sisters of Albany County, July 2009-present

**COMPUTER SKILLS**

Word, PowerPoint, Excel, Access, Outlook, Photoshop, InDesign, Pagemaker

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

**1** Inserting lines to break up sections on a resume is common and a personal choice. Be sure to not overdo line breaks as your resume should still easily flow down the page.

**2** Degrees are **Bolded** and listed first to emphasize what you studied rather than where you attended.

**3** Providing a G.P.A. is optional. It is a good idea to check whether a job posting requests a G.P.A.

**4** If you provide a G.P.A., include one for each degree listed.

**5** Listing education certifications is a must for many Education programs and degrees. Other certifications (CPR, Lifeguarding etc.) should be listed under Skills.

**6** Each bulleted statement starts with an action verb. Verbs tense should be consistent within a position.

**7** Avoid repeating action verbs. "Designed" has already been used in the first Student Teaching position. Utilize the action verb list to find a new option.

**8** Bulleted statements highlight relevant skills and experiences that relate to the objective (i.e. developing lesson plans, implementing behavior system) of obtaining a teaching position.

**9** Providing dates is important (include both month and year); write months out – June 2011 instead of 6/2011.

**10** Position at the bottom of the page should not be separated by a page break.

Sample Resume # 4 – Please do not copy information from this resume

## YOUR NAME

1234 Education Avenue • Albany, New York 12345 • (222) 333-4444 • yourname@gmail.com

### OBJECTIVE

To obtain a position as an Elementary School Teacher

### EDUCATION

**Master of Science in Childhood Education**, May 2014

The College of Saint Rose, Albany, New York

G.P.A. 3.5/4.0

**Bachelor of Arts in English**, May 2009

University of Albany, State University of New York, Albany, New York

G.P.A.: 3.2/4.0

### CERTIFICATION

New York State Initial Certification in Childhood Education: Grades 1-6, August 2014

### TEACHING EXPERIENCE

**Student Teacher** (Grade 4)

March-May 2013

Craig Elementary School, Niskayuna, New York

- Prepared and taught hands-on lessons involving reading, math, science, and social studies
- Designed, organized and carried out lessons that included challenges for gifted students and adaptations for students with special needs
- Implemented a reward system to maintain the standards of student behavior and achieve a positive learning environment in the classroom
- Created and utilized WebQuest and PowerPoint for classroom instruction

**Student Teacher** (Primary multi-age class)

January-March 2013

Dorothy Nolan Elementary School, Saratoga Springs, New York

- Designed and created a series of lesson plans integrating a winter theme
- Implemented a Guided Reading Program and developed individual lesson plans based on the student's reading ability
- Established network of ongoing communications between teachers, support staff and parents involving weekly conferences, newsletters and individual student reports
- Communicated with students in all areas of curriculum, observed feedback, and evaluated understanding through various assessment methods

**Teaching Assistant, Albany High School** (Grade 10)

January-June 2011

City School District of Albany, Albany, New York

- Arranged and implemented Course I Mathematics to a group of special education students
- Promoted cooperative learning with realistic mathematical situations to solve problems
- Designed and administered exams and assignments with minimal curricular materials

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

**11** 2-page resumes are acceptable for those with a Master degree and/or several years of experience.

**12** Never print a 2-page resume front to back. They should always be on separate pages.

**13** 2<sup>nd</sup> page header should include your name and "(page 2 of 2)". This is to ensure others know whose resume page it is if it were to become separated from the first page.

**14** Related Experience highlights positions that are relevant to your objective and career goals.

**15** Focus on highlighting transferable skills within related position action statements. Transferable skills should continue to support the theme and focus of the resume.

**16** Jobs that are not directly related or relevant to the resume focus can be included in an Employment History section. These positions do not require action statements; they can provide additional employment information and/or demonstrate an individual's experience in the workplace.

**17** The inclusion of relevant professional affiliations or professional development indicates to future employers that you are dedicated to your career and continued learning.

**18** Well-rounded individuals who are active outside of earning a degree and work have increased marketability when job searching.

**19** Include relevant computer skills. This could include Microsoft Office programs as well as specific software (i.e. databases and programs used in school districts for classroom management).

**11**

Sample Resume # 4 – Please do not copy information from this resume

**YOUR NAME** (page 2 of 2) **13**

**12**

**RELATED EXPERIENCE**

**Youth Coordinator** **14** June 2010-June 2011  
YMCA, Albany, New York

- Developed and oversaw youth enrichment programs throughout the year
- Recommended and implemented long range plans for activities for youth at the Center
- 15**• Prepared and maintained the required documentation for the County Youth Bureau
- Oversaw a Youth Advisory Board and Kids C.A.R.E. Club

**Learning Center Tutor** September 2007-May 2009  
University of Albany, State University of New York, Albany, New York

- Facilitated study cluster groups in the subject areas of English and Mathematics
- Provided individual tutoring for English students addressing both reading and writing deficiencies
- Utilized PowerPoint in developing and presenting study skills workshops for faculty sponsored classroom visits

**Camp Counselor** Summer 2006-2007  
Camp Scully, East Greenbush, New York

- Provided group instruction on various activities and games
- Maintained an enthusiastic environment through effective communication
- Facilitated group cohesion by emphasizing teamwork and listening skills

**EMPLOYMENT HISTORY** **16**

**Underwriter** June 2009-June 2011  
Prudential Insurance Company, Albany, New York

**Sales Associate** January 2007-June 2009  
Dick's Clothing and Sporting Goods, Albany, New York

**PROFESSIONAL AFFILIATIONS** **17**  
International Reading Association  
Albany Chapter, Albany, New York  
January 2009-present

**VOLUNTEER/ACTIVITIES** **18**  
**Soccer Coach** June 2012-present  
Albany Youth Soccer League, Albany, New York

**Treasurer, Parent Teacher Association**  
City School District of Albany, Albany, New York  
July 2011-present

**COMPUTER SKILLS** **19**  
Proficient in Word, Excel, PowerPoint, and Smartboard

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

# COVER LETTERS

A cover letter is a marketing tool that accompanies a resume. It is an opportunity to highlight strengths, show how you can meet the employer's needs, and convey your enthusiasm, motivation, and sincere interest in the job. It should be concise, attractive, well-written, and focused to the individual position.

## Format

- Construct letter in business letter format (i.e. modified block style)
- Keep it to 1 page, with 3 or 4 short paragraphs
- Include your address and the date
- Include an inside address of the person receiving the letter – name, title, employer and address
- Use the same high-quality paper as your resume or save as PDF if submitting electronically
- Address your letter to a named individual (i.e. Dear Mr. Smith:); if not included in the posting, this can be found on the employers website or by calling their Human Resources department
- Sign the cover letter or if submitting electronically, create an electronic signature using a scanner to insert into the document (most of the College's multi-function printers also serve as scanners)

## Content

- Tailor the cover letter to the position and employer to which you are applying
- State the position or general area of work that interests you
- Cite how you learned about the position
- Mention any contacts or someone who had suggested that you apply
- Indicate why you are the person for the job by highlighting your skills and experiences without restating your resume
- Select your major selling points and keep your sentences concise and to the point
- Think about what is important to the employer; address their needs by referring to the job description
- Describe your special qualities and help the reader form a favorable impression
- Do not lie or exaggerate - let strengths and achievements speak for themselves
- Explain your accomplishments, not what you hope to gain from the job
- Do not begin all sentences with "I"

## Appearance

- You should proofread every letter and have others, including the Career Center staff, review your documents
- Never rely solely on spell check - spelling and grammatical errors can cost you the interview
- Print letter on resume paper and send original
- Font and size should match that of your resume
- Spacing should be even and visually appealing
- Be sure to sign your letter



**Not sure what to include in your cover letter?  
Look at the qualifications listed on the job description and  
highlight your related skills and experiences.**

## COVER LETTER GUIDE

Your Street Address  
City, State, Zip Code

Date

Contact Person's Name  
Title  
Company, School, Organization  
Street Address  
City, State, Zip Code

Dear Mr./Mrs./Ms.\_\_(Add Last Name Only Here)\_\_:

**First Section** (*Generally 2-3 sentences*):

State the position or general area of work that interests you. Mention how you learned about the job opening and why you are interested. Also, mention any contacts that might be relevant.

**Second Section** (*This may be more than one paragraph - generally 4-5 sentences each paragraph*):

Indicate why you should be considered a candidate and focus on how your skills can fulfill the needs of the company or school. Relate your experiences to their needs and mention results and achievements. Refer to your enclosed resume, but do not just restate what is on it. Tailor the letter to the specific position, demonstrate your knowledge of the employer, and convey your interest in the industry.

**Third Section** (*Generally 3-4 sentences*):

Indicate that you will follow up to assure your materials (resume, cover letter, application, etc.) were received. Offer to provide any additional information, which may be needed. Thank the employer for his/her time and consideration. Be sure to include your contact information (phone number and/or email).

Sincerely,

*Sign Your Name*

Type Your Name

# THANK YOU LETTERS

It is proper etiquette to send thank you letters after an interview, but many people overlook this step. A thank you letter can set you apart from other candidates. After interviewing many candidates for a position, it is difficult to distinguish and remember the specifics for each of the interviewees. The thank you letter gives the interviewer a second chance to remember you. During your job search, it is wise to consider every tool that will give you an advantage; sending a thank you letter could make the difference.

## Information to Include

- Highlight key points that were covered during the interview
- Mention any important information you forgot to discuss
- Explain, restate, or clarify any potential misunderstandings (i.e. willingness to relocate, available start date, etc.)
- Focus on something of importance that you discussed during the interview
- Re-emphasize your strengths, accomplishments, and skills
- Take advantage of the opportunity to leave a good impression

## Key Points to Writing Thank You Letters

- Keep letters short and simple, not exceeding one page
- Send thank you letter(s) to each interviewer as soon as possible
- Refer to specific points discussed in your interview to help the interviewer remember you
- Show that you were listening by mentioning something that will refresh the interviewer's memory
- Emphasize your qualifications, especially those most relevant to the position
- Provide any information that was overlooked during the interview or specifically requested by the interviewer
- Express your continued interest and enthusiasm for the position
- Sign your thank you letter in the space above your typed name

## Additional Reasons to Send a Thank You Letter

- When someone provides you with job search assistance, refers you to an employer, provides a networking contact, or speaks on your behalf to a prospective employer
- After an informational interview, company visit, or other career exploration activity

**The Career Center can advise you in writing your thank you letter and other professional correspondence.**



## THANK YOU LETTER GUIDE

Your Street Address  
City, State, Zip Code

Date

Contact Person's Name  
Title  
Company, School, Organization  
Street Address  
City, State, Zip Code

Dear Mr./Mrs./Ms. \_\_\_\_\_ (Add Last Name Only) \_\_\_\_\_:

**First paragraph:** Thank the interviewer for taking the time to meet with you (mention the date). Remind him/her of the position for which you interviewed.

**Second paragraph:** Restate your interest in the position and the company/school/organization. Mention something you learned from the interview or comment on something of importance that you discussed. Again, emphasize your strengths, experiences, skills, accomplishments, and focus on the points that the interviewer considered the most important for the position. Take this opportunity to mention any relevant information that you did not have an opportunity to discuss during your interview.

**Third paragraph:** Once again, thank the interviewer for their time and consideration. If appropriate, close with a suggestion for further action (if a second interview is a possibility), or mention that you will follow up with a phone call in a few days. Provide your contact information (phone number and/or email) and the hours you can be reached.

Sincerely,

*Sign Your Name*

Type Your Name