



**Suffolk County Community College**  
**Career Services**

# Resume & Interview Preparation Guide

**Areas Covered:**

- ✓ RESUMES
- ✓ COVER LETTERS
- ✓ INTERVIEWS
- ✓ NETWORKING

**CAREER SERVICES**

Ammerman Campus  
Kreiling Hall Room 101  
(631) 451-4049  
[careerservices-ammr@sunysuffolk.edu](mailto:careerservices-ammr@sunysuffolk.edu)

   @careersatsccc

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## **Résumé Preparation**

Here are a few guidelines to get you started. For more details see your campus office for résumé writing workshops, or make an appointment with Career Services.

### **What is a résumé?**

A résumé is a marketing tool, an advertisement for you and what you can offer a company. Make sure that your résumé represents you and links your skills, interests and abilities to the job for which you are applying.

### **Purpose**

Are you looking for a job or an internship? Are you interested in one specific area or do you want to be more general? Is there a specific job that you are applying for?

### **Market**

Be sure to highlight all of your skills, abilities and education that you feel will market you best. Employers are frequently looking for transferrable skills because they can be applied to any job no matter where you learned them. Please see the sample résumés for ideas.

### **Language**

Check, double check and triple check your résumé for any spelling, punctuation or grammatical errors. Also make sure that you use the proper tenses to correlate with time periods.

### **Organization**

While the sample résumés will give you some ideas as to how to arrange a résumé, feel free to organize it however you feel represents you best. Keep in mind that you should keep the most important information on the top half of the page to draw the reader in.

### **Length**

In most cases, résumés should be one page in length. Professionals with more extensive experience may need two pages. Be consistent, select one font with the size being no less than 10 points and no larger than 12 points. References are not on your résumé, but included on a separate sheet – be sure your name and contact information (just as it appears on your résumé) is on the reference page as well.

### **Details**

The email address on the résumé **must** be one you plan to check regularly, and should be generic or professional. Select a telephone number where you are reachable. Never use a current work number on your résumé. Your name should appear as it does on legal documents. Include Academic Awards/Honors and a GPA of 3.0 or higher. When listing work experience, it should be in reverse chronological order (most recent first). Do not use pronouns or write in full sentences, except if including an objective or summary statement.

### **Cover letter**

The cover letter generally accompanies a résumé and is an “invitation” to read the résumé that accompanies it. A well written cover letter assures that your background, knowledge and skills meet the needs of the employer, based on the job description.

## SAMPLE ACTION VERBS FOR YOUR RÉSUMÉ

### Communication/People Skills

Addressed  
 Advertised  
 Authored  
 Clarified  
 Consulted  
 Convinced  
 Corresponded  
 Debated  
 Defined  
 Directed  
 Discussed  
 Edited  
 Elicited  
 Enlisted  
 Explained  
 Expressed  
 Formulated  
 Incorporated  
 Influenced  
 Interacted  
 Interpreted  
 Interviewed  
 Listened  
 Presented  
 Promoted  
 Proposed  
 Publicized  
 Reconciled  
 Reported  
 Suggested  
 Summarized  
 Translated  
 Wrote

### Research Skills

Analyzed  
 Calculated  
 Collected  
 Compared  
 Detected  
 Determined  
 Diagnosed  
 Evaluated  
 Formulated  
 Gathered  
 Inspected  
 Organized  
 Prepared  
 Reviewed

### Helping Skills

Advocated  
 Aided  
 Answered  
 Arranged  
 Assessed  
 Collaborated  
 Contributed  
 Cooperated  
 Counseled  
 Demonstrated  
 Ensured  
 Expedited  
 Helped  
 Facilitated  
 Prevented  
 Provided  
 Referred  
 Simplified  
 Supplied  
 Supported  
 Volunteered

### Management Skills

Administered  
 Attained  
 Chaired  
 Considered  
 Directed  
 Eliminated  
 Emphasized  
 Enforced  
 Enhanced  
 Established  
 Executed  
 Generated  
 Handled  
 Headed  
 Hired  
 Implemented  
 Improved  
 Incorporated  
 Informed  
 Maintained  
 Mediated  
 Monitored  
 Motivated  
 Oversaw  
 Scheduled  
 Secured

### Creative Skills

Acted  
 Adapted  
 Began  
 Combined  
 Composed  
 Conceptualized  
 Condensed  
 Created  
 Established  
 Formulated  
 Founded  
 Illustrated  
 Initiated  
 Instituted  
 Integrated  
 Introduced  
 Invented  
 Modified  
 Originated  
 Performed  
 Photographed  
 Planned  
 Revised  
 Revitalized  
 Shaped

### Teaching Skills

Adapted  
 Advised  
 Clarified  
 Coached  
 Communicated  
 Conducted  
 Coordinated  
 Critiqued  
 Developed  
 Educated  
 Enabled  
 Encouraged  
 Evaluated  
 Explained  
 Facilitated  
 Familiarized  
 Focused  
 Guided  
 Individualized  
 Persuaded  
 Simulated  
 Taught

# Jessica Smith

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25 Oak Street    Oakdale, NY 11769    (631) 555-5555    [smitj99@mail.sunysuffolk.edu](mailto:smitj99@mail.sunysuffolk.edu)

## Summary

Hardworking, enthusiastic student with excellent communication skills seeking an internship in the information technology field.

## Technical Skills

Programming: Java, Python, C++

Operating Systems: Windows 7 / 8 / 10, Windows Server 2019, Linux, MAC OS

## Education

**Suffolk County Community College**, Selden, NY

*A.A.S. in Information Technology: Network Design & Administration*    May 2023

## Experience

**Island 16**, Coram, NY

*Manager/Digital Projectionist*

May 2022 – Present

- Supervise employees and ensure day-to-day operations run smoothly
- Handle programming and maintain digital projectors
- Perform basic IT troubleshooting

**YMCA**, Port Jefferson Station, NY

July 2020 – May 2022

*Web Services*

- Maintained company website and server
- Performed background checks for clients
- Edited and uploaded videos

## Volunteer Work

**Our Lady of Grace Youth Ministry**, Oakdale, NY

April 2020 – July 2021

*Secretary*

- Maintained member mailing lists
- Planned events and fundraisers

## Activities

**Suffolk County Community College**, Selden, NY

January 2022 – Present

*Member, Community Service Club*

**Kevin Ortiz**

22 Middle Town Road  
Brentwood, NY 11717

(631) 665-6565  
[kevinortiz@gmail.com](mailto:kevinortiz@gmail.com)

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**OBJECTIVE:**

Ambitious college student who adapts well to different work environments and possesses the ability to learn new concepts quickly, seeks an internship in the field of business.

**EDUCATION:**

**Suffolk County Community College**, Selden, NY  
*Associate of Applied Science-Business Administration*, May 2023

**COMPUTER SKILLS:**

- Knowledge of PC and MAC Operating Systems
- Proficient in Microsoft Word, Excel, PowerPoint, QuickBooks, Adobe Photoshop, Banner, Blackboard, and social media platforms (Facebook, Twitter, Instagram, YouTube)

**EXPERIENCE:**

**Suffolk County Community College, Financial Aid**, Selden, NY

*Student Worker*, April 2021 – Present

- Process, scan and file all financial aid documents for undergraduate students
- Assist students in computer lab, directing students on how to approve subsidized and unsubsidized loans and accept federal work-study awards and scholarships
- Guide students in filling out the FAFSA form and make corrections as needed
- Use state taxes to fill out students' TAP award
- Perform clerical duties as needed
- Interact with parents in accordance with FERPA guidelines

**Foot Action**, Lake Grove, NY

*Sales Associate*, July 2020 – Present

- Maintain constant presence on sales floor to address customer needs
- Consult with customers and offer product recommendations
- Ensure cash records are accurate for bank deposit
- Maintain inventory to ensure accuracy of available merchandise
- Handle financial transactions at cash register

**ACTIVITIES:**

**Suffolk County Community College**, Selden, NY

*Business and Accounting Club – Member*, March 2021 – Present

## **Mary Jones**

51 Main Street  
Holbrook, NY 11741  
631-555-6555

[jonem22@mail.sunysuffolk.edu](mailto:jonem22@mail.sunysuffolk.edu)  
[www.linkedin.com/in/maryjones](http://www.linkedin.com/in/maryjones)

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**Profile:** Focused, hard-working, organized professional, with excellent interpersonal skills seeks an internship position as a paralegal.

**Education:** **Suffolk County Community College**, Selden, NY  
*A.A.S. in Paralegal Studies*, May 2023  
GPA: 3.8

**Skills:** Knowledge of PC and Apple Macintosh Systems  
Proficient in Microsoft Word, PowerPoint, and Excel  
Adept in West Law and Lexus  
Fluent in Spanish

**Experience:** **Antonio's**, Lake Grove, NY  
*Waitress*, October 2020 – Present

- Ensure menu items are prepared according to customers' requests
- Deliver food in a timely manner with accuracy
- Handle customers' concerns and resolve conflicts
- Collaborate with staff members and participate in quarterly meetings

**Private Residence**, Medford, NY  
*Tutor*, September 2019 – June 2020

- Provided individual instruction in Math and English to elementary and middle school children
- Demonstrated patience and prepared children for upcoming examinations

**Activities:** *Member*, Legal Society, January 2021 – Present

**Community Service:** **St. Mary**, Holbrook, NY  
*Soup Kitchen Volunteer*, February 2018 – April 2020

**MICHAEL MILLER**

89 Green Avenue  
Medford, NY 11763  
(631) 666-9999  
[millerm@yahoo.com](mailto:millerm@yahoo.com)

**OBJECTIVE**

Highly organized, creative, resourceful student with a strong work ethic and the ability to adapt to changing priorities seeks an internship in the field of criminal justice.

**EDUCATION**

**Suffolk County Community College**, Selden, NY  
Associate of Science in Criminal Justice

May 2023

**SKILLS**

- Ability to interact with all levels of management
- Thrives in a challenging environment
- Ability to work both as a team member and independently
- Excellent oral and written communication skills
- Oral and written knowledge of advanced Italian

**EMPLOYMENT HISTORY**

**Italian Pizza Kitchen**, Lake Grove, NY  
Take Out Server/Busser

July 2019 – Present

- Maintain order and cleanliness
- Provide outstanding customer service
- Demonstrate outstanding interpersonal skills

**King Kullen**, St. James, NY  
Bookkeeper/Customer Service

May 2018 – June 2019

- Handled more than \$20,000 daily
- Ensured favorable customer experience
- Addressed customer concerns and resolved issues

**ACTIVITIES**

**Suffolk County Community College**, Selden, NY  
Member – Criminal Justice Club

September 2021 – Present

**COMMUNITY SERVICE**

Red Cross, Hauppauge, NY  
Volunteer

June 2019– Present



**KATE THOMAS**

20 Tree Road, Ridge, NY 11961

631-444-5444

[katethomas@gmail.com](mailto:katethomas@gmail.com)

**Objective**

Friendly, hardworking, and responsible college student with excellent communication skills seeking an internship in healthcare with the goal of studying Occupational Therapy.

**Education**

**Suffolk County Community College**, Selden, NY

1/2023

Associate of Arts - Liberal Arts and Sciences – General Studies

**Related Coursework**

Biology I, II

Chemistry I, II

Physical Anthropology

**Skills**

- Proficient in Microsoft Word, Power Point and Prezi
- Oral and written knowledge of intermediate Spanish

**Experience**

**ShopRite**, Patchogue, NY

Cashier/Floral Assistant

9/2020 - Present

- Provide outstanding customer service
- Create floral arrangements
- Care for flowers and plants
- Assist with management of department
- Process financial transactions
- Bag groceries and return unwanted items

**Starbucks**, Ridge, NY

Barista

5/2019- 8/2020

- Maintained clean environment and disinfected seating areas
- Prepared and served menu items
- Provided customers with product details
- Received and processed customer payments
- Set up or restocked product displays
- Sanitized work areas, utensils, and equipment
- Stocked customer service stations

**Honors/Awards**

- Dean's List - Suffolk County Community College
- Phi Theta Kappa International Honor Society, Inducted Member

Fall 2021 Semester  
4/2021

**KATE THOMAS**

20 Tree Road  
Ridge, NY 11961  
631-444-5444  
[katethomas@gmail.com](mailto:katethomas@gmail.com)

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**REFERENCES**

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**Ms. Juliette Smith**

*Store Manager*  
ShopRite  
95 Sunrise Highway  
Patchogue, NY 11772  
(631) 555-5555  
[jsmith.shoprite@yahoo.com](mailto:jsmith.shoprite@yahoo.com)

**Mr. Joe Brown**

*Shift Manager*  
Starbucks  
1710 Route 112  
Coram, NY 11727  
(631) 111-1111  
[jbrown.starbucks@yahoo.com](mailto:jbrown.starbucks@yahoo.com)

**Dr. Karen Clark**

*Professor, Business and Accounting Department*  
Suffolk County Community College  
533 College Road  
Selden, NY 11784  
(631) 222-2222  
[kclar@sunysuffolk.edu](mailto:kclar@sunysuffolk.edu)

## Résumé Writing Tips for Veterans

### **Translating your military experience**

1. Consider **core competencies** and understand how your experience relates to them.
  - Leadership
  - People management
  - Project/Program management
  - Teamwork
  - Innovation
  - Communication
  - Adaptability
  - Analytical skills
  - Problem solving
  - Strategic decision making
  - Risk management
2. Consider these questions when describing your work/project experience.
  - a. What was the business value added?
  - b. What was the purpose of the project?
  - c. Did you do analysis, design or planning of the project?
  - d. What tools or software did you use?
  - e. Did the project increase user productivity? By how much?
  - f. Was it re-engineered or new?
  - g. What development methodologies were used?
  - h. How many users did it support? What team size was impacted?
3. Tailor your résumé to each job.
  - Think about how is your experience relevant to the position
  - Most relevant experience may come from somewhere other than primary job- collateral billet, volunteer work or something in your spare time outside military
4. Demonstrate impact: Accomplished (X) as measured by (Y) by doing (Z)
5. Quantify your military experience using actual numbers, percentages, dollar values and volumes to lend credibility to your accomplishments.
6. Translate military jargon and acronyms as often as possible.
  - MAJ/Brigade S3 = Operations Director
  - Deployed in support of OIF as a M249 gun-ner in a 20- man recon platoon = Served in support of Operation Iraqi Freedom as part of 20- person team tasked with intelligence gathering missions
7. Make sure to list relevant certifications, awards, citations and security clearances.
8. Ask a non-military friend to read your resume.
  - Have a civilian review it and challenge them to understand your military experience
9. Represent your experiences consistently.
  - Ensure basic timeline and dates of your work are consistent online and on paper

## Core competencies examples

1. Leadership: Consider the following questions.
  - a. What position did you hold in the military? How many people did you supervise and what was your responsibility?
  - b. Was there ever a period of time you were responsible for a group of people outside your normal position?
  - c. What were the responsibilities and specific accomplishments of the team you led?

### Example bullet:

- Led 30 soldier combat engineer platoon in combat mission in Iraq without injury or loss of equipment
- Company Commander, Officer in Charge (OIC), Selected as “Company Commander” over peers and higher- ranking officers to lead company of 30 personnel

2. Project/program management: Consider the following questions.
  - a. Can you describe when you worked under a deadline?
  - b. Were you responsible for maintenance of equipment or for a task that required keeping track of several different items?
  - c. Can you name a time when you had limited resources? What did you do to get the job done or accomplish the mission?

### Example bullet:

- Supervised maintenance of 200 pieces of equipment, fixing 90% over a 1-year period
- Directed network management, training, quality assurance and customer service operations

3. Teamwork: Consider the following questions.
  - a. Can you name a time when you worked as part of team?
  - b. Can you describe the specific accomplishments of the team and what your responsibilities were within the team?

### Example bullets:

- Worked with 3 other officers to create battalion operating handbook, used by over 400 people in the organization
- Worked with several small military teams to plan and execute the logistics of bringing 4,000+ soldiers home, including homecoming ceremonies, media coverage and notifying families

4. Problem solving: Consider the following questions.
  - a. Did you ever identify a target issue on your own? Did you take steps to solve it? If so, how and what were the results?
  - b. What sort of problems did you encounter during your time in the military? How did you handle the problems that arose? Was there a time you solved a particularly large issue? What were the results?

### Example bullet:

- Identified accounting error in food orders, leading to \$150K savings over 6 months
- Implemented shorter training pipeline, allowing same number of trainees to graduate in 20% with same skills and knowledge

## **MILES ADAMS**

22 Washington Avenue • Ronkonkoma, NY 11779

Home: 310-555-6798 • Cell: 310-555-1234 • [adamsm@yahoo.com](mailto:adamsm@yahoo.com)

### **PROFILE**

- Accomplished in developing effective processes and directing complex logistics functions for multi-million-dollar projects.
- Excel at coordinating tasks of numerous internal divisions and external agencies to ensure rapid, accurate delivery of equipment, materials and resources.
- Advanced expertise in reviewing invoices and shipping manifests to ensure full compliance with local customs and international regulations.
- Proficient in a variety of logistics and supply management software, both proprietary and commercial.

### **EDUCATION**

**Suffolk County Community College**, Selden, NY

*Associate of Applied Science -Business Administration*

May 2023

### **AREAS OF EXPERTISE**

- |                                  |                                     |
|----------------------------------|-------------------------------------|
| • Distribution Management        | • Inventory Control Processes       |
| • Continuous Process Improvement | • Transportation/Materials Handling |
| • Quality Assurance              | • Standards/Procedures Compliance   |
| • Vendor and Staff Relations     | • Training and Leadership           |

### **PROFESSIONAL EXPERIENCE**

**United States Army (various locations)**

*Logistics/Distribution Supervisor*

2011 – 2013

- Directed 8-member team to develop highly efficient routing system for \$47 million in supplies and equipment
- Monitored all transportation operations, including quality controls, to ensure transportation services met contract obligations as well as local and national government regulatory requirements
- Served as transportation liaison between various organizations and countries
- Oversaw dispatching, routing, tracking, and shipping activities to ensure safe, prompt, and accurate delivery of transportation equipment
- Trained and coached staff on new tracking procedures
- Communicated operational needs to senior management
- Achieved 99.5% average delivery rate on all assignments with no loss of materials or assets
- Identified and corrected efficiency bottlenecks, which saved \$1.2 million and resulted in faster, more accurate supply shipments
- Played an integral role in creating new automated method for property tracking procedures to increase accuracy and accountability

*Logistics Coordinator*

2007 – 2011

- Collaborated with and supported Logistics Manager in overseeing up to \$25 million in equipment and supplies shipped worldwide to support a wide range of projects
- Assured proper authorization for shipments; oversaw tracking and monitored cross-border transportation activities
- Held accountability for \$11 million in property, equipment, and supplies
- Developed and operated automated systems to optimize flow of supplies

### **PROFESSIONAL DEVELOPMENT**

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| • Advanced Logistics Management | • Standards and Procedures Compliance |
| • Advanced Inventory Management | • Leadership and Supervision          |
| • Distribution Operations       | • Diversity Training                  |

## **Writing a Cover Letter**

Always remember to include a cover letter when sending your résumé. The cover letter gives you the opportunity to present yourself and introduce your résumé to potential employers. A cover letter allows you to communicate your interest in a particular job, in written form, to the employer. In the letter, you can describe your skills and abilities and why you are the best candidate for the job. Below are some tips for creating an effective cover letter.

1. Whenever possible, address the letter to a person and not a position or title. Avoid using Dear Sir or Dear Madam. If you cannot find someone specific, use “Dear Human Resources Representative”
2. Tailor each cover letter to each position. Indicate the position for which you would like to be considered. This will convey focus on a career.
3. Keep it brief. Three to four paragraphs are sufficient.
4. In the first paragraph, state why you are writing, indicate the title or type of position you are seeking, and where you heard about the position.
5. The second and/or third paragraph should include your experiences/interests and what you know about the organization. Be sure to focus on those experiences that demonstrate skills related to the position you are applying for and why you would be a great fit.
6. Your final paragraph should include a proactive closing statement outlining the action you will take to follow up on your application. For example, “I welcome the opportunity to meet with you to further discuss employment opportunities. I will follow up with your office next week.”
7. Be clear. Avoid being redundant and restating the same information on your résumé. Consider personalizing your letter and describe how those skills make you a better fit.
8. Carefully proofread your letter for grammatical, spelling, or typing errors. You should never send a letter with errors of any kind.
9. Keep copies of all correspondence for easier follow-up.
10. Sample cover letters are included for your review.

## **Cover Letter Sample**

202 River Road  
Shirley, NY 11967  
(631) 444-9999  
[campb42@mail.sunysuffolk.edu](mailto:campb42@mail.sunysuffolk.edu)

July 5, 2022

Mr. Ronald Humphrey  
Vice President of Authorization Systems  
First Data  
4531 Veterans Memorial Highway  
Ronkonkoma, NY 11779

Dear Mr. Humphrey:

Enclosed please find my résumé in application for the technology internship at First Data, as seen posted on [www.indeed.com](http://www.indeed.com). Currently, I am pursuing an Associate of Applied Science in Information Technology, focused on Network Design and Administration, at Suffolk County Community College.

The technology program at Suffolk, with its rigorous coursework and training, has afforded me skills that would make me an asset to your organization. I know that I can provide an exceptional level of integrity, productivity, initiative and teamwork to every project. Through my work as a member of the Geek Squad for Best Buy, I have gained practical experience trouble shooting issues, meeting deadlines, and satisfying customer needs. Your outstanding reputation as a leader in the field of Credit Card Processing and Payment Solutions for over 25 years, with continued cutting-edge innovation and sustained growth, is just the atmosphere in which I would excel.

If you find me to be a qualified applicant, I would welcome the opportunity to speak with you further about this opportunity. To arrange an interview, please contact me at the telephone number or email address listed above. Thank you in advance for your consideration.

Sincerely,

***Chris Campbell***

Chris Campbell

Enclosure: Résumé

Joe Carter  
21 Carson Street  
Selden, NY 11784  
(631) 111-1111  
[Cartj16@mail.sunysuffolk.edu](mailto:Cartj16@mail.sunysuffolk.edu)

June 13, 2022

Ms. Mary Boss, MBA  
International Corporate Tax Senior Manager  
Ernst & Young  
123 Smith Road  
Port Jefferson, NY 11777

Dear Ms. Boss:

Enclosed please find my résumé in application for the Tax Intern position advertised on Suffolk's College Central Network website. I am very interested in working at Ernst & Young because of your reputation of efficient service and commitment to entrepreneurs in both emerging and developed economies around the world.

Currently, I am enrolled at Suffolk County Community College pursuing an associate's degree in accounting, and also have two years of prior bookkeeping experience. My participation in the Business and Accounting Club and volunteer work with Big Brothers/Big Sisters has given me the opportunity to strengthen my leadership skills and improve my organizational skills.

The opportunity to be involved with a company who has been recognized by FORTUNE Magazine as one of the "100 Best Companies to Work For" excites me. Possessing a global mindset, I would love to be part of an organization who values include integrity, respect and teamwork. The internship program at Ernst & Young really prepares students and provides practical knowledge to gain hands-on experience. With a strong interest in the field, I look forward to being exposed to and receive training in your core practices of Assurance, Advisory, Tax and Transaction Advisory Services.

Eager to apply my energy, enthusiasm, and experience to a new career in accounting, I hope you will consider me to be a qualified applicant for your diverse culture. I welcome the opportunity to meet with you to further discuss employment opportunities. I will follow up with your office next week. Thank you for your time and consideration.

Sincerely,

*Joe Carter*

Joe Carter



## **Interview Preparation/Tips**

To put your best foot forward, read through the following interviewing tips and prepare some responses. Please inquire at your campus regarding the availability of mock interviews to practice.

### **Do your homework**

Research the organization by visiting the company website to learn about their mission. Study the job description before your interview. Formulate questions about the organization and be sure to practice your elevator pitch, which includes a brief summary of your education, experience and why you want the job.

### **Screen Yourself**

If you use online social networking sites such as Facebook or Instagram, edit the content so that your profile doesn't contain anything that you wouldn't want your employer to see. More and more employers are turning to such sites to find out more information about job candidates. Make sure you are portrayed in a positive light. Google yourself and see what comes up; this is also what potential employers will see.

### **Be Prepared**

Review the lists of sample questions included in this booklet. Take time to research the organization so you are prepared to ask and answer questions. Gather all necessary materials; remember to bring relevant documents with you to your interview.

### **Review Your Résumé**

Review your résumé before the interview, especially if it hasn't been updated in a while. Bring extra copies to your interview. Remember that your résumé should focus on the position you are seeking. Concentrate on the skills required for that position. Also, bring copies of your reference list.

### **Watch Your Body Language**

While most interviewers work to provide a comfortable interview atmosphere, the first few minutes often determines the tone. You can project a positive, interested attitude by smiling, making positive eye contact, and offering a firm handshake. You want to make a good impression from the moment you enter. Greet the receptionist cordially and with confidence. How you appear and relate to each person you meet speaks volumes about your communication skills and your attitude while working with others. Show you are receptive by avoiding crossing your arms and legs. Take a few deep breaths and relax. This will help you appear relaxed and confident.

### **Evaluate Your Strengths**

During the interview, you will be asked questions about your work experience, education, skills, and interests. This is the time for you to stress your strengths. If possible, use specific examples to illustrate your point whenever possible. If you are especially proud of a particular experience or accomplishment, offer that example.

## **Dress Professionally**

Dress professionally and conservatively. Do NOT wear casual clothing to your interview. Not sure what to wear? The classic interview outfit would include the following:

Conservative two-piece business suit

or

Blazer

Slacks or Skirt

Shirt & Tie

Blouse

Closed toe shoes/socks/belt

Pantyhose (if wearing a skirt and the environment is ultra conservative)

Keep jewelry conservative

Check with the company to see what their environment is concerning proper wardrobe.



**Be on Time**

Arrive at least 5 minutes early. Never arrive late for an interview.

**Ask Questions**

A list of sample questions follows. You are entitled to and should ask questions regarding the facility and the position, to demonstrate your interest and learn more.

**Follow-Up/Write a Thank You Note**

After your interview, make sure you ask for a business card from the person(s) who interviewed you and write a thank you note to each one. This can be beneficial in helping to develop a network with prospective employers in your field. (See sample thank you note on page 20)

**REMEMBER:**

- Learn about the company and prepare several questions prior to your interview
- Have your schedule of availability with you
- Bring an extra copy of your résumé and a separate list of references
- Dress professionally
- Turn off your cell phone or leave it in the car
- Be early for the interview
- Show enthusiasm
- Maintain eye contact with the interviewer
- Be conscious of non-verbal behavior
- After the interview, be sure to send a thank you email

## **SAMPLE INTERVIEW QUESTIONS THAT MAY BE ASKED**

- ✓ Tell me about yourself.
- ✓ What are your long-term career goals?
- ✓ What do you see yourself doing five years from now?
- ✓ Tell me about a time when your course load was heavy. How did you complete all your work?
- ✓ What three adjectives would you use to describe yourself?
- ✓ In what ways do you think you can contribute to our company?
- ✓ Why did you select your college or university?
- ✓ What led you to choose your field of major study?
- ✓ Why did you decide to seek a position with this company?
- ✓ What have you learned from your mistakes?
- ✓ What is your major strength/weakness?
- ✓ Describe an experience in which you worked as part of a team
- ✓ Give an example of a problem you encountered at school or at work, and explain how you solved it.
- ✓ Why should we hire you?

**BE PREPARED TO ANSWER: *DO YOU HAVE ANY QUESTIONS FOR ME?***

## **SAMPLE QUESTIONS YOU CAN ASK THE INTERVIEWER**

- ✓ What duties and responsibilities does this position involve?
- ✓ What kind of on-the job training is allocated for this position?
- ✓ Who would be my direct supervisor?
- ✓ What experience is best suited for this position?
- ✓ What are some of the problems that I might expect to encounter on this job?
- ✓ What would a normal working day be like?
- ✓ Is it possible to move between departments?
- ✓ Have any new product lines/services/curricula been announced recently?
- ✓ Are there opportunities for advancement within the organization?
- ✓ Is there enough time to take me on a tour of the facilities?
- ✓ How did you get involved in this field?
- ✓ What is your timeline for filling this vacancy?

## THE THANK YOU EMAIL

Within 48 hours of any interview, you should send a thank you email. It is an opportunity to make yourself stand out and reiterate your interest in the company. If you are uncertain of the name and position of the person you are interviewing, ask for a business card as you leave the interview. This also helps you make sure you have the correct name on the thank you email.

### THANK YOU EMAIL SAMPLE

**To:** Employer's email address

**From:** Your professional email address

**Subject:** Thank you

Dear Mr./Ms. Last Name:

I enjoyed speaking with you today regarding the Technology internship at First Data. The position seems to be an excellent match for my skills and interests.

The innovative approach to transaction processing that you described confirmed my desire to work with you. In addition to my enthusiasm, I will bring to the position a strong work ethic, initiative, and the ability to cooperatively work with other team members within the department.

I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you regarding this position.

Sincerely,

Your Name

## **Professional Networking Sites**

Networking is one of the most important components of job searching today. Most people know that the best way to find a job is through networking. You can go to networking meetings, tap into your own personal network, or ask friends who they know. Similarly, there are many ways to use social media in order to network, and eventually find a job. Below are some top social and professional networking sites to enhance your career and boost your job search.

**LinkedIn** – LinkedIn's goal is to allow registered members to establish and document networks of people they know and trust professionally. LinkedIn allows you to network with people and professional organizations in your industry. This helps you stay up-to-date with industry trends and share information with others who do similar work to yours.

Just as a résumé is necessary for a job interview, a professional online presence is needed for any kind of career opportunity, whether it be a new job, speaking engagement or collaboration. And a professional LinkedIn profile is basically an online résumé which helps ensure that the good work you do is publicly recognized and that others know how to reach you with relevant opportunities.

If you're still skeptical, consider that for most industries, potential employers may find it strange if you're not on there. Oftentimes, if you apply for a job, whoever vets your résumé will look at your LinkedIn profile, whether it's to see if you have mutual connections who might reveal what it's like to work with you, or to settle any questions raised when looking at your cover letter and résumé. Go to [www.linkedin.com](http://www.linkedin.com) to sign up today. After signing up, connect with, follow, or join professional groups and employers in your field. Speak to Career Services for more guidance on developing a robust LinkedIn Profile.

**Facebook** – If you do decide to use Facebook for professional networking, a word of warning, some experts suggest that Facebook and business don't mix well. Visit [www.facebook.com](http://www.facebook.com) if interested. Here are some suggestions on how best to utilize the platform:

- Take a close look at your profile and decide what you want business contacts or prospective employers to see - and what you don't.
- Create a simple profile (or clean up your existing one).
- Post content relevant to your job search or career.

**Twitter** - Employers and job sites post job openings on Twitter, and job seekers use Twitter to help facilitate their job search. When you're seeking employment, Twitter can be an effective part of your job search strategy. Used in conjunction with LinkedIn, job search engines, and other job sites, Twitter can help you make connections, find job listings, and build a personal brand that will help boost your career and expedite your job search. Visit [www.twitter.com](http://www.twitter.com) for more information.

**Instagram** – There are many influencers who have developed their brand successfully on the mobile app, Instagram, and have attracted multiple followers to generate sales of their products. This social media platform thrives off photos and visual images, and may lend itself perfectly to those pursuing creative careers. Be mindful of who you choose to connect with on Instagram, but if used properly, this can be a great marketing tool to promote yourself.