

Job Finder's Handbook

YOUR GUIDE TO FINDING A REWARDING CAREER

VOLUME 6





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Job Finder's Handbook

The ***Job Finder's Handbook*** is designed to be a resource guide for candidates who are preparing for, or are actively engaging in, a job or internship search. Information contained in this publication includes job search strategies, resumes and cover letter samples, interviewing tips, and general information about the Office of Career Services.

Additional career planning information is available in the Office of Career Services (located in Jones Hall, Rm 1034) or on-line at the Career Services web site at web.ysu.edu/careerservices. Please remember that career coordinators are available during walk-in times or by appointment to assist you with your job search.

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OFFICE INFORMATION:

- **Location:** Room 1034 – Jones Hall
- **Phone:** (330) 941-3515
- **Email:** careerservices@ysu.edu
- **Website:** web.ysu.edu/careerservices
- **Office Hours:** Monday – Friday, 8 AM – 5 PM (Evening appointments are available upon request)

MEET OUR STAFF:

Jennifer L. Johnson

DIRECTOR

jljohnson03@ysu.edu

The director oversees the staff and operations of the Career Services Office. Also leads in employer outreach and development.

Susan George

ADMINISTRATIVE ASSISTANT/PENGUINLINK Administrator

slgeorge01@ysu.edu

Susan works with employers to schedule on-campus recruiting visits. She plans career fair events for fall and spring, is the PenguinLINK system administrator, and oversees the Annual Graduate Employment Outcome Report and the Workforce Recruitment Program.

Diane D. Hritz

CAREER COORDINATOR

ddhritz@ysu.edu

Diane works extensively with students and alumni in all majors from the Bitonte College of Health & Human Services and the College of Creative Arts and Communication.

Christina Hardy

CAREER PLANNING COORDINATOR

chardy@ysu.edu

Christina works in collaboration with the Center for Student Progress to help insure the success of first and second year students and undecided majors in achieving their career goals. She also works with students and alumni from the College of Liberal Arts & Social Sciences and the Williamson College of Business Administration.

Marybeth Keeler

CAREER COORDINATOR

mkeeler@ysu.edu

Marybeth works extensively with students and alumni from the Beeghly College of Education and from the College of Science, Technology, Engineering & Mathematics (STEM).

Pam Schmalzried

SECRETARY

pkschmalzried@ysu.edu

Pam oversees the front office customer service area.

CAREER SERVICES

The Office of Career Services is dedicated to assisting students and alumni with the definition, preparation, and implementation of their career plans. We offer a comprehensive collection of resources including the following services:

INDIVIDUALIZED CAREER COUNSELING

Career Planning

Undecided about a major? Not sure what you can do with your chosen major? A Career Coordinator can help you choose a major and career path that best matches your interests, personality, skills and work values.

Resume and Cover Letter Assistance

The earlier you start, the more prepared you will be to create a resume and cover letter that will help “sell” your skills, qualifications and experiences to employers for internships and professional employment opportunities.

Interview Prep

Interview time is “show time.” Schedule a mock interview and learn your “script” before the show. A Career Coordinator will help prepare you for commonly asked interview questions and major-specific questions you can expect from hiring employers.

Job Search Assistance

Don’t know where to start? A career Coordinator will help you define your goals and refine your resume and other marketing materials. You will learn how to tap into the “hidden job market” and connect with valuable resources to help you make the transition from “backpack” to “briefcase”!

Career Information Center

- Occupational books and directories
- Government, school district, and company information
- MyPlan career exploration program

PenguinLINK – Your Link to Employers!

- Search and apply for hundreds of job postings
- Upload your resume for employers to view
- Stay informed of:
 - Career Fairs
 - On-campus interviews
 - Employer networking events
 - Career preparedness workshops

NEW! One-click PenguinLINK access from MyYSU Portal – no separate username or password required!

For more information and to access valuable career resources, visit www.web.ysu.edu/careerservices!



Career Services introduces...



NEW! *Free, unlimited online access to trusted career information & management tools!*

INDUSTRY & PROFESSION PROFILES	Learn about over 100 industries and their related professions, including information regarding the structure, outlook, required skills and education and projected salaries.
COMPANY PROFILES & RANKINGS	6,500+ companies are profiled on Career Insider, including Vault's influential employer rankings, ratings and reviews based on prestige, business outlook and quality-of-life factors.
CAREER GUIDES	Vault publishes over 100 titles of award-winning career guides, including interview strategies, job-search tips, and full-length profiles of leading companies.
CAREER ADVICE	Find career advice articles, blogs and videos from Vault's team of experts to help stay ahead of the competition.
JOB & INTERNSHIP BOARD	Search thousands of new jobs posted daily, sign up for job alerts and join Vault's resume database to be found by top employers and recruiters.
FULL-TEXT CAREER E-BOOKS	Download full text career guides on everything from interviewing and structuring your resume, to in-depth overviews of industries, employers and general career topics.

Get the inside scoop!



To access Career Insider, login to MyYSU portal and click on PenguinLINK Job Board under e-Services for Students.

BASIC TYPES OF RESUMES

Chronological

- Most popular and familiar
- Widely used by new graduates
- Employment listed in reverse chronological order (most recent to past)

Functional

- Emphasis on skills/knowledge/accomplishments
- Little or no focus on dates
- Qualifications are summarized or grouped according to various skill categories (e.g. sales/management/teaching/supervision, etc.)

Combination

- Combines both formats (chronological and functional)
- Includes some dates but emphasis placed mostly on skills

Electronic or Web Resumes

- Differ from hardcopies due to website configurations
- Follow the request of employer. If requesting a “scannable resume,” limit formatting to avoid database errors
- No fancy fonts, graphics, bullets, templates, headers, footers

Which style of resume you choose to utilize depends upon your individual circumstances. One type of resume may work more effectively for you than another. Keep in mind the main purpose of the resume is to secure an interview.

NOTE: Most employers scan a resume in *30 seconds* or less. Make sure your resume is visually attractive, easy to read, error-free, and highlights all of the best assets you have in relation to the position being sought.

Keep it brief.

GENERAL RULES FOR RESUMES

- A resume should generally be no more than one page if you are a new professional, however some exceptions apply.
- Include only information relevant to the position you are seeking.
- Omit personal information such as age, marital status, health, etc.

Keep it focused.

- Include an objective that focuses on one or two areas of interest.
- You may need more than one resume depending upon the type of position you are seeking.
- Place the emphasis on what you can do for the employer, not on what you want or need.
- Tailor the resume to the position.

Keep it readable.

- Use a layout that is visibly appealing. Alternate text with white space in between.
- Highlight important information by using bold and/or italics.
- Keep fonts, headings, and text consistent.
- Place more relevant information higher on the page.
- Use bullets to draw attention to important points.

Watch your language.

- Omit usage of personal pronouns such as “I” or “me”.
- Use short phrases rather than sentences.
- Omit articles such as “the” or “a” if not necessary to convey meaning.
- Use active verbs. (e.g. developed, assisted, supervised, etc.)
- Use present tense verbs for current experience; past tense for past experience.

Consider your audience.

- Use industry-related jargon. This indicates your knowledge of a specific field.
- Spell out the names of degrees or affiliations in case your audience is not familiar with the particular abbreviations.

Highlight special information.

- Create categories for special awards, activities, or skills.
- These categories could include computer skills, language skills, honors, club memberships, offices held, etc.

Include all relevant experience.

- This includes work experience, internships, volunteer work, community service.
- List these experiences first before other less relevant types of work.

Be careful!

- Keep the resume conservative by using white or cream colored, high quality resume paper.
- Make sure the resume is error-free.
Proofread your resume before sending it.

COMPONENTS OF A RESUME

Contact Information

- Includes your name, address, phone numbers (including home, work, or cell phone) and an e-mail address if you check your messages daily.
- Make sure your e-mail address reflects your professionalism. This means no funky, silly, or otherwise inappropriate names or suggestive phrases. Remember, this is the first impression the employer gets of you as he or she reads the resume.
- Make your name stand out by bolding the font and also increasing the font size two or three sizes larger than the rest of this section.

- Note graduation with honors if applicable.
- Spell out the name of your degree.
- Highlight the degree and major(s)/minor(s) by using bold and /or italics.

Objective

- An objective is recommended on the resume because it targets a particular area of interest or job function. The employer can readily see what type of position you are seeking.
- The objective should be short and to the point.

Relevant Coursework

- This category is used primarily if you are seeking an internship and want to let the employer know how many of your major courses you have completed.
- Courses may also be included on the resume if you are seeking employment outside of your major field of study and have taken courses related to the new field. (e.g. an education major who now is seeking work in a corporate setting may want to list any business courses taken while in college.)
- It is not necessary to include this category if it is obvious you meet the educational qualifications for the given position.

Education

- List the name(s) of institution(s) you have graduated from beginning with the most recent.
- Include degree(s) earned and year(s) of graduation. If you have not received a degree yet, you may state the date the degree is expected as well as how many credit hours you have completed.
- List any licensures/certifications you hold.
- Include G.P.A. if at or above a 3.00. (Cumulative and major GPA may be listed.)

Relevant Experience

- List any experience you have that relates to the position you are seeking. This ensures that the employer will see this first and improves your chances of being noticed as a viable candidate for the position.
- State the job title, employer name, city, state, and dates of employment. (month year – month year). If still employed in a position, list starting month/year – present (or current).
- Use bullets with active verbs (e.g. developed, created, assisted, trained, etc.).

This creates a more active, energetic resume. Utilize present tense verbs if experience still in the present.

Other Experience/ Employment

- List any other work experience you have that may not necessarily be related to the position being sought.
- Do not put as much emphasis on this section. If the work is totally unrelated, it may be advisable to just list job titles, places, dates, with no further description noted.
- It is not necessary to list every job ever held.

Computer Skills

- It is important to let the employer know what computer skills you have.
- List the specific software or programs you know how to use.
- You can preface this list with a qualifying statement to indicate your level of skill. (*e.g. Working knowledge of..., Familiar with..., or Proficient in..., etc.*)

Special Skills

- Ability to write or speak in another language.
- Technical skill with equipment/lab instruments, etc.
- Research or presentation skills.
- Grant writing/fundraising skills.
- Extensive travel or knowledge of other cultures and/or any other skills that are specific to your situation.

Activities/Awards

- These can be placed together or in separate categories if there are a number of them.
- Include community service, volunteer work, student organizations.
- If you have attended or been a presenter at conferences or workshops, you may list these activities in this section.
- Also include any published materials or special recognitions you may have received for your work.
- List scholarships, Dean's List and any other awards received. Include the year(s) or terms of these awards. If you have made the Dean's List every term or several terms, you can state this as such rather than listing all of the terms.

Professional Affiliations

- List all professional organizations, memberships, offices held. This may be in a separate category by itself or as part of the activities category.

NOTE: These are the main categories that usually appear on a resume; however, you can customize your own categories to reflect your individual background and experience. The important point to keep in mind is that a resume should be easy to follow, consistent in format, make logical sense, and emphasize experience and skills that are relevant to the position you are seeking. If you have any questions, please consult the Office of Career Services. Help is also available in various publications as well as on the internet.

The Online Application**

If you're directed to apply online, give the process the same time and effort you would to put together an effective resume. The same rules that govern your development of an attention-grabbing resume apply to your online application, but there are a few tips that can help you increase your chances of getting called for an interview:

- Follow directions. Be careful to enter the correct data in the correct field.
- Ask for advice on completing the application from a company recruiter or an alumnus who may work at the company.
- Complete all fields—even those that aren't required. (Be sure to include a cover letter, even if it's not required)
- Use keywords; employers search on keywords when looking to fill specific positions.
- If the company offers an optional assessment test online, take it.

- Use “comments” fields to demonstrate that you have researched the company and/or to provide additional information about specific skills you have.
- If you are asked to attach a resume or paste it into the application, make sure its format is compatible: Special characters, bold and italics, and fancy fonts, for example, won’t convert in some electronic applications.
- Proofread your application before submitting it. If possible, run a spell check and grammar check.

****Job Choices 2012. National Association of Colleges and Employers (NACE).**

Scannable Resumes

Online resumes are different from hardcopies due to database and website configurations. Always be sure to follow the request of the employer. If requesting “scannable resume”, limit formatting to avoid database configurations.

The scannable resume is set up so that it can be scanned into the employer’s resume database. Here are a few tips to remember when creating your scannable resume:

- Capitalize headings to make them stand out.
- Utilize asterisks instead of bullet points, which many scanners will not recognize, to organize your information.
- Include key words in your resume to increase your chance of having your resume selected from the database.
- When creating your scannable resume avoid using unusual fonts, bold, italics, and special characters.

Convert your resume to a PDF file

Convert your resume to a pdf file before you send it to an employer as an attachment or post onto a website, whether an employer’s website, PenguinLINK, or another website.

This insures that the resume will be formatted exactly as you intended when the employer opens it.

It is very important to create a PDF version of your resume BEFORE you upload it online. If it isn’t converted prior to uploading, your resume will automatically be converted to a PDF file by the software system. The formatting of the resume changes in the conversion. So, if you don’t design your resume to look good in the PDF format prior to uploading it, it is likely that your resume is not going to look good in the system or once the employer opens it. For example, your one page resume may well end up as two pages or your perfectly aligned dates will become uneven.

Attributes Employers Look for on a Candidate's Resume



- ✓ Communications Skills (written)
- ✓ Leadership
- ✓ Analytical/quantitative skills
- ✓ Strong work ethic
- ✓ Ability to work in a team
- ✓ Problem-solving skills
- ✓ Communication skills (verbal)
- ✓ Initiative
- ✓ Detail-oriented
- ✓ Computer skills

David A. Jones
456 Engineering Lane
Youngstown, Ohio 44555
330-123-4567
Jonesadavid456@my.yu.edu

Objective

To obtain an entry level position in the field of **Mechanical Engineering**.

Education

Youngstown State University – Youngstown, OH
College of Science, Technology, Engineering, and Mathematics (STEM) - ABET Accredited
• **Bachelor of Engineering**, May 2014
• Major: **Mechanical Engineering**
• Minor: **Mathematics**
• Cumulative GPA: **3.7/4.0**

Significant Coursework

Applied Stress Analysis 1 & 2
Finite Element Analysis
Dynamic Systems Modeling
Mechanical Vibrations
Heat Transfer 1 & 2
Fluid Mechanics
Thermodynamics 1 & 2
Design of Machine Elements
Ordinary Differential Equations
Numerical Analysis
Linear Algebra
Real Analysis

Technical skills

AutoCAD
Autodesk Inventor
SolidWorks
MatLAB
Algor Finite Element Analysis
Ansys (Mechanical & Fluid)
Maple
Solid Edge
Microsoft Office

Significant Projects

QUEST Forum for Student Scholarship, Design Project, Spring 2013
• Designed practical gearbox for lathe using SolidWorks and Algor
• Presented calculations and design results to Mechanical Engineering Depart and QUEST Panel

Choose Ohio First Program Research Project, Fall 2012

- Researched fuel efficiency of standard compact vehicle with 5 member team
- Developed model using Ansys Fluid and ran model of equivalent frontal area in wind tunnel
- Compared experiment results to scholarly data and researched and compiled presentation

Career Related Experience

Engineering Assistant Intern, May 2013 – Present
Alexander Young Engineering – Youngstown, OH
• Design and develop hydraulic values for production
• Perform lab testing and finite element analysis
• Utilize SAP, AutoCAD, Solidworks, and Wildfire
• Develop internship orientation manual to support a standardized internship process

Additional Experience

- **Sales Associate**, Target – Niles, OH, May 2012 – Present
- **Crew**, McDonald's – Girard, OH, January 2010 – April 2012

Honors/Activities

- Dean's List
- Choose Ohio First Scholarship (2011 – Present)
- Red & White Scholarship (2010 – Present)
- Sigma Alpha Lambda (2012 – Present)

JAMES WOODLING

6732 Forest Glen Trail • Boardman, Ohio 44555 • (330) 941-6789 • jwoodling@yahoo.com

OBJECTIVE

To obtain a position in the field of accounting

EDUCATION

Youngstown State University, Youngstown, Ohio
Williamson College of Business Administration – AACSB Accredited
Bachelor of Science in Business Administration, May 2014
Major: Accounting
Minor: Finance
Major GPA: 3.8
Overall GPA: 3.7
• Beta Gamma Sigma (Business Honor Society, in top ten percent of class)

SIGNIFICANT COURSEWORK

Financial Accounting, Managerial Accounting, Advanced Management Accounting,
Auditing, Federal Taxation, Financial Management, Cost Accounting

RELATED EXPERIENCE

Hill, Barth & King, Youngstown, Ohio

Intern

- Complete personal and corporate tax returns
- Perform audits of local companies, requiring extensive interaction with management teams
- Enhance multitasking and organizational skills through maintaining multiple client accounts
- Improve time management skills by meeting daily deadlines

First Bank of Youngstown, Youngstown, Ohio

Accounting Clerk

- Balanced the Federal Reserve and the local bank checks and bundles
- Created and verified customer bond orders on a daily basis
- Ensured accuracy for numerical data

ADDITIONAL WORK EXPERIENCE

Admissions Office, Youngstown State University, Youngstown, Ohio

Office Assistant

- Greet public, answer multiline phones, direct students to appropriate personnel
- Perform general office work, such as typing, filing, and copying

Parma Heights Recreation Department, Parma Heights, Ohio

Lifeguard

- Ensured safety of swimmers

SPECIAL SKILLS

Computer Skills: Microsoft Word, Access, Excel, PowerPoint, Publisher, Peachtree
Language Skills: Fluent in Spanish and American Sign Language

HONORS AND ACTIVITIES

Member, Beta Alpha Psi (Fall 2012 – Present)
Volunteer Income Tax Assistance (VITA) Program (Spring 2013)

<div><div><div>Chronological Resume Sample</div><div><div><div><div><div><div>Kathleen Cartwright</div><div>222 Broad Street</div><div>Youngstown, OH 44505</div><div>(330) 456-0000</div><div>kcart@penguin.com</div></div></div><div><div>Youngstown State University</div><div>Bachelor of Science</div><div>Major: <i>Biology</i></div><div>Cumulative GPA: <i>3.4/4.0</i></div></div></div><div><div>Objective:</div><div>Seeking position in the area of <i>Biological Research</i>.</div></div><div><div>Education:</div><div><div><div>Youngstown, OH</div><div>Expected: May 2014</div><div>Minor: <i>Chemistry</i></div></div><div><div>Organic Chemistry</div><div>Research Statistics</div></div></div></div><div><div>Significant Courses</div><div><div>Cell Biology</div><div>Clinical Immunology</div></div></div><div><div>Career Related Experience:</div><div><div><div>Research Assistant</div><div>Biology Department, Youngstown State University, Youngstown, OH</div><div>May 2013 – Present</div><div><div><div>• Conduct research in molecular genetics</div><div>• Assist professors in completion of alkaline plasmid screen on large and small scale</div><div>• Prepare frozen competent cells</div><div>• Perform DNA restriction digestion analysis, transformation, and recombination in bacteria</div><div>• Maintain detailed lab logs and reports</div></div></div></div><div><div>Office Assistant</div><div>Forum Health Beeghly Emergency Center, Youngstown, OH</div><div>June 2010 – Present</div><div><div><div>• Perform basic office administration duties including typing, filing, and answering phones</div><div>• Maintain patient files and keep records updated</div></div></div></div><div><div>Addition Work Experience:</div><div><div><div>Proficient in: SPSS, Microsoft Word, Excel, PowerPoint</div></div></div></div><div><div>Computer Skills:</div><div><div>Dean's List, every semester, Youngstown State University</div><div>Member, Omicron Lambda (2011 – Present)</div></div></div><div><div>Honors:</div><div><div>NCAA Varsity Softball Team, Youngstown State University (2010 – Present)</div><div>◦ Team Captain (2011 – 2012)</div></div></div><div><div>Activities:</div><div><div>Writer, <i>BiologyNews</i>, a Youngstown State University sponsored student publication</div></div></div></div></div><div><div>IM A. SAMPLE</div><div>15346 ROLLING ACRES AVENUE</div><div>YOUNGSTOWN, OH 44555</div><div>(330) 555-4536</div><div>IASAMPLE@STUDENT.YSU.EDU</div></div></div></div></div></div>	
<div><div>CAREER OBJECTIVE</div><div>Seeking a challenging and rewarding position utilizing my dental hygiene education and experience.</div></div>	
<div><div>EDUCATION</div><div>Youngstown State University – Youngstown, OH</div><div><div><div>□ ASSOCIATE IN APPLIED SCIENCE (05/14)</div><div>□ Major: DENTAL HYGIENE</div><div>□ Major GPA: 3.8/4.0 Cumulative GPA: 3.7/4.0</div></div></div></div> <div><div>PUBLIC HEALTH EXPERIENCE</div><div>Performed basic student dental hygienist's responsibilities and interfaced with diverse patients at the following sites:</div><div><div><div>□ Elktion Correctional Facility – Elktion, OH – gained experience in a prison dental clinic</div><div>□ St. Elizabeth's Hospital Medical Center – Youngstown, OH – gained experience in a hospital based clinic and provided preventive oral health services in the Smile Station, a mobile dental unit for adolescents at the Juvenile Justice Center – Mahoning County</div><div>□ Community Dental Center – Lisbon, OH – gained clinical experience in a rural community health center dental clinic</div><div>□ VA Dental Clinic – Erie, PA – gained clinical experience in a Veterans Administration dental clinic</div></div></div></div>	
<div><div>CAREER RELATED EXPERIENCE</div><div>STUDENT HYGIENIST. Youngstown State University – Dental Hygiene Clinic. Youngstown, OH (05/13 – present)</div><div><div><div>□ Perform oral examinations, fluoride applications, scaling and polishing of teeth</div><div>□ Develop radiographic surveys and study models</div><div>□ Apply sealants</div></div></div><div>ASSISTANT/RECEPTIONIST. Dr. Diana Young, D.M.D. Youngstown, OH (12/11 – 04/13)</div><div><div><div>□ Assisted in prophylactic procedures</div><div>□ Sterilized equipment</div><div>□ Performed general office duties to include: scheduling, filing, and billing</div><div>□ Interacted with patients in a courteous manner</div></div></div></div> <div><div>ADDITIONAL EXPERIENCE</div><div>SKATING INSTRUCTOR. The Ice Zone. Boardman, OH (09/11 – present)</div><div><div><div>□ Teach figure skating to children and adults</div><div>□ Demonstrate basic ice skating techniques to diverse populations both individually and in group settings</div></div></div></div> <div><div>COMPUTER SKILLS</div><div><div><div>□ DENTRIX Practice Management Software</div><div>□ Word Perfect, Word and Works (Word Processing)</div><div>□ Lotus and Excel (Spread Sheets)</div></div></div></div> <div><div>HONORS AND PROFESSIONAL AFFILIATIONS</div><div><div><div>□ Student American Dental Hygienists Association (SADHA)</div><div>□ Dean's List: Youngstown State University (all semesters attended)</div><div>□ Alpha Kappa Mu Honor Society Secretary (2012 – 2013)</div><div>□ Golden Key National Honor Society</div><div>□ Who's Who Among Students in American Universities and Colleges (2011)</div></div></div></div>	

<div><div><div>Chronological Resume Sample</div><div><div><div><div><div><div>Kathleen Cartwright</div><div>222 Broad Street</div><div>Youngstown, OH 44505</div><div>(330) 456-0000</div><div>kcart@penguin.com</div></div></div><div><div>Youngstown State University</div><div>Bachelor of Science</div><div>Major: <i>Biology</i></div><div>Cumulative GPA: <i>3.4/4.0</i></div></div></div><div><div>Objective:</div><div>Seeking position in the area of <i>Biological Research</i>.</div></div><div><div>Education:</div><div><div><div>Youngstown, OH</div><div>Expected: May 2014</div><div>Minor: <i>Chemistry</i></div></div><div><div>Organic Chemistry</div><div>Research Statistics</div></div></div></div><div><div>Significant Courses</div><div><div>Cell Biology</div><div>Clinical Immunology</div></div></div><div><div>Career Related Experience:</div><div><div><div>Research Assistant</div><div>Biology Department, Youngstown State University, Youngstown, OH</div><div>May 2013 – Present</div><div><div><div>• Conduct research in molecular genetics</div><div>• Assist professors in completion of alkaline plasmid screen on large and small scale</div><div>• Prepare frozen competent cells</div><div>• Perform DNA restriction digestion analysis, transformation, and recombination in bacteria</div><div>• Maintain detailed lab logs and reports</div></div></div></div><div><div>Office Assistant</div><div>Forum Health Beeghly Emergency Center, Youngstown, OH</div><div>June 2010 – Present</div><div><div><div>• Perform basic office administration duties including typing, filing, and answering phones</div><div>• Maintain patient files and keep records updated</div></div></div></div><div><div>Addition Work Experience:</div><div><div><div>Proficient in: SPSS, Microsoft Word, Excel, PowerPoint</div></div></div></div><div><div>Computer Skills:</div><div><div>Dean's List, every semester, Youngstown State University</div><div>Member, Omicron Lambda (2011 – Present)</div></div></div><div><div>Honors:</div><div><div>NCAA Varsity Softball Team, Youngstown State University (2010 – Present)</div><div>◦ Team Captain (2011 – 2012)</div></div></div><div><div>Activities:</div><div><div>Writer, <i>BiologyNews</i>, a Youngstown State University sponsored student publication</div></div></div></div></div><div><div>IM A. SAMPLE</div><div>15346 ROLLING ACRES AVENUE</div><div>YOUNGSTOWN, OH 44555</div><div>(330) 555-4536</div><div>IASAMPLE@STUDENT.YSU.EDU</div></div></div></div></div></div>	
<div><div>CAREER OBJECTIVE</div><div>Seeking a challenging and rewarding position utilizing my dental hygiene education and experience.</div></div>	
<div><div>EDUCATION</div><div>Youngstown State University – Youngstown, OH</div><div><div><div>□ ASSOCIATE IN APPLIED SCIENCE (05/14)</div><div>□ Major: DENTAL HYGIENE</div><div>□ Major GPA: 3.8/4.0 Cumulative GPA: 3.7/4.0</div></div></div></div> <div><div>PUBLIC HEALTH EXPERIENCE</div><div>Performed basic student dental hygienist's responsibilities and interfaced with diverse patients at the following sites:</div><div><div><div>□ Elktion Correctional Facility – Elktion, OH – gained experience in a prison dental clinic</div><div>□ St. Elizabeth's Hospital Medical Center – Youngstown, OH – gained experience in a hospital based clinic and provided preventive oral health services in the Smile Station, a mobile dental unit for adolescents at the Juvenile Justice Center – Mahoning County</div><div>□ Community Dental Center – Lisbon, OH – gained clinical experience in a rural community health center dental clinic</div><div>□ VA Dental Clinic – Erie, PA – gained clinical experience in a Veterans Administration dental clinic</div></div></div></div>	
<div><div>CAREER RELATED EXPERIENCE</div><div>STUDENT HYGIENIST. Youngstown State University – Dental Hygiene Clinic. Youngstown, OH (05/13 – present)</div><div><div><div>□ Perform oral examinations, fluoride applications, scaling and polishing of teeth</div><div>□ Develop radiographic surveys and study models</div><div>□ Apply sealants</div></div></div><div>ASSISTANT/RECEPTIONIST. Dr. Diana Young, D.M.D. Youngstown, OH (12/11 – 04/13)</div><div><div><div>□ Assisted in prophylactic procedures</div><div>□ Sterilized equipment</div><div>□ Performed general office duties to include: scheduling, filing, and billing</div><div>□ Interacted with patients in a courteous manner</div></div></div></div> <div><div>ADDITIONAL EXPERIENCE</div><div>SKATING INSTRUCTOR. The Ice Zone. Boardman, OH (09/11 – present)</div><div><div><div>□ Teach figure skating to children and adults</div><div>□ Demonstrate basic ice skating techniques to diverse populations both individually and in group settings</div></div></div></div> <div><div>COMPUTER SKILLS</div><div><div><div>□ DENTRIX Practice Management Software</div><div>□ Word Perfect, Word and Works (Word Processing)</div><div>□ Lotus and Excel (Spread Sheets)</div></div></div></div> <div><div>HONORS AND PROFESSIONAL AFFILIATIONS</div><div><div><div>□ Student American Dental Hygienists Association (SADHA)</div><div>□ Dean's List: Youngstown State University (all semesters attended)</div><div>□ Alpha Kappa Mu Honor Society Secretary (2012 – 2013)</div><div>□ Golden Key National Honor Society</div><div>□ Who's Who Among Students in American Universities and Colleges (2011)</div></div></div></div>	

PATRICIA J. CARROLTON

1140 University Drive
Youngstown, OH 44555
(444) 111-2222
pjpenguin@student.ysu.edu

OBJECTIVE

Seeking a *Mild/Moderate Intervention Specialist* position; willing to participate in extracurricular activities.

EDUCATION

- Youngstown State University – Youngstown, OH
- *Bachelor of Science in Education*, May 2014
- License: *Intervention Specialist/Mild/Moderate grades K – 12*
- GPA: 3.5/4.0

FIELD EXPERIENCE

Student Teaching, Hayes Middle School – Youngstown, OH; Spring 2014

- Developed and implemented lesson plans in reading, math, science, and social studies for cross-categorical students in grades 7 and 8.
- Created IEP's to meet individual needs of each student.
- Collaborated with parents and teachers on a regular basis to coordinate learning experience of students.
- Participated in annual book fair fundraising event which helped raise \$1,500 for school.
- Initiated a special after school program to provide additional tutoring for students.
- Administered a variety of student assessments to determine level and monitor student progress.

Special Teacher Education Program Practicum (STEP), St. Charles School – Boardman, OH; Fall 2013

- Observed several Special Education classes in grades 3 - 5 and recorded various behaviors.
- Developed and taught a three-week unit plan for phonics in grade 3.
- Worked individually with students in carrying out remediation plans.

Tutoring

Martin Luther King Elementary School – Youngstown, OH; Spring 2013

Crestview Middle School – Columbiana, OH; Fall 2011

Hilltop Elementary School – Canfield, OH; Spring 2010

- Tutored a variety of grade levels and ages ranging from grades 1 – 8 in math, science, and reading.
- Assisted teachers with special needs children in self-contained classroom.

RELEVANT WORK EXPERIENCE

Teacher Assistant, Rich Center for Autism, Youngstown State University – Youngstown, OH

June 2010 – present

- Assist teacher with care of twenty autistic students.
- Accompany children on field trips and monitor play and learning activities.
- Provide instruction and feedback for developing basic social skills.

COMPUTER SKILLS

- Turning Technologies
- Blackboard Technology
- Microsoft Word, Excel, PowerPoint
- Prezi

PROFESSIONAL MEMBERSHIPS/ACTIVITIES

- Kappa Delta Pi
- Student Government Representative, 2011/2012

JACK R. ROGERS

7481 Canton Road • Cleveland, Ohio • 44313 • 440-456-1234

OBJECTIVE:

A unique opportunity to utilize my diverse procurement and management abilities in conjunction with my international experience.

Education:

Bachelor of Science, Physics and Mathematics, 1987
Youngstown State University, Youngstown, Ohio

RELEVANT SKILLS:

International Experience: Three years employment in Germany, fluent in German
Computer Skills: Harvard Graphics, QuickExpense, Champs (plant maintenance system), Microsoft Word, Excel, PowerPoint, Quattro Pro

PROFESSIONAL EXPERIENCE:

Jerrisot Company, Inc.

Euclid, Ohio

1995-Present

Jerrisot is a performance materials and industrial products manufacturer that achieved \$7 billion sales in 2007. The Performance Materials Division is a global supplier of specialty polymers/additives and consumer specialty products, achieving \$1.8 billion sales in 2007.

Purchasing Manager

Corporate Capital Equipment/MRO

June 1998-Present

- Manage and coordinate \$110 million in capital and MRO expenditures on global basis.
- Dotted line responsibility for 16 plant-purchasing agents with approval authority for purchases greater than \$100,000.
- Negotiated over 12 Design Build Contracts for manufacturing facilities in Belgium, India, and Malaysia.
- Average yearly savings resulted in seven percent of total expenditures.
- Launched and implemented MRO integrated supply project.

Senior Purchasing Agent

Corporate Capital Equipment

January 1995-June 1998

- Managed and coordinated \$75 million in capital expenditures on global basis.
- Supervised three senior buyers at corporate facility.
- Maintained and updated purchasing section of corporate policies and procedures manual.
- Implemented computer standardization program worth \$2.3 million in savings.
- Developed, maintained, and managed supplier base.

Auloyka Company

San Diego, California

1990-1995

Auloyka is an internationally recognized performance tire and technical products manufacturer.

Supervisor/Purchasing Agent

Corporate Raw Materials and Capital Equipment

May 1990-December 1995

- Purchased \$114 million in raw materials including textiles, wires, oils, lubes, and solvents.
- Negotiations during 1993 resulted in cost avoidances of 28% of total purchases.
- Supervised and trained current capital equipment buyer and customer service representatives.
- Supported five plant-purchasing groups.
- Performed forecasting, marketing analysis, inventory control, and just-in-time management.
- Specialized in purchase of custom designed equipment for all manufacturing processes.

Sunutom Inc.

Sunutom is one of the world's major automotive components suppliers.

Hanover, Germany

1987-1990

Corporate Capital Equipment

May 1987-May 1990

- Selected for General Tire - Continental Tire Exchange Program as liaison for \$400 million Upgrade Expansion Project.
- Substantial travel required in Italy, France, Holland, Germany, and Czechoslovakia.

88 Breezeway Dr. Youngstown, OH 44502
(330) 222-2222 (cell)
LWilliams@myemailaddress.com

Seeking a position in the social services field working with children.

Bachelor of General Studies

Youngstown State University, Youngstown, OH
Concentration Areas: Early Childhood Education and Psychology
GPA: 3.6/4.0

- Child Development

- Child Development
- Psychology of Education
- Abnormal Psychology
- The Family
- Psychology of Women
- Conflict Resolution

Therapeutic Staff Support Worker

Family Counseling and Children Services, Sharon, PA

- Provide Therapeutic support for youths that exhibit difficulties in life situations
- Counsel and educate parents on parenting skills
- Keep detailed records of treatment plans to ensure efficient record keeping

Trumbull County Children Service Board. Warren, OH

- Trumbull County Children Service Board, Warren, OH
- Shadow caseworkers and assist with specific cases
- Contact community agencies and subsequently provide referrals
- Work with assigned clients both individually and in group settings
- Participate in agency and outside workshops
- Utilize and learn skills to include: case planning, assessment, intervention

Call Completion Operator/ Records Clerk

Ohio Telephone Company (Bell Atlantic), Columbus, OH

- Assisted the public with their collect calls, call interrupts, long distance calls and toll free calls.
- CRT Data Entry processing telephone and computer requests for telephone connects and reconnects.
- Entered circuits into computer for analysis, design, equipment additions and removals.
- Helped design a training program for circuit analysis, assisted with the training.

Youngstown Environmental Safety Society. Youngstown, OH

- Youngstown Environmental Safety Society, Youngstown, OH
Conduct educational training, Youngstown City Schools Easter Seals, Boardman, OH (01/2010)
Fund raising activities (raised \$5,500)
American Cancer Society Relay for Life, (1/2001, 4/2005, 4/2006, 2/2007)
Directed and organized activities for April events at Boardman and Columbiana sites

- Proficient in Microsoft Word, Excel, PowerPoint

- Proficient in Microsoft Word, Excel, PowerPoint

KATIE A. DUNCAN
1333 AUSTIN DRIVE
WARREN, OH 44485
330.393.8990
KADUNCAN@STUDENT.YSU.

Seeking a challenging position in the field of **Social Work** that will enable me to utilize my education, experience, and interpersonal skills.

YOUNGSTOWN STATE UNIVERSITY - YOUNGSTOWN, OH

- ☐ Bachelor of SOCIAL WORK (05/14)
- ☐ Minor: SOCIOLOGY
- ☐ Major GPA: 3.9/4.0 Cumulative GPA: 3.6/4.0

STUDENT INTERN Triumbull County Children Service Board Warren OH (05/13 - present)

- ❑ **Shadow caseworkers and assist with specific cases**
- ❑ **Contact community agencies and subsequently provide referrals**
- ❑ **Work with assigned clients both individually and also in group settings**
- ❑ **Participate in agency and outside workshops**
- ❑ **Utilize and learn skills/concepts to include: case planning, assessment, interventions, strengths perspective, and generalist model**

☐ Assisted physically and mentally challenged individuals in acclimating to their work

- ▣ Learned various jobs within the community and subsequently taught jobs to clients enabling them to work independently
- ▣ Demonstrated time management skills by exceeding billable hours
- ▣ Served as member of the Cultural Diversity Team; developed new programs

LIBRARY ASSOCIATE I - REFERENCE DE

- ☐ Function as interlibrary loan librarian
- ☐ Assist patrons in using library and locating information
- ☐ Respond to telephone inquiries

American Red Cross C

- American Red Cross CFK
- American Red Cross FHS Aid
- Supported Employment (Kent State University - Trumbull Campus)
- Therapeutic Assault Prevention Specialist (TAPS)

HONORS AND ACTIVITIES

- ☐ National Association of Social Workers (NASW)
- ☐ Student Social Work Association (SSWA)
- ☐ Dean's List; Youngstown State University

VOLUNTEER EXPERIENCE
 Ronald McDonald House Youngstown OH (05/11 - 05/13)

- ☐ Provided support and helped address clients' needs

SIMPLY X. ERClSE
2A CAREER WAY
ANY TOWN, OH 44455
330.555.1234
SIMPLYXERCISE@SBCGLOBAL.COM

CAREER OBJECTIVE

To obtain a challenging position that will utilize my education and experience in the area of **HUMAN PERFORMANCE AND EXERCISE SCIENCE** with an emphasis in strength and conditioning.

EDUCATION

YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH
☐ **BACHELOR OF SCIENCE IN APPLIED SCIENCE** (05/14)
☐ Major: **EXERCISE SCIENCE** Minor: **NUTRITION**
☐ Major GPA: **3.9/4.0** Cumulative GPA: **3.7/4.0**
 BALDWIN – WALLACE COLLEGE – BEREA, OH
☐ Attended: 08/09 – 05/10
☐ Transfer hours: 28

CAREER RELATED EXPERIENCE

STUDENT INTERN, Youngstown State University – Athletic Department, Youngstown, OH (01/13 – present)

- ☐ Assist athletic trainer with strength and conditioning of University athletes
 - ☐ Develop strength training program and instruct 50+ athletes through the program
 - ☐ Perform fitness analysis tests, maximal treadmill tests, and body composition tests
- HEAD LIFEGUARD & FITNESS FLOOR MONITOR**, D & D Velma Davis Family YMCA, Boardman, OH (08/11 – present)
- ☐ Instruct YMCA swim lessons ages 6 and above; ensure safety of swimmers and enforce necessary rules
 - ☐ Supervise lifeguards on duty
 - ☐ Instruct YMCA lifeguarding classes
 - ☐ Monitor members on fitness floor and perform daily cleaning/maintenance of machines
- FACILITY SUPERVISOR, SWIM INSTRUCTOR, AND LIFEGUARD**, Salem Community Center, Salem, OH (06/11 – 08/11)
- ☐ Supervised all members and monitored activities taking place in the building
 - ☐ Instructed Red Cross swim lessons ages 4 – 14
 - ☐ Scheduled lifeguards and established equitable pay rates

ADDITIONAL EXPERIENCE

RESIDENTIAL ASSISTANT, Shepherd of the Valley, Howland, OH (06/10 – 07/11)

- ☐ Assisted residents with activities of daily living
- ☐ Checked blood sugar, blood pressure, and weight of residents
- ☐ Interacted with residents in a friendly and respectful manner

CERTIFICATIONS

- ☐ Red Cross CPR for the Professional Rescuer
- ☐ Red Cross AED Essentials
- ☐ Red Cross Lifeguard Training
- ☐ Red Cross First Aid and Safety
- ☐ YMCA Lifeguard Instructor and Lifeguard
- ☐ YMCA Swim Instructor Youth and Adult
- ☐ YMCA Blood Born Pathogens
- ☐ Arthritis Foundation Aquatics Instructor

HONORS

- ☐ Phi Epsilon Kappa (national honor society for exercise science majors)
- ☐ Dean's List: Youngstown State University
- ☐ Dean's List: Baldwin – Wallace College
- ☐ Departmental Academic Scholarship – Youngstown State University (2010 – present)

VOLUNTEER EXPERIENCES/OBSERVATIONAL LEARNING

- ☐ Keystone Rehabilitation Systems – Columbiana, OH
- ☐ Assumption Village Premier Therapy – North Lima, OH
- ☐ St. Elizabeth's Competitive Edge – Austintown, OH
- ☐ YSU Rich Center for Autistic Children – Youngstown, OH
- ☐ American Diabetes Foundation: Diabetes Walk – Canfield, OH
- ☐ American Heart Association: Heart Walk – Youngstown, OH

COMPUTER SKILLS

- ☐ SPSS
- ☐ Fitness Analyst software
- ☐ Microsoft Office: Word, PowerPoint, Excel, and Access

LONDON M. BOWEN
1800 PRICHARD AVENUE
HENDERSON, OH 89052
LMBOWEN@STUDENT.YSU.EDU
330.720.7000

EDUCATION

YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH
☐ **BACHELOR OF ARTS** (May 2014)
☐ Major: **COMMUNICATIONS: MEDIA**
☐ Major GPA: **3.6/4.0** Cumulative GPA: **3.5/4.0**

PROFESSIONAL SKILLS SUMMARY

- Pre-Production**
 - ☐ Knowledge of screenwriting techniques and experience in writing for both feature length films and also sitcom television
 - ☐ Created storyboards for music videos and short films
 - ☐ Performed script breakdowns for production
 - ☐ Scouted locations
- Production**
 - ☐ Worked as a script supervisor and a sound mixer on an independent film
 - ☐ Assisted the art department on independent films
 - ☐ Created and shot music videos and short films
- Post Production**
 - ☐ Edited music videos using Final Cut Pro
 - ☐ Cut various scenes and short films using both Avid and Final Cut Pro
 - ☐ Recorded, mixed and edited sound using Pro Tools

CAREER RELATED EXPERIENCE

SPORTS DIRECTOR INTERN (January 2013 – present)

- ☐ Rookery Radio, Youngstown, OH
- ☐ Produce and manage agenda for "Cooler Talk" sports show
- ☐ Spearheaded fundraiser for Internet radio station; partnered with the Mahoning Valley Scrappers, Akron Aeros, Cleveland Indians, and Pittsburgh Pirates baseball organizations to obtain raffle donations
- ☐ Maintain Facebook and Twitter accounts for "Cooler Talk" sports show
- ☐ Interviewed various collegiate and professional athletes

ADDITIONAL EXPERIENCE

ADMINISTRATIVE ASSISTANT (September 2008 – present)

- ☐ Mountain View Credit Reporting, Austintown, OH
- ☐ Effectively respond to customer inquiries
- ☐ Process credit reports
- ☐ Assist with accounts payable, accounts receivable and collections

COMPUTER SKILLS

- ☐ Knowledge and experience working with Microsoft Word, Windows and Excel

PROFESSIONAL INVOLVEMENT

- ☐ Attended the National College Media Convention, Orlando, FL (2013)
- ☐ Learned effective social media strategies and broadcasting techniques
- ☐ Broadcaster, Youngstown State University Baseball Team – Horizon League Network (2013)
- ☐ Broadcaster, Cardinal Mooney High School Boys Basketball – Covelli Center (2013)

NICOLLE D. HAMILTON 2128 TROTTER LANE • YOUNGSTOWN, OH 44512 330.711.8844 NDHAMILTON@STUDENT.YSU.EDU	
EDUCATION	
YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH	
▪ BACHELOR OF ARTS (May 2014)	
▪ Major: THEATER ARTS	Minor: PSYCHOLOGY
COSUMMES RIVER COLLEGE - SACRAMENTO, CA	
▪ Major: THEATRE ARTS	
▪ Attended: (August 2010 – December 2011)	
THEATER EXPERIENCES	
COSTUME DESIGNER	
▪ Riff Raff - Youngstown State University (2013)	
Co-COSTUME DESIGNER	
▪ Medea - Youngstown State University (2013)	
COSTUME CONSTRUCTION ASSISTANCE	
▪ The 1940s Radio Hour - Youngstown State University (2013)	
▪ A Streetcar Named Desire - Youngstown State University (2013)	
▪ YSU Dance Ensemble - Youngstown State University (2013)	
▪ Blossoms and Bliss - Youngstown State University (2013)	
▪ The Crucible - Youngstown State University (2013)	
▪ Once on This Island - Youngstown State University (2011)	
▪ Leading Ladies - Youngstown State University (2011)	
▪ As You Like It - Youngstown State University (2011)	
WARDROBE SUPERVISOR	
▪ A Streetcar Named Desire - Youngstown State University (2013)	
▪ La Perichole, an Opera Bouffé - Youngstown State University (2012)	
DRESSER	
▪ Love and Understanding - Youngstown State University (2012)	
MAKEUP DESIGNER	
▪ Once on This Island - Youngstown State University (2011)	
MAKEUP TECHNICIAN	
▪ Blossoms and Bliss - Youngstown State University (2013)	
▪ Once on This Island - Youngstown State University (2011)	
MASK/HEADPIECE DESIGNER	
▪ Medea - Youngstown State University (2013)	
HAIR/WIG DESIGNER	
▪ The Crucible - Youngstown State University (2013)	
HAIR/WIG TECHNICIAN	
▪ The 1940s Radio Hour - Youngstown State University (2013)	
▪ Blossoms and Bliss - Youngstown State University (2013)	
▪ The Crucible - Youngstown State University (2013)	
STAGECRAFT	
▪ The Elves and the Shoemaker - Cosummes River College (2010)	
▪ Waiting for Lefty - Cosummes River College (2010)	
LIGHTING ASSISTANCE	
▪ The Elves and the Shoemaker - Cosummes River College (2010)	
▪ Waiting for Lefty - Cosummes River College (2010)	

DANIELLE A. McGRUFF 1459 RIVER CREST DRIVE YOUNGSTOWN, OH 44504 330.746.9914 SLSAMPLE@EARTHLINK.NET	
CAREER OBJECTIVE	
Seeking a challenging and rewarding internship that will utilize my education, experience and skills; special interest in Federal Law Enforcement.	
EDUCATION	
YOUNGSTOWN STATE UNIVERSITY – YOUNGSTOWN, OH	
▪ BACHELOR OF SCIENCE IN APPLIED SCIENCE (05/14)	
▪ Major: CRIMINAL JUSTICE	Minor: PSYCHOLOGY
▪ Major GPA: 3.7/4.0	Cumulative GPA: 3.5/4.0
RELEVANT COURSES	
▪ Policing	▪ Crime and Delinquency
▪ Criminal Courts	▪ Law Enforcement Administration
▪ Correctional Strategies/Lab	▪ Violence in America
▪ Criminal Justice Research	▪ Criminal Victimization
▪ Evidence	▪ Race, Ethnicity, and Crime in America
SPECIALIZED TRAINING	
▪ Mahoning Valley Crisis Intervention – Youngstown, OH (2013)	▪ FBI/UCR Reporting – Columbus, OH (2012)
CAREER RELATED EXPERIENCE	
POLICE DISPATCHER, Youngstown Police Department, Youngstown, OH (09/12 – present)	
▪ Dispatch two police departments via radio	
▪ Process bonds and waivers as a Deputy Clerk of Courts	
▪ Dispatch fire and medical calls	
▪ Serve as jailer for five-day holding facility	
CRIMINAL JUSTICE INTERN, Mahoning County Court of Common Pleas, Youngstown, OH (05/13 – 08/13)	
▪ Observed trials in session	
▪ Performed bailiff duties when needed to include supervising jurors	
▪ Pulled case files and assisted in the scheduling of cases	
▪ Answered phones; responded to questions regarding cases	
ADDITIONAL EXPERIENCE	
STUDENT ASSISTANT, Youngstown State University – Career Services, Youngstown, OH (05/10 – 08/13)	
▪ Answered multi-line phone; utilized extensive communication skills	
▪ Interacted with students, employers, faculty and staff in a timely, professional manner	
▪ Performed general clerical duties	
COMPUTER SKILLS	
▪ Word, Works and Word Perfect	▪ Lotus, Excel, PowerPoint and Access
CERTIFICATIONS	
▪ APCO 911	▪ American Heart Association CPR and First Aid
HONORS AND PROFESSIONAL AFFILIATIONS	
▪ Dean's List, Youngstown State University (all semesters)	▪ Alpha Phi Sigma, Vice-President (2012 – 2013)
▪ Criminal Justice Department Scholarship (2010 – 2013)	▪ Golden Key International Honor Society

John Linux
100 Sequel Lane
Youngstown, OH 44505
(330) 941-3515
johnlinux@student.yosu.edu

Objective:

Seeking a challenging position in the field of *Information Technology*

Education:

- Youngstown State University – Youngstown, OH
- **Bachelor of Science in Applied Science**, May 2014
 - Major: **Information Technology** Minor: **Business**
 - Major GPA: **3.8/4.0** Cumulative GPA: **3.2/4.0**
 - **Significant Coursework:** Visual/Object-Oriented Programming, Advanced Spreadsheets, Cisco Networking Academy I & II, Database Systems/Implementation/Application, IT Systems Analysis & Design, Programming, Multimedia Technology

Significant Projects:

- Dynamic Webpage Final Project**; Summer 2013
- Used HTTP, PHP and SQL Injection to create a fully functional set of webpages with forms for input into a database

Client Web Development Program; Spring 2013

- Developed a web page for the Computer Science Department at Youngstown State University. Effectively used forms, graphics and animation
- Utilized tools such as dynamic HTML, document object model, and java script for graphics and form validation

Advanced Database Design; Spring 2013

- Created a database using Oracle to control inventory and wrote SQL queries to extract data

Career Related Experience

Intern, RTI Metals – Niles, OH; May 2013 – Present

- Work with engineers and other industry professionals to perform site surveys, network solution installations, coding, troubleshooting, and IT related support
- Create stored procedures in SQL server
- Develop and execute SQL queries
- Install new routers, switches and software onto company computers

Technical Skills

C++	Android OS	Adobe Photoshop CS5
CSS	HTML	Adobe Illustrator CS5
Oracle SQL	Java	Apple iOS
Unix OS	Microsoft Access 2010	Microsoft Word 2010
Linux OS	Microsoft PowerPoint 2010	Microsoft Excel 2010

Additional Experience

- **Associate**, Panera Bread – Warren, OH; June 2012 – Present
- **Sales Associate**, Best Buy – Boardman, OH; December 2011 – June 2012

Honors/Activities

- Collegiate Cyber Defense Competition (CCDC); 2013
- Dean's List; Youngstown State University

Pete R. Penguin
One University Plaza
Youngstown, OH 44555
330-941-3515
prpenguin@student.yosu.edu

Objective:

Seeking an entry-level position in oil and natural gas production.

Education:

- Youngstown State University – Youngstown, OH
College of Science, Technology, Engineering, and Mathematics (STEM)
- **Bachelor of Science**, Expected: August 2014
 - Major: **Geology** Minor: **Natural Gas and Water Resources**
 - Major GPA: **3.7/4.0**

Significant Coursework:

Physical Geology, Foundations of Environmental Studies, Geology of Ohio and Pennsylvania, Historical Geology, Geomorphology, GIS Applications, Structural Geology, Soils and Land Use, Introduction to Natural Gas and Water Resources, Introduction to Business, Microeconomics, Macroeconomics, Professional Ethics

Career Related Experience:

Research Assistant, March 2013 – August 2013
Environmental Consulting, Inc. – Youngstown, OH

- Compiled data from well driller's reports (ODNR database) in Excel
- Modeled groundwater characteristics in ArcGIS to assess water quality/quantity baseline conditions for future comparison and interpretation of potential impacts from oil and gas production in Northeastern Ohio

Lab Assistant, May 2013 – Present

Geological & Environmental Sciences Department, Youngstown State University – Youngstown, OH

- Organized resources (equipment and sample cataloging)
- Assisted various professors with improvement of department standards

Additional Work Experience:

Office Assistant, October 2011 – May 2013

- Accounts Payable Office, Youngstown State University – Youngstown, OH
- Organized accounts payable invoices
 - Performed general office duties including answering phones, assisting customers, and typing

Activities:

- Youngstown Shale Energy Organization
 - Co-founder & Treasurer, May 2013 – Present
- Youngstown State University Geological Society
 - Treasurer & Activities Director January 2013 – Present

Awards:

- Dean's List, Youngstown State University
- Red & White Scholarship (2010 – 2013)

<div><div>1555 Environmental Way • Youngstown, OH 44555 • 330-941-3515 • ivamoutside@student.ysu.edu</div><div><div>Iva M. Outside</div><div>Chronological Resume</div></div></div>	
<div><div><div><div><div>OBJECTIVE</div><div>Seeking a challenging position that will utilize my experience and education in the area of Environmental Studies.</div></div><div><div>EDUCATION</div><div>Youngstown State University, Youngstown, OH College of Science, Technology, Engineering, and Mathematics (STEM)<ul style="list-style-type: none">▪ Bachelor of Science, Expected (05/2014)▪ Major: Environmental Studies Minor: Chemistry▪ Major GPA: 3.7/4.0 Cumulative GPA: 3.2/4.0</div></div><div><div>SIGNIFICANT COURSEWORK</div><div>Environmental Seminar; Environmental Research; Topics in Soil Quality and Analysis Foundations of Environmental Studies & Lab; Air Quality; Risk Assessment; Environmental Regulations</div></div><div><div>COURSE PROJECTS/RESEARCH EXPERIENCE</div><div><ul style="list-style-type: none">▪ Field studies in East Branch Chagrin River conducting Water Quality Index (National Sanitation Foundation-chemical analysis), Benthic Macro-invertebrate Index (Ohio EPA-biological analysis), and Qualitative Habitat Evaluation Index (Ohio EPA-geological analysis)</div></div><div><div>Risk Assessment (Fall 2012)<ul style="list-style-type: none">▪ BIOSCREEN simulation project involving risk calculation of a contaminated landfill scenario in northern Kentucky; required BIOSCREEN Model interpretation, hazard identification, toxicity assessment, exposure assessment, and risk characterization</div><div><div>Environmental Research (Spring 2013)<ul style="list-style-type: none">▪ Independent research project involving water quality and macro-invertebrate indices at the Connoquenessing Creek in western Pennsylvania</div></div><div><div>CAREER-RELATED EXPERIENCE</div><div><div>Department Assistant (05/2012 - Present) Geological & Environmental Studies, Youngstown State University - Youngstown, OH<ul style="list-style-type: none">▪ Organize and clean Primary Rock Treatment Lab▪ Remove unused rock and mineral collections</div><div><div>Chemistry Lab Assistant (02/2012-08/2012) Department of Biological Sciences, Youngstown State University - Youngstown, OH<ul style="list-style-type: none">▪ Prepared and executed experiments for student labs▪ Stocked solutions and cleaned chemistry labs▪ Assisted students in experimentation and gathered various research information for professors</div></div><div><div>ADDITIONAL WORK EXPERIENCE</div><div><ul style="list-style-type: none">▪ Student Assistant (01/2013 - Present), Youngstown State University, Department of Campus Recreation - Youngstown, OH▪ Children's Daycare Instructor (01/2012-08/2012), Painesville Christian Academy - Painesville, OH</div></div><div><div>TECHNICAL COMPETENCIES</div><div><ul style="list-style-type: none">▪ EPA Johnson and Ettinger (1991) Model for Subsurface Vapor Intrusion into Buildings; EPA BIOSCREEN Simulation Models for solute transport without decay, solute transport with biodegradation; First-order decay and solute transport with instantaneous biodegradation; Microsoft Word 2010; Microsoft Excel 2010; Microsoft PowerPoint 2010</div></div><div><div>ACTIVITIES</div><div><ul style="list-style-type: none">▪ Youngstown State University YESS; Youngstown Environmental Sustainability Society (2012 - Present)</div></div></div></div></div></div></div></div>	

<div><div>15193 Evergreen Court Youngstown, OH 40000 330-111-1111; smberry@gmail.com</div><div><div>Sylvia M. Berry</div><div>Chronological Resume</div></div></div>	
<div><div><div><div><div>Objective</div><div>Seeking a position in the social services field working with families and children.</div></div><div><div>Education</div><div>Bachelor of Arts, Psychology Youngstown State University, Youngstown, OH Major GPA: 3.78/4.0; Cumulative GPA: 3.23/4.0</div></div><div><div>Relevant Experience</div><div><div>Volunteer HELP Hot Line, Youngstown, OH <ul style="list-style-type: none">• Telephone counselor for 24-hour child abuse hotline• Provide crisis intervention, education, and counseling to parents• Assess nature and intensity of the client's problem quickly, develop a therapeutic response in one phone call</div><div><div>Intern Hospice of the Valley, Boardman, OH <ul style="list-style-type: none">• Bimonthly counseling group for processing emotions in reaction to the death of a loved one• Weekly support and counseling group for parents grieving the death of a child</div></div><div><div>Other Work Experience</div><div><div>Peer Mentor, Center for Student Progress, YSU <ul style="list-style-type: none">• Support first year students in adjustments to university environment• Guide students in developing time management, test-taking, learning styles, and studying skills</div><div><div>Resident Assistant, Youngstown State University <ul style="list-style-type: none">• Advised resident college students on personal, interpersonal, and academic issues• Assisted resident college students in accessing campus resources• Organized and implemented educational and recreational programs for residents</div></div></div></div></div><div><div><div>Honors and Elected Positions</div><div><div>Psi Chi President, Psychology Student Orientation <ul style="list-style-type: none">• Organize fundraising and service projects; facilitate group communication and cooperation</div><div><div>Research Senior research project "Testing Models of Self-Esteem training in an Elementary Class of Boys and Girls." <ul style="list-style-type: none">• Organized and taught class, conducted pre- and post-class testing and follow-up</div><div><div>Research Assistant <ul style="list-style-type: none">• Served as an actor-facilitator on an anxiety project creating anxiety-response behaviors in subjects</div></div><div><div>Presentations "Testing Models of Self-Esteem Training in an Elementary Class of Boys and Girls." Paper presented at Youngstown State University's forum for student scholarship: QUEST</div><div><div>Other skills Foreign Language: Spanish (fluent: speak, write, read, and translate) Computer: Proficient in Microsoft Word, Excel, PowerPoint</div></div></div></div></div></div></div></div></div></div></div>	<div><div>Expected: May 2014</div><div>January 2012 – Present</div><div>August 2012 – Present</div><div>August 2010 – August 2012</div><div>Fall 2013 - Present</div><div>Fall 2013 – Spring 2014</div><div>Fall 2013</div><div>May 2014</div></div>

QUALIFICATIONS PROFILE

Creative and multitasked graphic designer with valuable cross-functional experience in graphic design, art direction and photography within both agency and in-house environments. Skilled in translating subject matter into concrete designs for a wide range of materials. Expertise in staff, project and budget management, with demonstrated leadership talents that provide direction and training while building cohesive teams. Proven ability to work directly with clients and vendors to develop successful products and coordinate changes. Capable of implementing improvements to substantially reduce costs and enhance productivity.

MELISSA HALL

151 Creekside Drive
Youngstown, OH 44513
330.123.4567
email@aol.com

PROFESSIONAL EXPERIENCE

FREELANCE

2002 to Present

Established a graphic design and photography business. Extensive hands-on experience in all aspects of running a practice. Grew client base by word-of-mouth, repeat clients, excellent customer service and marketing efforts. Forge and strengthen partnerships with clients and vendors to produce the best quality product at the lowest cost.

Key Achievements:

- Provide photographic services in portraiture and commercial work as well as events.
- Offering graphic design for small businesses, non-profits and start-up companies.
- Develop and implement marketing and advertising strategies to attract new clients. Including print and web advertising, search engine optimization and social media.

Triad Marketing & Media SENIOR GRAPHIC DESIGNER

Columbus, OH

2010 to 2011

GRAPHIC DESIGNER

2006 to 2010

Fast-paced design, layout and production of magazines, newsletters, direct mail and brochures. Responsible for meeting tight deadlines while maintaining consistently high standards of publication quality.

Key Achievements:

- Received Outstanding Performance award for establishing comprehensive graphic design materials in both 3/07 and 5/09.
- Provided creative and technical guidance to other team members while assisting art director with management of creative department.

Nationwide Insurance BRAND GRAPHIC DESIGNER

Columbus, OH

2005 to 2006

Developed print designs for both internal and external communications. Consulted and worked closely with graphic designers across the enterprise to review projects and assist them in creating strong brand-right designs. Additional responsibilities included project tracking, brand research and art direction for internal and external photo shoots.

Key Achievements:

- Crucial member in development of second version of the Nationwide Brand Standards for Print Design.
- Consultation with staff and outside vendors on proper logo usage.

Turning Technologies

MARKETING COORDINATOR

Youngstown, OH

2004 to 2005

Created, re-designed and produced advertising for Web, print, and e-mail campaigns. Coordinated floor layout, graphic design and marketing materials for participation at trade shows. Provided art direction at photo shoots.

Key Achievements:

- Re-design of product brochures, CD packaging, and marketing materials for software release.
- Developed company's first ever brand identity manual.

Girl Scouts of Ohio's Heartland Council

Columbus, OH

GRAPHIC DESIGNER/PRINT BUYER

2002 to 2004

Produced graphic design for publications, brochures, ads and direct mail. Collaborated with vendors to develop specs and purchase printing. Oversaw art direction at photo shoots and served as photographer for events.

Key Achievements:

- Reduced printing costs by 530,000 while increasing quality.
- Recipient of the 2004 PRISM Award of Excellence from the Central Ohio PRSA for the "Commit to a Girl" video.

Vincent Direct

Columbus, OH

CREATIVE DIRECTOR

2001-2002

Oversaw graphic design department while creating a wide range of products including brochures, newsletters and sales sheets. Tracked projects from conception through completion, and maintained scheduling functions.

Key Achievements:

- Training and coaching of personnel to improve performance.
- Efficiently maintained production and prepress responsibilities.

Sweeney & Associates

Boardman, OH

GRAPHIC DESIGNER

2000-2001

Developed and executed innovative graphic design strategies for clients. Created brochures, ads, direct-mail materials, annual reports and sales sheets. Oversaw the planning and management of projects from conception through delivery on time and within budget.

Key Achievements:

- Exceeded client goals producing top-quality results within strict time and budget constraints.

EDUCATION/TRAINING

• Bachelor of Fine Art emphasis in Art and Technology, Youngstown State University, Youngstown, OH (1999)

• Photography Certificate, Columbus State Community College, Columbus, OH (2008)

• Adobe Photoshop Seminars, sponsored by National Association of Photoshop Professionals, Columbus, OH (2001, 2002, 2005, 2006 & 2010)

TECHNICAL PROFICIENCY

Experience on both Macintosh and PC platforms, Microsoft Office, Wordpress, Adobe CSS including: Photoshop, Illustrator, Acrobat, InDesign.

MEMBERSHIPS

- National Association of Photoshop Professionals (NAPP), 2004 to Present
- Professional Photographers of America (PPA), 2008 to Present

MADISON M. THOMPSON

6729 SHADOW RUN ROAD
CANFIELD, OH 44406
330.702.5578
MMTHOMPSON@STUDENT.YSU.EDU

CAREER OBJECTIVE

Seeking a position in the area of **RESPIRATORY CARE** where skills and degree may be applied; special interest in an acute care facility.

EDUCATION

YOUNGSTOWN STATE UNIVERSITY - YOUNGSTOWN, OH

□ BACHELOR OF SCIENCE IN RESPIRATORY CARE (08/14)

□ Major: RESPIRATORY CARE Minor: NUTRITION

□ Major GPA: 3.6/4.0 Cumulative GPA: 3.3/4.0

CAREER RELATED EXPERIENCE

RESPIRATORY CARE PRACTITIONER, Forum Health - Northside Medical Center, Youngstown, OH (08/13 - present)

- Instruct patients regarding therapeutic breathing exercises
- Responsible for mechanical ventilation, IPPB, BiPAP, ABGs, IS, BPH, and NTS
- Perform general and medical/surgical intensive care respiratory functions
- Interface with patients; utilize accuracy and precision when writing medical reports

STUDENT INTERN, Caprice Health Care Center, North Lima, OH (05/13 - 08/13)

- Checked breathing and respiratory aids
- Met with medical team to review patient progress
- Wrote medical reports on multiple patients
- Tested the efficiency and capacity of patients' lungs

ADDITIONAL EXPERIENCE

LIBRARY ASSOCIATE, Mahoning County Public Library, Youngstown, OH (05/11 - 12/12)

- Functioned as interlibrary loan librarian
- Assisted patrons in using library and locating information
- Effectively responded to telephone inquiries
- Performed basic data entry on IBM personal computer - Lotus 123 format

CERTIFICATIONS

- National Board for Respiratory Care - Registered Respiratory Therapist
- Pediatric Advanced Life Support (PALS)
- Advanced Cardiac Life Support (ACLS)
- American Red Cross Community CPR

INVOLVEMENT

- Pediatric/Adolescent Asthma Center Volunteer
- American Lung Association Volunteer
- American Association for Respiratory Care (AARC)
- Student Organization for Respiratory Care (SORC) - Advisory Board Member

THE FUNCTIONAL RESUME

A functional resume categorizes work experiences and abilities by skill area in order to highlight strengths rather than focus on specific jobs or dates of employment.

A functional resume is beneficial when:

- Track records do not justify a chronological resume for entry level type jobs.
- Much of the work has been volunteer, free-lance, consulting, or temporary.
- There is a variety of different, relatively disconnected work experiences.
- Career growth has been stagnant or there has been an extended absence.
- In the process of career change.
- The need to emphasize capabilities not used in recent work experience.
- Mature professional has extensive expertise and jobs.

A functional resume is not beneficial when:

- Career growth pattern is emphasized.
- Listing specific employers is important, as in highly traditional fields.
- Limited amount of functions have been performed.
- Recent employers are highly prestigious.

SETTING UP THE FUNCTIONAL RESUME:

Contact Information

Includes your name, address, phone, email.

Job/Career Objective

Must be clear and concise because the functional areas will be selected and ranked according to the objective or functional summary: a short one to three sentence description that summarizes experience and highlights skills related to the objective.

Functional Headings/Skill Categories:

- Four or five separate sections.
- List in order of importance as related to the objective.
- Within each section, stress significant abilities and accomplishments as related to the objective.
- Use past-tense, action-oriented verbs.

Employment History:

- Brief synopsis of actual work experience: dates, employers, and titles.
- If no work experience or work experience is sporadic, leave section out, but prepare to discuss it in the interview.

Education:

- If last attendance date is within three years, include after your objective.
- If longer than three years or in an unrelated field, include education after work experience.
- Indicate degree received, date, institution.
- Grade point average can be included if it is above a 3.0.

References:

Same guidelines as chronological resume.

MARIA KEPHART

1845 Champlain Street • Canton, Ohio 44306 • (330) 123-4567 • mkephart@gmail.com

OBJECTIVE

Seeking a position in human resources, utilizing strong interpersonal communication and management skills.

SKILLS

Management

- Supervised and directed the daily activities of a staff of seven clerical personnel, including training, scheduling and workflow distribution
- Appraised employee performance based upon individual and team objectives
- Conducted monthly staff meetings and fulfilled the role of an effective liaison between management and support staff

Recruitment

- Wrote vacancy notices to accurately reflect the qualification requirements for clerical positions
- Utilized resources to advertise vacancies and generate applicants
- Performed all aspects of the hiring process for support staff, including prescreening, behavioral interviewing, assessment of qualifications, and reference checks
- Negotiated wage and benefit agreements

Communication

- Developed an employee procedures manual for distribution to all new employees during orientation
- Organized and facilitated two in-service training programs for a staff of 20
- Coordinated with personnel office on EEOC compliance
- Utilized listening and verbal skills to resolve technical, professional, and interpersonal conflicts among individuals from diverse backgrounds

Technical

- Proficient in Microsoft Word (incl. mail merge), Excel (incl. pivot tables, macros, Vlookups), PowerPoint, Publisher, Peachtree

PROFESSIONAL EXPERIENCE

Office Manager

Engineering Department, Diebold, Canton, Ohio

2009 - Present

Administrative Assistant to Vice President

KeyCorp, Cleveland, Ohio

2006 - 2009

EDUCATION

Youngstown State University, Youngstown, Ohio

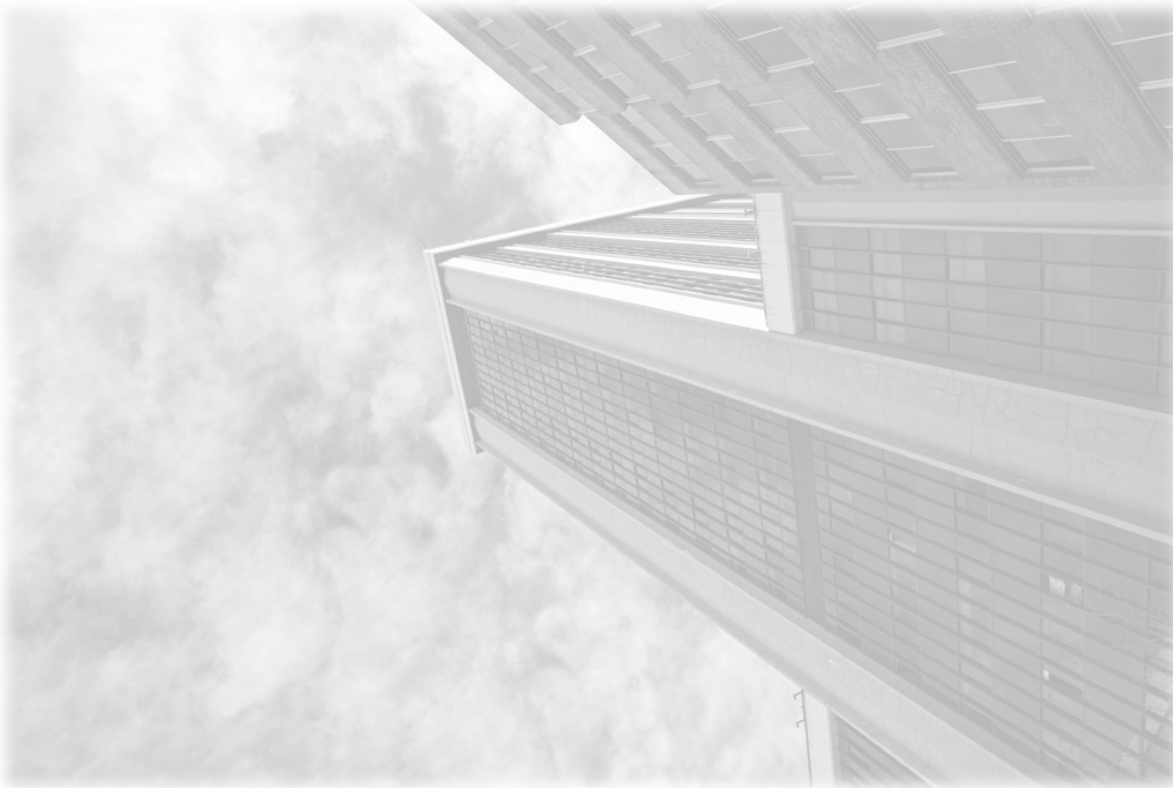
Bachelor of Arts, May 2009

Major: History

GPA: 3.3

REFERENCES

Available upon request



ACTION WORDS FOR RESUMES						COMPUTER APPLICATIONS
CREATIVE SKILLS	COMMUNICATION SKILLS	FINANCIAL SKILLS	HELPING SKILLS	MANAGEMENT SKILLS	Microsoft Office (specify individual programs) <ul style="list-style-type: none"> ▪ Excel (including pivot tables, macros and Vlookups) ▪ Microsoft Word (including mail merge) ▪ Publisher ▪ PowerPoint NOTE: Include any major specific technical skills that would be relevant to positions you are seeking.	
created customized designed developed established initiated instituted integrated introduced revitalized solved	addressed collaborated convinced corresponded edited formulated influenced mediated negotiated promoted publicized	administered analyzed appraised balanced budgeted calculated forecasted managed reconciled reduced saved	assessed advocated coached demonstrated diagnosed educated guided prevented resolved supported volunteered	chaired consolidated coordinated delegated directed improved increased organized planned recommended supervised		
ORGANIZATIONAL SKILLS	TEACHING SKILLS	TECHNICAL SKILLS	RESEARCH SKILLS	MORE WORDS FOR ACCOMPLISHMENTS		
charted classified collected detailed implemented inspected monitored pinpointed revamped structured verified	counseled critiqued explained focused informed individualized instructed motivated prescribed trained tutored	calculated conserved designed installed maintained priced programmed registered remodeled standardized upgraded	discovered examined extracted gathered graphed identified indexed interpreted measured surveyed tabulated	achieved completed earned exceeded mastered modified pioneered proposed spearheaded streamlined transformed		

SECTION 3 The Cover Letter or Letter of Application

The letter of application, or the cover letter, as it is commonly called, accompanies a resume that is mailed. A cover letter may or may not be required for an online job posting, so it is best to pay attention and adhere to application guidelines. When handing your resume directly to an employer, a cover letter is not needed.

The cover letter is an important tool in the job search and can serve to highlight your written communication skills, which can help you stand out as a candidate. It must be well written, free of errors, and grammatically correct. In order to help get noticed by the employer, you need to customize your letter to each organization and match your skills, experience, and personality traits to the advertised position. The cover letter should be personable, introduce you and your resume to the employer, and generate interest in the reader.

Tips for Writing Effective Letters

- The letter should be one page in length and composed of three to five paragraphs.
- Identify the person to whom the letter should be addressed and, if necessary, call the organization for the correct name spelling and title. For online postings, include contact person and/or title that are listed. Only address the letter to "Dear Sir or Madam" if you are not able to find the necessary contact information.
- Highlight specific information in your letter not contained in your resume, such as "soft skills" (teamwork, communication) and personality traits. Use the letter to connect experiences with skills and traits.
- Do not over use the word "I."
- If the employer asks you to include "salary requirements" in the letter, always state your requirements in a range and that you are open to negotiation. You should research salary figures for position and geographic area.
- Read your letter out loud to ensure that your ideas flow, and to catch any awkward sentences or overuse of words or phrases.

- Have somebody else proofread your letter.
- Print your letter on quality paper, preferably the same paper as your resume.

Cover Letter Do's

- *Do* address the letter to a specific person.
- *Do* maintain a positive, upbeat tone.
- *Do* alternate between long and short sentences.
- *Do* use powerful language (action verbs).
- *Do* demonstrate knowledge of the organization.
- *Do* demonstrate skills and abilities relevant to the position.
- *Do* show eagerness to do the job.
- *Do* ask for an interview.
- *Do* proofread your letter before sending.

Cover Letter Don'ts

- *Don't* make the letter too long.
- *Don't* use form letters.
- *Don't* try to be "cute" or funny.
- *Don't* sound desperate. (I need a job)
- *Don't* make demanding statements.
- *Don't* refer to yourself in the third person.
- *Don't* start every sentence with "I".
- *Don't* use Mrs. unless you know that the addressee prefers that title (for example: she uses Mrs. as a part of her title in the job announcement)

Cover Letter Recommended Format

(Letter should be centered vertically on the page.)

Your street address
City, state and zip code
Today's date

-----3 Line Spaces-----

Name (Make an effort to obtain a name - this is important).
Title of the professional
Name of the organization
Address of the organization

-----1 Line Space-----

Dear Dr., Mr., or Ms. Jones:

-----1 Line Space-----

First Paragraph:

- a. Specify the position for which you are applying and where/how you found out about it.
- b. Specify your degree and where you received it.
- c. State basic reasons for applying.

-----1 Line Space-----

Second Paragraph:

- a. Highlight your qualifications - past work experience - internships - academic development - personality traits. Try to elaborate on at least one major achievement.
- b. In all likelihood, this will be your largest paragraph – remember, you are “selling” your skills.

-----1 Line Space-----

Third Paragraph:

- a. Make general comments adding to resume highlights.
- b. Indicate why you wish to work for their company/organization specifically – requires research.

-----1 Line Space-----

Fourth Paragraph:

- a. Express the fact that you are qualified for the position.
- b. Express your desire to meet and discuss your qualifications - Ask for an interview.
- c. Give your phone number. If necessary, specify a certain time to call.
- d. Indicate that you will call in one week to confirm that your materials have been received.

-----1 Line Space-----

Sincerely,
(Be sure to place your signature here.)

-----3 Line Spaces-----

Your name - typed out.

-----1 Line Space-----

Enclosure (Use only when including your resume or other materials with your letter.)

1427 Main Street
Youngstown, Ohio 44555
August 27, 2013

Ms. Cathy Harris
Human Resources Director
Ernst and Young
12345 Main Street
Youngstown, Ohio 44555

Dear Ms. Harris:

I am very interested in the Staff Accountant position currently posted on your web site. Please accept this letter and the enclosed resume as an application for this position. I will receive my Bachelor of Science in Business Administration degree in Accounting with a minor in Finance from Youngstown State University this December. I believe that my education and experience are well suited for this position.

I recently completed an internship at Hill, Barth & King CPAs in Youngstown, Ohio. As an intern, I completed personal and corporate tax returns for multiple clients. My responsibilities also included performing audits of seven mid-size corporations in the Mahoning Valley region. To ensure the accuracy of the audits, I had to communicate regularly with the executive management staff of these companies. This required me to utilize strong communication and analytical skills while maintaining an extreme attention to detail. My experience at Hill, Barth and King allowed for me to see firsthand the operations of a major accounting firm and has reinforced my desire to work in a public accounting setting such as Ernst and Young.

In addition to my experience as an intern, my resume also reveals that I have a solid background in administrative and communication skills, as evidenced by my three years of service as a Student Receptionist in the Williamson College of Business. Finally, my ability to maintain my academic GPA while actively volunteering at the Mahoning Valley Foodbank demonstrates my ability to successfully multi-task.

In reviewing the Ernst and Young web site and other literature, one aspect of the organization that truly intrigues me is the international presence of your corporation. I have a strong interest in international business and am fluent in both Spanish and Japanese. While my current experience specifically targets domestic accounting, I feel that my strong communication, research, and analytical abilities will allow for me to advance within the corporation and contribute to Ernst and Young's international initiatives.

I would welcome the opportunity to meet with you and further discuss my qualifications. I am sincerely interested in this position and in learning more about Ernst and Young. You can contact me between the hours of 8:00 a.m.-5:00 p.m. by phone at (330) 555-5555 or anytime by email at landing@student.ysu.edu. Thank you in advance for your consideration.

Sincerely,

Jennifer A. Landing

123 Elm Street
Youngstown, OH 11111
330-811-1111
clrobinson@gmail.com
September 20, 2013

Mary Smith, Program Director
Cherry Valley Social Services
Youngstown, OH 11111

Dear Ms. Smith:

I am a student at Youngstown State University pursuing a bachelor's degree in Psychology. My expected graduation date is December 2013. I am interested in applying for the therapeutic staff support position at your agency advertised in the September 2013 issue of *Sociology Today*.

Throughout my college years, I have been actively involved in a variety of social services type of work. I completed an internship at a local mental health facility for drug dependent clients and I had been employed as a youth monitor for three years at a residential center for at-risk teens. In addition to this experience, I served as a volunteer at Help Hotline during my junior year in college. These positions have helped me to become familiar with social service agencies in the area to better serve the clients as well as to develop my organizational and communication skills which are necessary to be an effective therapeutic staff support worker.

I am eager to begin my professional career in the field of social services and would appreciate the opportunity to meet with you to discuss the therapeutic staff support position. I will call in one week to see when we may schedule a meeting. If you would like to reach me sooner, please feel free to call me at the above phone number.

Sincerely,

Clyde L. Robinson

Cover Letter Sample

12345 Main Avenue
Youngstown, Ohio 44555
October 2, 2013

Timothy M. Williams
Vice President
Bank of America
Human Resources, Northwest Division
P.O. Box 37000
Portland, Oregon 97707

Dear Mr. Williams:

I am writing in reference to the Management Trainee position available at multiple locations in Columbus, Ohio. I became aware of the opening through the Office of Career and Counseling Services at Youngstown State University. I will be graduating from Youngstown State University this December, receiving a Bachelor of Science in Business Administration with an emphasis in Finance.

Six years of full-time and part-time work in the field have captured my career interests in banking. I realized that a degree was needed in order to fulfill my goal of attaining a higher managerial position, so I pursued my education and am nearing its completion. Through my banking experiences and academic background, my communication, time management and leadership skills have all been strengthened. This is evidenced by my involvement in work, classes, and professional organizations. I am eager to learn new skills and ideas, and strive for results.

In researching your organization, I was impressed by the 35% growth rate that Bank of America has experienced within the past three years. Additionally, I am very interested in the many innovative ideas that your organization has implemented, including the mentoring program for first year employees.

The enclosed resume highlights my experiences and skills; additional information and references are available upon request. I would welcome the opportunity to meet with you and further discuss my fit at Bank of America. I currently live in Youngstown, Ohio, but am planning to relocate to the Columbus area shortly after graduation. I will be in Columbus beginning December 20th, and will be available for an interview at that point. If it fits with your schedule, I would be eager to speak with you via telephone prior to that date. You can reach me in Youngstown at (330) 123-4567 until December 19th. Beginning December 20th, you can reach me in Columbus at (614) 123-4567. Additionally, I use email regularly and can be contacted at any time at srichards@yahoo.com. Thank you for your time and consideration.

Sincerely,

Stephen R. Richards
Enclosure

1427 Main Street
Youngstown, OH 44555
March 7, 2013

Ms. Kathy Hinton
Superintendent
Harper Valley School District
1111 Harper Valley Road
Harper Valley, OH 12345

Dear Superintendent Hinton:

Currently, I am a student at Youngstown State University pursuing a bachelor's degree in Music Education Pre-K-12. My expected graduation date is May 2013. I am interested in applying for an instrumental band music teaching position that posted on your district's website. Besides teaching, I am also very eager to participate in the extracurricular activities involving the music program.

A strong work ethic is reflected in my ability to meet the demands of a rigorous curriculum in both music and education. At the same time, I have also been working twenty hours a week at a local grocery store. This ability to balance work and school while also maintaining a 3.7 grade point average is a strong indicator of my sense of commitment. During the past four summers, I worked as a coordinator for a special music camp for children of all ages. This position required strong organizational and communication skills. As a coordinator, I developed programs, assessed the musical level of each student, and provided both individual and group instruction.

I am impressed with Harper Valley's philosophy, actions, and the ability of all of the schools working together to achieve the goal of student success. I strongly believe in looking at the larger picture of education and always putting the students' needs as top priority. Harper Valley is a school district I greatly admire as it has taken the time to observe that bigger picture in an attempt to do what is best for the students. The enclosed resume highlights my experiences and skills that I believe make me an ideal candidate for this position.

I would welcome the opportunity to speak with you and further discuss my qualifications, passion for music education, and to learn more about the Harper Valley School District. You may contact me between the hours of 8:00 a.m.-5:00 p.m. by phone at (330) 555-5555 or anytime by email at penguinstudent1@student-ysu.edu. Thank you in advance for your consideration.

Sincerely,

Susan A. Brown
Enclosure

6729 Shadow Run Road
Canfield, OH 44406

October 19, 2013

Timothy M. Dunkin
Director of Social Services
Columbus Valley Care Services
2128 Huntington Avenue
Columbus, OH 43222

Dear Mr. Dunkin:

I am writing in reference to the **CASE MANAGER** position available at your facility. I became aware of the opening through the Office of Career Services at Youngstown State University. I will graduate from Youngstown State University this December, earning a Bachelor of Social Work degree.

Four years of full and part-time employment in the social service field have captured my career interests in case management. I realized that a degree was needed in order to fulfill my goal of attaining a managerial position. Therefore, I pursued my education and am nearing its completion. My work, internship, and field experiences as well as my academic background, have strengthened my communication, time management and leadership skills. This is evidenced by my involvement in work, classes, and professional organizations. I am eager to learn new skills and ideas, and strive for results.

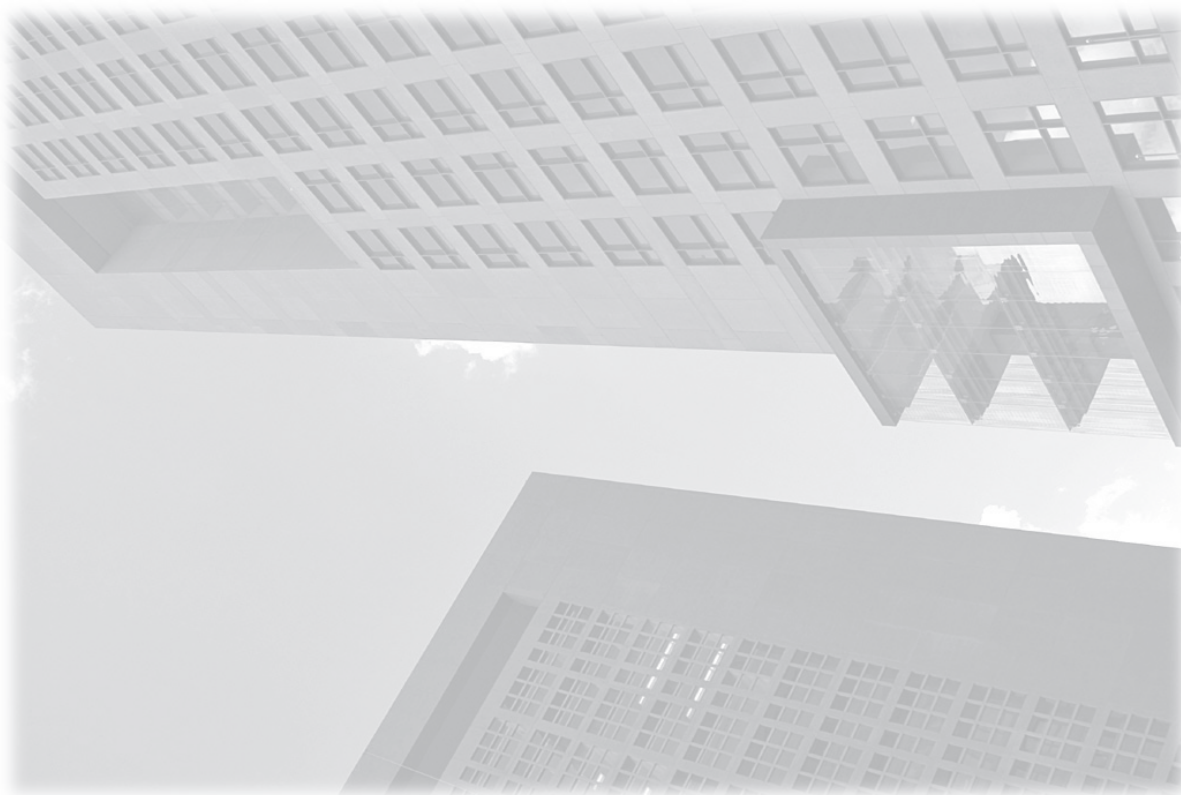
In researching your organization I was impressed by the multitude of programs and services offered at Columbus Valley Care Services. Additionally, I am very interested in the many innovative ideas that your organization has implemented, including the mentoring program for first year employees.

The enclosed resume highlights my experiences and skills; additional information and references are available upon request. I would welcome the opportunity to meet with you and further discuss my fit at Columbus Valley Care Services. I currently live in Canfield, OH, but am planning to relocate to the Columbus area shortly after graduation. I will be in Columbus beginning December 20th, and will be available for an interview at that time. If it fits with your schedule, I would be eager to speak with you via telephone prior to that date. You can reach me in Canfield at 330.123.4567 until December 19th. Beginning December 20th, you can reach me in Columbus at 614.123.4567. Additionally, I use email regularly and can be contacted at any time at kawilliams@yahoo.com. Thank you for your time and consideration.

Sincerely,

Katie A. Williams

Enclosure



SECTION 4 Reference Page

- Develop a separate sheet listing three to five professional references.
- Do not attach reference sheet to your resume. References should be produced only upon request.
- References should be people who know you in terms of your ability to perform the job.
- Place your name at the top of the page. You may also copy the contact information format from your resume.
- Include the following information about your references:
 - Name
 - Title/position
 - Company/organization
 - Address
 - Phone number(s)
 - Email (if your reference checks his/her email regularly)
- List references in the order you wish them to be contacted. Strongest references should be listed first.
- Make sure you ask permission before listing references.
- Provide all references with a current copy of your resume.
- Periodically remind your references that you are applying for positions. This will help them to be prepared in the event a prospective employer contacts them.
- If you need reference letters, give your references at least two weeks notice to compose a letter. You might want to consider having your references prepare letters before you begin your job search so you will have them when necessary.
- Always thank your references and keep them informed of your job status.

Sample Reference Sheet

Mary B. Smith

1034 Summit Avenue, Youngstown, OH 44555
(330) 941-5555
mbs@student.ysu.edu

References

Mr. John Preston
General Manager
Success Industries
411 S. Pine Street
Youngstown, OH 44555
(330) 759-5555
john.preston@success.com

Ms. Linda Crawford
Senior Auditing Supervisor
Jones and Green, Inc.
102 N. Main Street
Warren, OH 44505
(330) 759-8888
lcrawford@jginc.com

Ms. Carole Sunate
Manager
Leitzenger corporation
1234 Main Street
Clearland, OH 44552
(330) 556-6666
cjsunate@leitzengercorp.com

Mr. Stephen Richards
Human Resources Manager
Bank of America
456 S. Main Street
Youngstown, OH 44555
(330) 792-1111
s.richards@bankofamerica.com

KATIE A. DUNCAN

1333 AUSTIN STREET
WARREN, OH 44485
330.393.8990
KADUNCAN@STUDENT.YSU.EDU

REFERENCES

MR. JAMES WEAVER, LISW
Assistant Director
Trumbull County Children Service Board
412 S. Broad Street
Warren, OH 44423
330.393.7777
jweaver@tccsb.org

MS. DANIELLE M. SMITH, LISW
Senior Social Worker
Coleman Professional Services
5555 Brook Street
Warren, OH 44423
330.393.5555
dmsmith@coleman.com

DR. KENNETH G. GREENBERG, LISW
Professor – Department of Social Work
Youngstown State University
One University Plaza
Youngstown, OH 44555
330.941-3000
kggreenbergphd@ysu.edu

SECTION 5 The Thank You Letter

The thank-you letter does make a difference. During the job search, it is imperative to stand out among prospective candidates. This follow-up correspondence shows that a candidate is sufficiently motivated to exert a little extra effort and is polished enough to know how to do so. Basic professional etiquette suggests that a thank you letter after an interview is ideally sent within 24 hours following the interview.

Traditionally, thank you letters should be typed. However, depending on your relationship with the person who interviewed you, a handwritten note on professional stationary or a note card might also be appropriate in certain situations.

It is best to keep this letter brief and concise. If possible, reiterate a point of interest discussed during the interview, confirm follow up procedures, and remember to express your thanks.

Thank You Letter Example

Your Address
Your City, State, Zip Code

Date

Name
Title
Company
Address
City, State, Zip Code

Dear Mr./Ms. Last Name:

I very much enjoyed speaking with you about the opportunity to work with your company in the role of sales executive. My experience in sales and management seem to be a good match for the position you described. The organization of your sales teams is forward thinking, and I believe, one where I could contribute a great deal.

I bring with me to the position an extensive knowledge of the market and strong communications skills. In addition, my ability to motivate a team while working within budget will provide your company with an edge over others in the market.

Thank you for taking the time to speak with me. If you have any additional questions, please feel free to contact me. I look forward to hearing from you about this position.

Best Regards,

Handwritten Signature (mailed letter)

Typed Signature

Enclosure

Social media is a great way to stay in touch with friends and relatives, but it also can be a useful tool in your job search. Employers are using social media sites like LinkedIn, Twitter, Facebook, and YouTube to both promote their organizations and connect with potential job candidates.

While social media can help you research employers (critical to your job-search success), be sure to use it more actively—as a way to connect with potential employers. By following a few basic tips, you can use social media to get in front of hiring managers.

Get Noticed

There are a few key points to keep in mind when using social media as a job-search tool.

Create a Profile That Gives a Positive Impression of You

Think of it as your online resume: What do you want it to say about you? Hiring managers can get a stronger sense of who you are, and if you're a potentially good fit for their company, through your profile.

Be Aware of the Keywords You Include in Your Profile

This is particularly true for sites focused on professional networking, such as LinkedIn. Many employers do keyword searches to find profiles that contain the skill sets they're seeking in potential hires.

Don't Include Photos, Comments, or Information You Wouldn't Want a Potential Employer to See

Don't Mix Personal With Professional

The social media you use in your job search has to present you as a potential employee—not as a friend. Follow the rules for writing a resume.

Make Sure Your Profile Is Error-Free

You wouldn't offer up a resume rife with misspellings, would you?

Choose Appropriate Contact Information

Your e-mail address or Twitter handle should be professional—a simple variation on your name, perhaps—rather than suggestive or offensive.

Connect

Many organizations have embraced social media as an extension of their hiring practices, and provide information that you can use to research the organization and connect with hiring managers and recruiters.

- Check your college/university's social media groups: Many times, employers join such groups.
- Check social media groups that are focused around your field of interest or career.
- Search for the social media pages, profiles, and videos of organizations that interest you. Many organizations post job descriptions, information about salaries, and more.
- Ask questions. Even something as broad as "Is anyone hiring in [industry]?" may bring responses, and asking questions about a specific organization—"What's it like to work at Company X?" can give you insight into the organization and its culture.

Stay Connected

Keep in touch with recruiters or other decision makers you may interact with in cyberspace. There may not be an available opportunity at their organization right now, but that could change, and you want to be considered when it does.

Finally, in addition to maintaining your network, use social media to *build* your network. Don't just establish a social media presence—work it. Reach out. Interact. You will get out of social media what you put into it.

Courtesy of the [National Association of Colleges and Employers](#).

Job searching is a full-time job, requiring a significant time commitment. Reports suggest that to be successful, a job seeker should spend at least 2-4 hours per day, 6 days a week in active job searching. The number of hours devoted to searching will impact the length of your job

search, but set realistic timelines for yourself. The actual amount of time spent will depend upon yourself – for example, if it takes you one hour to write one cover letter, then two hours per day may not be enough time to effectively address all of your job leads.

8 STEPS FOR JOB SEARCH SUCCESS

STEP ONE Deciding When and How To Start

- Don't wait until you graduate or are unemployed. The saying "It's a lot easier to find a job when you're working" is true – the extra pressure of being unemployed often times negatively impacts a job seeker's attitude, which employers can sense.
- In order to make your job search easier, consider researching the following topics before sending out your first resume:
 - Knowledge of yourself – Determine your relevant qualities and skills, and know how to most effectively articulate them to employers. Ask yourself: 1.) Can you define your career goals in terms of the next 2 years? 10 years? Lifetime? 2.) Can you describe your strengths and weaknesses? 3.) Have you defined your salary requirements?
 - Knowledge of employment and employers - Determine the types of position(s), industry(s), and names of employers you wish to target in your job search. Research at least 3 different position titles for which you meet qualifications. Set a targeted geographic area for your job search.
 - Knowledge of the job market – Having current information on the job market and occupational trends (both nationally and locally) will assist in setting realistic goals and developing an effective job search plan. Job

markets can vary according to geographic region and are reactive to events such as politics, natural disasters, international policy, etc.

- Knowledge of job search strategies – Create a comprehensive job search plan that utilizes a combination of strategies in order to best source employment opportunities.

STEP TWO

Defining a Career Objective & Identifying a Job Goal

- A career objective identifies the career path or direction you want to take both short and long term. It provides focus in targeting employers and marketing your strengths.
 - *Example:* My career objective is to work in the financial industry in a position that will eventually lead to an executive-level opportunity.
- A job goal specifically defines the type of position that you are seeking.
 - Job goals help you to identify which industry or type of organization you are seeking and determine the responsibilities or functions you want to perform.
 - *Example:* My job goal is to secure a Management Trainee position where I will learn the fundamentals of the banking industry while contributing to the growth and development of a major corporate financial lender.

**STEP
THREE****Identify Target
Employers**

- Once you determine your geographical limitations, investigate which organizations in that area offer the kind of opportunities you are seeking.
- Utilize the following resources to identify potential employers:
 - Internet research
 - Network with friends & acquaintances
 - Professional association publications
 - Chamber of Commerce
 - Local business publications (Business Journal) and newspapers (Wall Street Journal)

**STEP
FOUR****Develop Effective
Marketing
Materials**

- Customize your resume for each different industry.
- Customize your cover letter for each separate company/organization.
- Make sure to have all of your correspondence proofed by a friend, professor, or advisor.

**STEP
FIVE****Apply to Open
Position Postings**

- In today's challenging job market, it is important to source and apply to as many positions as you are qualified/interested. If you don't apply, you won't receive an offer!
- Use a variety of job search techniques – don't rely only on internet or newspaper classifieds
 - Also consider using: PenguinLink database, departmental bulletin boards, professional publication newsletters, networking, etc.
- Don't procrastinate! Many employers start scheduling interviews as soon as the position is listed - so the candidates who apply early have an advantage.

**STEP
SIX****Initiate
Contact**

- Telephone calls, letters, and personal contacts can all show your interest in working for your target organization(s).
- When contacting an employer, keep the tone of the meeting professional but light - you want to be viewed as assertive but not aggressive.
- Although initiating contact can make you stand out from other applicants, always respect the employer's wishes. For example, do not call or email if the organization specifically states "no phone calls please."

**STEP
SEVEN****Maintain a
Positive Attitude**

- Remember that rejection is built into the job search process – learn from it and move on to find the right opportunity.
- Employers can detect frustration and/or desperation in candidates - seek out support from friends, family, faculty, and YSU staff to help you stay motivated.

**STEP
EIGHT****Consider
Conducting an
Informational
Interview**

An informational interview is a 30-60 minute conversation with a professional who is in a job or industry of interest. In this meeting, you will interview the professional in order to collect information about his/her job, industry, qualifications, as well as job search advice. This type of interview is not for employment, but rather to help you learn about career options.

In order to prepare for your informational interview, research the industry and company of the professional. Develop a list of questions that will help facilitate the interview. Some sample questions that you can ask include:

- How did you enter this line of work?
- What kind of education or training is required?
- What do you like most or least about your job?
- What career growth is possible in this industry?
- How can I best prepare for this type of work?
- What advice would you give to someone entering the field?
- What are the ideal qualifications for an entry-level position? How can I further enhance my candidacy?
- Do you know of anyone else that I could speak with or anyone that may be seeking candidates with my qualifications?

Sample Informational Interview Evaluation

To help you evaluate the information discovered during your informational interviews, consider creating an evaluation table. Immediately following your informational interviews, record your thoughts and perceptions about the information learned.

Sample Evaluation Form:

Job Title: _____ **Company Name:** _____

Interviewee Name: _____ **Date:** _____

Areas of Evaluation	Your Thoughts, Insights & Opinions
What did you like most about the position, industry, and career?	
What did you like least about the position, industry, and career?	
What did you learn about job responsibilities? Include daily, monthly and annual duties.	
What are the preferred qualifications for this type of position? Include education, experience, and skill sets.	
What qualifications do you lack? How can you realistically gain these qualifications?	
Who else should you speak with regarding this career path?	

As a result of your evaluation, are you interested in this position and/or industry? _____

JOB SEARCH: SOURCING OPEN POSITIONS

- 2 types of open positions exist in the job market.
 - Posted positions – advertised by the employer.
 - Hidden job market – positions that are not publicized by the employer.

Posted Positions:

- Job search strategies for posted positions include:
 - Newspaper classifieds – print and online versions
 - Online job databases/job search websites – both general and industry specific
 - Company websites
 - Magazines, journals, trade newsletters
 - Professional associations – websites, employment clearing-houses, publications
 - University Career Services – PenguinLink, campus recruiting, resume referrals
 - Job Fairs
 - Listservs/mailling lists
 - Department bulletin boards
 - Faculty connections
 - Temporary agencies
 - Head hunters

Hidden Job Market:

- Approximately 80% of positions are not advertised - the “hidden job market.”
- Reasons employers choose not to advertise positions vary including:
 - Other jobs have higher priority for being filled.
 - The job is slated for budget approval, but not yet approved.
 - Management is too busy to search for a needed employee.
 - Advertising position is too financially costly for employer.
 - Management prefers hiring from referrals.
- Pursuing hidden jobs is well worth the effort because your competition may not be aware of the opportunities.
- Job search strategies for the hidden job market include:
 - Networking
 - Informational interviewing
 - Alumni contacts
 - “Cold calling” - Cold calling is the process of calling or visiting an organization in which you don’t know anyone.
 - Direct application
 - Yellow pages of phone book
 - News articles (find out which organizations are new or expanding)



Office of Career Services

Youngstown State University

YSU Job Search
Resources



Connect with Hiring Employers!

PenguinLINK: Your Link to Jobs, Interviews & Recruiting Events PenguinLINK is an online recruiting system that is designed to connect YSU students and alumni with employers. Employers post full- or part-time professional opportunities as well as internship and co-op opportunities for students to view and apply. Through PenguinLINK you will be able to upload your resume and cover letter, view and apply for job postings and on-campus interview days, view employers participating in career fairs, and much more!

Recruiting services available through the PenguinLINK include:

- **Resume Books**: Upload your resume to PenguinLINK to be included in Resume Books sent to employers who are actively recruiting open positions. Uploading your resume also allows employers to “search” resumes of YSU students and alumni.
- **On-Campus Interviews (OCI)**: Employers visit the YSU campus to conduct interviews for full-time professional positions and internships in our interviewing suites, located inside the Office of Career Services. Interview times are available throughout the academic year and employer visits are actively promoted to students, alumni, and faculty.
 - On-Campus Interview dates usually occur from mid-September through November for Fall semester and mid-January through May for Spring semester.
- **Career Fairs**: This is your chance to network with employers and engage in face-to-face contact with recruiters looking to hire bright individuals. The Office of Career Services sponsors two career fairs throughout the academic year: one in the **fall semester** and one in the **spring semester**. Watch PenguinLINK for dates and employers attending!
- **Information/Recruiting Sessions**: Employers host Information Sessions on campus to promote their organization or upcoming interview dates. Many times, employers will discuss job openings within their organization and accept resumes during these events.
- **Recruiting Tables**: Employers set up Recruiting Tables to increase their organization’s visibility, distribute company literature, informally meet potential job candidates, and accept resumes for open positions. Be on the lookout for these tables throughout Kilcawley Center or in the lobby of your college.

PenguinLINK Quick Reference



Your PenguinLink Account:

- **YSU STUDENTS:** An account has been created for you. To access your account, log into the YSU Portal and click the **PenguinLINK Job Board** link under e-Services for Students. (See picture below).
- **YSU ALUMNI:** To create an account in PenguinLINK:
 - Go to the Career Services website at web.ysu.edu/careerservices
 - Click **PenguinLINK for Alumni**
 - Under the **Register** section, click the gray **Register** button and fill in the appropriate fields
 - Use your full email address (ex. ptpenguin@goguins.com)
 - The registration password is: penguin01

YSU STUDENT LOGIN

e-Services for Students

Access My Student Information

- **Financial Aid**
 - Accept Award Offer
 - View Financial Aid Status
- **Registration**
 - Important Dates
 - Registration Instructions*
 - Exam Schedule
- **Records**
 - Student Records
 - Degree Audit Instructions*
- **Student Accounts**
 - View/Pay Bill
 - Enroll in Payment Plan
 - View/Print Form 1098T

*requires Acrobat Reader

Blackboard Learn 9

Until further notice, single sign-on to Blackboard is unavailable. When you click the above link, you will be prompted to re-enter your MyYSU login and password in order to access Blackboard.

Library Services

- **PenguinLINK Job Board**
Connect with hiring employers!
- **Student Employment Opportunities**
- **Student Organizations**
- **University Housing Application**

e-Services for Faculty and Staff

- **Banner Self Service**

Campus Announcements

There are no announcements

Personal Announcements

PAID internships available in regional nonprofit organizations this Spring 2014!

FREE College Success Workshops for November & December

Scholarship Applications now being accepted for the James and Coralie Centofanti Memorial Scholarship - BCHHS Majors Only

More...

My E-mail Accounts

Search

Drop down menu provides the following search options: YSU website, Google, Faculty/Staff, and Students.

YSU Site **Go**

- Faculty/Staff Directory
- Student E-mail Directory
- A-Z Index

Campus News & Events

- YSU News Center
- The Jambor
- Cancellation of Classes and Closing Procedures
- WYSU 88.5 FM

YSU EVENTS CALENDAR

Campus Pics

Emergency Alert Notification System

YSU students and employees: Sign up today for YSU Alert, a new campus-wide text-messaging and e-mail system designed to help improve communications during a campus emergency. You must register to take advantage of this important notification service. To register, visit <http://alert.ysu.edu>.

PenguinLINK Quick Reference

Posting Your Resume and/or Cover Letter on the PenguinLINK Recruiting System:

- **RESUME:** It is important to post your resume on the system. Once your resume has been reviewed and approved by YSU Career Services, you will be able to apply online to positions and campus interviews posted on the site. In addition, employers searching through our resume database and online resume books will be able to view your information.
- Once you have your resume created and are ready to upload it to the database, click the **"Documents"** tab located near the top of the screen. Then click on the **"Add New"** button.
- To Upload a File: On the Student Document screen –be sure to **label** your document and choose Resume for the Document Type. Then simply click **Browse** to locate and upload your document, then click **Submit**.
- Once you post your resume, it will be reviewed by a Career Coordinator. Within a short time you will receive email notification informing you that it has either been approved, or it has not been approved and revisions are needed. You may upload multiple versions of your resume. *If you upload more than one resume - Be sure to click **"Make Default"** for the resume that you want to be your primary resume. This resume will automatically attach when you apply for a job, unless you choose a different resume. It is also the resume that will be included in all resume books requested by employers.
- **COVER LETTER:** to upload a Cover Letter, click the **"Documents"** tab located near the top of the screen. Then click on the **"Add New"** button.
- To Upload a File: On the Student Document screen –be sure to label your document and choose Cover Letter for the Document Type. Then simply click **Browse** to locate and upload your document, then click **Submit**.
- **OTHER DOCUMENTS:** You may also upload additional documents that are not resumes or cover letters. You can upload any file that is in Microsoft Word, or Adobe PDF, such as writing samples, unofficial transcripts, etc. Simply follow the same directions outlined for Resumes and Cover Letters.
 - Please note that cover letters and other documents are not subjected to the approval process and can be immediately accessed once they are uploaded.

To Edit Your Personal Information:

- Once logged into the system, click on the **"Profile"** tab at the top of the screen.
- Here you can edit any information that you would like to change. Once finished, click on the **"Submit"** button at the bottom of the screen. This saves any information that you just entered.
- To change your Password
 - Click the **"Profile"** tab
 - Click the **"Password/Preferences"** tab
 - Fill in the appropriate information and click the **"Submit"** button at the bottom of the screen.

PenguinLINK Quick Reference

Searching for Jobs:

- Once logged into the system, there are 2 ways to search for jobs:
 1. On the right side of the screen, there is a "Find a Job" shortcut. Click your desired option.
 2. You can click the "**Jobs**" tab, located at the top of the screen, to search for jobs.
 - To choose positions that are posted locally, click on **CSM Jobs**.
 - To choose positions that are posted nationally, click on **NACELink Extended Job Search**.
- You can search by the following fields:
 - **Show Me:** you can choose – All Jobs & Interviews, All Job Listings, Interviews I Qualify For.
 - **Position Type:** you can choose from listing of position types
 - **Keywords:** you can type in a key word to search
 - **Note:** the fewer requirements you enter, the more jobs that will be found. Keep your search basic.
 - If you would like to designate a specific geographical area, go to the "**Jobs located within:**" area and enter a number for the number of miles around your preferred zip code. Then enter the zip code in the zip code field.
 - Once you have decided on the search criteria, click the **Search** button.
 - You can also search for more detailed information by clicking the **Advanced Search** button and entering the desired criterion.
- You will see a list of positions that is generated from the requirements that you entered. To view a position, click on the job title or place your cursor over the binoculars icon to see a snapshot of the job posting. To see all details of the posting, click the **View Complete Job Details** button.
- To view information about the organization, click on the employer name.

To apply for a specific position:

- Underneath the job title, you will see an **APPLY** button.
- To apply for a specific job, click the **APPLY** button
 - If you have only one resume uploaded in PenguinLINK, you will be directed to the full job description window. Click the **APPLY** button to apply for this job.
 - If you have more than one resume uploaded in PenguinLINK, an **APPLICATION STATUS** window will appear. This is where you will choose the resume that you wish to attach.
 - As previously mentioned, if you have uploaded more than one resume, your default resume will automatically populate the resume field. If you want to switch to a different resume, simply click the drop-down menu and choose the appropriate resume.
 - You can also attach a Cover Letter (only if requested by the employer) by clicking the "**Add New**" button.
- After you have made your selection(s), click the "**Submit**" button.

PenguinLINK Quick Reference

Applying to Interviews for On-Campus Interviewing:

- Click on the **Employers** tab
- In the **On-Campus Events** section, click **YES**
- Click the **Search** button
- A list of all organizations who have scheduled On-Campus Interviews will populate at the bottom of the screen: In the column labeled **On-Campus** you will see the dates of all On-Campus Interviews. **To apply, click the date for the appropriate organization.**
 - Under the Application Status section: Check to make sure the resume that you want to use is populated in the Resume field.
 - If the resume that appears in the Resume field is correct, click the **Submit** button.

Creating a Search Agent:

- A search agent will email you each job that matches your search criteria as soon as it has been posted.
- Once logged into the system, click on the **Jobs** tab, then click on **CSM jobs**
- Click the **Advanced Search** tab and select locations, positions types, etc. to run a combination search for the jobs list.
 - Note: **Put a ✓ in the box next to Save as: and name your search in the Save as field.**
- Click the **Submit** button.
- Your search will now be saved under the **Search Agents** tab. You can view the search agents that you have saved by clicking on the **Search Agents** tab.
 - To enable the search, click the **Schedule** button and under **Enabled**, checkmark **Yes**.
 - Choose the **Period** and **Multiple** that you prefer.
 - Click **Submit** button
- You will receive emails according to the criteria that you chose

To RSVP for Events:

- Once logged into PenguinLINK, on the Home page, click the **Events** tab
- To apply for Information Sessions
 - Click the **Information Session** tab
 - Click the **date** under the **Information Session Start Date/Time** column
 - Click the **RSVP** button

To View Information about Career Fairs

- Once logged into PenguinLINK, on the Home page, click the **Events** tab
 - Click the **Career Fairs** tab
 - Click the appropriate Career Fair link under the Fair column

CREATING A JOB SEARCH ACTION PLAN

The creation of a Career Action Plan can assist you with a structured and organized approach to searching for an entry-level position or internship. Your Career Action plan should consist of the identification of your short-term and long-term career goals along with alternate plans should your first career choice become unattainable. For your long-term career goal, list the type of position that you desire to be in within 5 years after graduation (i.e.: Sports marketing and sales manager for NBA team). After identifying your long term career goal, list 3 different short term career goals that can assist navigating your career path towards your long term goal. (i.e.: Plan A: Internship with Cleveland Cavaliers; Plan B: Volunteer with Akron Aeros; Plan C: Student Assistant with YSU Athletics)

Use the worksheet below to begin developing your personal Career Action Plan:

<u>MY CAREER ACTION PLAN</u>	
My Long Term Career Goal: (where I want to be in 5 years)	
My Short Term Job Goal – Plan A	Target Employers
My Short Term Job Goal – Plan B	Target Employers
My Short Term Job Goal – Plan C	Target Employers
Areas of Weakness in My Qualifications:	Ways to Obtain Lacking Qualifications

TIPS FOR SUCCESS AT A CAREER/JOB FAIR

Information:

Career fairs can be a valuable tool in your job search plan; however be sure to maximize these events to their fullest potentials. The following tips can ensure that you are making the most of college and community career fairs:

Research:

Many job-seekers go to career fairs to “see the sights” and are not prepared to interview.

- Get a huge jump on the competition by getting a list of the companies attending the fair and doing some research on each of the companies you want to interview with.
- While all of the recruiters will have company literature at their booths at the fair, you often can’t access those until after the interview. With so much information about companies on the web, there is no excuse not to do your homework.

Resumes:

Create the ideal resume – it should be short, sharp, and digestible in a 30 second reading by an employer.

- Make sure yours is one that is memorable but totally professional. Use good quality resume paper.
- Forget pictures, graphics, colored paper, funky print styles – they don’t leave a positive impression and they aren’t scannable. Most major employers today will scan your resume into an automated applicant tracking system that can mean quicker retrieval for current or future interviews.
- Bring lots of resumes to the fair, at least two for each company for which you have interest. If you have multiple interests or job objectives, make sure you bring enough of each version of your resume.

Take the Event Seriously:

It is an interview. You are making that all-important first impression.

- Only a small percentage of hundreds of interviewees will stand out at the end of the event. Make sure you are one of them.
- Dress well, practice your best handshake, award-winning smile and make eye contact!

Interviewing:

You may only have 2 to 5 minutes to market yourself and protect yourself from being screened, thus you need to make the most of your time.

- Many experts suggest that you develop a one-minute “commercial” that highlights the key benefits that you can offer the organization and then use this at the beginning of the interview.
- Also remember the three keys to all interviews: make eye contact, offer a firm handshake, and show enthusiasm.
- You should also prepare answers to interview questions just as you would any other employment interview. The most common question you will face is something along the lines of “what are you here for today?” Seems like an easy question to answer, especially if you’ve done your homework – you can tailor your answer to your interest and the company’s interest, thereby marketing yourself. Make sure you also have some questions ready to ask the interviewer.
- A great concluding question for you to ask is, “What do I need to do to obtain a second interview with your firm?”
- Make sure to avoid poor communication habits, such as fidgeting, rocking, chewing gum, etc.

Ask Questions Directly, Politely, and Concisely:

Your goal is to get a second interview, “in house” this time, so you don’t have to play all your cards on the first round.

- If you are genuinely interested, let them know. “I am quite excited about the possibilities your company offers, and I think I have the talent to help you achieve your goals... What do I need to do to arrange a second interview?”
- This isn’t “pushy”; it is flattering and says you are professionally assertive. Ask them how they rate your credentials and “fit” compared to other candidates they are seeing. Asking for an honest appraisal is one of the best ways to raise it a notch!

Attire:

Conservative business attire is essential because image and first impressions are critical.

- Know what the expected attire of your profession is and dress accordingly. It is always better to be overdressed than underdressed.

Follow-Up:

Follow-up is very important! You would be surprised at how few job-seekers actually take the time to follow-up their career fair interviews, thus when you do it, you will get an edge over the many others who do not.

- Write a thank you note and mail it the next day to the address on the recruiter’s business card. In the letter, thank the recruiter for his/her time, restate your interest and qualifications for the position; reiterate your interest in a second interview, and make a promise to follow-up the letter with a phone call (and then make sure you do in fact call). You should probably enclose another copy of your resume to be sure.

QUESTIONS TO ASK AT CAREER/JOB FAIRS

As with any situation where you find yourself with a potential employer, job seekers must be prepared to ask insightful questions of recruiters at job and career fairs. There are 4 categories of questions you can ask recruiters at career and job fairs. Each category of questions has a specific strategy. Which questions should you ask? It depends on the recruiter, on your interest and knowledge of the company, and how much time you have with the recruiter.

Strategic Comeback Questions:

These questions are designed to give job seekers the chance to respond to the recruiter’s answer with a positive spin on how you perfectly fit (and ideally exceed) what the company is looking for in an employee.

- What kinds of skills and experience do you look for in the employees you hire?
- What are the characteristics of your most successful employees?
- Are graduate degrees important to advancing within your organization? Which ones?

- Which courses or experiences do you suggest to be a successful candidate?

Strategic Planning Questions:

These are questions designed to give the job seeker more information and knowledge about the hiring process for each particular employer.

- What kind of entry-level positions (or internships) exist within your organization?
- Does your company hire on a continual basis or just at certain times of the year?
- How long does the hiring process take? What does it consist of?
- What percentage of applicants are eventually hired? What is the retention rate?

Key Company Information:

These questions are designed to provide you with inside information you need to know when making a decision about the attractiveness of each potential employer. Remember, a job fair is a

two-way street and you should be evaluating these companies as much as they are evaluating you.

- Are there specific career tracts within the organization? In other words, what can a typical employee (for the position I am seeking) hired in your division expect to be doing 2, 5, or 10 years after hiring?
- What is your organization's culture like?
- How many years does the typical employee stay with the company?
- Are there opportunities for ongoing training through your organization?
- Do you expect your employees to relocate? How much travel is involved?

Recruiter Information:

Some experts advise not asking the recruiter personal questions relating to his/her job, but especially if the recruiter is an alumni of your university – or you have some other personal connection – these questions are fine. Even if there is no connection, these questions can be asked – and their answers can provide you with some critical insights.

- What made you choose this company and why do you stay?
- How long have you been with the company?
- What's the one thing that most surprised you about this company?

Hansen, Randall S. PhD. "The Ten Keys to Success at Job and Career Fairs". *Quintessential Careers*. 18 June 2009.
http://www.quintcareers.com/job_career_fairs.html

Hansen, Randall S. PhD. "Questions To Ask At Career and Job Fairs". *Quintessential Careers*. 18 June 2009.
http://www.quintcareers.com/career_fair_questions.html

DO YOU HAVE YOUR "ELEVATOR SPEECH" READY?

Introduce Yourself to Employers in 60 Seconds

You step into the career fair and make your way toward a representative from the top-ranked company on your job-search list. What can you say and do during the next 60 seconds to make this recruiter want to explore hiring you?

Hit them with your one-minute introduction!

Follow the formula

Use the following formula to build your 60-second introduction:

- Name
- Class (senior, junior, sophomore)
- Major
- Opportunities that you are seeking
- Relevant experience (work, internship, volunteer work)
- Highlights of skills and strengths
- Knowledge of the company

Tailor your introduction to each employer you approach based on research and knowledge of each company. (Here's where to start: Get a list of the employers attending the career fair from your career center, and check out their websites for information about products, services, and opportunities.)

Practice to perfection

Practice your introduction so that you can move on to the important next step – the interview. Add positive nonverbal communications – eye contact, facial expressions, body language, and posture. Practice with a mirror, a friend, and/or a career services staff member.

Ask a great question

Next, make yourself memorable by asking a question about the company. (These questions are based on information you've found in your research.)

- "Could you tell me about the new (product) you are developing?"
- "Could you tell me more about your financial management training program?"
- What type of projects do your interns work on?"

Avoid the following:

- Asking what the company does
- Asking if the company has any jobs
- When asked what type of position you are seeking, saying you would be willing to do anything at the company

Information courtesy of the *National Association of Colleges and Employers*

GENERAL RULES FOR INTERVIEWING

Be Prepared

- Know yourself. Review your strengths, weaknesses, skills, career goals, etc. Be able to articulate why the employer should hire you. Before your interview, be able to say “YES” to the following statements.
 - Can you discuss your career goals and how employment with a particular organization fits into them?
 - Do you know what skills you will bring to the job and in what ways you will be an asset to the organization?
 - Can you be clear, complete and concise in answering direct questions?
 - Can you turn negative qualities in yourself or your background into positive statements?
 - Are you enthusiastic about the organization/job?
 - Do you have at least one positive thing to say about your education and your former employers?
 - Can you listen to a non-stop talker yet “fill in” for a quieter interviewer?
 - Is your attitude 100% sincere? Is it focused 100% on the positive?
 - My first goal is to secure a job offer. My second goal is to examine factors (money, working conditions, etc.) that will help me decide if I should accept the offer.
 - I am aware that many personality questions (sincerity, tactfulness, enthusiasm, etc.) are being answered indirectly while I am directly answering other specific questions.
- Know the employer. Research the organization and position. Check the Internet for the organization's homepage.
- Schedule a mock interview with Career Services or practice interviewing with a friend.

Before the Interview

- Confirm interview time, place and with whom you will be meeting, including titles. Be sure to get directions and ask about

where to park and the cost.

- Bring extra resumes and other relevant materials that show what you've accomplished.
- Be well groomed; dress neatly and professionally.
- Arrive about 15 minutes early so you aren't rushed and have time to collect yourself before the interview.
- Be aware that once you arrive in the parking lot, you may be observed by or have the opportunity to interact with employees from the organization. Be friendly and act professionally!
- Be sure to show respect and courtesy to all levels of employees with which you interact. They may get asked for input on candidates for the position.

During the Interview

- Be confident and enthusiastic. This will come more easily if you are well prepared.
 - Be honest, be yourself. Many hiring decisions are made based on personality and fit, since several candidates may actually be well qualified for the position.
 - Listen - follow the lead of the interviewer. Never interrupt the interviewer. Be sure that you understand the question asked, or ask him/her to clarify it for you. If you need to pause and take a few minutes to collect your thoughts before answering a question, do so.
 - Ask intelligent questions. Prepare your questions ahead of time and ask for clarification on information told to you during the interview that wasn't specific.
 - Clarify follow-up procedures. Who calls whom, and by when.

After the Interview

- Send a thank you letter ideally within 24 hours.
- Keep records about the interview, with whom you talked, and timelines for following up.

TELEPHONE INTERVIEW TIPS

- Let your roommate(s) know you are in a job search, so they can answer the phone professionally.
 - Try to relax. Take some deep breaths before answering.
 - Be mentally prepared to interview. Smile when answering the phone and speaking to the interviewer.
 - Don't smoke, chew gum, eat, or drink. Speak slowly and enunciate clearly.
 - Keep water handy to wet your mouth.
 - Control background noise such as TV, CD player or roommate(s).
 - Disable call waiting temporarily.
- Have a pen and notepad, information you found out about the employer, and your resume in front of you for handy reference.
 - Take your time. It's acceptable to collect your thoughts before responding.
 - Use the person's title (Ms. or Mr.). Use first name only if they prefer.
 - Don't interrupt the interviewer.
 - Give concrete examples of your achievements.
 - After you thank the interviewer for the phone interview, ask if it would be possible to schedule an in person interview.
 - Send a thank you letter within 24 to 48 hours which reiterates your interest in the position.

50 QUESTIONS MOST OFTEN ASKED BY EMPLOYERS DURING INTERVIEWS WITH COLLEGE SENIORS

- 1 What are your long-range and short-range goals and objectives, when and why did you establish these goals and how are you preparing yourself to achieve them?
- 2 What specific goals, other than those related to your occupation, have you established for yourself for the next 10 years?
- 3 What do you see yourself doing five years from now?
- 4 What do you *really* want to do in life?
- 5 What are your long-range career objectives?
- 6 How do you plan to achieve your career goals?
- 7 What are the most important rewards you expect in your business career?
- 8 What do you expect to be earning in five years?
- 9 Why did you choose the career for which you are preparing?
- 10 Which is more important to you, the money or the type of job?
- 11 What do you consider to be your greatest strengths and weaknesses?
- 12 How would you describe yourself?
- 13 How do you think a friend or professor who knows you well would describe you?
- 14 What motivates you to put forth your greatest effort?
- 15 How has your college experience prepared you for a business career?
- 16 Why should I hire you?
- 17 What qualifications do you have that make you think you will be successful in business?
- 18 How do you determine or evaluate success?
- 19 What do you think it takes to be successful in a company like ours?
- 20 In what ways do you think you can make a contribution to our company?
- 21 What qualities should a successful manager possess?
- 22 Describe the relationship that should exist between supervisor and those reporting to him or her.
- 23 What two or three accomplishments have given you the most satisfaction? Why?
- 24 Describe your most rewarding college experience.
- 25 If you were hiring a graduate for this position, what qualities would you look for?
- 26 Why did you select your college or university?
- 27 What led you to choose your field or major study?
- 28 What college subjects did you like best? Why?
- 29 What college subjects did you like least? Why?
- 30 If you could do so, how would you plan your academic study differently? Why?
- 31 What changes would you make in your college or university? Why?
- 32 Do you have plans for continued study? An advanced degree?

- | | |
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| <ul style="list-style-type: none"> 33 Do you think that your grades are a good indication of your academic achievement? 34 What have you learned from participation in extracurricular activities? 35 In what kind of work environment are you most comfortable? 36 How do you work under pressure? 37 In what part-time or summer jobs have you been most interested? Why? 38 How would you describe the ideal job for you following graduation? 39 Why did you decide to seek a position with this company? 40 What do you know about our company? 41 What two or three things are most important to you in your job? 42 Are you seeking employment in a company of a certain size? Why? | <ul style="list-style-type: none"> 43 What criteria are you using to evaluate the company for which you hope to work? 44 Do you have a geographical preference? Why? 45 Will you relocate? Does relocation bother you? 46 Are you willing to travel? 47 Are you willing to spend at least six months as a trainee? 48 Why do you think you might like to live in the community in which our company is located? 49 What major problem have you encountered and how did you deal with it? 50 What have you learned from your mistakes? |
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INTERVIEW QUESTIONS FOR TEACHER CANDIDATES

- | | |
|---|---|
| <ul style="list-style-type: none"> 1 Why do you want to teach? 2 What is your philosophy of education? 3 What do you like best about teaching? Least? 4 Describe your style of teaching. 5 What types of activities would you be interested in participating in after school? 6 What are your strengths as a teacher? Weaknesses? 7 Describe your student teaching experience. 8 What was your biggest problem in student teaching? 9 How would your students describe you as a teacher? 10 How do you individualize your teaching? 11 What do you plan to be doing in five years? 12 What if a student confides in you about a sensitive problem—how would you handle this? 13 Some of your students always finish their assignments early. How would you deal with the free time that they have? 14 How would you work with students who perform below grade level, especially those from disadvantaged backgrounds? 15 Describe a time in your life when you experienced some type of failure. How did you handle this? 16 How would you use teacher aides and parent volunteers? 17 Are parent/teacher conferences important? Why or why not? 18 What do you know about our district? | <ul style="list-style-type: none"> 19 How would you handle the student who constantly acts up in class? 20 Describe your ideal classroom. 21 Have you ever had a supervisor whom you did not respect? How did you deal with this? 22 How would you handle a student who consistently refuses to do homework? 23 How would you reconcile teaching according to a prescribed curriculum that is set by the school district and your own ideas of what material should be taught? 24 How should a student's progress be measured? 25 What do you expect from your supervisor? 26 What do you think is one of the most significant problems teachers are confronted with today? 27 What grade level do you prefer? Why? 28 Why should we hire you? 29 How do you deal with time management/lesson planning, etc.? 30 How would you use community/outside resources to enhance learning? 31 Describe a successful lesson you taught. Describe a lesson that didn't go very well. 32 What did you learn from this experience? 33 Tell me how you might use an interdisciplinary approach to teaching. Give an example. 34 If you could change one thing about yourself, what would that be? |
|---|---|

HANDLING DIFFICULT INTERVIEW QUESTIONS

Tell me about yourself.

- Highlight your college educational background and summarize your qualifications for the position, including related experience and skills. Don't ramble and know how to conclude your response, which should be one – two minutes.

What is your weakness?

- You really don't want to present any negative image of yourself, but to say you have no weakness is conceited. Your weakness should not directly relate to any key job responsibilities of the position. Don't dwell on your weakness, instead focus on how you are improving in this area, and support it with examples. This answer should be short.

Questions addressing perceived weaknesses in your candidacy (lack of related experience, computer skills, etc).

- ALWAYS answer this question confidently. Admit the weakness briefly, minimize it if possible, and be ready with a plan on how to compensate for it. Cite what a quick learner you are and give examples. Show the interviewer that the positives and other special skills you bring clearly outweigh any perceived negatives or objections.

Why do you want to work for us?

- The best way to prepare for this question is to research the organization before the interview and actively listen for any additional information from the employer during the interview. The employer wants a candidate who is passionate about the organization. Your response should be connected to specific information such as the organization's products, services, mission statement, history or structure. Enthusiasm for the organization will get you noticed, but so will "buttering up," so keep your response genuine.

Where do you want to be in 5/10 years?

- It's not expected that you'll know your exact path or where specifically you'll be this far into the future, but you'll still need to show the employer some "forward

thinking." Construct your response in relation to job function (management, consulting, counseling, etc.) or education (advanced degree). "I would like to move into management at the local level and then perhaps later at the regional level." "After gaining experience in this sector, I would like to explore the possibility of consulting." "Getting a master's degree has always been a goal of mine."

How much are you making now? or How much do you think you are worth?

- It is best not to offer any specific salary requirements. Instead, provide an answer such as, "I would prefer to discuss all aspects of this possible position before looking at salary issues," or "May we come back to that when you have a better picture of what I have to offer?" Other options would be, "I am looking for the maximum, fair compensation for the responsibilities involved" or asking the interviewer what range he or she has in mind and indicate that you are flexible. If the interviewer insists on a salary figure, state your requirements in a ten thousand dollar range with the bottom number being the minimum salary offer that you would accept.

Why should I hire you?

- This may be one of the last questions asked, and it's an opportunity for you to quickly package yourself as the ideal candidate. At whatever point in the interview the question is asked, summarize your qualifications (related experience, skills, personality traits) that best match you to the position. Be confident but not arrogant in your response.

Illegal questions such as: How old are you? How's your health? Are you married? Any children?

- Try to understand where the employer is coming from and what they really want to know. Chances are that the interviewer is really asking how much you're willing to travel or work overtime, or some other aspect of the position. Try to respond to the hidden question(s). For example: "If you are wanting to know if I'm available for evening and weekend programs, I can assure you that my schedule can be arranged accordingly."

PREPARING FOR YOUR INTERVIEW:

“MY STORY” EXERCISE

As presented in *Job Coach for Young Professionals* by Susan Kennedy and Karen Baker

The “My Story” exercise is a brain storming activity that can assist you in determining what makes you unique as a candidate. This activity will also assist you in responding to the commonly asked question, “Tell me about yourself.” The first step in the My Story exercise is to execute a “mind

dump,” or a brainstorming list of everything that you have done and accomplished in your past, including accomplishments, learning experiences, employment, volunteer projects, and extra-curricular activities. The key for success with this activity is not to limit or filter your answers.

What’s Important to Employers?



1. Ability to work in a team structure
2. Ability to make decisions and solve problems
3. Ability to plan, organize and prioritize work
4. Ability to verbally communicate with persons inside and outside the organization
5. Ability to obtain and process information
6. Ability to analyze quantitative data
7. Technical knowledge related to the job
8. Proficiency with computer software programs
9. Ability to create and/or edit written reports
10. Ability to sell or influence others

BEHAVIOR BASED INTERVIEWING

What is it?

- An interview style that believes that the best predictor of what an individual will do in the future is what he/she has done in the past. Since past behaviors are a good indicator of future actions, interviewers find this format to have excellent predictive value.
- The interviewer does not rely just on intuition but instead asks probing questions concerning the applicant's character, experiences, behaviors, knowledge, skills, and abilities.
- Behavior based interviewing is designed to obtain the most information about past behavior as it relates to specific job skills.

Behavioral questions usually begin with such phrases as:

- Describe for me...
- Tell me about...
- Give me an example of...

How to respond to a behavior based question:

The ideal way to respond to a behavior-based question is by using the **STAR technique** as outlined below:

S – SITUATION.

Describe a specific situation that relates to the question.

T – TASK.

Describe your task. What goals did you have?

A – ACTION.

Describe the action that you took.

R – RESULT.

Describe the positive result or outcome of the situation.

Sample STAR story:

- **Situation (S):**
Advertising revenue was falling off for my college newspaper, The Jambar, and a large number of long-term advertisers were not renewing contracts.
- **Task (T):**
My goal was to secure contracts with as many former and new advertisers as possible to generate more advertising revenue.
- **Action (A):**
I designed a new promotional packet to go with the rating sheet and compared the benefits of the Jambar circulation with other advertising medium in the area. I also arranged for a Williamson College of Business Administration professor to conduct a special training session about selling strategies for the newspaper's account executives.
- **Result (R):**
We signed contracts with eight former advertisers for daily ads and five for special supplement ads. Also, the paper increased the number of new advertisers by 20 percent over the same period last year.

Other strategies:

- Evaluate your own background to identify your skills and experience related to the job objective. Develop and rehearse brief scenarios about how you used those skills, each illustrating a specific activity or task required by the job. Each "story" should explain the problem and your solution, and give the results in quantified terms, if possible.
- Be prepared to provide examples of occasions when results were not as expected and for questions asking for more detail than you've already given. The skilled interviewer will probe your skill in handling failure as well as success.
- Identify three to five top selling points--attributes that set you apart from other candidates--and be sure you point them out during the interview.

SAMPLE BEHAVIORAL BASED QUESTIONS

- 1 Sometimes it's easy to get in "over your head". Describe a situation where you had to request help or assistance on a project or assignment.
- 2 Give an example of how you applied knowledge from previous coursework to a project in another class.
- 3 Describe a situation where others you were working with on a project disagreed with your ideas. What did you do?
- 4 Describe a situation in which you found that your results were not up to your professor/supervisor's expectations. What happened? What action did you take?
- 5 Give me an example of a time when you had to be quick in coming to a decision, and how did you arrive at that decision?
- 6 You are working on a group project. Three members of the group are working very hard, one member is hardly working. Without that person's contribution, the project will never be finished on time. What do you do?
- 7 Describe a time in which you felt it was necessary to modify or change your actions in order to respond to the needs of another person.
- 8 Tell me about a time when you had to work with an irate person/customer/client. How did you handle the situation and what was the eventual outcome?
- 9 Sometimes it's important to disagree with others to keep a mistake from being made. Tell me about a time when you were willing to disagree with another person in order to build a positive outcome.
- 10 Tell me about the most discouraging feedback you have received in the past year. What did you do about it?
- 11 Describe the system you use for keeping track of multiple projects. How do you track your progress so that you can meet deadlines? How do you stay focused?
- 12 Give me an example of a situation where you sought out a problem to solve because it represented a challenge to you.
- 13 Give me an example of a time when you used good judgment and logic in solving a problem.
- 14 Tell me about a time when you had to use your communication skills to get a point across.
- 15 By examples, convince me that you can adapt to a wide variety of people, situations, and environments.
- 16 Tell me about a time when you failed and what happened.

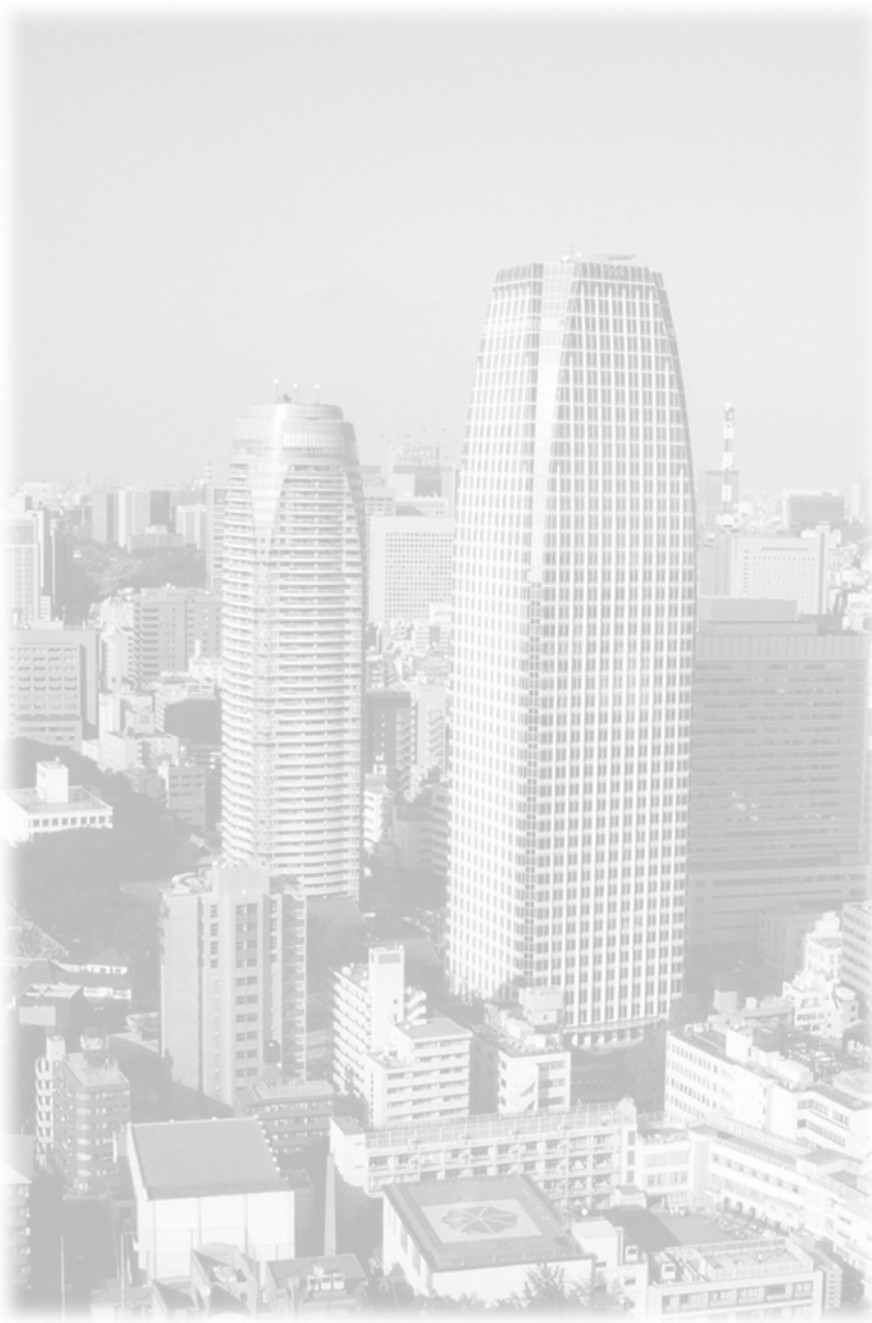
QUESTIONS TO ASK THE INTERVIEWER

You will obtain additional information during the course of the interview. You should also develop a list of questions to address areas which may still be unclear and will give you an accurate profile of the position and organization.

- How will this position fit into the organizational structure of the company or organization?
- How will I receive feedback about my performance, and how often?
- Where can a position of this type lead to with this organization in five years?
- How did this position become available?
- What will the orientation and training entail? How much on-the-job training is involved?
- What are the long-term goals or growth plans of the organization?
- What type of continuing education or training does the organization provide?
- What are you looking for in the ideal candidate?
- What are some of the challenges this organization/department faces?
- What do you like about working here?
- At what level of day-to-day supervision will this position be under?
- Can you describe the day-to-day office environment or culture of this organization/department?

QUESTIONS TO ASK THE INTERVIEWER FOR TEACHERS

- What kinds of qualities are you looking for in a teacher candidate?
 - What do you think are the greatest strengths of your school district?
 - How are parents involved in your schools?
 - What are some of your top priorities/goals for your school district?
 - What types of support are available for new teachers?
- I am curious about the after-school enrichment program (or any other program) offered by your district. Can you tell me more about this program? If I were hired, how might I become involved with this program?
 - Do you have any concerns about my background in terms of this position?
 - When and how can I expect to hear from you regarding this position?



LEGAL AND ILLEGAL QUESTIONS

SUBJECT	WHAT THEY CAN LEGALLY ASK
Name:	What is your full name? Have you ever worked under a different name?
Age:	Do you meet the minimum legal age requirements for employment (usually 18)? But NOT: How old are you? What is your birth date?
National: Origin	Are you legally eligible to work in the United States? What languages do you speak and write fluently? But NOT: Where were you born? Where were your parents born? What language do you speak at home?
Marital/ Family Status:	Do you have commitments, activities, or situations that would cause conflict with potential work schedules or attendance requirements? But NOT: Are you married? Are you pregnant? Do you have children? Who will take care of your children while you're at work? Do you prefer to be addressed as Miss, Mrs., or Ms.?
Education:	Inquiries into degrees, public and private schools attended, and their relevance to a particular job.
Experience:	Inquiries into work experience, dates of employment, and countries applicant has visited.
Military Experience	Experience and education in the Armed Forces of the United States as it relates to a specific job.
Credit:	Inquiries concerning an applicant's credit ratings, charge accounts, etc. only as related to a particular job. But NOT: Do you own your own home? Do you rent? Do you live with your parents?
Organizations:	Inquiries into organizations of which the applicant is a member, which do not solicit discriminatory information. For example, "Were you involved in your University's chapter of American Marketing Association?" is fine. But NOT: Were you involved with the Latino Student Association in college? What church do you attend?
Race/ Ethnicity:	NO INQUIRIES
Height/ Weight:	NO INQUIRIES* Unless needed for occupation, such as a model
Religion:	NO DIRECT INQUIRIES
Photograph Requested:	NOT PRIOR TO HIRING* Unless needed for occupation, such as a headshot of a news anchor

INTERVIEW APPAREL AND ETIQUETTE

Experts recommend, in general, a conservative approach to avoid being screened out due to dress or appearance before you even get a chance to sell yourself in the interview. Appear professional and avoid looking like you are going to a party. While you might not agree with the following, all are considerations for being screened out of a job interview, depending on the organization, your career field, and the perspective of the person interviewing you. When in doubt, be conservative, be professional, and be aware that you are selling a total package. Appearance may be the reason you do not get a job offer! Follow the suggestions below for best results.

Men

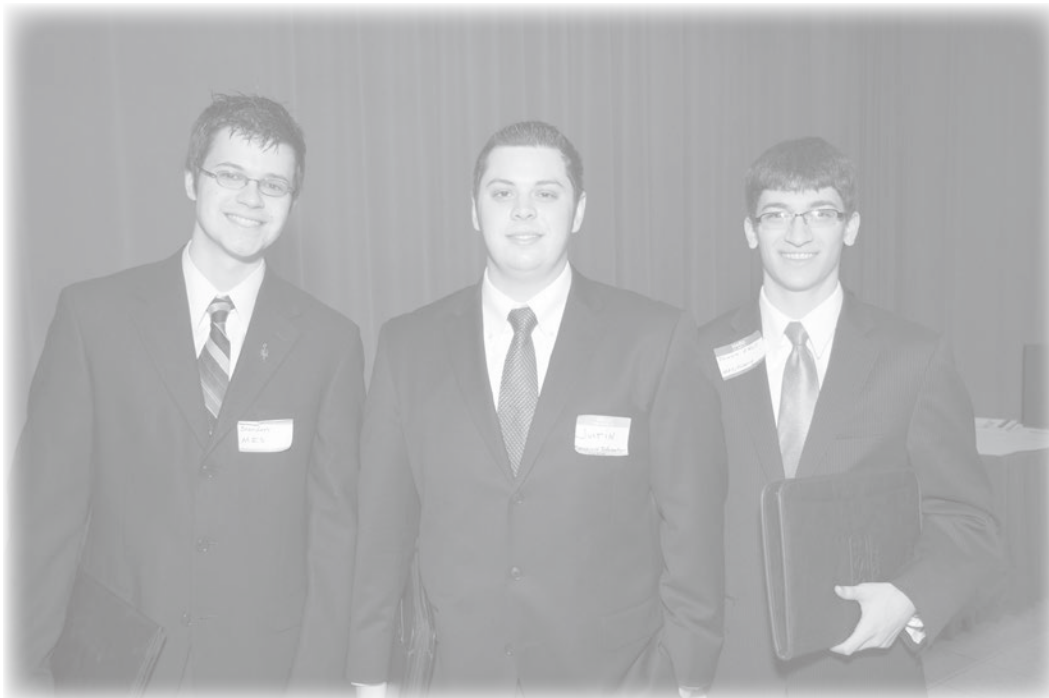
- Dark suits, properly fitted, preferably wool or wool blend
- Dark dress shoes, polished
- Dark dress socks
- Conservative neck tie
- Dress watch
- No earrings or other jewelry (wedding or class ring permitted)
- Well-groomed facial hair
- No long side burns or long hair
- Nails - trim and clean

Women

- Dark coordinated suits, properly fitted, with matching blouse (no plunging neckline)
- Skirt length no more than one inch above the knee
- Polished matching dress shoes with moderate heel (no open toe / heeled shoes)
- Neutral colored hose
- Dress watch
- Minimal conservative classic jewelry (no flashy, dangling earrings)
- Natural looking make-up
- Clear or conservatively colored nail polish, no chipped nail polish

Both Men and Women

- No heavy cologne/perfume
- No visible tattoos or body piercing
- No purple, green, orange, etc., colored hair
- Fresh breath
- Freshly bathed/showered (no body odor; use deodorant)
- Freshly ironed clothing



Professional Attire for Women — Business Professional

Suit

- Avoid trendy styles
- Jacket sleeve length should fall 1/2 inch below wrist
- Neutral Colors: black, grey, brown, navy



Pants

- Pants are good for site visits
- Capris and cropped pants are not appropriate



Skirt

- Skirts should be knee length and not too tight
- Avoid high slits



Shirt

- Blouse or camisole
- Preferred colors are white or light colors
- Cleavage should not be showing



Shoes

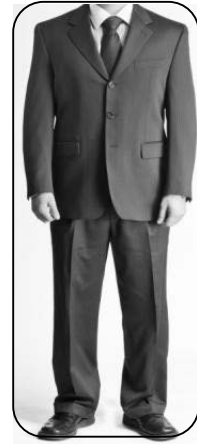
- Avoid open toed shoes or sandals
- Wear basic pumps with a low heel, 1—2 inches high
- No stilettos or platforms
- Wear neutral hosiery or trouser socks



Professional Attire for Men — Business Professional

Suit

- Should be solid or have subtle pinstripes
- Jacket should be buttoned while standing and unbuttoned while seated
- Avoid double breasted jackets
- Neutral Colors: Black, grey, navy, brown



Pants

- Jacket and pants must match
- The pant leg should touch the front of the shoe and fall above the heel in the back



Tie

- Conservative colors are most appropriate
- Length: tie should reach your belt



Shirt

- White or muted shirt with collar
- Long sleeves
- The sleeve of the shirt should extend 1/2 inch beyond the suit jacket sleeve

Shoes

- Polished, leather shoes
- Wear dark socks that match shoes and are calf length

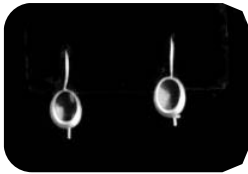


Accessories

Women

Jewelry

- Should be simple—avoid big, dangly earrings
- Wear only one pair of earrings
- Maximum of one ring per hand



Handbags

- You may use a small and simple purse or professional bag
- No backpacks or large purses



Men



- Be conservative with watches and other jewelry
- Earrings might not be viewed positively
- Match belt to shoes



Other Tips

- All clothes should be neatly ironed
- Suits usually have tacking stitches to hold vents in place before purchase; make sure these are removed
- You should also carefully inspect for dangling threads, lint, and missing buttons
- Tattoos and piercings (other than ears) should be covered
- Bring a portfolio with copies of your resume, transcript, a notepad, pen, and your list of questions for the employer

WHY YOU DIDN'T GET THE JOB...

What are some of the reasons why applicants sometimes receive only a thundering silence from prospective employers after the interview has been completed?

Personality

- Lack of poise
- Lack of self-confidence
- Timid/hesitant approach
- Arrogance or conceit
- Speaking negatively about employers or co-workers

Appearance

- Poor personal appearance or inappropriate dress

Enthusiasm

- Lack of enthusiasm and interest
- No evidence of initiative

Goals

- Lack of goals and ambition
- Does not show interest
- Appears to be uncertain and indecisive about the job in question

Attitude

- Attitude that implies "What can you do for me"?

Maturity

- Lack of maturity
- No leadership potential

Communication Skills

- Inability to express ideas and/or poor speech habits

Salary

- Unrealistic salary demands
- More interest in salary than opportunity
- Unrealistic expectations regarding potential future promotions

Preparation

- Lack of preparation for the interview
- Failure to research the company
- Inability to ask intelligent questions

Involvement

- Lack of extra-curricular activities without good explanation

Experience

- Lack of internships, co-op's, work experience, etc.

Travel/Relocation

- Objection to travel
- Unwilling to relocate to branch offices or plants

NOTES

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