JOB SEARCH MANU ALC

A resource provided to CCAC students and alumni to assist in resume building, interview preparation and finding career opportunities.
Our Goal is Your Success

Community College of Allegheny County (CCAC) is a place where dreams become a reality—and careers begin. We are the region’s premier provider of workforce training. CCAC supports increased prosperity and opportunity by providing education to individuals to meet the emerging workforce needs of the community and employers.

Career Services is dedicated to assisting you in your job search and providing assistance individually, in small groups and in classroom presentations. Services are available to students, alumni and community members throughout their career. This manual has been prepared to guide job seekers to successfully navigate the job search process and develop the skills necessary to meet the challenges to secure their place in the workforce. This cycle may be repeated throughout your career, and we are available to help you as your career needs change.

PLEASE CONTACT US

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808 Ridge Avenue
Pittsburgh, PA 15212
412.237.2545

**Boyce Campus**
595 Beatty Road
Monroeville, PA 15146
724.325.6771

**North Campus**
8701 Perry Highway
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412.369.3674

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1750 Clairton Road
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This manual was funded by the Carl D. Perkins Grant and created by the Employment Specialists at Community College of Allegheny County.
INTRODUCTION

A successful job search is more than just a resume and a job application. It is a series of positive contacts with prospective employers, and it will involve some work on your part.

This is some of the most important work that you will ever do, so it is important that you not only take it seriously, but that you give yourself enough time to get it right.

- Plan to write, and then review, your resume and cover letter every time you apply for a job. Work with your campus Career Services team to review your resume, cover letters and reference sheet.
- Adapt your resumes and cover letters to match the requirements of job descriptions (see page 34).
- Be sure to do a lot of research on your target industry. Select companies that may have potential positions for you and certainly those companies with which you have scheduled interviews.
- Work on your 30-second “elevator speech” (see page 7), which is vital in tight time situations, such as career fairs, and professional and social networking events. This is your opportunity to present your qualifications, your background and yourself in a positive manner.

The following pages will guide you through the job search process. This manual is divided into sections that focus on specific steps to assist you to reach your objective of securing a job in your chosen career field.

Many people begin or return to school with a goal of career advancement. The culmination of this time spent is not just receiving a degree or certificate but securing a new career. This process may be as simple as using new skills and credentials for advancement within the same career area and company. It may also be as complex as making a radical career change, such as going from being a school teacher to a systems analyst.

The average person will change jobs between 10 and 15 times and change careers three times.

Employers integrate technology into hiring practices and require specific skill sets from their employees. In order to compete for openings, job seekers need to enhance their techniques in contacting and marketing themselves to employers. These techniques involve:

- Uploading resumes
- Completing online applications
- Interviewing
- Testing
- Using social media to project a professional image

The person hired is not always the most qualified, but rather the person who has convinced the employer that he/she is the best candidate.

Planning Your Time

Securing a position may take more time than you anticipate. Even if you are under no economic pressure to find a job quickly, starting your search early is a good idea. Delays may hurt your chances of finding the job you want. If you have just finished school, you are competing for similar positions with other new graduates in your field. A long delay between graduation or your last job and your application for work may give an employer the impression that his organization is one of your last choices. Once you start your search, you should treat it as a full-time job.
The following suggestions will help you plan your time for an efficient job search:

- Plan and start your search as soon as you know you will need to find a new job.
- Make your job hunting a full-time project. You work a 40-hour week for an employer; you should work no less for yourself.
- Tell all friends, family and professional acquaintances that you are looking for a job in your career field.
- Be prepared to provide a resume that is updated and accurately reflects your job search goals, education, skills and qualifications that you have to offer an employer each time you apply for a position.
- Keep track of your contacts, including who and when you had contact.
- Prepare your 30-second “elevator speech” for the kind of work you are seeking.
- Manage your online image by creating a LinkedIn account or similar account and review your social media presence to ensure you have a professional image.
- Before approaching an employer, research the company, products, services, job openings, financials and locations thoroughly.
- Respond to leads as soon as possible.

CCAC Career Services Online
ccac.edu

This site will give access to resources that will assist in your job search. Enter Career Services in the search box and you will be directed to the related information.

CCAC College Central Network for Students, Alumni & Community Members

CCAC College Central Network
(www.collegecentral.com/ccac)

Registering on CCAC College Central Network will enable you to view all full-time and part-time positions, co-op opportunities and internships submitted to CCAC. You must have an email account to register. Enrolled students may obtain an email address through Information Technology Services (ITS), or free email accounts are available from numerous online sources. Be sure that your email address is professional.

After you register, list your College Central login information:

User ID_________________________________

Password_________________________________

It is recommended you keep a list of all user IDs and passwords used during your job search in a secure location.

Uploading a Resume on CCAC College Central Network

Uploading your resume on this network will enable you to forward it directly to employers that utilize this feature. Some employers accept resume submissions directly to their CCAC College Central Network account.

It is strongly recommended that you have your resume approved by a Career Services professional prior to uploading. After your resume is approved, it will be available to employers.
### GETTING STARTED

#### Job Search Realities

- You will not be given a job because you need a job, no matter how much you need it.
- **YOU WILL GET A JOB BECAUSE AN EMPLOYER NEEDS YOU.**
- If you show that you can produce results to fit an employer's needs, you will be a desirable candidate.
- To show you fit the employer's needs, you must know the strength and extent of your skills and communicate their relevance to the employer.

#### Identify Your Skills

Finding a job can be a complex and time-consuming process. One of the first steps is to identify skills you have to offer an employer. Along with the knowledge you received during your education, you also possess transferrable skills; these are skills you have developed in previous jobs and volunteer experiences that can also be applied to your new career opportunity. Identifying these skills may seem overwhelming at first, but use the guidelines below and list examples of when you used these skills in the past.

In the space provided, list 3 different experiences where you developed and used your skills. Examples are provided to help you get started identifying skills from your experience.

<table>
<thead>
<tr>
<th>People Skills—This refers to a person's ability to interact with others.</th>
<th>EXAMPLE: Worked in a busy restaurant</th>
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<tbody>
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<td>2.</td>
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<tr>
<th>Communication Skills—How well do you communicate? Are you able to speak in front of an audience or group?</th>
<th>EXAMPLE: Explained menu items and answered questions</th>
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<tbody>
<tr>
<td>1.</td>
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<tr>
<th>Customer Service—Are you patient and attentive to the needs of others? Are you able to remain calm under pressure?</th>
<th>EXAMPLE: Ensured that the needs of all guests were met</th>
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<td>1.</td>
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<tr>
<th>Technical Skills—What tools, software and/or machinery are you competent in?</th>
<th>EXAMPLE: Operated a point of sale system/cash register</th>
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<td>1.</td>
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<tr>
<th>Problem-Solving &amp; Analytical Skills—This involves recognizing and researching a problem and finding a solution.</th>
<th>EXAMPLE: Resolved customer complaints</th>
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<tbody>
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<td>1.</td>
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<tr>
<th>Leadership Ability—Have you taken the lead on a task or managed people or things?</th>
<th>EXAMPLE: Trained new staff members</th>
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<tbody>
<tr>
<td>1.</td>
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</table>
Evaluating Your Employment Needs and Preferences

For you to be successful in any position, it not only has to be a good fit with your skills but also a good fit with your needs. When selecting positions to apply for, you need to know what is important to you about a job.

Circle your answers to the following questions:

- Do you prefer a small business or a large corporation?
- Do you prefer a structured environment or one that is fast-paced?
- Do you need a company that is accessible to public transportation? Yes No
- What is the distance you are willing to travel? 0–15 miles 16–30 miles
- Are you willing to work in downtown Pittsburgh? Yes No
- Do you need a flexible schedule? Yes No
- What benefits are most important to you?
  - Tuition assistance
  - Health insurance
  - Vacation/paid time off/sick leave
  - 401(k)/retirement plan
- In what atmosphere do you thrive best? Professional Casual
- Are you willing to work:
  - Nights/evenings
  - Overnight
  - Weekends
  - Holidays
- Which would you prefer: Working for a start-up company or an organization that is established?
- Are you interested in a set salary or a performance-based salary?
- How will this position balance with your other life priorities, such as family and further education?

All these questions should be considered during the job search and when you are seeking a position. As your job search progresses, your needs may change, which may result in adapting your job search to fit these changes. As you begin networking and developing contacts in your job search, keep your needs in mind.

Networking

Remember that many jobs are found through networking. To access this hidden job market, you need to network with your friends, professionals, professors/instructors and relatives. These contacts should become the beginning of your network. Your goal is to make a list of these people and use your contacts to begin and expand your career network.

- Remember, you increase your chances of finding a job by increasing your contacts.
- Current employees and senior managers of an organization are more likely to pass your resume along to friends in the business, thereby multiplying your leads.

If your education prepared you for a specialized field, contact everyone you know in that field including your professors/instructors, who may be working in your area of interest and have contacts to share with you. For example, if your major and job interest is in accounting, develop a list of accounting firms or companies using accountants who are known to you, your family, friends or professors/instructors. Contact these people and tell them you are interested in a job in their field. If they do not have an opportunity for you, ask them if they can refer you. Always ask your contacts for permission to use their name when applying.

Utilize Contacts with Alumni

Consider joining and becoming active in your college's alumni association to expand your networking contacts. After all, you can assume that most of the members are already employed and may have contacts in your field of interest.

Below is an example of successful networking:

One young man, a business student, mentioned to a neighbor that he was looking for a job. Two days later, the neighbor's friend, a manager who was looking for a manager trainee, called the student and asked him to come in for an interview and subsequently hired him.

Start to develop a list of people to network with in your career search. Make a list of five people you will contact to start networking. (List the person's name, company, position, date of contact, telephone number, email address and result.)
### Networking Results

- 35% of job seekers applied to their current or most recent position via referral—especially millennials
- 34% of recruiters consider referrals their best source of hires
- Referred applicants are 5 times more likely than average to be hired

Source: Jobvite’s 2017 Job Seeker Nation Study

### Your Networking Contacts

<table>
<thead>
<tr>
<th>Name and contact information</th>
<th>Action taken and results</th>
</tr>
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</table>
| EXAMPLE: John Smith  
ABC Company—Technician  
412.000.0000  
jsmith@email.com |  
• Spoke with John on 7/1/2018.  
• He said to send him my resume, and he would give it to his manager. |
Social Media Resources for Job Searching & Networking

Almost all employers are using social media sites to identify, recruit and screen candidates for employment. Use these sites wisely to market your skills, build your network and apply for jobs. Be selective about who you connect with and regularly monitor comments made by others. Remember to be creative, communicate professionally and exchange recommendations.

When preparing for a job search, it is important to review not only your credentials but also your online presence. Today’s employers will be completing online inquiries of applicants prior to scheduling interviews or extending a job offer. For this reason, it is imperative that you review all social media references you have.

Today there are many social media platforms that are popular. Some social media sites that you may be familiar with are Facebook, LinkedIn, Twitter and Instagram. These are not the only sites, and you should be cautious when using any social media platform.

Check off all the suggested strategies when you review your social media platforms.

Positive things to “DO” to impact your career with social media platforms:

☐ DO focus on your qualifications, skills, accomplishments and education as well as volunteer work.

☐ DO block friends that may post inappropriate pictures or messages on your sites, pages or walls.

☐ DO change the settings to private of unprofessional images, posts and communications that cannot be removed or deleted.

☐ DO join professional communities that align with your career goals.

☐ DO utilize the job posting features of sites that have them.

☐ DO build an online network that pertains to your target career.

☐ DO advise friends not to post inappropriate images or comments about you on their social media platforms.

☐ DO create a professional profile, including skills and qualifications, and upload a photo of you dressed in professional attire.

☐ DO research on companies that you may be interested in to learn about the company culture and workplace life.

Negative impacts your social media platforms may have on your career:

☐ DO NOT comment on topics that may be controversial or discriminatory, such as political or religious affiliations.

☐ DO NOT update your status to notify friends and/or colleagues you are searching for a new opportunity if you do not want your current employer to know.

☐ DO NOT post criticism of current or past colleagues and employers.

☐ DO NOT communicate personal information about yourself or colleagues.

☐ DO NOT lie about qualifications, accomplishments and/or skills.

☐ DO NOT post provocative photos of yourself that are unprofessional or ones that include alcohol or drug use.

☐ DO NOT share confidential information about other employers, colleagues, peers, family members or professors.

☐ DO NOT post or update your status multiple times a day because it may give the impression you are not focused on your professional career.

☐ DO NOT act desperate about finding a job as you may appear unprofessional.

Attend Job/Career Fairs

Job fairs are a great opportunity to network with employers. There are many eager employers, all located in one convenient area, waiting to talk to you. There are also employers from many different industries, so if you are not sure what type of position you are seeking, a job fair will give you the opportunity to ask questions.

• Avoid asking what the company does and if they have any jobs available. Employers expect you to know something about their companies and positions.
• Research to find out which companies will be in attendance. Make a list of the employers that interest you and visit their websites. Employers are impressed with applicants who demonstrate a familiarity with the organization, have prepared intelligent questions to ask and have thought about the way they might fit into the organization.

• Take copies of your resume to leave with employers.

• Do not shove your resume at the employer; ask if they would accept a copy. If the employer declines your resume, there are reasons why. They may instruct you to apply online; make sure you follow their instructions.

• Avoid taking candy and promotional items unless invited to do so.

• Unlike a regular job interview, you may only have a short amount of time to speak with a recruiter. The more prepared you are, the better the first impression you will make.

• Develop a 30-second “elevator speech” about yourself. Highlight the benefits that you would bring to the company. Remember, this face-to-face interaction is important to getting an interview. (See the Elevator Speech heading for guidelines.)

• A job fair gives you the opportunity to present yourself in a way you might not be able to on your resume. Interpersonal skills, communication skills and business social skills are critical.

• Remember that employers take into account your smile, handshake and attire when forming their impression. Look professional by dressing in business attire.

• Do not be overzealous and say that you will take any job they have. Show your enthusiasm but have a specific target career in mind.

• Ask for their business card and after the job fair, send an email or thank you letter to those individuals with whom you established personal contact. It is very important to follow up with employers that have positions you are interested in.

Elevator Speech

In every job search, introductions will be required, so an applicant will need to develop an “elevator speech.” This speech is used when introducing yourself to potential employers, reaching out to new networking contacts and in interview situations. In this brief (30–60 seconds) speech, the applicant communicates the who, what and where of their job search. When drafting an “elevator speech,” the applicant should follow this outline:

• Who—Who are you? Include information about your education and credentials, employment history, internships, clinical experiences and professional affiliations.

• What—What skills and experience do you have to offer an employer?

• Where—Type of position or opportunity you are seeking.

**Elevator Speech Example Outline**

| Who are you? | Jordan Brown  
|             | Graduate of CCAC with an Associate of Science in Criminal Justice  
|             | Internship with the Pittsburgh Bureau of Police, Zone 1 |

| What skills and experience? | Gathered evidence from crime scenes, completed reports, assisted with crowd control and traffic accidents  
|                            | Work as a security guard with ABC Security at ZYX apartment complex  
|                            | Worked as a laborer/landscaper for a home remodeling |

| Type of position/ opportunity you are seeking | Full-time position with a local police department within Pennsylvania |
Elevator Speech Example
Hello, my name is Jordan Brown. I am a recent graduate of Community College of Allegheny County with an Associate of Science in Criminal Justice.

As part of my education, I completed an internship with the Pittsburgh Bureau of Police and was assigned to Zone 1, where I shadowed and worked closely with officers primarily during the 3:00–11:00 PM shift. My experience includes gathering evidence from crime scenes, completing reports, and assisting with crowd control and traffic accidents.

Currently, I am working as a security guard for ABC Security at the ZYX apartment complex. In this position, I interact with the residents and guests and ensure all individuals and grounds are safe and secure. My employment history also includes working as a landscaper and laborer. I am now searching for an opportunity with a local police department as a full-time officer.

Develop Your own Elevator Speech
After you have developed an “elevator speech” you are comfortable with, practice delivering it. Practice in a mirror or video yourself giving the speech. Also, time yourself giving the speech. The maximum time should be 75 seconds. Do you sound natural and relaxed? This is your introduction to a potential employer, so you need to sound confident and professional. When using this speech at a job/career fair or at the beginning of an interview, you want the potential employer to want to learn about you and have a positive response. Remember, this speech is the first impression you are giving to a potential employer, so you want to convey your experience and skills as they relate to the position you are seeking. Most importantly, you want to sound positive and confident and not like a robot who is repeating a memorized speech.

Outline of Your Elevator Speech

Who are you?

What skills and experience?

Type of position/opportunity you are seeking

Searching for Job Opportunities
There are many other places where you should search for positions. The more widespread your search is, the more opportunities you will find.

Look for Jobs in Government
Federal, state and municipal governments recruit graduates. Jobs range from forest rangers to FBI agents, from technical specialists to general administrators. Salaries are usually excellent, and benefits compare favorably with those in private industry. For websites, go to page 9.
**Look to Public and Private Employment Agencies**
Most states have employment services, which can be of help to you. Many of these services give special attention to recent graduates. There is usually no charge for their services. These organizations often maintain job boards, provide employment assistance and hold employment networking events. A listing of current local employment agencies can be found through an internet search.

**Contact Your Local Chamber of Commerce**
If your primary interest is a specific city or town, try the local chamber of commerce. Some chambers of commerce conduct programs designed to keep local talent from leaving the area or to attract new talent to the area.

**Try These Other Suggestions**
Be alert to the following to uncover hidden job leads:
- New construction/company expansions
- Staff promotions and retirements
- Formation of new departments
- Transfer of personnel announcements
- Community-based human service organizations

**Internet Resources for Your Job Search**
In today’s job market, the internet has become a valuable tool. Websites for companies and organizations can provide information not only on their products and services but also on current job openings. In addition, job posting sites list not only available openings, but many offer information on salary ranges, company reviews, interview questions and suggestions for securing employment.

### Job and Internship Search Sites

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<th></th>
<th>Website</th>
<th>Description</th>
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<tbody>
<tr>
<td>Broadcast Jobs</td>
<td><a href="http://www.tvjobs.com">www.tvjobs.com</a></td>
<td>Internships in broadcast journalism</td>
</tr>
<tr>
<td>Career Builder</td>
<td><a href="http://www.careerbuilder.com">www.careerbuilder.com</a></td>
<td>Job postings, employer profiles and career resources</td>
</tr>
<tr>
<td>CCAC College Central Network</td>
<td><a href="http://www.collegecentral.com/ccac">www.collegecentral.com/ccac</a></td>
<td>Jobs/internships available from employers who have requested posting through CCAC</td>
</tr>
<tr>
<td>CCAC Jobs</td>
<td><a href="https://www.ccacjobs.com">https://www.ccacjobs.com</a></td>
<td>Full-time and part-time positions at CCAC</td>
</tr>
<tr>
<td>City of Pittsburgh</td>
<td><a href="https://www.governmentjobs.com/careers/pittsburgh">https://www.governmentjobs.com/careers/pittsburgh</a></td>
<td>City of Pittsburgh positions</td>
</tr>
<tr>
<td>Dice</td>
<td><a href="https://www.dice.com/">https://www.dice.com/</a></td>
<td>Technology sector</td>
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<td>Hcareers</td>
<td><a href="https://www.hcareers.com/">https://www.hcareers.com/</a></td>
<td>Hospitality jobs</td>
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<tr>
<td>Higher Education</td>
<td><a href="http://www.higheredjobs.com">www.higheredjobs.com</a></td>
<td>Post-secondary education positions</td>
</tr>
<tr>
<td>Imagine Pittsburgh</td>
<td><a href="http://www.imaginepittsburgh.com/work">www.imaginepittsburgh.com/work</a></td>
<td>Pittsburgh-area employment</td>
</tr>
<tr>
<td>Indeed</td>
<td><a href="http://www.indeed.com">www.indeed.com</a></td>
<td>Job postings, company reviews and salary comparisons</td>
</tr>
<tr>
<td>Internship Programs</td>
<td><a href="http://www.internshipprograms.com">www.internshipprograms.com</a></td>
<td>Internships</td>
</tr>
<tr>
<td>LinkedIn</td>
<td><a href="http://www.linkedin.com">www.linkedin.com</a></td>
<td>Professional networking site</td>
</tr>
<tr>
<td>Monster</td>
<td><a href="http://www.monster.com">www.monster.com</a></td>
<td>Employer profiles, job listings and job search articles</td>
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<tr>
<td>NonProfit Talent</td>
<td><a href="http://www.jobs.nonprofittalent.com">www.jobs.nonprofittalent.com</a></td>
<td>Social services and nonprofit organizations</td>
</tr>
<tr>
<td>PA CareerLink</td>
<td><a href="http://www.jobgateway.pa.gov">www.jobgateway.pa.gov</a></td>
<td>Job postings, career videos, veterans services and interview training</td>
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## Job and Internship Search Sites (continued)

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<thead>
<tr>
<th>Organization</th>
<th>Website</th>
<th>Description</th>
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<tbody>
<tr>
<td>PA Civil Service Jobs</td>
<td><a href="http://www.sscs.state.pa.us">www.sscs.state.pa.us</a></td>
<td>State jobs, summaries of civil service examinations, testing dates and application requirements</td>
</tr>
<tr>
<td>Pittsburgh Technology Council</td>
<td><a href="http://www.pghcareerconnector.com">www.pghcareerconnector.com</a></td>
<td>Technology-related companies in the Pittsburgh area</td>
</tr>
<tr>
<td>Regional Help Wanted</td>
<td><a href="https://regionalhelpwanted.com/">https://regionalhelpwanted.com/</a></td>
<td>Positions in the local area</td>
</tr>
<tr>
<td>Retirement Jobs</td>
<td><a href="http://www.retirementjobs.com/">http://www.retirementjobs.com/</a></td>
<td>Jobs for people over 50</td>
</tr>
<tr>
<td>Snagajob</td>
<td><a href="https://www.snagajob.com/">https://www.snagajob.com/</a></td>
<td>Hourly positions</td>
</tr>
<tr>
<td>Federal Government’s Official Job Site</td>
<td><a href="http://www.usajobs.gov">www.usajobs.gov</a></td>
<td>Federal government jobs</td>
</tr>
<tr>
<td>Vibrant Pittsburgh</td>
<td><a href="http://vibrantpittsburgh.org/">http://vibrantpittsburgh.org/</a></td>
<td>Jobs in the Pittsburgh area</td>
</tr>
</tbody>
</table>

### Make a list of 3 places where you would like to work.

Visit the website of these organizations and search for job postings that match your skills, education and experience.
Employment Scams

Although technology is a major component of the job search process, the job seeker needs to be aware that there is fraudulent information about job opportunities and companies on the internet. Every job seeker needs to be vigilant when searching for opportunities to avoid a potential scam.

How to Recognize Fraudulent Business Opportunities (Employment Scams)

The Federal Trade Commission (FTC) says that fraudulent business opportunities rank high in its database of consumer fraud complaints.

Most scam artists are really sophisticated, and they know exactly how to keep consumers from guessing the true nature of their business by providing phony references or creating misleading documents.

How to Spot Signs of Fraud

• Many fraudulent promoters send spam email or post internet ads involving selling or promoting merchandise or opportunities to buy into home-based businesses, be a personal assistant or other activities related to the internet.
• Often there are claims of high pay in weeks or months for little effort (“Work only a few hours a week!”) or claims about working conditions like the ability to “set your own hours,” “be your own boss” or “work from home.” Often there is a charge for these opportunities, which may be from a hundred to several thousand dollars.
• The above scams, which may be advertised through the classifieds, via spam emails or other job postings, have little chance of success—for example, a business with little or no demand in the market; cheap, low-quality or outdated merchandise; poor customer service; and few, if any, physical locations.
• Payment for work, in the form of cash or check, may be offered prior to actually starting the job.

Preventive Measures to Avoid Fraud

• If the opportunity involves selling or promoting products from a well-known company, contact the company’s legal department to verify if this is a legitimate opportunity.
• If the promoter requires a deposit, consult an attorney, accountant or other business advisor before you sign any papers.
• Contact the attorney general’s office, state or county consumer protection agency and Better Business Bureau to find out if the company has any record of unresolved complaints. Remember that an unscrupulous company will change names and locations to hide a history of complaints.
• Legitimate employers do not require payment from you to secure a job—so you should never have to pay anyone to find or obtain employment.
• Never accept or deposit cash or checks as payment for a job not started.

How to Report Possible Fraud

• File a complaint with the FTC online (https://www.ftc.gov/) or call toll free 877-FTC-HELP (877-382-4357).
• Notify the state attorney general’s office for the state where you live and also the state where the business promoter is based.
• Contact your county and/or state consumer protection agency and register a complaint.
• Alert the Better Business Bureau in your community and also where the promoter is based.

Gain Valuable Work Experience

Today, employers expect college graduates to have previous work experience. This work experience may include seasonal positions in retail or other service-based businesses and part-time positions that may or may not be related to their career goal. Employers want to see applicants that have transferrable skills in customer service, communication and time management. In addition, you can also gain relevant experience by completing an internship or co-operative education course, volunteering or through work-study. Internships and co-operative education experiences are related to your major course of study and may be substituted for work experience when applying to positions.

Part-Time Jobs

Part-time jobs provide real-life experiences that are valuable to future employers. Your experiences at fast food or retail jobs are worth putting on a resume because they show an employer that you have the ability to keep a job while going to school. Working parttime demonstrates your ability to multi-task and manage your responsibilities.
You can learn a great deal about how successful businesses operate and apply these practices to future positions. In addition, you learn to show up for work regularly, be on time, dress appropriately and perform assigned tasks.

Obtaining a part-time position in your field of study will be an advantage to you. It can increase your understanding of classroom material by providing real-life situations. For example, working as a physical therapist aide will increase your knowledge and understanding of a physical therapist assistant job and provide a better understanding of classroom information. Your development of transferable skills—including manners, appropriate behavior, conflict resolution, customer service, communication, leadership and administrative abilities—can all be practiced and improved with your part-time job.

**Work-Study**

Work-study is a program sponsored by the Department of Labor that encourages students to work part time on or off campus. For eligibility and more information, check with your campus Financial Aid office.

**Internships**

Internships provide opportunities for students to work for employers to gain career-related experience. This opportunity seeks to relate classroom learning with application in a professional work environment. Academic credit is not received for internships; however, valuable work experience can be gained. It is recommended that the internship be a minimum of 150 hours of work for the employer. Students should check company and job posting websites for internship opportunities several months prior to anticipated start dates. Organizations are increasingly using internships as a main source of recruitment. It is a cost effective way for a company to assess your skills and compatibility while considering whether to extend a job offer. Remember to have a Career Services professional review your resume before you apply.

**Co-operative Education Program**

Co-operative education (co-op) is a unique plan of education that integrates classroom study with planned and supervised career-related work experience. Students are employed on or off campus as paid or nonpaid co-op students and receive academic credit for their work experience. Co-op opportunities are not available for all majors.

The purpose of the program is to develop and strengthen students’ academic, personal and career preparation. Co-op placements enable employers to provide feedback that assists the college in preparing students for work.

**To Apply for a Co-op at CCAC, a Student Must Have:**

- Completed at least 30 college credits with at least 12 credits in his/her major prior to the co-op semester
- Maintained a quality point average of 2.5 or above
- Met the appropriate department’s criteria

**How to Apply for a Co-op at CCAC**

- **CO-OP INTERVIEW:** Schedule an appointment with Career Services. At this interview, possible types of positions will be discussed, your questions will be answered about the program and your resume will be reviewed.
- **APPLICATION:** Complete all sections of the application.
- **FACULTY RECOMMENDATION FORM:** Fill out only the top portion of the form as it will be submitted to the co-op faculty representative for further completion.
- **RESUME:** Prepare a professional resume using Microsoft Office Word. For assistance with your resume and to have it approved, contact Career Services to make an appointment or refer to the Develop Resume section of this manual.
- **CO-OP LISTINGS:** Research potential co-op locations on company websites and on page 9.
- **TRANSCRIPT:** Obtain an unofficial up-to-date transcript at www.ccac.edu.
- **REGISTRATION AND PAYMENT:** You must register and pay for the credits earned in a co-op just as you would for any other course.
Once a student has secured a co-op credit work assignment, he/she will register for academic credit earning three or six credits. For three credits, the student must work a minimum of 150 hours and for six credits a minimum of 300 hours. The faculty representative will award the student's academic credit based on completion of the required hours, the employer's evaluation and any work reports assigned by the faculty. Some companies use co-op experiences to identify talent at an early stage, then develop and possibly retain the student in a full-time position.

**Volunteering**
Employers often find value in students who volunteer. Volunteering can give students a significant edge, especially if they volunteer in a related field. For example, if you plan to be a registered nurse, volunteer at a local hospital or medical facility. Having volunteer experience is important because more and more companies are looking for socially conscious individuals.

Volunteering is performing or offering services without pay. Volunteer opportunities are endless and exist in communities, schools, student organizations, companies and local agencies. In order to include a volunteer experience on a resume, the experience should be reoccurring or for an extended period of time.

**Reasons to Volunteer**
- To gain experience, acquire new skills, meet people or develop a network of contacts as a way to get a new job or start a career
- To give back to the community, help friends or promote an event
- To gain experience that can be used on a resume to enhance job opportunities

**Individuals with Disabilities Seeking Employment**
If you are a person with disabilities, you may benefit from additional assistance in finding employment. You may have concerns about transportation, accessibility, accommodations and co-worker understanding. Career Services professionals can assist in identifying opportunities and resources key to a successful job search. Many employers have programs designed to accommodate those with disabilities. In addition, CCAC maintains a Supportive Services office for students with disabilities on each campus. Persons with disabilities needing job search assistance are encouraged to meet with a CCAC support staff member to review their individual needs.

**Military and Veterans Seeking Employment**
Military personnel returning to the civilian job market may encounter unique situations. CCAC staff can assist you with identifying transferable skills, related opportunities and resources key to a successful job search. Many employers have special programs aimed at hiring veterans. In addition, each CCAC campus maintains a Military & Veterans Services Center specifically to assist military personnel and veterans needing job search assistance. They are encouraged to meet with a Career Services professional to review their employment needs.

**Finding Employment with a Criminal Record**
Finding employment with a criminal record can be challenging, but it is not impossible. The first step is to know the specifics of your criminal history, including what information is available to perspective employers. Performing your own background check is one way to verify your employability.

A successful job search for a person with a criminal record would include an understanding of the employers' perspectives, formulating a disclosure statement when completing the application and answering related questions in an interview. Due to the individualized nature of each person's experience, it is recommended that those needing assistance meet with a Career Services professional.
A resume is an advertisement for a very special product—you!

This is your first opportunity to present your skills to an employer, and hopefully, it will lead to an interview. It is one of the keys you will use in trying to open the door to that all-important interview. **THERE IS NO SINGLE CORRECT FORMAT FOR A RESUME.**

While it is true there is no single correct format for a resume, it is important that every resume follow three rules. The best resumes always follow the “Golden Rules of C—Clear, Consistent and Concise.”

**CLEAR**—The resume must be precise and easy to read and understand. The reader should not be asking, “What does that statement mean?” This means avoiding abbreviations and jargon related to a specific job or career field. Also avoid acronyms as they are not always clear and may be misinterpreted.

**CONSISTENT**—Do not mix formats, categories and dates. For example, if you are listing your dates as month and year for your education and employment history, they must be listed in the same format throughout the entire resume.

**CONCISE**—Summarize and highlight your skills, education, experience and accomplishments. Recruiters spend very little time (usually less than 30 seconds) during an initial resume review. If your resume contains lengthy explanations in paragraph form, it may be eliminated from further consideration. Bullet points are a great way to give targeted and specific information in short phrases and are easy to read.

**KEEP IN MIND THAT THE PURPOSE OF A RESUME IS TO GET YOU AN INTERVIEW.**

There are many resume formats, but the two most commonly used are the **CHRONOLOGICAL RESUME** and the **FUNCTIONAL RESUME.** Both chronological and functional resumes serve the same purpose—only the layout and style differ. Examine the chronological and the functional resumes in layout and style as they appear in this manual.

The chronological resume is the most widely used and accepted format and the one most familiar to employers. It is also the easiest to write. Jobs and education are listed in **REVERSE CHRONOLOGICAL ORDER,** starting with the most recent to the least recent. Dates, job titles and names of the organizations, cities and states are included.

The functional resume is organized to highlight the qualifications of applicants separate from their employment history. Applicants who have had multiple positions in the same career area, applicants who are re-entering the job market after a period of unemployment, or applicants who are changing career direction without getting new training may consider using a functional format.

Before you begin to write your resume, you need to answer the following question: “What position am I seeking?” Broad, general resumes with a wide variety of jobs, skills and fields can be confusing. Employers want to know that you can meet the requirements of their position. For example, if you are seeking an accounting position, elaborating on your prior welding experience does not help you to get called for an interview in the accounting field.

Before you sit down to write your resume, it will be necessary for you to do a bit of self-evaluation. Examine your accomplishments, skills, experiences and education/training. (Refer to the Identify Your Skills worksheet on page 3 of this manual to help you get started.)

**Headings**

The first step to developing a resume is to decide which headings you will be using. Again, there are some variables when it comes to headings; some must be included, but others are optional. Which headings you include in your resume will depend on your targeted job/company and previous experience and education. Listed on the next page are some common headings found in resumes. **REMEMBER—ALL information, regardless of resume format, is listed in REVERSE CHRONOLOGICAL ORDER,** which means the most recent information is listed first and then goes back in time.
These headings should be included in all resumes:

<table>
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<th>Heading</th>
<th>Description</th>
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| Applicant Identifying Information | • This is the information at the very top of your resume and includes your name and contact information.  
  • For a resume you are using to apply to specific job postings, it is suggested you include your full mailing address on the resume. This information is always listed at the top of the resume underneath your name.  
  EXAMPLE:  
  John Doe  
  123 Short Street  
  Anytown, PA 12345  
  412.555.5555  
  j.doe@email.com  
  • If you are posting your resume to a job site (e.g., LinkedIn, Monster), you may want to include only your name, telephone number, email address and metropolitan area.  
  EXAMPLE:  
  John Doe  
  Greater Pittsburgh Area  
  412.555.5555  
  j.doe@email.com |
| Education/Professional Development | • Name of the post-secondary school you attended along with the credential you earned. This must match what is on your transcript, diploma or degree. It is not necessary to include information about your high school.  
  • Participation in student clubs, organizations, awards, GPA (above a 3.0), Dean’s List and any other activities or recognitions received during your college education. As you progress in your career, this information may be deleted from your resume as you should have professional accomplishments to add. |
| Work History/Professional Experience | • Job title, company name, city and state where the employer is located. (Street address is not needed on a resume unless specified in a job posting.)  
  • Brief highlights of skills, accomplishments, awards and recognitions should be included. |
| Military Experience | • Education, training, awards (commendations, medals), rank, clearances and honorable discharge.  
  • This may be included under work history or under a separate heading. |
| Clinical/Lab/Externship/Internship/Practicum and/or Co-op Experience | • If your education included any of these experiences, they should be included on your resume, especially if you are searching for your first professional job after completing your education.  
  • As you progress in your career, these may be excluded from your resume as work/professional experience will be more relevant. |
Optional headings that you may include in your resume:

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<th>Optional heading</th>
<th>Recommendations</th>
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| Objective                              | • If you are using the resume to apply to a specific job posting, you may list the position along with the job ID number at the top of your resume.  
• **Generalized objective statements are not recommended** as they are often focused on the applicant’s personal goal and not on what an employer’s needs are. |
| Professional Summary                   | • The main goal is to make your most relevant skills and experience stand out and emphasize that you are able to produce results that fit an employer’s needs.  
• This should highlight what you have to offer an employer and not an individual goal for yourself.  
• Seasoned job seekers may want to include a professional summary.  
• If you are including a professional summary on your resume, do not include an objective. |
| Skills Summary                         | • List the key achievements, skills, experience and qualifications that are most relevant to the position you are applying for.  
• Using bullet points that start with an action word enable you to keep the skills summary clear and concise.  
• Transferable skills that relate to the desired position should also be included. |
| Clearances/Certificates                | • List all current clearances and specialized certificates that relate to your target career. |
| Volunteer Experience                   | • In this section, you may include experience you have gained from volunteering in unpaid positions.  
• Any volunteer experience listed should be either reoccurring or of an extended time period. |
| Related Coursework                     | • Classes/courses where you have completed a portfolio, project or other measureable material that could be shared with a perspective employer may be listed.  
• If the job posting is requiring experience in a certain area, you may want to include courses taken in that subject area to indicate you have those skills and knowledge. |
| Professional Associations              | • List any professional organizations you belong to or are active in that relate to your career area. |

Now that you have an idea of what to include in your resume, look at the items that should not be included.

**Do not include the following information on your resume:**

• **DO NOT** include weight, height, a photo, birth date, religion, political affiliation, marital status or national origin.

• **DO NOT** include a supervisor’s name, complete company address or employer contact information.

• **DO NOT** include references on your resume. A separate document (see page 44 for an example of this document) should be created for this information.

• **DO NOT** use an unprofessional email address. Creating an email account that will be used for job search purposes is advised. An example of a professional email address would be: Tim.Jones@emailserver.com.

Once you have decided on the headings you will be using in your resume, it is time to start developing a **rough draft**. Plan to review your draft resume many times—it will take several reviews to correct all of the mistakes and get everything right. A good tip is to read it over...
backwards to look for spelling and grammatical errors. Always check for errors. Do not rely on spell check. A resume must be error free.

After you complete your resume, the next step is to have the resume critiqued by a Career Services professional. The staff member will check for errors that you may have overlooked and will give you suggestions to improve your resume.

**Recommendations for Achieving a Professional-Looking Resume**

**Things to do:**
- DO use Microsoft Word to create your resume.
- DO be concise and truthful and match your skills to each position you apply to.
- DO make sure the resume matches the job you are seeking.
- DO use white 8½” x 11” paper printed on one side only.
- DO use standard type fonts, such as Arial, Calibri, Garamond or Times New Roman.
- DO use a font size of 11 to 12 points and up to 16 points for your name.
- DO use bold, underline or all capital letters for section headings.
- DO use a standard address format below your name.
- DO list address, phone numbers, email and website on their own line.
- DO use margins that offer enough white space to facilitate easy reading. It is suggested the margins be a minimum of ½ inch on all sides.
- DO align your bullet points.
- DO have your employment history listed in reverse chronological order. In most cases, 10 years of employment history is sufficient. If you have questions about your employment history, contact a Career Services professional for suggestions.

**Things not to do:**
- DO NOT use templates. They tend to produce identical-looking resumes. They lack flexibility and will not allow you to edit, delete or add information easily. Templates often do not upload properly.
- DO NOT use headers or footers.
- DO NOT use abbreviations or trade terminology unless they are used in the job posting.
- DO NOT use first-person language (I or me).
- DO NOT condense spacing between letters.
- DO NOT use fancy formatting, such as shadows and reverses (a white letter on a black background) or graphics, as these do not scan well.
- DO NOT use a font smaller than 11 points.
- DO NOT use italics unless you are including titles of books, plays, video games, movies or other creative works.

**Additional Tips to Improve Your Resume**

- Use enough keywords to define your skills, experience, education and professional affiliations.
- Describe your experience with concrete words rather than vague descriptions. For example, it is better to use “managed a team of three software engineers” than “responsible for managing software engineers.”
- A one-page resume is suggested for recent graduates. Adjusting margins and line spacing is permissible to get everything on one page.
- If necessary, your resume may be up to two pages. If your resume is two pages, make sure the second page has a heading with your name and page 2.
- Increase your usage of keywords by including specific words related to your career and to those used in the job posting.
- Describe your interpersonal traits and give examples. Keywords could include dependable (100% attendance) and skilled in time management (managed a part-time job successfully while attending school as a full-time student and achieved a 4.0 GPA).
- All bullet points should begin with an action word. (See page 18 for some examples.)
- Proofread carefully to ensure all verbs are in the correct tense and in agreement.
- Include quantitative (numbers, percentages and financial statistics) information to describe your skills, experience and accomplishments. (Example: Expanded sales territory and developed 29 new accounts, which resulted in an annual increase of $450,000 of revenue for the company).
Unlike other business documents, bullet points on a resume do not need a period at the end. The bullet points used on a resume are to highlight your qualifications, skills and experience and are not complete sentences but phrases. Therefore, periods are not appropriate on a resume.

**Action Words**

When composing a letter or resume, think of the position and skills required to perform the job. Include these skills in the text of your document and surround them with positive action words. Action words convey team spirit, enthusiasm and accomplishments by producing a strong impact on the reader. Use action words to make your resume and cover letter more dynamic and persuasive.

The list of positive action words on the next page is by no means exhaustive, but it gives you an idea of the type of words that should be used in your cover letter and resume. Additional action words may be found by doing an internet search.

**Remember to match your word choices to the action words used in the job description or posting.**

**List of Action Words for Resume and Cover Letter Use**

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Starting Your Resume (Review the samples on pages 21–28.)
This is a worksheet to begin developing your resume. Start by completing the headings you want to include in your resume. Once you have all the information compiled on the worksheet, it is time to begin transferring the information into a Word document.

Resume Worksheet

PERSONAL INFORMATION *Align left or center at the top of the page without using a header.

Name: _____________________________________________________________ *Use your given name, not a nick name.
Address: ____________________________________________________________________________________
City: _________________________________________________________ State: _________ Zip: _____________
Phone: (______) ___________ Email: ______________________________________ *MUST be a professional email address

PROFESSIONAL SUMMARY or OBJECTIVE
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________

EDUCATION:
Name of college/university/post-secondary trade school
___________________________________________________________________________________________
City: ___________________________ State: __________________________
Degree: ___________________________ Date Completed: __________ GPA: ______
Awards and Honors: __________________________________________________________________________
(This section should be repeated for all post-secondary education experiences.)

CLINICAL/INTERNSHIP/PRACTICUM EXPERIENCE:
(If you have experience that was part of your degree from CCAC, add it under this heading.)
Name of Company or Organization: ______________________________________________________________
City:  ______________________________________________ State: ___________________________________
Department Name (if applicable): _________________________________________________________________
Duties and Responsibilities (if applicable):  __________________________________________________________

WORK EXPERIENCE
(This section should be duplicated for all paid experiences.)
Position title: _________________________________________________________________________________
Organization name: ____________________________________________________________________________
City: ______________________________________________________________________ State: ____________
Dates employed (months and years only) from: __________________________ to: __________________________
Duties and responsibilities: ______________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
Specific performance accomplishments or contributions you made in this job:
(Including at least 3 statements specifically describing what you did. Start each with an action word and include numbers where possible to clarify what your accomplishments were. Be consistent and accurate with regard to verb tense, present or past.)

___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________

VOLUNTEER EXPERIENCE
(OPTIONAL—This should be an experience that occurs over a length of time.)

Organization name: ____________________________________________
City: __________________________ State: __________
Dates (months and years only) from: ___________________ to: ______________
Duties and responsibilities: __________________________________________

SPECIALIZED SKILLS

Special talents and training, artistic and computer abilities, languages, special licenses and significant achievements:
___________________________________________________________________________________________
___________________________________________________________________________________________

PROFESSIONAL ASSOCIATIONS OR ORGANIZATIONS

Memberships in professional associations, clubs or community groups. Include the name of the association, office held and the dates. Add any significant activities attributed to your leadership experience.
___________________________________________________________________________________________
___________________________________________________________________________________________

Suggested Guidelines:
• CREATE your resume using the information in this worksheet to develop a rough draft. Then type your resume in a blank Microsoft Word document and save it to a flash drive.
• REFER to the following pages for examples of different formats.
• DO plan on reviewing your resume many times to check for errors and correct all mistakes. Your resume must be error-free.
• DO spell out the names of your educational institutions and degrees.
• DO NOT use vertical and horizontal lines, graphics, tables and boxes.
• DO NOT use two-column formats or resumes that look like a newsletter.
• DO NOT use a resume template.
• DO make an appointment with a Career Services professional to have your resume reviewed.

On the following pages, there are several examples of resume formats that will assist you in developing your resume in a Word document. Select the example that most closely matches your education, skills, qualifications and career goal. For assistance with formatting or resume development, visit the Career Services office at your campus.
Barbara Applicant
123 Main Street
Pittsburgh, PA 15222
412-555-5555
Barbara.applicant@email.com

**Professional Summary:**
Self-motivated, results-focused professional with extensive experience in technical support, customer service and Information Systems training. Excellent skills in time-management, organizational management and process management that deliver results that support the organization’s goals and objectives. Skills include:

- Analytical Problem Resolution
- Programming Language Development
- Training and Development
- System Administration
- Research and Documentation
- Network Security
- Account Set-up and Maintenance
- Business Process Improvement

**Professional Experience:**
Jones & Laughlin Steel Corporation, Pittsburgh, PA (2008–Present)

**Customer IT Support Administrator** (2016–Present)
- Provided IT support and set-up for 4000+ customers, including plant, non-steel sales and traffic claims customers
- Built Internal Records Profile system and created Importer, Sales and Distributer records
- Converted customer communications to email system and increased efficiency by 63%
- Completed 100% of workflows and correlations within 1 business day
- Created and managed internal systems for 5 new product lines

**Accounts Receivable Claim Processor** (2012–2016)
- Supported 4 business units each with $2,100,000+ sales goals
- Managed payment discrepancies and closed 80% of claims within 30 days
- Conducted comprehensive research and ensured approval on adjustments for overpayments
- Provided subject matter expertise and trained colleagues on Oracle releases
- Verified validity of account discrepancies and authorized deductions

**Accounts Payable Processor** (2008–2012)
- Processed invoices daily for distribution to proper pay queue
- Administered and paid corporate invoices within strict deadlines
- Reviewed purchase orders and ensured availability of funds and backup funds
- Managed logistics for corporate community service functions that benefited the United Way

**Volunteer Experience:**
Friends of Shelter Animals, Pittsburgh, PA (2013–Present)
- Participated in City Shelter Pup walks and monthly adoption events

**Education:**
Community College of Allegheny County, West Mifflin, PA

**Associate of Science – Information Technology Support** (2016)
**Associate of Science – Accounting Specialist** (2008)

**Campus Involvement and Honors:** Honors Program, Phi Theta Kappa Member and Gaming Club
Skills Summary:

- Designed and altered costumes for movie sets, on- and off-campus productions and freelance projects
- Accomplished master seamstress with 10+ years of experience in creating bridal gowns, prom and formal dresses/gowns, and custom designed clothing for men and women
- Collaborated with directors, producers and instructors throughout the performance planning and rehearsal process
- Created make-up and hair designs for actors and used wigs, adhesives and modeling wax to alter appearances
- Worked closely with local theatres to secure and borrow props, costumes and materials

Education:
Community College of Allegheny County, West Mifflin, PA

Associate of Science – Theatre, Anticipated graduation May 20xx

- Phi Theta Kappa – member
- GPA – 3.81

Technical Theatre major courses:
Production Theatre 1 and 2 Stage Make-Up Acting for Television
Stage Management Technical Theatre 1 and 2 Introduction to Lighting Design

Creative Experience:
Community College of Allegheny County, West Mifflin, PA

Costume Mistress

Sweeney Todd, March 20xx – Cast of 17
The Last Five Years, February 20xx – Two-person show
Earth and Sky, November 20xx – Cast of 13, 28 scenes no intermission
Putnam County Spelling Bee, October 20xx – Cast of 19, custom-made costumes
Two Rooms, August 20xx – Minimal set design, costume-focused production
Secret Garden, March 20xx – Presented as a dream sequence, required period costume designs

Studio Company, Pittsburgh, PA
Alterations Seamstress, October 20xx – Provided custom alterations for film production

New Works Festival, McKees Rocks, PA

Wardrobe Designer, September 20xx – Designed and created costumes for award winning production

Employment History:
Princess Bridal Salon, Pittsburgh, PA

Alterations Seamstress, May 20xx – Present
- Complete custom alterations for bridal and formal wear according to customer specification

Hair Today Salon, West Mifflin, PA

Receptionist, April 20xx – May 20xx
- Greeted clients and scheduled appointments in a salon that included 10 stylists and 5 nail technicians
DREW CAREY
717 Kent Street
Allison Park, PA 15101
555-555-555
dcarey@aol.com

SKILL SUMMARY
• Exhibit accurate bookkeeping skills in areas of petty cash, general ledger, expense reports, direct billing and payments
• Utilize efficient office administration skills, including record management, telephone communications and document preparation with keyboarding speed of 60 WPM
• Interpret financial statement data and note discrepancies for investigation
• Provide excellent customer service with experience gained through government and business positions
• Achieve high degree of initiative as member of Phi Theta Kappa and Dean’s List

EDUCATION
Community College of Allegheny County, Pittsburgh, PA
Associate of Science, Accounting, Anticipated May 20XX
Certificate, Business Management, December 20XX
• President – Student Government Association
  ➢ Led Student Government monthly meetings and developed agendas
  ➢ Approved club budgets, enhanced Student Government Association by-laws and managed team building activities
  ➢ Created and coordinated a Scholarship Endowment for students with Student Government Association committees
• GPA 3.88
  Accounting Courses
  Financial Accounting           Accounting Applications (Payroll)
  Managerial Accounting         Principles of Tax
  Intermediate Accounting       Computer Applications in Accounting

WORK HISTORY
Allegheny County, Pittsburgh, PA, Accounting Clerk, 20XX – Present
• Process accounts payable and accounts receivable invoices, including coding and investigating problems associated with obtaining payment of bills
• Reconcile monthly accounts payable statements
• Integrate tables, charts and graphs into professional documents, create and update files for customers, and maintain database using Microsoft Access, Excel and Word
• Interact with vendors and other governmental agencies and departments to obtain required documentation to support expenditures and purchases

Barnett Company, Pittsburgh, PA, Office Assistant/Typist, 20XX – 20XX
• Greeted incoming clients and customers in a professional manner
• Typed a wide variety of correspondence, reports and other documents
• Maintained a large (5,000+) customer database with all contact information
• Assisted with copying and filing documents, answering and transferring incoming calls, and sending faxes
OBJECTIVE:
An opportunity in Human Resources that applies previous experience and education in staff recruitment, training and management to support organizational development and growth.

EDUCATION:
Associate of Science, Business Management, May 20XX
Community College of Allegheny County, Pittsburgh, PA
● 4.0 GPA, Dean’s List, Graduated with Highest Honors

WORK EXPERIENCE:
U.S. Marine Corps
12th Marine Corp District, Prior Service Recruitment, San Diego, CA
Recruiter Instructor (Active Duty, E–8) 20XX–20XX
• Tracked and inspected subordinates’ performance utilizing a systematic recruiting database
• Supervised 21 recruiters covering the western region of the U.S.
• Mentored, trained and developed section leaders to supervise regional teams
• Conducted ongoing training and evaluation of all staff members
• Ensured that recruiting standards, processes and procedures were developed, evaluated and implemented to meet the division’s established goals and objectives
• Evaluated and processed applicants’ status for waiver eligibility
Recruiter in Charge/Recruiter (Active Duty, E–7) 20XX–20XX
• Conducted preliminary screening and administrative processing of new applicants
• Scheduled physical examinations of new recruits
• Maintained accurate records on all recruitment activities
• Provided community leaders with Marine Corps marketing material to assist with community and job fair events
• Interviewed, screened, evaluated and managed the administrative process of recruiting prior service Marines

Target, Pittsburgh, PA
Front End Coordinator 20XX–20XX
• Trained associates in customer service and team building skills
• Assigned responsibilities among 12 associates using sound management practices
• Initiated team cooperation, managed and directed staff, transitioned from day to night shifts, relayed changes and alterations of orders and tasks
• Processed cash, credit, debit and check transactions, answered questions, recorded and distributed calls and messages
NATHAN NURSE, RN
(Only put credential initials when earned)
123 Main Street, Pittsburgh, PA 15222
555-555-5555
nnurse@nurse.com

PROFESSIONAL PROFILE
• Applied knowledge of nursing and medical practices and procedures as well as state, federal and regulatory requirements that pertain to long-term care
• Possessed the ability to deal tactfully with team members, patients, family members, visitors and the general public
• Documented and maintained patient care records accurately and efficiently
• Trained in emergency procedures, including CPR, AED and First Aid
• Interpreted and implemented programs, goals, objectives, policies and procedures to ensure quality care for patients

EDUCATION
Associate of Science, Nursing, 20XX
Community College of Allegheny County, Pittsburgh, PA
• GPA 3.89, Dean’s List
• Phi Theta Kappa, Honors Fraternity
• Future Nurses of America – Club President
• National Honor Society

CLINICAL EXPERIENCE
20XX – 20XX
Kane-Ross Regional Health Center, Ross Township, PA, General Nursing, Geriatrics
Children’s Hospital of Pittsburgh of UPMC, Pittsburgh, PA, Pediatrics
Magee-Women’s Hospital of UPMC, Pittsburgh, PA, Labor and Delivery
UPMC Passavant, Pittsburgh, PA, Medical-Surgical, Telemetry
UPMC Mercy, Pittsburgh, PA, Medical-Surgical, Telemetry

WORK EXPERIENCE
Server and Trainer, 20XX – 20XX
Avon Country Club, Pittsburgh, PA
• Assisted patrons in their meal selection and promptly served meals
• Answered customer inquiries about food, beverages and the facilities
• Trained 10 – 12 new staff in policies and procedures
• Maintained safety and sanitation of facility according to company and government standards

Lifeguard, Summer, 20XX and 20XX
Pymatuning Lake Park, Meadville, PA
• Completed thorough training in life-saving techniques, including CPR, AED and First Aid
• Observed guests in swimming area to ensure their safety and well-being
Lee Richards  
123 Shadow Place, Apt. 1A  
Duquesne, PA 15110  
412-555-5555  
Richardslee@gmail.com

Skills Summary
- Exhibited quality customer service and maintained a safe work environment in a variety of settings
- Worked flexible shifts, including evenings and weekends, while completing education
- Skilled in defusing angry, hostile and distraught individuals in a professional manner
- Functioned in a fast-paced environment with minimal supervision
- Interacted with individuals of diverse backgrounds, ethnicities and age groups
- Demonstrated responsible work ethics with punctual and dependable attendance

Education
Community College of Allegheny County, Pittsburgh, PA  
Associate of Science, Criminal Justice & Criminology (20XX – Present)
  - Criminal Justice Club member – Participate in trips to prisons and experience hands-on simulators that have each participant engaged in real-life shooting situations

Practicum Experience
Pittsburgh Bureau of Police, Pittsburgh, PA June 20XX – August 20XX
  - Provided analytical, technical and administrative assistance in emergency situations
  - Assisted staff with day-to-day operations, researching assignments and special projects

Clearances and Certifications
- Pennsylvania Child Abuse History Clearance (Act 33)
- Office of Children, Youth and Families FBI Clearance (Act 73)
- Pennsylvania State Police Record Check (Act 34)
- CPR and First Aid Certification

Employment History
Assistant Group Supervisor, August 20XX – Present  
Children’s Place Childcare, McKeesport, PA
  - Document accident and incident reports accurately with detailed information
  - Supervise all safety and fire drills for 50+ children and 8 staff members
  - Follow protocols for proper release of children to caregivers
  - Ensure compliance with state and county regulations
  - Complete documentation for Department of Public Welfare reports

Supervisor/Cashier, September 20XX – February 20XX  
KFC, McKeensport, PA
  - Audited cash drawers and resolved discrepancy issues with cashiers
  - Completed inventory of food products and maintained computer database
  - Prepared and served food and beverages

Crew Member, January 20XX – August 20XX  
McDonalds, West Mifflin, PA
  - Welcomed customers and provided fast and efficient customer service
  - Cleaned and maintained dining area of restaurant
PAULA PLEASANT
125 Bowling Lane
Wexford, PA 15090
412-555-5555
ppleasant@usa.com

Professional Summary:
A highly skilled public relations professional with 5+ years of experience in project management and promotions. Able to work with diverse populations and age groups while always including new trends in social media and advertising in projects. Utilizes creative ideas to solve issues and overcome barriers to produce campaigns that meet the needs of the client.

Skills Summary:
- Skilled in writing public service and promotional materials targeted for diverse demographics
- Trained in social media platforms and their applications to produce positive and desirable results
- Focused on bringing fresh and energetic approaches to new promotions
- Experienced with international promotional campaigns that utilize cultural symbols and icons
- Utilized effective time management in order to meet short deadlines and prioritizing needs and expectations

Highlights of Experience and Accomplishments:
Public Relations/Problem Solving
- Managed public relations for Cable TV company and gained the cooperation of 3,000+ homeowners for installation of equipment on their property
- Established friendly communication and identified homeowner’s specific concerns and objections

Promotions
- Promoted 30+ college campus entertainment events and wrote Public Service Announcements and ads implementing creative ideas and social media trends
- Sold program advertising space for fundraising musical event
- Marketed special seasonal offerings for new entrees by designing menus and discount coupons for 35+ table restaurant
- Developed 60-second TV spot to raise funds for local charity

Project Management/Organization
- Coordinated programming and scheduling for live radio talk show on KDKA
- Contacted public figures and ordinary citizens to set up guest schedule
- Wrote biographical material and proposed questions for radio anchors
- Managed an 100+ seat restaurant with a staff of 30 employees
- Hired, supervised and scheduled employees while monitoring customer satisfaction

Employment History:
- Installation Coordinator Pittsburgh Cable TV, Pittsburgh, PA 20xx – 20xx
- Restaurant Manager O’Neil’s, Pittsburgh, PA 20xx – 20xx
- Production Intern KDKA Radio, Pittsburgh, PA 20xx – 20xx
- Public Relations Intern St. Mary’s Home, Oakmont, PA 20xx – 20xx

Education:
Bachelor of Arts – Communications, (20xx) Duquesne University
- Magna cum Laude (GPA 3.84)

Associate of Science – Production Journalism, (20xx) Community College of Allegheny County
- Highest Honors (GPA 3.75)
OBJECTIVE: Welder/Fitter Position Number 123456

EDUCATION
Certificate/Welding Technician, 20XX  
Community College of Allegheny County, Pittsburgh, PA
  • Welding Certification in 3G, Groove and SMAW

Journeyman Plumber, 20XX  
Associated Master Plumbers of Allegheny County, Pittsburgh, PA
  • Plumbing License for the City of Anytown, PA

SUMMARY OF QUALIFICATIONS
Welding Skills
  • Performed shielded metal-arc welding procedures (stringer beads, butt-welds and t-joints in flat, horizontal and overhead positions) according to industry standard
  • Trained in areas of MIG, TIG, Flex Core, Stick and Brazing welding
  • Demonstrated advanced welding capabilities with emphasis on proper heats, electrode selections and AC/DC currents
  • Displayed thorough training in the application of all safety procedures
  • Experienced with interpreting sketches and blueprints accurately and possess thorough understanding of American Welding Society Welding Symbols
  • Achieved 2nd Place in 30th Annual Student Weld-Off competition

Plumbing Skills
  • Cut and threaded a wide variety of pipe for exterior and interior plumbing
  • Installed and tested gas lines to ensure compliance with municipal codes
  • Fit and mounted a wide variety of plumbing fixtures, including brass, PVC and copper
  • Engineered and improvised piping systems to fit within constricted areas

Construction Skills
  • Built and remodeled residential structures, including laying block, roofing, siding, dry wall and electrical wiring
  • Operated a backhoe, forklift, Bobcat, bucket truck and scissor lift on construction sites

EXPERIENCE
Owner/Operator, March 20XX – Present  
My Construction and Plumbing, Anytown, PA
  • Meet with potential customers and evaluate upcoming projects
  • Develop cost estimates that list all tools and supplies that will be needed to complete projects
  • Calculate the length of time to complete the project

Subcontractor/Plumber, June 20XX – Present  
Levier Plumbing, Anytown, PA
  • Repair or replace residential or commercial plumbing systems
  • Install underground plumbing and rough in piping systems for new residential and commercial structures
Now that you have a professional resume, you should start to look for job openings and begin to apply to positions. On page 9 of this manual, many websites are listed where you can begin your job search. Once you have found a position you want to apply to, it is very important that you follow all the directions of the application process. Failure to follow the directions will result in your application being rejected.

**Job Applications**

Applications are sometimes taken for granted, and many people do not devote enough attention to them. Filling out an application can be a tedious task. However, applications are a vital part of the job search process. Most employers use applications to screen people out and test your ability to follow directions.

First and foremost, remember that an application operates under a closed system. This means it contains a set format of questions, spaces and boxes. The trick is to say all you wish to within the given format. This can require some creative thinking.

**Tips for Completing the Online Application**

Most companies now require that applications be submitted online through the company’s webpage. These applications can be very long and involved and even a bit cumbersome. Yet, there is no easy or quick way to complete an online application. Plan to have the process take anywhere from 45 minutes to an hour. Be prepared as many have online tests that also need to be completed. These suggestions should help you in completing this process:

- Be truthful, honest and accurate. De-emphasize the negative and accentuate the positive at every opportunity.
- Provide all information, dates, addresses and phone numbers for your education. This may include your grade point average and other pertinent information.
- Before you begin the application, gather information on your work history, reasons for leaving previous jobs and employment references. Applications often require exact dates of employment.
- Do not try to rush through the process. A simple point and click on the wrong item can “kick you out” of the application process system, and you will need to begin all over again.
- Some companies limit the amount of time to complete an application. If you exceed the allotted time, your application may not be processed, and you will need to start over from the beginning.
- Read the information carefully and make sure you are providing the right information in the correct place. Do not confuse the education section with the work experience section.
- Do not overlook the importance of completing an application. NEVER PRINT, “SEE ATTACHED RESUME.”
- The online application process may lack the flexibility that existed with the paper and pen applications. Most answers are “yes” or “no” with not much room for explanation.
- If the position clearly asks for a degree which you do not have, you probably will not be called for an interview, and in some cases, the system will end your session there.
- Prior to starting your application, you should complete an internet search for salary ranges in your geographic area. This information then becomes the basis for your salary range.
- Applications are sometimes followed by tests. These may be personality tests. Some of the questions will seem very repetitive. Do not let this repetition trick you into giving an inconsistent answer.
- The good news is that once you have completed an application for an organization, you probably will not have to complete another one for other positions in that organization. It is suggested you review and update the application information that is on file each time you apply to a different position within that same organization.
- Just like any other employment document, this one needs to be thorough and correct with no misspellings, correct punctuation and proper capitalization.
• KNOW WHAT IS BEING ASKED AND ANSWER ONLY THAT QUESTION.
• Do not miss any opportunity to emphasize your skills and accomplishments. Use all the space you are given.
• Do not leave any section blank. Type a short line or N/A (not applicable) if a question does not apply to you. This will indicate you read the question, and you will appear detail oriented and attentive.
• It is advised that a tablet or desktop/laptop computer be used to complete applications to prevent errors.
• Some applications may auto-populate with information from an uploaded resume; it is imperative that you review all completed fields to ensure the application is accurate. You will need to make changes to any information that is incorrect.

Tips for completing a paper application
Although many companies now have online applications, some still rely on the traditional paper applications. Always remember that neatness and appearance is a key element of this application process.
• Be truthful, honest and accurate. De-emphasize the negative and accentuate the positive at every opportunity.
• Read and follow all instructions. “Please print” or “Use an ink pen” are not suggestions! If you cannot follow application instructions, how can you be expected to follow your supervisor’s instructions?
• Be neat, print clearly, and avoid erasures and cross-outs. Appearance counts and will go a long way toward meeting your potential manager’s expectations. You need to demonstrate your organization, attention to detail and accuracy skills.
• KNOW WHAT IS BEING ASKED AND ANSWER ONLY THAT QUESTION.
• Do not leave any section blank. Draw a short line or print N/A (not applicable) if a question does not apply to you. This will indicate you read the question, and you will appear detail oriented and attentive.
• If a question is asked that you are uncomfortable answering, neatly print, “Will discuss at interview,” “Open” or “Negotiable,” as applicable. See a Career Services professional for advice on specific situations.
• Do not miss any opportunity to emphasize your skills and accomplishments. Use all the space you are given.
• Do not overlook the importance of completing an application. NEVER PRINT, “SEE ATTACHED RESUME.” If you are instructed to complete the application when you are scheduled for an interview, arrive early and have all your information with you. Use the following application worksheet as a guide to help you prepare.

Employment Application Worksheet
On the employment application worksheet, you will find questions commonly asked on most employment applications. Use the worksheet to create a “copy sheet” with accurate dates, names, addresses and telephone numbers. When you are completing actual employment applications, you will not struggle to find all the required information; you can simply copy the information from the worksheet. You may find it helpful to store a copy of the application worksheet on your phone.
**Employment Application Worksheet**

### Applicant Information

| Full Name: ____________________________________________________________ | Today’s Date: _____________ |
| Address: ______________________________________________________________ | Apartment/Unit #___________ |
| City______________________________________________________State________ZIP Code_________________ |
| Phone: _____________________________ Email ___________________________________________________ |

- **Are you a citizen of the United States?**
  - YES   [ ]
  - NO   [ ]
- **If no, are you authorized to work in the U.S.?**
  - YES   [ ]
  - NO   [ ]
- **Have you ever worked for this company?**
  - YES   [ ]
  - NO   [ ]
  - If yes, when: _________________________________ Position held: _____________________________________
- **Do you have a relative who works for this company?**
  - YES   [ ]
  - NO   [ ]
  - If yes, person’s name and relationship: ________________________________________________________________
- **Have you ever been convicted of a felony?**
  - YES   [ ]
  - NO   [ ]
  - If yes, explain (include dates): ____________________________________________________________________

### Employment Desired

- **Position Applied for:** _________________________________________________
- **Date Available:** ________________________ Desired Salary: $ ____________
- **Are you seeking:**
  - Full-time [ ]
  - Part-time [ ]
  - Casual/seasonal [ ]
- **Can you work weekends?**
  - YES   [ ]
  - NO   [ ]
- **Can you work evenings?**
  - YES   [ ]
  - NO   [ ]
- **Can you work overnight?**
  - YES   [ ]
  - NO   [ ]
- **Are you available for overtime?**
  - YES   [ ]
  - NO   [ ]
- **If hired, will you have reliable transportation to and from work?**
  - YES   [ ]
  - NO   [ ]

### Education

- **High School:** ___________________________________________ Address: ________________________________________
  - From: _________ To: _________ Did you graduate? [ ] YES [ ] NO Diploma: ____________________________
  - College: ___________________________________________ Address: ________________________________________
  - From: _________ To: _________ Did you graduate? [ ] YES [ ] NO Degree: ____________________________
  - College: ___________________________________________ Address: ________________________________________
  - From: _________ To: _________ Did you graduate? [ ] YES [ ] NO Degree: ____________________________
  - Other Post-Secondary: __________________________________ Address: ________________________________________
  - From: _________ To: _________ Did you graduate? [ ] YES [ ] NO Degree: ____________________________
References
Please list four professional references.

Full Name: ____________________________ How do you know this person? ____________________________
Company: _______________________________ Title/Position: _______________________________
Phone: ___________________________ Email: ________________________________________________
Address: ______________________________________________________________________________

Full Name: ____________________________ How do you know this person? ____________________________
Company: _______________________________ Title/Position: _______________________________
Phone: ___________________________ Email: ________________________________________________
Address: ______________________________________________________________________________

Full Name: ____________________________ How do you know this person? ____________________________
Company: _______________________________ Title/Position: _______________________________
Phone: ___________________________ Email: ________________________________________________
Address: ______________________________________________________________________________

Previous Employment

Company: ___________________________________________ Phone: ___________________________
Address: ___________________________________________ Supervisor: ___________________________
Job Title: ___________________________________________ Starting Salary: ______________ Ending Salary: ______________
Responsibilities:__________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
From:____________To:____________  Reason for Leaving:_______________________________________
May we contact your previous employer for a reference?  □ YES  □ NO

Company: ___________________________________________ Phone: ___________________________
Address: ___________________________________________ Supervisor: ___________________________
Job Title: ___________________________________________ Starting Salary: ______________ Ending Salary: ______________
Responsibilities:__________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
From:____________To:____________  Reason for Leaving:_______________________________________
May we contact your previous employer for a reference?  □ YES  □ NO
Cover Letters

The cover letter is another important document submitted to prospective employers that supports your resume and application. This letter enables you to highlight your written communication skills, interest and qualifications for the position. After you have composed the letter, proofread it and correct all spelling and grammatical errors. Do not rely on spell check and ask several people to review it.

Use the same format every time you write subsequent cover letters. This basic format can be transformed into an effective cover letter by using words that are in the job description. Make sure that the revised cover letter has the correct company, dates and job posting information. Remember to save a copy of every cover letter submitted to an employer along with the job posting. By doing this, you will be able to retrieve any cover letter from your files if you wish to contact the prospective employer about the status of your application or are called for an interview.

Company: _______________________________________________ Phone: _______________________________
Address: ________________________________________________ Supervisor: ____________________________
Job Title: _________________________________ Starting Salary: ______________ Ending Salary: ______________
Responsibilities:________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
From:____________To:____________  Reason for Leaving:___________________________________________
May we contact your previous employer for a reference? ☐ YES ☐ NO
_____________________________________________________________________________________________

Company: _______________________________________________ Phone: _______________________________
Address: ________________________________________________ Supervisor: ____________________________
Job Title: _________________________________ Starting Salary: ______________ Ending Salary: ______________
Responsibilities:________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
From:____________To:____________  Reason for Leaving:___________________________________________
May we contact your previous employer for a reference? ☐ YES ☐ NO
_____________________________________________________________________________________________

Military Service

Branch: ______________________ From: ____________ To: ____________
Rank at Discharge: ____________________________ Type of Discharge: ___________________________________
If other than honorable, explain: ___________________________________________________________________

Additional Information

List any special skills, languages, qualifications, certifications or licenses you have that were not previously mentioned.
_____________________________________________________________________________________________
_____________________________________________________________________________________________

Provide any additional information you feel may be helpful when considering your application.

_____________________________________________________________________________________________
Composing the Cover Letter

• First, copy and paste your name and contact information from your resume to the top of your cover letter. This will give your application materials a consistent appearance. In addition, the font used on the cover letter should match the font on your resume.

• The ideal scenario is to address the cover letter to an individual, but in today’s reality, this may not be possible. If you are unable to locate the name of the recruiter or hiring manager after doing some research, then address your cover letter to Dear Hiring Manager: or Dear Human Resources Administrator:

• The cover letter should be at least three paragraphs in length, professionally focused and concise (200 word maximum).

• In the second paragraph of the cover letter, you should connect your skills, experience and qualifications to those in the job posting. For this reason, you will need to write a different cover letter for each position you apply for.

PARAGRAPH ONE: Explain why you are writing; include the name of the position, job number and field or area of interest. You may also include where or how you heard of the job opening. If a person has directed you to this position, ask if you may use his/her name in the cover letter. For positions you found through a website or job fair, add that information as well. Consider adding one or two sentences that demonstrate you have researched the company and convey your enthusiasm for the position.

PARAGRAPH TWO: Mention your qualifications that you think would be of greatest interest to the employer and apply specifically to that position. Read the job posting carefully as it is important to connect your skills, experience, accomplishments and education to what the employer is seeking. You should not copy exactly what is on your resume, but instead highlight and explain situations where you have gained the experience that relates to the job description. If you have related job experience or specialized training, be sure to point it out. Remember to present your skills showing not just what you have done, but what you can do for that organization. This paragraph should answer the question, “Why should I hire you?”

PARAGRAPH THREE: Refer the reader to your additional documents (resume, application, portfolio) that give information concerning your qualifications.

It is important that you include a request for an interview in this paragraph. If you are applying for a position outside of your local area and you will only be there for a limited period of time, let them know your schedule. Thank the reader for their time and consideration. Sign your letter with an appropriate closing, such as “Sincerely,” and type your name. Finally, type “Attachment” to alert the reader to your accompanying resume.

Sample Cover Letter for a Job Posting

This is a sample job posting for an RN position at Best Healthcare Center in Anytown, PA.

Remember that when writing a cover letter, you should match your skills, experience and qualifications to those the employer is asking for in the job posting. Note how Nathan Nurse does this in the second paragraph of his cover letter and also how his resume supports his qualifications for this position.

RN Job Description

Job ID #8675309

Calling all qualified RNs—Help us reach out and make a difference in the lives of others!

Best Healthcare Center, Anytown, PA 12345 is currently seeking RNs with long-term care experience to fill the position of Nurse. The ideal candidate for the Nurse position will be a Registered Nurse in the State of Pennsylvania and will have previous clinical experience in long-term care.

As a Best Healthcare Center employee, you will enjoy competitive wages and PTO plans. We offer you a menu of benefit options from life and disability plans to medical, dental and vision coverage from quality benefit providers. We also offer a 401(k) with employer match and Flexible Spending Accounts.

Qualified RNs, respond to this ad with your resume to join a world class team of nursing professionals!

- RN with a current nursing license as required by Pennsylvania state law
- Graduate of an accredited nursing program
- Current CPR license
- Previous clinical experience in a long-term care environment
- Must possess the ability to deal tactfully with a team of interdisciplinary professionals, residents, family members, visitors, government agencies and the general public
- Must be knowledgeable of nursing and medical practices and procedures as well as state, federal and regulatory requirements that pertain to long-term care
- Must be able to interpret and implement the programs, goals, objectives, policies and procedures of Best Healthcare Center that are necessary for providing quality patient care
June 15, 20XX

Hiring Manager
Best Healthcare Center
3156 Center Highway
Anytown, PA 12345

Dear Hiring Manager:

Your opening for a Registered Nurse (Job ID #8675309), which appeared on your website May 30, 20XX, is of great interest to me. I am a recent graduate of Community College of Allegheny County and passed my NCLEX-RN exam on May 30, 20XX (RN #12345). Please consider the following qualifications for this position.

Recently, I have concluded my clinical experience at Kane-Ross Regional Health Center, where I provided care for long-term care patients. During my long-term care experience at Kane-Ross and Community Care, I have worked closely with many professionals, residents, family members and government agencies. I appreciate the importance of collaborating with other professional disciplines in order to reach the desired goals of the patient. In addition, I am well-versed in medical practices and procedures as well as state and federal requirements for long-term care.

It would be a pleasure to meet with you and discuss this position further. Please feel free to contact me at 555-555-5555 or nnurse@nurse.com to schedule an interview or for more information on my qualifications. Thank you for your consideration.

Sincerely,

Nathan Nurse

Attachment
NATHAN NURSE, RN
(Only put credential initials when earned)
123 Main Street, Pittsburgh, PA 15222
555-555-5555
nnurse@nurse.com

PROFESSIONAL PROFILE
• Applied knowledge of nursing and medical practices and procedures as well as state,
federal and regulatory requirements that pertain to long-term care
• Possessed the ability to deal tactfully with team members, patients, family members,
visitors and the general public
• Documented and maintained patient care records accurately and efficiently
• Trained in emergency procedures, including CPR, AED and First Aid
• Interpreted and implemented programs, goals, objectives, policies and procedures to
ensure quality care for patients

EDUCATION
Associate of Science, Nursing, 20XX
Community College of Allegheny County, Pittsburgh, PA
• GPA 3.89, Dean’s List
• Phi Theta Kappa, Honors Fraternity
• Future Nurses of America – Club President
• National Honor Society

CLINICAL EXPERIENCE
20XX – 20XX
Kane-Ross Regional Health Center, Ross Township, PA, General Nursing, Geriatrics
Children’s Hospital of Pittsburgh of UPMC, Pittsburgh, PA, Pediatrics
Magee-Women’s Hospital of UPMC, Pittsburgh, PA, Labor and Delivery
UPMC Passavant, Pittsburgh, PA, Medical-Surgical, Telemetry
UPMC Mercy, Pittsburgh, PA, Medical-Surgical, Telemetry

WORK EXPERIENCE
Server and Trainer, 20XX – 20XX
Avon Country Club, Pittsburgh, PA
• Assisted patrons in their meal selection and promptly served meals
• Answered customer inquiries about food, beverages and the facilities
• Trained 10 – 12 new staff in policies and procedures
• Maintained safety and sanitation of facility according to company and government
standards

Lifeguard, Summer, 20XX and 20XX
Pymatuning Lake Park, Meadville, PA
• Completed thorough training in life-saving techniques, including CPR, AED and First Aid
• Observed guests in swimming area to ensure their safety and well-being
Email
In today’s business environment, email communication is often preferred by many companies and organizations. Job seekers are often directed to submit application materials via email. Employers expect applicants to be well-experienced in this form of communication. To ensure you are conveying a professional image, follow the guidelines provided below.

Sending Emails
- Make sure your email includes a courteous greeting and closing. Address the recipient with the appropriate level of formality and make sure you have spelled names correctly.
- Are you using proper sentence structure? Have you capitalized the first word of each sentence and used appropriate punctuation? Multiple instances of !!! or ??? are perceived as rude or condescending.
- Be sure your name is reflected properly in the “From:” field. Jane A. Doe (not jane, jane doe or JANE DOE)
- Always include a brief statement in the subject line that accurately reflects the content of your email. Leaving the subject line blank can get your email flagged as spam.
- Keep emails brief and to the point. Avoid long sentences.
- Do not use URGENT or important in the subject line and do not request delivery and read receipts.
- Always end your emails with “Thank you,” “Sincerely,” “Regards”—some closing remark.
- It is suggested you proofread emails for spelling, grammatical and typing errors.
- Make one last check that the address or addresses in the “To:” field are those to whom you wish to send your message.
- Do not type in all capital letters. This indicates yelling or reflects a shouting emphasis.
- Typing your emails in all lower case letters gives the perception of a lack of education or laziness.
- Do not use patterned backgrounds. This makes your email harder to read.
- Stay away from fancy fonts—only use the standard fonts that are on all computers.
- Refrain from using multiple font colors in one email. It makes your email harder to read and can add to misinterpretation of your intent.
- When forwarding an email, if you cannot take the time to type a personal comment to the person you are forwarding the email to, then do not bother sending it.
- Choose your email address wisely. It will determine, in part, how you are perceived. A professional email address should use some format of your given name. (dcarey@gmail.com)
- Do not add emojis to your email or use text wording and abbreviations.
- Adding quotes or philosophical statements at the end of your email will appear unprofessional.
- You must respond to an email promptly (within 24–48 hours).
- If you have applied for a position, check your spam folder for replies and correspondence.
- Formality reflects respect. Assume the highest level of formality with new email contacts until the relationship dictates otherwise. Refrain from getting too informal too soon in your email communications.
- Take the time to review each email before clicking “Send” to ensure your message is clear, contains no errors and that you are relaying the tone that you desire.
- Never use an old email to hit reply and start typing about an entirely new topic.
- Do not send or post anything that you are not willing to take responsibility for saying.
- A note of caution: EMAIL IS A PERMANENT FORM OF COMMUNICATION that the sender has no control over. It can be forwarded, searched for and retained in numerous places. For this reason, you should never include inappropriate subject matter, profanity, confidential information, or criticisms of colleagues, management or the company.

Sending Resumes and Cover Letters by Email
When you are sending documents by email, you must also write text in the body of the email. This is to notify the recipient of the purpose of the email and attached documents. Do not repeat items that are in your cover letter and remember that professional writing guidelines apply. Title the subject line of the email with the job posting title and job ID number.
Below is a copy of the accounting specialist job posting that Drew Carey applied to as well as his cover letter for the position. The cover letter has bullet points that correlate to the responsibilities and skills that are listed in the job posting. This format enables the applicant to draw attention to specific skills, experience and accomplishments that he/she possess and that the employer is seeking.

Accounting Specialist

Job Posting ID: 5678

Accounting Star Group is seeking an experienced Accounting Specialist for a full-time position.

Essential duties and responsibilities:

- Posts accounts payable daily. Organizes and files posted accounts payable
- Prepares manual checks as needed
- Creates and maintains new vendor files, including all pertinent W-9 information
- Investigates problems that vendors or purchasing agents have with obtaining payment for bills
- Prepares weekly accounts payable check disbursements for approval and prints, signs and mails approved payouts
- Monitors accounts payable open items and reconciles discrepancies and problems
- Reconciles monthly accounts payable statements and runs all month-end closing reports
- Codes routine monthly bills for input into accounts payable system according to company procedures
- Assists employees, vendors, clients and customers by answering questions related to accounts, procedures and services
- Maintains computer system backup tapes on a daily basis
- Maintains company accounting filing system and is responsible for the shredding of confidential financial information
- Orders office supplies and monitors petty cash and processes direct billing payments
- Associate degree in accounting or business management preferred
- 1–2 years of experience in an office environment
March 20, 20XX

Human Resources Administrator
Accounting Star Group
55 Nowhiring Highway
Anytown, PA 12345

Re: Job Posting ID: 5678 Accounting Specialist (asg.com)

Dear Human Resources Administrator:

Your opening for an Accounting Specialist, which was posted on your website, is an excellent opportunity. It has been my hope to utilize my accounting education and office skills in a company such as Accounting Star Group.

I have three years of experience in an office environment in both public and private organizations. During this time, I developed strong organizational skills in record maintenance, effective telephone techniques and a professional customer service disposition. Other skills include:

- Manage all aspects of accounts payable and accounts receivable, including reconciliation of monthly statements and check preparation
- Code monthly invoices for input to accounts payable system and process all month-end accounts payable reports
- Exhibit accurate bookkeeping skills in areas of petty cash, general ledger, expense reports, direct billing and payments

Attached please find a copy of my resume, which gives more information on my work history and education. It would be a pleasure to meet with you and discuss your Accounting Specialist position. Please call or email me at the contact information listed above to schedule an interview at your convenience. Thank you for your time and consideration, and I look forward to hearing from you soon.

Sincerely,

Drew Carey

Attachment: Resume
DREW CAREY  
717 Kent Street  
Allison Park, PA 15101  
555-555-555  
dcarey@aol.com

SKILL SUMMARY
- Exhibit accurate bookkeeping skills in areas of petty cash, general ledger, expense reports, direct billing and payments
- Utilize efficient office administration skills, including record management, telephone communications and document preparation with keyboarding speed of 60 WPM
- Interpret financial statement data and note discrepancies for investigation
- Provide excellent customer service with experience gained through government and business positions
- Achieve high degree of initiative as member of Phi Theta Kappa and Dean’s List

EDUCATION
Community College of Allegheny County, Pittsburgh, PA  
Associate of Science, Accounting, Anticipated May 20XX  
Certificate, Business Management, December 20XX
- President – Student Government Association  
  ➢ Led Student Government monthly meetings and developed agendas  
  ➢ Approved club budgets, enhanced Student Government Association by-laws and managed team building activities  
  ➢ Created and coordinated a Scholarship Endowment for students with Student Government Association committees
- GPA 3.88
- Accounting Courses
  Financial Accounting  
  Managerial Accounting  
  Intermediate Accounting  
  Accounting Applications (Payroll)  
  Principles of Tax  
  Computer Applications in Accounting

WORK HISTORY
Allegheny County, Pittsburgh, PA, Accounting Clerk, 20XX – Present
- Process accounts payable and accounts receivable invoices, including coding and investigating problems associated with obtaining payment of bills
- Reconcile monthly accounts payable statements
- Integrate tables, charts and graphs into professional documents, create and update files for customers, and maintain data base using Microsoft Access, Excel and Word
- Interact with vendors and other governmental agencies and departments to obtain required documentation to support expenditures and purchases

Barnett Company, Pittsburgh, PA, Office Assistant/Typist, 20XX – 20XX
- Greeted incoming clients and customers in a professional manner
- Typed a wide variety of correspondence, reports and other documents
- Maintained a large (5,000+) customer database with all contact information
- Assisted with copying and filing documents, answering and transferring incoming calls and sending faxes
Tracking Your Applications

Maintaining a record of your applications is crucial for a well-organized job search. In many cases, there will be a time lapse between when you apply to a position and when you get a response. In some instances, this time lapse may be several weeks to a few months, so it is important to have a record of all the positions you have applied for.

For example, you may be interested in applying for a different job opening at a company you have already applied to. In this case, you will need to have a record of the user name and password that you used to set up your initial application. Use the worksheet (or create your own spreadsheet) to record all the positions you apply to. You should have a record of the usernames, passwords, file names and other supporting documents to keep yourself organized.

Remember to update your records each time you submit a new application or receive information concerning the status of a previously submitted application. If you are called to interview for a position, these records will assist in your interview preparation so that you may easily review the documents you previously submitted for consideration.

JOB APPLICATION LOG—Please record each position you apply for. If you are called for an interview or you are checking the status of your application, this information will be very useful.

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<tr>
<th>Position applied for</th>
<th>Site where posting was located</th>
<th>Date of application</th>
<th>Username for application site</th>
<th>Password for application site</th>
<th>File name of submitted resume</th>
<th>File name of submitted cover letter</th>
<th>Notes/Comments</th>
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Portfolios

Professional Employment Portfolios
A professional employment portfolio is something that sets you apart from other job candidates. Both a well-prepared electronic or hard copy portfolio highlights your achievements, documents the scope and quality of your experience and training, and displays your skills and abilities. Complete samples can be located on www.collegecentral.com/ccac.

Organizing Your Portfolio

- Determine the skills necessary for the career area that you are pursuing.
- Choose items that will document how you have developed and used those skills.
- Arrange your portfolio in categories to show how your abilities relate to the current job market.
- Label the different sections for ease of finding information in the portfolio.

What You Could Include

- A copy of your resume
- An official copy of your transcript
- A fact sheet, in list form, that displays your skills
- A list of experiences that do not fit into your resume
- Certificates of awards and honors and certifications for special training
- A program from an event you planned or in which you participated as part of a class project or campus organization
- A list of conferences and workshops you have attended and a description of each
- Samples of your writing, such as reports, essays, and blogs/journals, as well as samples of your art work or technical drawings, webpages and class projects
- Documentation of technical or computer skills
- Letters of recommendation, commendation or thanks
- Letters of nomination to honor societies and academic organizations
- Newspaper articles that address some achievement
- Internship or co-op summary report
- Licenses
- Clearances
- Audio and video clips

Electronic Portfolios
You may want to create an electronic portfolio and make it available to employers as a supplement to your resume. A benefit of having an electronic portfolio is that it shows employers that you are familiar with various types of computer technology and programs. You may want to include the link (below email address) or URL code (in the top right corner of your resume) if you would like potential employers to view your portfolio in support of your application.

Organizing Your Electronic Portfolio

- Use a table of contents or directory to title sections and group information.
- Be aware of size requirements with regard to projects, videos, photos and other large files. In some cases, a link may be imbedded, or save and upload information in PDF format.
- The same information you would include in a hard copy portfolio should be included.
- It is recommended that you build a portfolio file on an electronic storage device of all your information and then select specific information to upload to the public access portfolio.
- The content of your portfolio should support your career goal.

Things to Remember with Electronic Portfolios

- It is extremely important that you update your information frequently. When you use an electronic format, it becomes apparent if you have not revised and updated the information. Updates and revisions should be done on a weekly basis.
- Be cautious of Cloud services as information may be tampered with.
- All information, content, graphics, photos, videos and blogs/journals must be professional in nature.
- It is advised that you follow all guidelines relating to copyrighted materials, including class projects and assignments.
- If you have included a link or URL code on your resume, you are inviting potential employers to view this information. For this reason, it is important to remember to keep all information appropriate and inviting to an employer.
References for Employment

References can be the most important part of securing a position and are one part of the job search over which you have control. These individuals verify to a potential employer that you will be a good hire and are therefore putting their reputations on the line for you. This is typically why employers require that your references not be relatives because they know that professional references will not lie on your behalf.

In most cases, references are usually contacted by employers after the interview. When they are, they may be the determining factor between two or three candidates for the same position. For this reason alone, it is important that you select your references wisely. You have the responsibility to select the best references for yourself that you possibly can. Do not choose someone as a reference who would not speak highly of you or who does not know you well enough to give a strong professional recommendation.

Tips for Selecting References

• Choose people who know you and can discuss your education and/or work-related qualities.
• Past and present employers can usually speak to your work ethic, how you get along with others and your willingness to take on responsibility.
• If you are selecting a previous supervisor/manager for a reference, make sure that person understands you are giving him/her permission to speak about your job performance and skills.
• Faculty members may know about your academic ability, productivity, timeliness, honesty and integrity. They can also verify course and program content.
• Select three to five references as if you are choosing your own personal sales team. Choose individuals that:
  – Know you well
  – Speak with an energetic, friendly and positive tone of voice
  – Are able to describe your skills and experience using action words and complimentary terms
  – Are accessible and reply quickly to phone and email messages
• Ask the reference what he/she would say about you if contacted. This is the only way you can be sure that the reference can communicate positively when describing you.
• Always ask if an individual is willing to be a reference prior to giving the person’s information to an employer.
• When you secure permission, verify all details of your references’ contact information, including the spelling of names, titles, mailing addresses, phone numbers and email addresses.
• Give each person who agrees to serve as a reference a copy of your resume. This provides your references with additional information about your educational and work experiences.
• List references in the order you would like them to be contacted. Some employers do not need to speak to all references; sometimes just one or two will suffice.
• Maintain regular contact with your references. Immediately upon interviewing, notify your references of the job position, company and person’s name that you interviewed with. Also ask to be notified if your references are contacted by the potential employer. This is a very good sign that they are interested in hiring you!
• Take your list of references to an interview. If you are not asked for them during the interview, offer them to the employer before departing.
PAULA PLEASANT
125 Bowling Lane
Wexford, PA 15090
412-555-5555
ppleasant@usa.com

REFERENCES

Mr. James O. Richards
President
Acme Corporation
123 Main Street
Pittsburgh, PA 15222
412-999-9999
jrichards@mycompany.org

Ms. Amy Jones
General Manager
Aldi Company
123 Aldi Drive
Wexford, PA 15090
724-888-8888
ajones@aldi.com

Mr. Sam Smith
English Professor
Community College of Allegheny County, North Campus
8701 Perry Highway Pittsburgh, PA 15237-5353
412-222-2222
ssmith@ccac.edu

Ms. Denise Powers
Manager
Pittsburgh Cable TV
897 Television Lane
Pittsburgh, PA 15620
412-333-3333
dpowers@pghtv.com
Once you have submitted applications, the next step in your job search is the interview process. Although you hope to interview for every position you apply for, that is probably not going to happen. Your application and resume have indicated to the employer you have the skills and experience that fit the position requirements. The interview is where the employer will determine if you are a good fit for not only the position but also the company. An interview also gives you the opportunity to determine if the company is a match for your personality and abilities.

**Interviewing**

Every job opening requires an interview. An interview is an opportunity to promote yourself and to showcase your skills and experience to support the employer’s goals. You and the interviewer actually have the same goal—selecting the right person for the position.

Thorough preparation for an interview can turn the experience to an applicant’s advantage. In most cases, people have more than one interview before getting a job offer. In this section, you will find information on the different types of interviews and also advice on how to prepare for each opportunity so that you will be able to present yourself as an ideal candidate.

**Types of Interviews**

There are several types of interviews, and each format is used for a specific purpose by the interviewer. Descriptions are provided for each interview type along with some strategies and tips for dealing with each different situation.

**Telephone Interview**

FOCUS: This type of interview is used to see if job candidates have the basic qualifications, and it helps to determine if you are a serious candidate. It is often conducted by someone other than the hiring manager. These interviews are usually less than 30 minutes in length and are designed to select candidates for face-to-face interviews.

STRATEGY: Establish credibility quickly; talk employer needs and look for every opportunity to make key points. Prepare as though it is a person-to-person interview. Use good telephone etiquette; speak clearly and distinctly.

TIPS: Make sure that you schedule a time when it will be quiet and you have your notes and questions prepared. Dress for the telephone interview—you will sound different if you get dressed and have combed your hair rather than if you are wearing pajamas and have a disheveled look. After a telephone interview, you should follow up with a thank you to the person who conducted the interview.

**One-on-One Interview**

FOCUS: You meet with one individual from the company; this may be a Human Resources representative or a hiring manager.

STRATEGY: Establish rapport with this person and address the person formally unless instructed otherwise.

TIPS: Do not become too casual in this type of interview. It is also important to maintain eye contact with the interviewer and appear confident. During a one-on-one meeting, the interviewer is likely to pause and take notes, giving you a breather. This is natural for this type of interview, so do not become nervous or try to fill these short silences with continued talking.

**Panel/Team Interview**

FOCUS: A panel/team of people meets with each of the job candidates and asks each candidate the same series of questions. The panel/team may be made up of 2–10 people from different departments and positions in the company. This type of interview can give the company a more complete picture of you, and you may get a fuller picture of the organization and the job opening as well. Another advantage for the candidate is that you can avoid repeating the answers to similar questions posed in each of a series of interviews. Therefore, you may also have more time to provide greater detail in your answers.

STRATEGY: Introduce yourself and shake hands with each panel/team member and politely ask for a business card. If it is a large panel/team, it may be helpful to organize the business cards in a manner that will assist you to correctly identify each person. Establish rapport with each person and direct your questions to a specific individual. Make eye contact with each person, particularly when responding to each person’s question. Probe for common problems and show how you can be a part of the solution and a valuable team member.
TIPS: This type of interview is difficult. Remember, you cannot please everyone in the group. If given a choice, sit where you can make maximum eye contact with each individual. Figure out where each person fits within the organization. Beware of getting pulled off course with an extended exchange with just one or two interviewers. Be prepared for interruptions and the possibility that an interviewer may need to step out of the meeting. One of the features of the panel/team interview format is that it reveals how candidates hold up under stress and think on their feet with questioning from many sources. After this type of interview, it is appropriate to send a follow-up thank you to each individual on the interview panel/team. In the thank you, mention or refer to a specific question that person asked during the interview.

Serial Interview
FOCUS: The job candidate meets with a series of people, usually one right after another. After everyone has met with the candidate, the interviewers will usually meet to discuss the candidate and compare notes.

STRATEGY: Establish rapport with each person and find out what each interviewer’s role is in the company. Use the one-to-one time to relate your skills and why you are a good fit for the position. It is important to display enthusiasm and energy in each of the interviews throughout the process.

TIPS: Reduce fatigue by stretching between appointments as this series of interviews may last an entire day. Be careful not to display signs of boredom when being asked the same or similar questions by several interviewers. Take notes between meetings for follow-up. It is also recommended you send an individual thank you to each interviewer.

Interview During a Meal
FOCUS: This type of interview is used to see how the applicant performs in social situations, especially if the job involves meeting with customers or business associates.

STRATEGY: Use the informality to your advantage but do not become too relaxed. Ask questions that indicate an interest in the job, the organization and the employees. Avoid controversial topics, such as religion, politics and debatable current events.

TIPS: Consider eating a snack before you go. Do not drink alcoholic beverages or order the most expensive item on the menu. Choose menu items that can be eaten easily and neatly. Be aware, your interpersonal and conversational skills are being observed and noted. If you are uncertain about proper dining etiquette, consult a Career Services professional or view informational videos that are available with a quick internet search.

Video Interview
FOCUS: This type of interview may be used for a job outside your local area, or when a company representative needs to participate in an interview but is at an outside location, or as the company feels it is appropriate.

STRATEGY: Prepare your background. A window behind you will create a shadow. Do not have clutter visible. Sitting at an appropriate level at a desk or table looks professional. Make sure your face and upper shoulders are framed in the shot. Place the computer slightly higher than you normally do so that it is capturing your face and you are not looking down at the screen. Look into the camera, not at the picture. If you look directly at the image of your interviewer on your computer screen, you will appear to be looking slightly away from the interviewer. Instead, looking directly into your webcam will read as direct eye contact on your interviewer’s end.

TIPS: Dress the part; wear what you would wear for an in-person interview. Practice in advance with a friend. Connect online to test the volume and camera. Run through some questions to see how you sound and appear on screen. Plan for technical difficulties. If using a laptop, keep your computer plugged in so the battery does not die. Keep all other programs on your computer closed. You do not want to be distracted or have interruptions. If you find the image of yourself distracting, cover it. Skype, for instance, will include a small image of yourself in the corner of your screen. If you tend to watch the image of yourself rather than watching the interviewer, change your setting to remove that window altogether—or just cover it with a Post-it note.

Invited to Interview
Usually, a candidate is contacted by telephone to be scheduled for an interview. Typically, a person gets very excited to receive this phone call, but it is important to remain professional and also get all the vital information in order to best prepare yourself. Only answer a phone call if you are in a quiet
location where you are able to focus on the call and take detailed notes. If the person contacting you has not provided all the information, politely ask for the following details:

- Name of the person who is calling you and also the name(s) of the interviewer(s)
- Correct date and time of the scheduled interview
- Exact location where the interview will occur—for example, the specific building, floor and office location where you are to report for the interview
- Recommended parking or available public transportation
- Suggested additional supporting documents or equipment you should bring to the interview
- Name and phone number of a contact person that should only be used in case of emergency, such as illness or emergency traffic incident
- Type of interview you will be participating in

Interview Preparation

Once you have been contacted for an interview, start preparing as soon as you know what type of interview it will be and the date. Do not wait to start preparing until the night before or morning of the interview. Understand that you have been selected from a larger applicant pool but that you still need to promote yourself. Preparation is the key to having a successful interview.

Researching the Company

Researching the company or organization will help you to prepare a list of intelligent questions that demonstrate your knowledge of the company to the interviewer and may set you ahead of the other applicants. Conducting an internet search for recent articles about the company and employees you may have networked with is suggested. In addition, view the company’s website to learn about its:

- products or services
- history and number of employees
- location of its plants, hospitals, offices or stores
- union or non-union workforce
- growth pattern and competition
- prospects for the future: potential new markets, products, services and technology updates
- financial situation

Travel Route

Before the interview, travel to where you will be interviewing to determine how long it will take you. If possible, try the route around the same time of day you will be going for your interview. Use the internet/GPS to get directions and expect possible delays. If an emergency occurs and you know you are going to be late, call the interviewer and ask if you should reschedule or if you are permitted to arrive late.

Dress to Impress

Dress professionally for the interview. REMEMBER THAT YOU DO NOT GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION. Your appearance should be neat, clean, pressed and polished. The outfit you wear should fit well, and you should be comfortable in it. Conservative business attire is appropriate for most settings. For some technical and trade jobs, less formal attire is acceptable. If you are uncertain what is appropriate to wear, ask the recruiter for guidelines when you are called to be scheduled for the interview.

Suggestions for Appropriate Interview Attire:

Women

- Traditional, conservative skirt or pants suit or dress with jacket in navy, gray, black, tan or any other muted color
- Skirts or dresses should be knee length
- No miniskirts, jeans, shorts or capri pants
- Coordinated blouse or top that does not gap or show cleavage
- Wear solid color panty hose or sheer knee highs in skin tone, black, gray, navy or brown that most closely coordinate with your clothing
- No scrubs, leggings, tight pants or yoga attire
- Polished closed-toed shoes with heels no higher than three inches—no sandals or mules
- Do not wear strong perfume or cologne
- Wear natural looking make-up if you normally wear cosmetics
- Make every effort to cover tattoos
- If possible, remove facial and body piercings
- Neat and professional hairstyle with a color that is natural in nature
- No gaudy or oversized jewelry
- Short, manicured nails with light or clear nail polish—no long artificial nails
- Solid-colored handbag that coordinates with clothing color; avoid large oversized bags or totes
- Slim briefcase or folder
Preparing for Questions
It is important to anticipate the types of questions that will be asked during the interview and prepare your answers beforehand. A quick internet search for questions asked during an interview for the position you are applying for may be helpful. During an interview, you will be asked questions about your skills and accomplishments, but you may also be asked about your professional failures or disappointments. Although you should practice answering questions, remember you do not want to come across as sounding like a robot or as if you are reading a script. Practicing in a mirror with a friend or recording yourself answering questions will enable you to become more confident and natural sounding with your answers.

Examples of Common Interview Questions

Tell Me About Yourself
An opening interview question that is very commonly used is being asked to give a brief introduction of yourself. For this response, prepare a 30–60 second statement that is a strong presentation of your skills, abilities, accomplishments, education and experience. Refer to the “Elevator Speech” that you developed on page 8 and update it with specific details that relate to the particular job for which you are interviewing. Do not include personal information, such as age, marital status, hobbies or family. Just keep your answer professional based upon your experience and training.

Technical Questions
At some point during the interview, there will be a discussion about the actual position. The interviewer may give you a job description verbally or may ask questions that specifically deal with the tasks it takes to do the job. It is advised that you review the job posting prior to the interview in order familiarize yourself with the advertised job responsibilities. These types of questions may also require that you demonstrate your skills by completing a task. Examples of technical questions may include the following:
• What databases have you utilized to manage your information?
• Have you ever done taxes for a small businesses?
• What is your experience in working with pediatric patients?
• Demonstrate how you would set up an Excel worksheet that includes formulas and pivot tables.

Behavioral Questions
Behavioral questions are based upon the premise that past behavior can determine future behavior. This type of question attempts to assess how you will act in a given situation, which gives you the opportunity to draw from a past experience and highlight how you handled and responded to a specific situation.

Some typical behavioral questions are:
• Tell about a time that you had to deal with an angry customer/student/patient. What did you do and what was the outcome?
• Give an example of a time that you set a goal and how you went about achieving that goal.
• Tell about a problem you have had with a coworker and how you resolved it.
• What is the last big challenge you experienced? How did you handle it?
• Discuss a goal that you set for yourself but did not achieve. What did you learn from this experience and how will this affect your goal setting in the future?

Using the STAR Method to Answer Behavioral and Technical Questions
Behavioral and technical questions are not the easiest questions to answer; however, by using the STAR method, you will be able to give a
solid response. The idea is to tell a story, using supporting facts to explain your actions and the outcome. It is important to use an actual event or situation and not a fictional one. The key to successfully answering behavioral and technical questions is to provide enough details to support your response without rambling.

S stands for situation.
• Explain the situation. What was going on at the time? Include important details to describe the situation.

T stands for task.
• What was the assignment or job being done or needing to be done?

A stands for action.
• Explain in detail the action you took or initiated to deal with the situation and resolve the problem.

R stands for result.
• What was the final result of the situation? Was the outcome what you expected?

Select one question from the provided examples of behavioral or technical questions and develop your STAR response.

Question: _______________________________

Situation: ________________________________

Task: ___________________________________

Action: __________________________________

Result: __________________________________

Character Questions
These questions attempt to assess your dependability in a position, your enthusiasm for the work you do and your interest in the company. When answering these questions, you should also include some information that supports your response. Some character questions may be:
• Why did you leave your last job?
• What is your greatest strength?
• What is your greatest weakness/challenge?
• What is more important to you—the money or the work?

Company Culture Questions
Company culture refers to the beliefs and behaviors that determine how a company's employees and management interact and handle outside business transactions. Interviewers ask questions related to company culture to ensure that the employees they hire are a good fit for the organization. Company culture includes a range of issues—from how employees dress to how they interact with company leaders to how often employees volunteer to work after hours. Some questions related to company culture may include:
• How do you feel about working with a diverse team?
• What would be the ideal company culture for you?
• Why are you the best person for the job?
• What do you know about this company?
• What can you do for this company?
• Do you prefer a private, quiet office or an open setting where you can readily interact with your colleagues?

Strategies for Successful Job Interviews

Enthusiasm. Conduct yourself with optimism and a positive attitude from the moment you walk into the company. Act friendly to everyone you meet.

Know the interviewer's name and use it during the interview. Using a person's name personalizes the conversation and adds warmth. Try to get a business card from each interviewer, if possible. Also, get the assistant's name if you need to call back or have questions. Assistants can have some influence on selecting the final candidate.

Bring extra copies of your resume and other supporting materials. This demonstrates that you are prepared. In cases of panel/team interviews, you should have enough copies so that each person has one. At the beginning of the interview, ask if anyone needs a copy of your resume.

Do not be embarrassed by nervousness. The interviewer(s) are probably nervous, too. In fact, nervousness can be a good sign—it shows you are taking the interview seriously.

Do not exaggerate. It will come back to haunt you. Follow the interviewer's lead. Do not try to take over the interview. Stick to the subject at hand, but do not dwell too long on one point.
Be prepared for personal questions. Most interviewers know what they can and cannot ask legally, but anticipate how you will handle personal questions.

Be certain you understand the question. It is acceptable to ask for clarification and restate the question in your own words if necessary.

Accentuate the positive. Be positive and honest, but never apologize for lack of experience or weaknesses.

Emphasize what you can do for the employer. Employers want to know who you are, but they are most concerned with what you can do for them.

Take a pen and paper. Ask the interviewer if you are permitted to take brief notes. Do not take excessive notes as that may disrupt the flow of the interview. A good practice is to listen and interact intently during the interview, then once you leave, write down as much as you can remember.

Never speak negatively or overshare information. Negative comments about a former employer, colleague, teacher, an institution or friend will reflect poorly on you.

Speak slowly and watch your grammar. Employers are interested in candidates who can express themselves articulately and properly. Avoid expressions such as “like” and “you know” or too many “ums” and “ers.”

Ask questions. Be prepared with appropriate questions about the job and ask when the interviewer prompts you for questions. Avoid questions concerning salary, benefits and vacation time.

Do not continue to talk just to fill short silences. It is important to understand there will be short periods of silence in each interview. These short silences are natural, and you should not feel nervous and continue speaking just to fill the gap.

Wait for a job offer to talk about salary. As an interviewee, do not bring up the topics of salary, benefits, vacation time, personal time or any other compensation issues. Hopefully, the interviewer will bring those topics up. However, you may be asked, “What salary are you seeking?”

There are several answers that would be acceptable. One is to say that the salary would depend upon all the compensation factors involved. Another response is to reply in return and ask the salary range. If you are pressed for a salary figure, you should have a broad salary range in mind. If you need further information, an internet search can provide you with salary ranges related to the education and experience the position requires. Keep in mind, job titles and salaries vary by geographic regions.

**Mental Preparation on Interview Day**

An interview can be a very stressful event. It is important to remember you have been selected from a larger applicant pool, but you will need to impress the interviewer and distinguish yourself from the other applicants in a positive manner during your interview. Understanding your strengths and accomplishments and why you are an excellent candidate to fill the position will enable you to have a positive interview experience.

- Get proper rest the night before and allow plenty of time to get ready
- Avoid excessive caffeine
- Prepare to market yourself—think of an interview as a competition
- Put on a friendly smile and be confident

**Arriving for the Interview**

Be on time. This means 10–15 minutes early. Sometimes, interviewers are ready before the appointed time. Avoid arriving too early unless it is specified that you will need to complete some paperwork or other task prior to the scheduled interview time. If there is an unexpected emergency, such as a sudden road closure, call the interviewer as soon as possible. Arriving late to an interview will reflect poorly on you as a candidate.

Prior to entering the building, turn off your cell phone and keep it out of sight. Phones should be turned off completely—not in silence or vibrate modes. You do not want it to be the cause of an unexpected interruption nor appear rude during the interview.

Be polite and friendly with everyone you encounter. If you are greeted by a receptionist or administrative assistant, make sociable conversation. It is suggested you have your folder/briefcase or handbag in your left hand so that you can easily offer a firm handshake. Establish eye contact, smile, listen attentively and speak clearly.

If you are required to take a pre-employment test or demonstrate your skill level, this will usually occur prior to meeting with the interviewer. When you are contacted to be scheduled for your interview, information should be conveyed to you concerning pre-employment testing, so if you need to bring any special equipment, you will be prepared.
Pre-employment Testing

Types of Pre-employment Tests
As the name implies, pre-employment tests are given to job candidates during the hiring process. Whether they are computer-based or written, there are two broad categories of pre-employment tests: aptitude tests and personality tests.

Aptitude Tests
Aptitude tests measure how well job applicants can perform a specific task related to the job. For example, a student applying for a job as a computer programmer may be asked to create a specific program using C++ in a UNIX system, or a student applying for a job in publishing might be asked to read and correct a sample manuscript. An administrative assistant might be asked to take a timed typing test. Sometimes, the applicant will be asked to complete the task at the place of employment under time constraints.

Personality Tests
Possessing the knowledge and skills required to do a job does not guarantee that you will be a good employee. You must be able to work well with fellow employees and with your supervisors and managers. With this in mind, employers often give potential employees personality tests to see how well they will fit within their corporate culture. These tests attempt to measure a variety of personality factors, ranging from how you manage your time and your daily activities to how well you follow orders or collaborate with others. You may be asked to complete computerized personality tests during the application process.

The Interview Sequence
All interviews are unique and are conducted by people with varying objectives. However, there is a flow to an interview. Not all interviews will follow this sequence; however, many will, and understanding the order will enable you to feel more comfortable during the meeting.

If you are seated when the interviewer greets you, stand and offer a firm handshake while you introduce yourself. This is your opportunity to begin developing rapport with the interviewer.

Once you are in the interview space, wait to sit until you are invited to do so. When sitting, place your bag on the floor so it does not become an obstruction between you and the interviewer. This is the time to ask the interviewer if he/she needs a copy of your resume.

Introductions and Icebreakers
Many believe the interview begins with the initial handshake. The interviewer extends a hand and says, “Hello, I’m Jane Employer. Have a seat.” You say, “Thank you,” and sit.

The interviewer may ask a simple ice breaker question, such as “Did you have any trouble finding the place?” or “What is the weather like?” These are just simple questions; do not make more out of them than is intended. Giving a polite response and smiling will add to a good impression. One candidate lost a job at this point when he began complaining about the heavy traffic getting to the interview.

Expect to spend some time developing rapport. Do not jump right in and get down to business; follow the lead of the interviewer. Whatever time you invest will be repaid tenfold since personal chemistry is a main ingredient in the hiring process. If the interviewer likes you, the rest of the interview will go well.

At this point, the focus of the interview moves on to the question and answer portion. Although providing complete and truthful answers to the questions is your goal in order to secure a job offer, other factors, such as body language, also contribute to the final decision of selecting the right candidate.

Body Language
Posture—standing and sitting. Correct posture gives the impression of confidence and attentiveness. When standing, your back should be straightly aligned and your chin parallel to the floor. When seated, keep your shoulders back and head straight. Unbuttoning your jacket when sitting (if you are wearing one) will enable you to feel more comfortable. Legs should be together; however, you may cross your ankles.

Hands. Lay your hands loosely on the arms of your chair or in your lap rather than clasping them together. Avoid fidgeting, making excessive hand gestures or crossing your arms.

Eye contact. Maintain eye contact with the person asking the questions. If it is a team/panel interview, make eye contact with the person who asked the question but also look to each individual as you are responding.

Smile. It is important to smile during an interview. A warm smile conveys confidence,
instills trust and convinces those around you that you are approachable and open. These are all desirable qualities for a colleague and employee. Smile.

**Interview Closing**

You know the interview is drawing to a close when the interviewer asks you, “Do you have any questions?” You should be prepared to ask 3–5 questions that have not already been discussed in the interview. It is permissible to have these written down and to refer to your notes at this point. The questions you ask should focus on the position and company in order to give you a better understanding of the goals, expectations, company culture and position’s responsibilities. In some cases, an employer has selected the final candidate based on the questions that the interviewee asked during the interview.

**Sample Questions to Ask Employers**

- What type of assignments would be given in the first six months on the job?
- What training or orientation is provided to someone starting in this position?
- Do you have plans for expansion?
- How did this position become available?

**Before Leaving the Interview**

Make sure you do the following:

- Ask for the job. For example: I am very interested in this position, and I am confident I would do well as the (position title).
- Get a business card from the interviewer(s).
- Ask about the next step in the interviewing process and when and how you will be notified.
- Thank each person and shake hands with everyone involved in the interview, including the receptionist or administrative assistant on the way out.

**Self-Evaluation of an Interview**

Use this worksheet to complete a self-assessment of your interview. Be honest with your answers so you are aware of any weaknesses and can develop strategies to improve. This self-assessment should be done after each interview. Remember that interviewing is a skill and that you will usually experience improvement with practice.

<table>
<thead>
<tr>
<th>Score:</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I was able to answer questions about the employer, what they do and why I want to work there.</td>
</tr>
<tr>
<td></td>
<td>I had enough copies of my resume and other supporting documents and provided this information to the interviewer(s).</td>
</tr>
<tr>
<td></td>
<td>I knew what skills were required for the position and was able to explain why I am a good fit for the position.</td>
</tr>
<tr>
<td></td>
<td>I was able to offer explanations and specific examples that indicate I am a hard worker and can excel in the position.</td>
</tr>
<tr>
<td></td>
<td>I answered the tough questions without stumbling and had good answers for all the questions.</td>
</tr>
<tr>
<td></td>
<td>I asked the interviewer 3–5 questions about the position and/or company.</td>
</tr>
<tr>
<td></td>
<td>My clothing was appropriate, and I looked my best.</td>
</tr>
<tr>
<td></td>
<td>I showed enthusiasm, looked the interviewer in the eye, spoke clearly and displayed a sense of humor and positive attitude.</td>
</tr>
<tr>
<td></td>
<td>I emphasized my interest in the position and asked for the job.</td>
</tr>
<tr>
<td></td>
<td>I shook hands, asked for a business card and thanked the interviewer(s) before leaving.</td>
</tr>
</tbody>
</table>

**Total Score**
Personal evaluation of your interview

Score: 0 – I did not do this
1 – Needs work
2 – OK, but not great
3 – I was a superstar!

Results:
27–30 total points—Good Job! You were prepared and did your best.

22–26 total points—You did OK, but there is room for improvement. Think of ways you can improve your weaknesses before your next interview.

0–21 total points—You need some practice and more preparation. It is suggested you meet with a Career Services professional for assistance with improving your interviewing skills.

Follow-up to an Interview

A follow-up interview thank you is an important step in successfully securing a position. In some cases, the follow-up thank you was the determining factor in selecting the final candidate for a position. For this reason, you want your thank you to be a positive and professional reflection of your ability to do the job well.

In today’s business environment, it is acceptable to send your thank your via email. Thank you emails should be sent within 24-48 hours after the interview. Although you may think it is a good idea to send your email immediately upon leaving the interview, it is suggested that you wait a few hours so that you may reflect on the interview and write an effective message. It is important that you follow the guidelines for sending business emails that are on page 37 of this manual. The following is an example of a thank you email:

```
Dear Ms. Boom,

Thank you for meeting with me this morning to discuss the Accounting Specialist position at Accounting Star Group. I enjoyed our conversation and am excited about the possibility of joining your team.

I know what it takes to assist with the daily operations of a busy and successful accounting firm. In my current position as an accounting clerk for Allegheny County, I manage all aspects of the operation by handling tasks such as bookkeeping, customer service, claims processing, report preparation and ongoing communications with the district manager.

You mentioned that your ideal candidate will have strong “people” skills—an area in which I excel. At Allegheny County, I have facilitated the growth of a loyal client base by consistently providing excellent customer service. I am confident that my skills will be beneficial to your company as well, whether it be volunteering for special projects or ensuring the company is positioned for growth and increased profitability.

Again, thank you for considering me for this exciting opportunity. Please feel free to call me at 555-555-5555 if you have questions or need additional information. Thank you for your time and I look forward to hearing from you.

Sincerely,

Drew Carey
```

Some people may prefer to write a formal business thank you after an interview. An example of what a thank you letter should look like is provided on the following page. The body of the letter may also be used in an email format.
June 28, 20xx

Ms. Margaret Hollihan  
Nursing Supervisor  
Best Healthcare Center  
3156 Center Highway  
Anytown, PA 12345

Dear Ms. Hollihan:

Thank you for interviewing me on Wednesday, June 27, for your open Registered Nurse (Job ID 8675309) position.

As we discussed, my nursing education has provided me with the skills and experience to excel as a Registered Nurse in a long-term care facility. My clinical rotations at Kane-Ross Regional Health Center and Community Care were very rewarding, and I discovered I have a passion for caring for elderly patients. In addition, my experience during my clinical rotations and prior employment have enabled me to develop the skill and ability to effectively communicate with diverse populations and remain calm in stressful and difficult situations. My education, skills and experience relate to what your position requires, and I am confident that I can contribute in a positive and efficient manner to provide your residents excellent nursing care.

Your time and the information you shared with me were appreciated, and I am very interested in pursuing your Registered Nurse position. I look forward to speaking with you again next week concerning the second round of interviews. If you need to contact me in the interim, I may be reached at 555-555-5555 or nnurse@nurse.com. Thank you again for the opportunity to interview.

Sincerely,

(For hard copy letters, sign your name neatly in blue or black ink here.)

Nathan Nurse
Common Interview Mistakes
• Failure to ask questions
• Inappropriate appearance
• Failure to research the company
• Negative attitude or lack of enthusiasm
• Exaggerating or being deceitful about qualifications, experience, skills and/or education
• Poor body language
• Providing single word answers to questions
• Sharing information that is personal
• Giving lengthy answers with unimportant details
• Failure to look the interviewer in the eye
• Limp handshake

Reasons Why People Do Not Get Hired
The following are factors that frequently lead to rejection for employment:
• Overemphasis on money/benefits
• Lack of maturity and courtesy
• Insufficient energy, enthusiasm and/or confidence
• Sloppy resume or application
• Lack of knowledge in the field of specialization
• Parents are perceived as making decisions for the applicant
• Failing background checks and/or drug tests
• Bringing parents, spouses, children or pets to an interview
• Negative information, photos or comments found online connected to the applicant

How to Accept a Job Offer
The reward of having a successful interview and promoting your skills and experience to a potential employer is a job offer. Although everyone is very excited to receive a job offer, it is important to remain professional during the acceptance process.
• Typically, job offers are first made in a phone call. During the call, remain professional and express your gratitude and excitement.
• Ask the caller what the next step is in the process. It is suggested that you do not accept the offer immediately, but ask for a consideration period of 24–48 hours.
• If the employer has not mentioned a written offer, ask for one. A written offer should detail the title of your new position, salary, start date, working hours and benefits (health insurance, 401(k), vacation/sick days, flex time). Written offers may be sent in an email.
• As soon as you decide to accept the position, notify the employer. The employer may require you to sign a written offer or contact as your acceptance.
• If you decide not to accept a job offer, you need to write a letter or email and decline the offer in a professional manner. It is important that you do not neglect this step or be rude when declining a position since you may want to pursue other opportunities with the company in the future.
GOOD WORK HABITS—MAKING THE MOST OF YOUR NEW JOB

Whether it is your first job as a new graduate or a part-time or internship/co-op position while you are still in school, it is critical to your success to get started in the right direction.

Habits That Start a Successful Career

The following tips can help you to excel and avoid some of the common errors that some employees make:

• **Be on time for work.** It is suggested you arrive at least 15 minutes prior to your scheduled start time so you are ready to begin working at the start of your shift. This demonstrates dependability and responsibility.

• **Plan to work hard** and do more than is expected. Avoid “it’s not my job” thinking.

• **Take initiative** and ask for additional assignments once you have completed yours. Demonstrate you are a good team member and offer to assist with other projects.

• **Keep your supervisor informed** of your progress and ask for regular feedback on your performance. If any assignments are unclear, ask for clarification instead of proceeding in the wrong direction.

• **Develop and utilize strong interpersonal communication skills**, including both oral and written communication. Every job, including technical ones, will require some degree of personal interaction.

• **Another aspect of good communication skills is developing relationships with your co-workers.** Get to know your colleagues and be known by others in your work environment; your professional growth depends on it. **This does not mean to gossip or overshare personal information.**

• **Interpersonal skills are important in every position.** Greet co-workers, smile and make an effort to learn everyone’s name. **Treat everyone with respect and courtesy.**

• **With written work, be sure you have proofread it carefully for content and for spelling and grammar errors.** This includes emails, reports and presentations as well as any written documentation or correspondence.

• **Always take pride in the work you do.** Remember, not only should you want to do the best job possible, but your performance is also a reflection on your employer.

Your First 90 Days on the Job

• **Do not miss work** during your probationary period or your first 90 days on the job.

• **If you are unsure of directions or what is expected, ask your supervisor or manager questions and listen.** Make notes to help you remember what the process or goal is.

• **Establish mutually agreed upon goals with your supervisor or manager.** Determine what is expected of you from the very beginning. This includes developing clear deadlines for your projects.

• **Learn the corporate culture of your organization and be willing to adapt to it.** Organizations expect their employees to fit in and accept the corporate culture. Observe your co-workers’ behaviors and, when in doubt, ask questions.

• **Regular communication with your manager or supervisor is valuable as you learn your responsibilities and grow within your position.**

• **Be sure to listen carefully so that you fully understand instructions or requests.**

• **Understand that feedback from your manager or supervisor is meant to help you improve your job performance.** Do not interpret comments as a personal attack on your skills and abilities, but view them as a learning opportunity.

• **Get out of your office and network with key people.** A friendly attitude can also help you to appear invested in your workplace. Greet everyone with a smile and introduce yourself. Make an effort to learn everyone’s name and job title.

• **Within your organization’s culture, be aware of who has the power (both officially and unofficially) to make things happen.** As a newcomer, know your place within the organizational structure and do not overstep authority. Inquire about the usage of common areas, such as the break room, and what is sharable, who is responsible and your expected participation.
• Organize your workspace; set up your calendar, voice mailbox and email. Avoid adding excessive personal photos and/or decorations that will interfere with your ability to effectively perform your duties or make you appear unprofessional.

• Demonstrate the skills and work habits that you promoted to the employer during the interview process.

Traits That Make an Employee Excellent

• Demonstrate patience and sensitivity with others; avoid public confrontations or complaining. In today’s business climate, an employee encounters many individuals with diverse backgrounds, beliefs and abilities. For this reason, it is imperative to always treat everyone with respect.

• Practice diplomacy when working on a team, which includes being receptive to others’ input and knowing when to compromise.

• Master your job responsibilities. If you are going to move up in an organization, you have to prove you understand and can accomplish the basic requirements of your current job first.

• Be assertive, self-confident and visible. Remember the three “E’s”—enthusiasm, energy and excellence. These qualities make a positive impression with employers and co-workers and will serve you well in the future.

• Employees who consistently come to work dressed appropriately for their position are often recognized as being responsible and invested employees. This means your clothing should fit, and be clean and neat. It is suggested that employees not only follow the guidelines of the required dress code, but dress in a manner that indicates you are a respected and professional team member that wants to advance in the organization.

• The willingness to persevere and accept additional responsibilities is viewed as indicating an employee’s desire to advance in the company.

• Understanding how your position and work flow affect the entire organization enables an employee to develop a reputation for being a resourceful and reliable colleague that is able to contribute to the overall success of the company.

General Guidelines for Using Cell Phones and Computers on the Job

Today, technology touches every career field and profession. As an employee, it is your responsibility to understand and follow company rules and guidelines for both personal and professional use of computers, cell phones and social media. Failure to do so may result in dismissal from your position. In addition, you should keep your skills current and up-to-date.

• Do not use your cell phone in private or group meetings unless it falls within the established guidelines of company policy.

• In cases of emergency, it is polite to excuse yourself from meetings or shared workspaces and move to a quiet and private space to accept the call. Remember to keep the cell phone conversation as short as possible.

• Lengthy cell phone conversations or texts reduce your productivity. Unless they are directly related to your job responsibilities, these behaviors should be avoided during working hours.

• Resist the urge to immediately respond to friends or family who repeatedly call or text you during the work day. Only use your cell phone for personal matters during designated breaks during the work day.

• For company-issued cell phones and computers, the company may have access to all communications made on that device. In this instance, limit use to only those communications that are professionally related, including phone conversations, texts, emails, websites and social media platforms.

• Social media use may be subject to scrutiny by your employer. To avoid potential problems, be sensitive and professional when using any social media platforms.

• Avoid visiting websites that are non-job related on company-issued computers, laptops, tablets and/or cell phones.
Moving On to New Opportunities

When you decide to leave your current position for whatever reason, it is important to remember to demonstrate professional business etiquette and remain positive with your current manager/supervisor and co-workers. These behaviors are key to building and retaining the professional contacts and relationships you developed during your employment. Your future career success may depend on the courtesy you display as you move on to the next opportunity. These colleagues and managers/supervisors can become valuable professional networking contacts.

Tips for Leaving Your Job on a Positive Note

• Meet with your direct manager/supervisor and discuss your intention to leave prior to discussing your planned exit with your co-workers. It is suggested that you have a formal letter ready to give to your manager/supervisor that states you are leaving the company. In most cases, you will be expected to give your current employer two weeks notice prior to your anticipated end date. Based on your current contract, you may be required to provide a longer notice of your resignation.

• Prepare for an exit interview with your manager/supervisor or a human resources representative. An exit interview is a chance for you to share your thoughts and provide feedback. Focus on the positive and only give criticism that will be productive for the company, your manager/supervisor and the next person who will be in your position.

• Remain positive as you work during the period prior to your last day. If you act bitter or angry, you may lose valuable networking contacts and professional references. Continue to perform your job responsibilities unless otherwise directed by your manager/supervisor.

• Clean up your workspace and computer. Remove any personal information prior to handing in your resignation letter as you may be asked to leave immediately.

• Offer to help with the transition of your responsibilities by either training your replacement, explaining your responsibilities to other team members who will be working with your replacement or taking on some of your job responsibilities, and/or informing your manager/supervisor the status of your current projects and assignments.

CONCLUSION

As detailed in this manual, a successful job search involves a great deal of self-evaluation along with writing and rewriting a resume and other supporting documents. It also involves researching the companies and industries that interest you, making contacts in those industries and getting the word out that you are looking for a job. Understand this is a time-consuming process and is some of the most important work that you will ever do. Take your job search seriously and give yourself enough time to get it right.

As stated at the beginning of this job search manual, it takes effort to find a job, and it is a process that you will repeat several times during your career.

CCAC Career Services would like to celebrate your success. Please notify us when you accept your new position. Best wishes for a successful job search and a productive career.
JOB SEARCH CHECKLIST

Getting Started
☐ Identify your skills
☐ Develop your network
☐ Create an “elevator speech”
☐ Identify websites that list job opportunities
☐ Gain work experience—part-time/seasonal job, internship, co-op

Develop Resume
☐ Select the appropriate headings and information to include
☐ Create a rough draft of your resume
☐ Review the resume for errors and content
☐ Modify the resume for each position

Apply for Positions
☐ Gather all information and complete the application worksheet
☐ Write a cover letter for a job opening
☐ Track your applications
☐ Create a document with your references

Interview
☐ Select appropriate interview attire
☐ Research the company
☐ Prepare answers for interview questions
☐ Write a thank you to the interviewer(s)

Good Work Habits
☐ Develop successful work habits
☐ First 90 days—goals and information to learn
☐ Become an excellent employee

Start the Job Search Cycle Over for Every New Position

NOTES:
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About the Community College of Allegheny County (CCAC)
Since its founding in 1966, CCAC has flourished, becoming the educational powerhouse it is today—a nationally renowned two-year college dedicated to serving all members of the community. From groundbreaking student success initiatives to top-ranked academic and career-based programs, CCAC continues to be the college of choice for nearly one out of three adults in the Greater Pittsburgh metropolitan region.

Every year, more than 25,000 students enroll at CCAC, taking advantage of 160+ degree, certificate, diploma and transfer programs while thousands more access noncredit and workforce development courses. Comprising four campuses and four neighborhood centers, as well as other offsite locations, CCAC is honored to have one of the largest veteran student populations in the state and takes pride in ranking among the nation’s top community colleges for the number of individuals graduating in nursing and other health-related professions.

CCAC graduates have transferred to the nation’s most prestigious colleges and universities, have obtained the most academically challenging and competitive degrees and can be found at leading companies, organizations and institutions throughout the country. CCAC alumni are actively engaged in every sector of society, providing leadership to scores of economic, scientific, civic and philanthropic entities both in the Pittsburgh region and around the world. Visit ccac.edu to learn more.

Nondiscrimination Policy
The college does not discriminate and prohibits discrimination against any individual based upon race, color, religion, national origin, ancestry or place of birth, sex, gender identity or expression, perceived gender identity, sexual orientation, disability, use of a service animal due to disability, marital status, familial status, genetic information, veteran status, age or other classification protected by applicable law in matters of admissions, employment, services or in the educational programs or activities that it operates.

Individuals with disabilities who are requesting accommodations should contact the Supportive Services for Students with Disabilities office at the campus that they will be attending. This publication is available in alternate formats. Questions may be addressed to the Civil Rights Compliance Office.

Notifications of nondiscrimination and contact information can be found at ccac.edu/nondiscrimination.