

The College of Saint Rose

Career Center Handbook

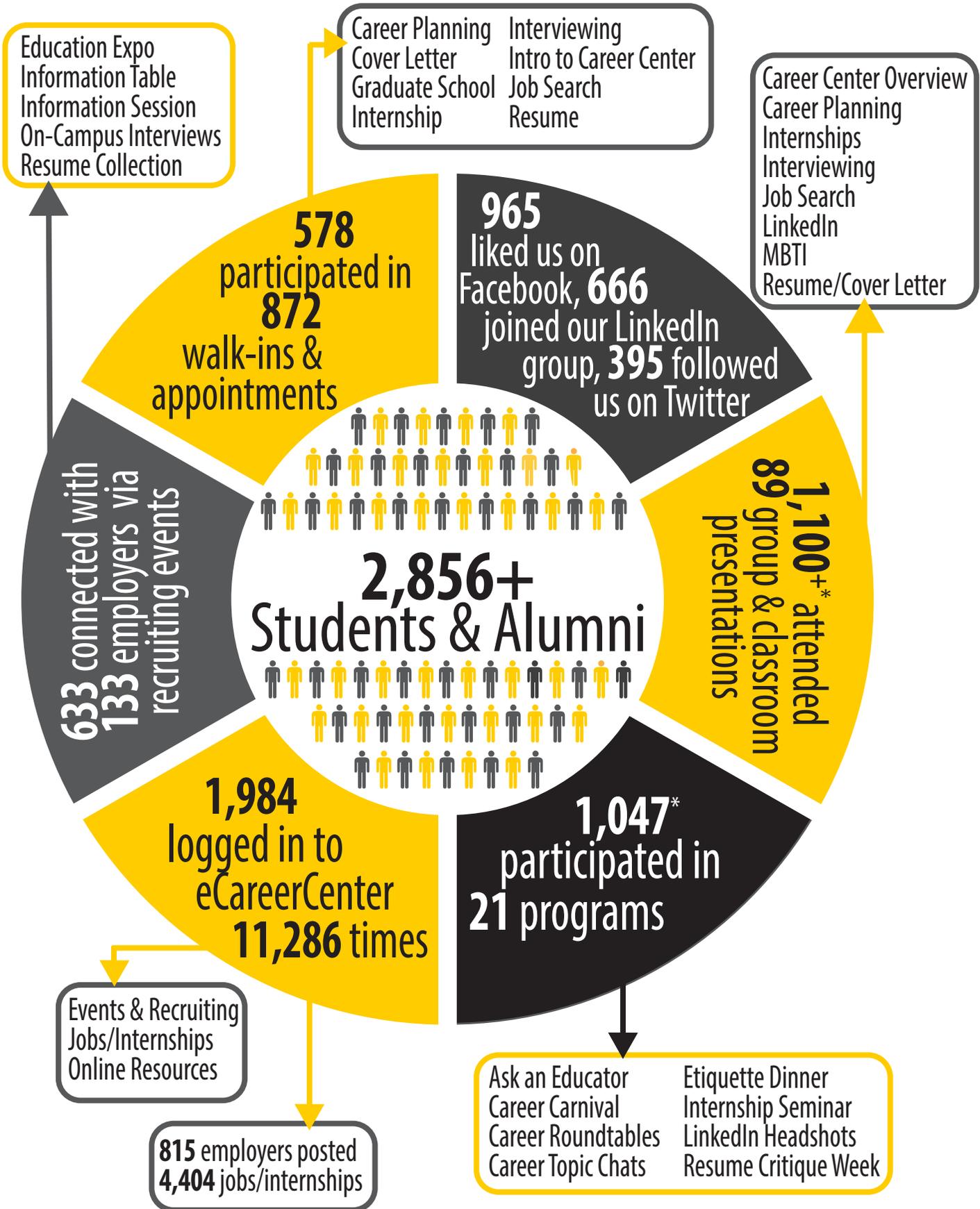


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E-mail: career@strose.edu
www.strose.edu/careercenter



2016-2017

CAREER CENTER PARTICIPATION 2015-2016



* may have participated in one or more presentation or program

CAREER CENTER SERVICES, PROGRAMS, AND RESOURCES

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

Appointments and Walk-ins

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

Appointment and Walk-in topics include:

- **Career Planning (Pg. 3-4):** explore values, interests, skills, and personality traits, utilize career assessments, gather information via print and online resources, and identify major/career options
- **Graduate/Professional School (Pg. 7-8):** gather information on programs and schools, learn about the application process, review materials, and evaluate if continuing education is the next step
- **Interviewing/Mock Interview (Pg. 11-14):** discuss the interview process and/or participate in a practice interview to receive feedback, develop skills, and identify strengths and areas for improvement
- **Job/Internship Search (Pg. 9-10; 15-16):** learn how and where to find available opportunities, become familiar with the processes, develop and review materials, and explore strategies and resources
- **Networking (Pg. 17-21):** develop strategies to expand a professional network, explore current fields, clarify career goals, and learn about specific occupations and opportunities
- **Resume/Cover Letter (Pg. 25-40):** review application materials and learn how to effectively represent education, experience, and skills to potential employers and/or graduate schools

Career Resource Collection

- The Career Resource Room contains over 500 books and other publications related to interests, majors, careers, internships, interviewing, job search, networking, salary, transitions, and graduate/professional school
- eBook Collection with information on more than 60 career fields including an overview, educational requirements, position description, compensation, etc.

Credential File Service

- The Career Center partners with Interfolio, a web-based credential management service, to provide self-managed 24/7 online access to your account. This service provides you and your recommenders the ability to mail or upload documents to your account, and the option of hardcopy or electronic delivery of materials, plus more. For more information, go to <https://www.strose.edu/credentials>

eCareerCenter (Pg. 5-6)

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

Networking Resources (Pg. 17-21)

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

Presentations

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

Programming (Pg. 22)

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

Recruiting Program (Pg. 23-24)

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

Website – www.strose.edu/careercenter

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

- Access to eCareerCenter, our online career management system, containing information on jobs, internships, employers, events & recruiting, and additional career-related resources
- Albany Business Review Portal, provides access to all business news, data, and information from The American Cities Business Journals weekly editions, website, blogs, special sections and the Book of Lists
- Career Planning Resources including “What Can I Do With My Major?”
- Collection of over 500 career-related print and electronic books
- Link to employment and continuing education outcome information for Saint Rose alumni one year after graduation
- Link to GoInGlobal which provides country-specific career and employment information, the latest worldwide employment trends, and industry outlooks (Coming Fall 2016)
- Links to education-related websites including NYS School Districts, NYS BOCES, NYSED School Index & Certification Information, State Departments of Education, professional associations, OLAS, and more
- Links to websites related to occupations, industries, job/internship boards, graduate/professional schools, scholarships, salary, LinkedIn, resources for active military/veteran students and international students

CONNECT WITH US

Career Center • St. Joseph Hall, 3rd Floor • (518) 454-5141

career@strose.edu • www.strose.edu/careercenter

Facebook: facebook.com/StRoseCareerCenter

Twitter & Instagram: @CSRCareerCenter

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

CAREER PLANNING

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

Know Yourself

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



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

Information Gathering

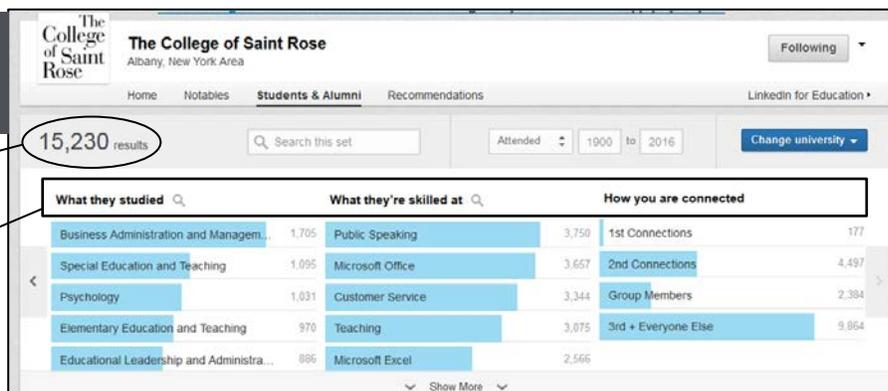
- Research the careers and academic programs that are of interest to you so you can make informed decisions
- Expand your knowledge of majors and careers by utilizing print and online resources
- Check out *What Can I Do with This Major?* (available on www.strose.edu/careercenter) to select a major and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

LinkedIn

The LinkedIn Alumni Tool

As of July 2016

Other search criteria include:
Where they live, Where they work, & What they do



Exploration

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

Decision Making

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

Becoming Marketable

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



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

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

Interested in “What Can I Do With This Major?” Link available at www.strose.edu/careercenter

eCAREERCENTER

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

Password

- It is recommended that you personalize your password. Click on the “My Account” tab > “Personal” > “Password”

Jobs and Internships

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

Documents

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

Events and Recruiting

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

Employers

- View information for employers who list positions with the Career Center, including contacts, address, website and available positions currently on eCareerCenter; and follow employers to see positions in your eCareerCenter News Feed

Resources

- Career Explorer: career and industry information from the U.S. Department of Labor O*Net Online
- Career Advice: career development information from the National Association of Colleges and Employers
- Career Center Handbook which includes information about Resume and Cover Letters, Interviewing, Career Planning, Graduate School, Job/Internship Search, and Networking

The Career Center makes every effort to screen employers and job postings on eCareerCenter; however, we cannot guarantee that every employer and posting is a legitimate posting or organization. The ultimate responsibility for researching a potential employer and opportunity lies with the applicant. Job scams are designed to take advantage of job hunters seeking to find employment. We encourage you to be aware of these scams and advise you to never disclose bank, financial, or any other personal information. If any potential "employer" asks you for money, payments, or transactions of any type, please notify our office immediately.

LOG IN TO eCAREERCENTER VIA WWW.STROSE.EDU/CAREERCENTER



eCareerCenter

eCareerCenter, our online career management system, is available for Student, Alumni, Faculty/Admin & Employers to access job and internship listings, event and recruiting information, career-related resources, plus more.

[LOGIN TO ECAREERCENTER >](#)

Click "Student/Alumni" to get to the log in screen.



Student/Alumni



Employer



Faculty/Admin

Don't know your password?

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

The College of Saint Rose Career Center

Q: Difficulties signing in to eCareerCenter?
A: Click the 3 dots above and then "Help"

Q: Should I Opt-In to Promote Me?
When Prompted: Please OPT-OUT of "Promote Me"

Sign In

Please enter your username and password.

Username
(your student id)

Password

SIGN IN

[Forgot Password](#)

NACElink CAREER SERVICES MANAGER

NACElink Network is a collaboration between NACE, Symplicity, DirectEmployers and your college/university.
[Privacy Policy](#) | [Terms of Use](#)

DID YOU KNOW?

- Last year more than **800** employers listed job or internship opportunities on eCareerCenter
- eCareerCenter lists information for more than **4,700** employers, including contacts, addresses, and websites
- Last year **+4,400** job/internship opportunities were posted on eCareerCenter
- Each year there are more than **10,000** logins to eCareerCenter by students and alumni
- **79** employers participated in our recruiting program over the past year, with **71** of them conducting on-campus Employer Information Tables and/or Sessions
- More than **1,500** students and alumni participated in Career Center events advertised on eCareerCenter in the 2015-2016 academic year

GRADUATE/PROFESSIONAL SCHOOL

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

Examine Career Goals

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

Gather Information on Prospective Schools

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

Inquire About Admission Requirements

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

Consider School Size and Location

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

Look for a Good Fit

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

Gather Application Materials

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

Decide to Attend Part-time or Full-time

- Decide on the time frame you wish to complete your degree
- Make sure the class times are convenient if you have other commitments (i.e. family obligations, part-time/full-time job, internships, etc.)
- Know how being enrolled part-time or full-time impacts degree requirements, loan status, internships, graduate assistantships, etc.
- Ask about enrollment requirements; some programs require full-time enrollment

Financing Your Education

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

Utilize the Career Center

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

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



INTERNSHIPS

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

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

PREPARING FOR AN INTERNSHIP

Self-Reflection

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

Exploring Opportunities

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

Applying for Internships

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

Before Starting Your Internship

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

500+ internships are posted on eCareerCenter each year!
See additional internship resources at www.strose.edu/careercenter

THE INTERNSHIP EXPERIENCE

Workplace Interactions

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

Responsibilities and Projects

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

Social Etiquette and Professionalism

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

AFTER THE INTERNSHIP

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

**73% of interns in 2016 were offered employment
by the organization at which they interned.**

(National Association of Colleges & Employers (NACE), 2016 *Internship & Co-op Survey*)

INTERVIEWING

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

BEFORE THE INTERVIEW

Know Yourself

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

Practice Question: What is your greatest weakness?

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

Research

- Visit the employer's website, LinkedIn profile, and follow the employer's social media accounts to review the organization's mission statements, annual reports, etc.
- Conduct a web search of the employer to see publications in which they are featured (e.g. *The Albany Business Review*)
- Stay up to date and be familiar with current trends in your field
- Know with whom you will be interviewing and what interview format to expect (you may ask these questions when you are scheduling your interview)
- Prepare for the interviewer to ask you about salary by researching salaries for similar positions

Practice

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

Practice: "Tell me about yourself."

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

- Focus on what would most interest the employer about you (avoid your favorite color, food, etc.)
- Highlight your most important accomplishments that relate to the position or your career path (degrees awarded, direct experiences, specific skills)
- Do your best not to repeat your resume
- Be brief; this is an introduction rather than a speech (try to keep it under a minute)

THE ACTUAL INTERVIEW

Attire

- We recommend business professional attire (e.g. a two-piece matched suit) for job interviews; remember your interview attire may not reflect your day-to-day work wardrobe
- Stay on the conservative side when selecting interview apparel and ensure that clothing and footwear are well-fitting, and comfortable
- Ensure that you are well-groomed and that clothing is wrinkle-free; additionally keep accessories, jewelry, makeup, and fragrances to a minimum

Make a Positive First Impression

- Arrive at least 10-15 minutes early; be well groomed and courteous to everyone, including the receptionist
- Greet the interviewer with a firm handshake and use positive facial expressions like a smile
- Introduce yourself, using the interviewer's last name (i.e. "Nice to meet you, Mr. Smith.")

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

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

Sell Yourself

- Be prepared to state why you are the best candidate for the position
- Articulate why you are interested in this position, field, and employer
- Respond with success stories or experiences that describe your assets and emphasize your achievements
- Keep your answers to the point
- Summarize your qualifications, restate your interest, and end on a positive note
- Be yourself; let the interviewer get to know you

End on a Strong Note

- Ask appropriate and informed questions based on your research of the company, organization, or industry
- Take the opportunity to find out as much as you can about the details of the position and organization
- Let the interviewer initiate the discussion about salary and benefits
- Be sure to get the correct spelling of the name and the title of each interviewer
- Find out when a decision is expected to be made or what are the next steps in the process
- Thank the interviewer for his/her time and interest at the end of the interview

AFTER THE INTERVIEW

Evaluate the Interview and Your Performance

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

Follow-Up

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



Quick Fact: Employers say that a thank you letter can increase the chance of getting hired

TIP: Handwritten or typed letters sent by mail are best. If time is limited, or the employer is located far away, an email works well. See *Career Center Handbook* section on *Thank You Letters* for guidance.

MOCK INTERVIEWS

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

Purpose of the Mock Interview

- Prepare for part-time, full-time, internship, graduate/professional school interviews
- Present and demonstrate non-verbal and verbal communication skills
- Identify your strengths and areas for growth
- Receive constructive feedback from Career Center staff
- Develop skills that enhance your candidacy for employment/graduate school

What is a Mock Interview?

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

Scheduling a Mock Interview

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

What to Bring

- **Resume** - It helps the interviewer prepare questions to address your education/experiences
- **Job Description** - Bring a job description of a position that you are qualified for and interested in, so that we can tailor questions to the position
- **8cm DVD-R (Recordable DVD; see photo on right)** - If you would like the session to be recorded
- **Professional Attire** - Dress in the same professional manner as you would for an interview with an employer; if you have any questions about interview attire, the mock interview is a great time to ask our Career Center staff



Preparing for a Mock Interview

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

Day of Mock Interview

- Check in at the Career Center front desk 10-15 minutes prior to your scheduled time
- Relax and be yourself

“The mock interview has prepared me so I know what to expect during the real interview and I’m less nervous.” –Stephanie

(The College of Saint Rose, Career Center Evaluation 2015/16)

SAMPLE INTERVIEW QUESTIONS

Common Questions

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

Behavioral Based Interview (Practice telling relevant stories)

- Describe the last time you had to juggle several responsibilities; what did you do and what was the outcome?
- Give me an example of a problem, issue, or concern that you handled in a unique and creative way.
- Describe your current projects and how you ensure that you meet specified deadlines.
- How do you go about building relationships based upon trust and respect?
- What experiences have you had working with Microsoft Office including Word, Excel, and Publisher?
- Give me an example of a time when you had to persuade someone to accept an idea or proposal.
- How have you demonstrated initiative?
- How have you constructively dealt with criticism or disappointment and turned it into a learning experience?
- Tell me about a time when you used good judgment and logic to solve a problem.
- What leadership positions have you held? Describe your leadership style.
- Provide me with an example of when you had to work with a difficult colleague. Describe the situation and how it was resolved.
- Could you describe a situation where you had to do research and analyze the results for one of your classes?

Questions to Ask Employers

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

JOB/INTERNSHIP SEARCH

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

Self-Assessment

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

Explore Career Options

- Select and research possible career fields identified through self-assessment
- Learn more about career fields through the Career Resource Room, online resources, informational interviewing, and experiential opportunities
- Identify geographic regions, states, cities of interest (check out GoInGlobal via the Career Center website *Coming Fall 2016*)

Establish a Strategy

- Establish a realistic timeline and be ready to dedicate several hours per week towards your search
- Estimate the cost, both time and financial commitments, of conducting a search
- Prioritize tasks by developing a written job/internship search plan including contact information, materials submitted, follow-up correspondence, helpful resources/sources of information, and employer research

Develop Effective Job/Internship Search Tools

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

Implement Job/Internship Search Techniques

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

Applying for Job/Internship Positions

- Submit your completed application materials, including resume and cover letters, by specified deadline
- Notify references of your applications, including updates on the status of your job/internship search
- Follow up with the employer to verify application materials have been received

Job/Internship Search on eCareerCenter

Job and internship opportunities that have been submitted directly to The College of Saint Rose Career Center

NACElink Job/Internship Search offers opportunities, aggregated from employer websites and other job boards, including Indeed.com

Search for positions by keyword that meet your criteria and maintain a list of your "favorite" positions

TIP:
Login to eCareerCenter regularly, new opportunities are added often!

The screenshot shows the eCareerCenter interface. On the left is a dark sidebar with the College of Saint Rose Career Center logo and navigation links: Home, Jobs & Internships, eCareerCenter Jobs & Internships, My Job Applications, NACElink Extended Job & Internship Search, Capital Region Career Consortium Job Portal, Albany Business Review Portal Jobs, NYS Civil Service Jobs, Job & Internship Boards, Jobs for Graduates Bulletins (ID: strose / Password: careercenter), Profile, Documents, Events & Recruiting, Employers, Resources, and My Account. The main content area is titled 'Job & Internship Postings' and includes a disclaimer about job scams. Below the disclaimer are tabs for 'JOBS', 'MY FAVORITES', and 'APPLICATIONS', and sub-tabs for 'ALL POSITION TYPES', 'FULL-TIME', 'PART-TIME', and 'INTERNSHIP'. A search bar contains the keyword 'design' and a 'SEARCH' button. Below the search bar, it shows 'Keywords: design' and 'Clear All'. The search results show 'Items 1-20 of 39 (Results as of: Thursday, July 28, 2016 | 10:42 am)'. The results are sorted by 'Keyword Relevance' and show 20 items per page. Three job listings are visible: 'Graphic Design Intern' (Part-Time, Internship, Vital Vio - Troy, New York, Jul 7), 'Web Developer/Designer' (Full-Time, University at Albany - Albany, New York, Jul 13), and 'Theatre Design Internship' (Internship, Proctors Theatre - Albany, New York, Jul 1, Apply by Jul 31). There are also links for 'Advanced Search' and 'Saved Searches'.

Visit the Career Center "Job & Internship Boards" page to find additional job search sites & access thousands of job and internship opportunities

Search for listings based on job function, industry, location, or position type: full-time, part-time, internship, volunteer, Federal Work Study, graduate assistantships, and babysitting/caregiver

Save different searches based on keyword searches and/or advanced search categories for future use. Sign-up to receive notifications here too!

NETWORKING

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

Develop a Network

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

Prepare to Network

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

Network

- Contact the person by phone, e-mail, or LinkedIn; tell them how you found their name/contact information
- Be professional, respectful of time, and express your appreciation; if meeting in person be sure to dress appropriately, arrive early, and shake hands (and don’t forget to smile!)
- Be prepared to facilitate the conversation; discuss career fields, opportunities, and solicit advice and recommendations
- Request names of additional people to contact for more information

Follow-Up

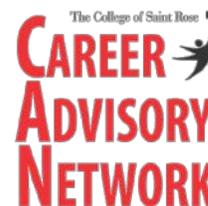
- Send a thank you note mentioning something you learned during your interaction
- Follow through on leads and contacts, and keep detailed records of names and meetings
- Keep your network of contacts informed when you reach out to the people that they suggested
- Review the information you have gathered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

Did you know that many job and internship openings are not posted on job/internship search sites but rather filled through networking?

Start building your network today!

CAREER ADVISORY NETWORK (C.A.N.)

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



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

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

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

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

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

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

PROFESSIONAL CONNECTIONS

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

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

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

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



For additional information and how to participate in
Professional Connections
 visit the Career Center website at www.strose.edu/careercenter
 > Students > Professional Connections

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

LinkedIn is the largest professional network site with over 433 million users from over 200 countries. Over 40 million students and recent college graduates are LinkedIn members. Additional information about LinkedIn can be found on the Career Center website: www.strose.edu/careercenter.

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

- Career Planning – View profiles of professionals who have completed the degree you are pursuing and research their career path; join groups to follow discussions or ask professionals questions
- Job/Internship Search – Visit www.linkedin.com/jobs to access jobs and internships for students and recent graduates; research employers by visiting their LinkedIn Company page
- Graduate School – Find graduate/professional schools by utilizing the University search; this will provide basic information about the institution and connect you with their current students and alumni

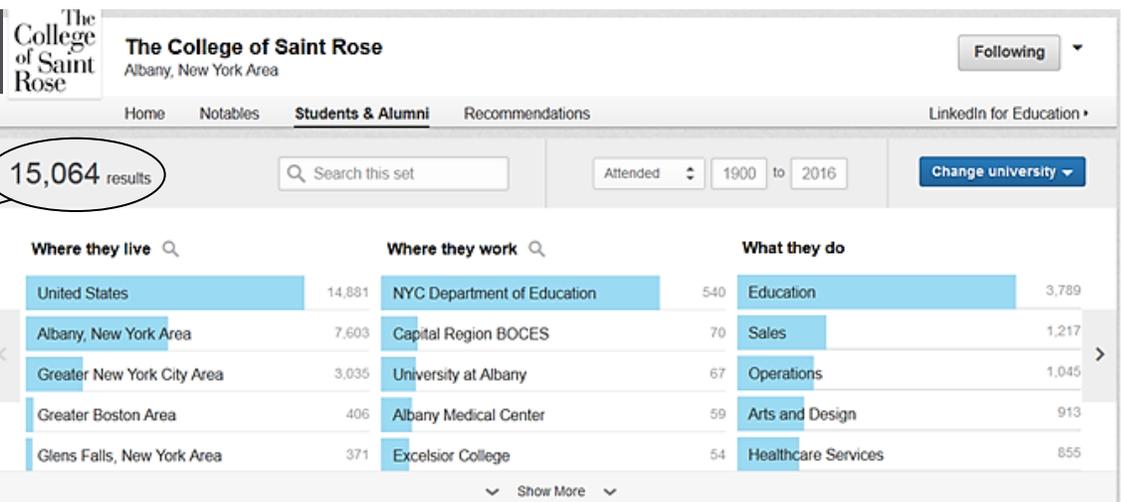
Networking on LinkedIn

- Build your professional profile; use a professional photo, write an informative profile headline, complete the summary, education, and experience sections
- Enhance your profile by asking for recommendations from professional connections; completing other LinkedIn sections including but not limited to courses, honors and awards, projects, skills, professional development and volunteer activities; and include professional videos, images, and documents
- Customize your requests to connect by including a personalized message; give a little bit of an introduction of yourself if necessary and briefly mention why you would like to connect
- Join and participate in groups to engage with individuals you have relationships with and develop new relationships
- Offer support for others and participate; just having a LinkedIn profile does not help to improve your networking so engage in conversations and interact with professionals on LinkedIn
- View the LinkedIn profiles of companies; learn about their size, location, news, and more. This is a great tool to use before conducting informational interviews or going for job/internship interviews
- Maintain an up-to-date profile to ensure an accurate description of your education and professional experiences

LinkedIn Alumni Tool

- Visit www.linkedin.com/alumni to see alumni profiles which include their education, places of employment, job descriptions, volunteer involvement, skills, LinkedIn groups, and more
- Search the Alumni page with criteria like where they live, where they work, what they do, what they studied, what they're skilled at, and how you may be connected

LinkedIn
The LinkedIn Alumni Tool



As of July 2016

SOCIAL MEDIA (Facebook, Twitter, etc.)

Social media sites like Facebook, Twitter, etc., have changed the way that we network. These sites make it easier to connect with industry professionals, hear what they are talking about, participate in conversations with industry newcomers and seasoned professionals, as well as share and learn about news and content. You can also learn about job/internship opportunities on many of these sites.

Networking on Social Media

- Establish a professional presence; use a professional photo, choose a unique and professional username so people can find you, and craft a brief professional statement for your header or a description about you on your profile
- Follow others in your field including well-known professionals in your field, relevant organizations, or employers
- Keep your profile public if you wish for other professionals to read your content; be sure your posts are relevant and appropriate
- Most of the information you share should be insightful and relevant to your field including articles, blogs, accomplishments, and conference and event information
- Be an active supporter of those you follow by sharing what others have posted
- Although hashtags began as a way to tag conversations in Twitter, most social media sites have adopted hashtags so that people with similar interests can find your posts (e.g. #StRose)
- Tagging other relevant users on these sites can help encourage interaction and engagement with the content you share, as well as give credit to the original source of shared content (e.g. @CSRCareerCenter)
- Remember that each platform has its strengths. Decide which site might work best for your brand and/or your message (e.g. Facebook: creating communities and sharing information through connections and groups; Twitter: generating conversation with the world at large; Pinterest: telling a visually impactful story, etc.)
- While it is important to be relevant in social media, don't get overwhelmed by feeling like you need to have an active presence on every platform; choose the platform(s) that works best for your needs and maintain a consistent presence there since it is better to have a consistent presence on one or two sites, rather than be spread thin on several
- Whether or not you decide to use social media as part of your job/internship search, it is important to ensure that your social media presence is employer friendly; employers are looking at potential hires on social media, so be sure to review your pages to ensure your content is appropriate; also be sure to check your privacy settings, and conduct a web search of yourself to see what information/images appear

Network with the Career Center on Social Media!

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

Twitter & Instagram: @CSRCareerCenter

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



SAMPLE NETWORKING QUESTIONS

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

Career Paths

- How/why did you decide to pursue the career in which you are working?
- What was your undergraduate major? How did it help prepare you for your career? What additional training/education have you had?
- Where can someone in an entry-level position in this field expect to be in two years? Five years? Ten years?
- What is the employment outlook in your field? Could you tell me about any new developments in the field?

Job Content and Responsibilities

- What are some of the regular tasks and activities involved in this occupation?
- What skills and abilities are desired to be successful in this field?
- Could you describe the typical work environment in this industry?
- Which times of the year are the most challenging in your position? Why?

Career Preparation

- What do you like the most and least about the industry? About the job? About the company?
- What is the best professional resource you have utilized recently?
- Are there newsletters or other publications that list internships, jobs, and contacts for this field?
- Are you a member of any professional organizations?
- What advice would you offer to someone trying to break into this industry?
- What local organizations employ people in (occupation)?
- Do you know of any meetings, conferences, or other networking opportunities coming up that I could attend?
- What is the best way to apply for internships/jobs in this field?
- How can students find summer jobs or internships in your field?
- What is the range for entry-level (or whatever is appropriate) salaries for this type of job?
- Are job prospects good, stable, or very competitive in this industry?
- How would you approach a job search for this organization or industry?
- Do you have any suggestions on how I might strengthen my resume?
- Can you recommend any colleagues of yours with whom I could connect? May I mention our meeting when contacting them?

PROGRAMMING

The Career Center provides students with the opportunity to participate in programming and events that will have an impact on your career development. Programming opportunities may change throughout the year. Below you will find a sample of Career Center events.



Get to know more about our office, as well as other offices on campus, and meet some local employers.



Have your resume reviewed and receive feedback on ways to improve how you market your skills and experiences.

LinkedIn Headshots

Don't get caught with a bad headshot! Have your photo taken by a professional photographer to be used on your LinkedIn account!



Enjoy a mocktail hour and four-course meal with a business dining etiquette presentation. Students also have the opportunity to network with alumni and other local professionals.



Meet local and out-of-state Pre K-Grade 12 employers about full-time education opportunities (certification required).



Connect with Saint Rose Alumni and Board of Associates members to learn about their transitions from college to a variety of career fields.

**Member of a club or organization?
Contact the Career Center to discuss possible partnerships
or assistance with career-related programs.**

RECRUITING PROGRAM

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

*The Recruiting Schedule is updated weekly and available on eCareerCenter
Visit www.strose.edu/careercenter
Log in to eCareerCenter > Student/Alumni > Events & Recruiting > Recruiting*

Information Tables

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

Information Sessions

- Formal presentations by employers that provide information about their organization and potential internship/employment opportunities
- Most Information Sessions are located in the Career Center Resource Room (3rd floor, St. Joseph Hall)

Resume Collections

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

On-Campus Interviews

- Employer led on-campus interviews are held in the Career Center and are tailored to the employer's schedule
- Employers either "pre-select" students via a Resume Collection or choose an "open" format (any interested student can interview)
- Chosen students will be contacted by the employer or Career Center staff to arrange an interview
- Cancellations and no-shows are strongly discouraged and may impact your future participation in recruiting activities

We strongly encourage you to have your resume, and other application materials, reviewed by the Career Center.

Recruiting Program Participants (Fall 2011 - Spring 2016)

**Please note, this is not a complete list of participants*

Addteq, LLC	Green Mountain Energy	Peace Corps
Albany County Crime Victim and Sexual Violence Center	GreyCastle Security	Polsinelli Public Affairs
Albany Devils Hockey	H&R Block	PricewaterhouseCoopers (PWC)
Albany Police Athletic League, Inc. (PAL)	Habitat for Humanity	Pride Center of the Capital Region
Albany Symphony Orchestra	Hertz	Proctors and Capital Repertory Theatre
Alliance for Quality Education	Hillcrest Educational Centers, Inc.	Regeneron Pharmaceuticals, Inc.
American Family Life Assurance Company (Aflac)	Huntington Learning Center	RiverRun Community Montessori
American Red Cross of Northeastern New York	Indeed	Saratoga County Economic Opportunity Council
AmeriCorps VISTA	Institute of Internal Auditors	Schenectady ARC
Ameriprise Financial	Interfaith Partnership for the Homeless	Schenectady City School District
Apple, Inc.	Interim Healthcare	Schenectady Police Department
Ascend Learning	iSmile Studios	Schoharie County Child Development Council
AXA Advisors, LLC	J.B. Hunt Transport, Inc.	Senior Services of Albany
Beacon Point Memory Care Center	KeyBank	Sidney Albert Jewish Community Center
Berkshire Family Center & Services for Youth	LeverPoint Management, LLC	Skye Farm Camp
Best Fitness	Lexington Center	Special Olympics New York
Camp Bow Wow	Living Resources	St. Catherine's Center for Children
Camp Scully	Malta Community Center	St. Joseph Workers
Capital District Physicians' Health Plan (CDPHP)	Maximus	State Farm Insurance
Capital District YMCA	Mazzone Hospitality	STRIDE Adaptive Sports
Capital Region Friendship Circle	MetLife	Target
Capital Roots/Capital District Community Gardens	Navy Medical Corps	TD Bank
Catholic Charities Disability Services	New England Center for Children	Teal Becker & Chiamonte CPAs PC
Center for Disability Services	New England Financial/MetLife Corporation	The Early Care and Learning Council
City of Albany Fire Department	New York Business Development Corporation	The Legal Project
City of Albany Police Department	New York Independent System Operator (NYISO)	Time Warner Cable
City of New York, Mayor's Office of State Legislative Affairs	New York State Army National Guard	Toys R Us
City School District of Albany	New York State Assembly	Trans World Entertainment Corporation
City Year	New York State Department of Civil Service	Travelers Insurance
Civil Service Employees Association, Inc.	New York State Department of Correctional Services	Tully Rinckey, PLLC
Colonie Youth Center	New York State Department of Education	UHY, LLP
Cooperstown Dream Park	New York State Department of Health	Uncommon Schools
District Council 37, AFSCME	New York State Department of Labor	United States Army
docSTAR	New York State Department of Motor Vehicles (DMV)	United States Committee for Refugees & Immigrants
Downtown Albany Business Improvement District (BID)	New York State Department of Taxation and Finance	United States Congressman Paul Tonko's Office
Dynamic Marketing Solutions	New York State Department of Environmental Conservation Police	United States Department of Agriculture
Enterprise Rent-A-Car	New York State Police/Troopers	United States Department of Health & Human Service
Equinox, Inc.	New York State Senate	United States Department of Labor
Families Together in New York State	New York State Senate Democratic Conference	United States Marine Corps
Family & Child Service of Schenectady	New York State Thruway Authority	United States Navy
Farm Family Casualty Insurance Company	New York State Watch	Unity House
Federal Bureau of Investigation (FBI)	Northeast Career Planning	Upstate Respite Services
First Investors Corporation	Northwestern Mutual	Vanderheyden
Garnet River, LLC	Palace Theatre	Verizon Wireless
GE Corporate US Employee Services	Parsons Child and Family Center	Washington-Saratoga-Warren-Hamilton-Essex (WSWHE) BOCES
Girl Scouts of Northeastern New York		Wildwood Programs

RESUMES

A resume is a basic tool used in a job search, and should include a summary of your education, experiences, and skills. This document is your opportunity to present your best qualifications and accomplishments which demonstrate your potential for future success. Be sure to present a concise picture of your experiences and education as they relate to your career goals. There are many opinions and you may receive different feedback from different reviewers. Ultimately, there is no one “right way” to compose and structure your resume since each individual’s experiences and career goals are unique.

INFORMATION TO INCLUDE

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

Header

- Full name (avoid nicknames when possible)
- Street address, Box #
- City, State (postal abbreviations acceptable), Zip Code
- Area code and telephone number
- E-mail address (should be professional and not include hyperlinks on printed materials)
- Website links (e.g. LinkedIn profile, portfolio)

Objective

An objective states your career goals and gives your resume a focus. If you are concerned about your objective being too limited, prepare several resumes with different objectives and tailor them to fit each position. You could also choose to not include this section and explain your objective in your cover letter.

An objective should be:

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

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

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

- Complete name of the degree received or working towards (i.e. Bachelor of Arts in Psychology)
- Colleges/universities from which you have already received a degree or are in progress of earning a degree (include city and state)
- Date of graduation (include graduation month and year)
- Minors and/or any concentrations
- G.P.A. (optional)
- Honors or awards*
- Study abroad experiences*
- Relevant coursework* (include course title, not the course number)

*Note: These may be a separate section

Certification/Licensure

- List any relevant certifications and/or licensures related to your objective and date received

Example: New York State Initial Certification in Childhood Education, Grades 1-6, pending graduation

Experience

This section should include all relevant experiences such as paid employment, volunteer service, internship, student teaching, clinical practicum, etc. Employers want to know your skills and what you can do on the job.

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

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

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

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

Skills

- Language
- Computer software (Microsoft Word, Excel, Access, PowerPoint; Adobe Photoshop, Illustrator, InDesign; industry specific programs)
- CPR, First Aid, and AED
- Industry Specific Skills (e.g. broadcasting equipment, laboratory techniques, assessment instruments, etc.)

Potential Sections – examples of additional category headings

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

INFORMATION NOT TO INCLUDE

References

- The statement “References Available Upon Request” is unnecessary to be printed on your resume
- Reference information should be a separate document including the references’ names, titles, employers, addresses, phone numbers, e-mails, and relationships if unclear

Personal Information

- Age, height, weight
- Photographs or images
- Marital status, parent or family information
- Ethnicity, race
- Social Security Number
- Personal qualities/soft skills (e.g. hard working, energetic, enthusiastic, etc.)

RESUME BRAINSTORMING

Remembering all the important information you should include on your resume can be difficult. Listed below you will find a work space to begin brainstorming and write reminders that will help you as you build and write your resume.

Not all categories may apply to you, but take the time to think about your current and past experiences.

Objective:

Education:

Related Coursework:

Professional Certifications:

Direct/Relevant Experience:

Related Experience:

Other Jobs/Positions:

Volunteer/Activities:

Professional Development:

Skills:

Other Sections:

RESUME CHECKLIST AND EVALUATION

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

Header/Contact Information

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

Objective *(Can be omitted if stated in cover letter)*

- Focuses on the position to which you are applying
- Fragmented statement, not a paragraph

Education

- Section is organized, clear, and well defined
- Lists degrees, schools, and location (city and state)
- Degrees listed in reverse chronological order
- Full and accurate degree title
- Lists minors or concentrations, if applicable
- Honors and awards, if applicable
- G.P.A.(optional)
- Coursework (course titles are used, not numbers)

Experience

- Include paid, volunteer, and intern experiences
- Include position title, organization, city, state, and dates
- Dates of employment include a month and year and are consistently formatted/aligned
- Listed in reverse chronological order
- Action verbs used to highlight skills and relevant accomplishments, quantify when possible

Activities

- Offices held, including title and organization
- Emphasizes leadership roles and skills learned
- Community service or volunteer experiences
- Relevant memberships and affiliations
- Athletic participation
- Relevant conferences presented at or attended
- Dates of involvement are listed

Skills

- List skills to match job requirements
- Computer software and language competencies
- Substantiated by experiences
- Consistent with objective
- Concrete and tangible, not soft skills

Appearance and Organization

- Easy to read
- Clear and concise
- Print is only on ONE-SIDE of page
- Pages are not stapled together
- High quality, appropriate paper (white or neutral)
- Bullets, spacing, etc. are in alignment

Format/Layout

- One readable, professional font
- Margins are appropriate and consistent
- 10-12 point font, name can be larger
- No more than two font styles are used (e.g. bold)
- Bolding, italics, capitalization are minimal and consistent
- Information fills page but is not overcrowded
- Bullets are used to separate action statements
- Resume does not include graphics, pictures, or colors
- Abbreviations are not used (except states and G.P.A.)
- Hyperlinks are removed on printed materials

Content

- Action verb words are descriptive and varied
- Marketable skills articulated
- Achievements are stressed, not tasks
- Honest, positive, enthusiastic language
- Experiences are accurate, not exaggerated
- Descriptions are fragmented, not complete sentences
- Is current and updated

Grammar

- No grammatical or spelling errors
- Current job is in present tense
- All statements in one position are the same tense
- Minimal use of repetitive words
- Consistent capitalization, punctuation, and spacing
- There is no inappropriate personal information (i.e. height, race, nationality)
- "I" statements are not used
- Verb tenses are correct and consistent

Remember: DO NOT include personal information including age, height, weight, nationality, race, ethnicity, Social Security Number, photographs, marital status, parent or family information.

WRITING RESULT ORIENTED STATEMENTS FOR YOUR RESUME

Using Action Verbs to Describe Skills

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

Focus on using action verbs to describe dynamic, specific tasks in your statements, instead of general verbs and adjectives. This is what makes you unique from all other job seekers. Below are examples of ways to strengthen the descriptions:

Poor: Duties included working with gifted students
Better: Organized and initiated individualized language programs for gifted students

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

BEST:

Organized and initiated individualized language program for a group of 15 gifted students, culminating in a successful book-publishing project

Poor: Customer Service
Better: Provided customer service to assist with client banking needs

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

BEST:

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

Poor: Department Manager
Better: Managed department and recruited participants

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

BEST:

Managed a 20-30 person department that recruited participants for marketing research studies, resulting in a 20% increase in response rate in less than six months

Poor: Duties included social media
Better: Managed social media accounts

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

BEST:

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



SAMPLE ACTION VERBS

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

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

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

YOUR NAME
 1234 Education Avenue • Albany, New York 12345
 Yourname321@strose.edu • (222) 333-4444 • www.linkedin.com/in/yourname

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

EDUCATION **Bachelor of Arts in Communications**, May 2017 2
 The College of Saint Rose, Albany, New York
 Concentration: Public Relations

Study Abroad Program, August - December 2016 3
 Center for Cross Cultural Study/University of Seville, Seville, Spain

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

EXPERIENCE

5 **Team Leader**, Capstone Seminar, The College of Saint Rose
 Albany, New York, August - December 2016 6

- 7 • Manage a team of 14 classmates to create a full service marketing plan for Albany Bread Company's grand opening
- 8 • Produce templates for company website, brochures, business cards, and other marketing materials, using Adobe Illustrator and InDesign
- Launch company social media accounts using Facebook, Twitter, and Instagram resulting in 30% greater engagement

Tutor, Academic Support Center, The College of Saint Rose
 Albany, New York, September 2015 - December 2016

- Instruct study cluster groups for Communications Law
- Tutor six students one-on-one in developing time management and note taking skills

9 **Resident Assistant**, Residence Life, The College of Saint Rose
 Albany, New York, August 2014 - May 2015

- Communicated and enforced college policies by participating in an on-call rotation and responding to emergency situations throughout campus
- Created and promoted educational and social programs for residents
- Developed a positive living environment for 25 students through floor meetings and roommate conflict resolution meetings

Student Assistant, Career Center, The College of Saint Rose
 Albany, New York, September 2013 - May 2015

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

ATHLETICS Men's Baseball Team, The College of Saint Rose, Albany, New York, May 2015 - present
 Albany Thunder Men's Baseball Team, Albany, New York, Summers 2014 - present
 Umpire, East Greenbush Little League, East Greenbush, New York, Summers 2011 - 2013

SKILLS 11 Computer Software: Microsoft Word, Excel, PowerPoint; Adobe Illustrator, InDesign 12
 Language: Fluent in Spanish

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

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

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

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

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

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

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

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

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

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

1

YOUR NAME **2**

1234 Education Avenue • Albany, New York 12345 • yourname321@strose.edu • (222) 333-4444

OBJECTIVE **3**

To obtain a Student Teaching position in an elementary classroom

EDUCATION

Bachelor of Science in Childhood Education/Special Education, May 2017
 The College of Saint Rose, Albany, New York
 Concentration: English
 G.P.A.: 3.75, Kappa Delta Pi Education Honor Society **4**

CERTIFICATION

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

TEACHING EXPERIENCE

Substitute Teacher January 2014-present
 The Albany Academy, Albany, New York

- Integrate teacher's plans with original ideas, effectively conveying lessons in K-6 grade classes
- Enforce classroom management through motivating lessons and hands-on opportunities
- Utilize classroom technology including SMART Boards and Google Chromebooks

Special Education Field Experience (40 hours) January-May 2016
 Latham Ridge Elementary School (3rd grade inclusion setting), Latham, New York
 Glenmont Elementary School (5th grade Resource Room), Glenmont, New York **6**
 Dutchess County BOCES (2nd-4th grade Self-Contained Class), Poughkeepsie, New York

7

- Assisted teacher with maintaining a behavior points system for each student
- Facilitated computer oriented mathematics programs for a group of thirty 5th graders
- Developed and conducted an afterschool computer literacy workshop
- Organized and taught lessons on a one-on-one basis in a self-contained classroom

Childhood Education Field Experience (120 hours) September-December 2015
 Walter B. Howard Elementary School (5th grade), New Lebanon, New York
 Latham Ridge Elementary School (3rd grade), Albany, New York

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

RELATED EXPERIENCE **8**

Activities Coordinator, YMCA of Saratoga County, Saratoga, New York June 2014-present
Babysitter, Private Residence, Queensbury, New York June 2012-present

VOLUNTEER EXPERIENCE

Relay For Life, American Cancer Society, Albany, New York April 2014, 2015
Committee Chair, American Heart Association, Albany, New York May 2012, 2013

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

- 1** Direct your audience to a quick link of your LinkedIn profile or portfolio to find out more information about your qualifications and/or see media-rich content.
- 2** Remember to list your more advanced degree first in the Education section.
- 3** Honors and awards can be included in this section (i.e.: Dean's List, Honor Societies, etc.).
- 4** List coursework that is relevant to your objective.
- 5** Remember that experience can be both paid or unpaid. This volunteer experience is directly related to the objective and should include some details about the experience.
- 6** Including coursework projects in this section can help you highlight related work, particularly if you don't feel as if you have relevant job/internship experience.
- 7** Include work-study or part-time jobs to show a work history and the ability to balance multiple time commitments.
- 8** Extracurricular activities, community involvement, and/or volunteer activities provide employers with a glimpse at an individual beyond the workplace. If this area is lacking on your resume, consider becoming engaged with a group or association.
- 9** Skills highlight abilities in computer software, languages, or other categories. Indicate any differences in skills levels (conversational in Spanish, fluent in Italian).

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

YOUR NAME
 1234 Education Avenue ♦ Albany, New York 12345 ♦ (222) 333-4444
 yourname321@strose.edu ♦ www.linkedin.com/in/yourname **1**

OBJECTIVE
 To obtain an internship in accounting

EDUCATION
2 **Master of Science in Accounting**, May 2017
Bachelor of Science in Business Administration, May 2017
 Huether School of Business, The College of Saint Rose, Albany, New York
 G.P.A.: 3.75; Dean's List Spring 2014-Fall 2016, Delta Mu Delta Business Honor Society **3**

COURSEWORK
 Accounting Information Systems, Taxation, Corporate Taxation, Financial and Advanced Computer Auditing, Financial Management, Investment Analysis and Portfolio Management **4**

EXPERIENCE
Tax Preparer (IRS Certified), Volunteer Income Tax Assistance Program
 Albany, New York, January-May 2016 **5**

- Completed IRS certification tax law and electronic filing software training
- Conducted intake interviews and prepared tax returns for low-income, disabled, and limited English speaking clients
- Assisted 25 clients electronically file their federal and state tax returns

Student Team Leader, The Adirondack Cup Investment Project, The College of Saint Rose
 Albany, New York, October 2015-April 2016

- Researched, allocated, and managed a hypothetical \$1 million portfolio of five small cap stocks
- Verified portfolio results and reported discrepancies on the Adirondack Funds website

6 • Team created portfolio averaged a return of +7.23% over six months, +2.14% higher than the baseline Russell 2000 Index

Team Member, Albany Business Improvement District Class Project, The College of Saint Rose
 Albany, New York, August-December 2013

- Fundamentals of Business course team-based assessment of Lark Street demographics and business portfolio
- Created business plan for arcade and performance space with a simulated budget of \$100,000
- Researched and created operations budget to ensure a variety of income generating activities including game attractions, event space rentals, talent performances, and promotional events
- Collaborated with marketing team member in developing print and digital materials
- Voted "Best Business Concept" by student and non-student judges at campus poster presentation

EMPLOYMENT HISTORY
7 **Barista**, Starbucks/Target, Bronx, New York, October 2011-August 2013; Summers 2014-present
Media Student Assistant, The College of Saint Rose, Albany, New York, August 2013-present

ACTIVITIES /VOLUNTEER
8 **Huether School of Business Association**, The College of Saint Rose, March 2016-present
Student Athletic-Advisory Committee (SAAC), The College of Saint Rose, August 2013-present
Division II Men's Cross Country & Track Team, The College of Saint Rose, August 2012-present
Running Club Coach, Albany Police Athletic League, September 2011-present

SKILLS
 Accounting Software: Taxwise, Quickbooks
9 Computer Software: Microsoft Word, Excel, Powerpoint, Access
 Language: Conversational Spanish

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

- 1** Inserting lines to break up sections on a resume is common and a personal choice. Be sure to not overdo line breaks as your resume should still easily flow down the page.
- 2** Degrees are **Bolded** and listed first to emphasize what you studied rather than where you attended.
- 3** Providing a G.P.A. is optional. It is a good idea to check whether a job posting requests a G.P.A.
- 4** If you provide a G.P.A., include one for each degree listed.
- 5** Listing education certifications is a must for many Education programs and degrees. Other certifications (CPR, Lifeguarding etc.) should be listed under Skills.
- 6** Each bulleted statement starts with an action verb. Verb tense should be consistent within a position.
- 7** Avoid repeating action verbs. "Designed" has already been used in the first Student Teaching position. Utilize the action verb list to find a new option.
- 8** Bulleted statements highlight relevant skills and experiences that relate to the objective (e.g. developing lesson plans, implementing behavior system) of obtaining a teaching position.
- 9** Providing dates is important (include both month and year); write months out – June 2011 instead of 6/2011.
- 10** Position at the bottom of the page should not be separated by a page break.

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

YOUR NAME

1234 Education Avenue • Albany, New York 12345 • (222) 333-4444 • yourname321@strose.edu **1**

OBJECTIVE
To obtain a position as an Elementary School Teacher

EDUCATION

Master of Science in Education in Childhood Education, December 2016 **2**
The College of Saint Rose, Albany, New York
G.P.A. 3.5/4.0 **3**

Bachelor of Arts in English, May 2013
University at Albany, State University of New York, Albany, New York
G.P.A.: 3.2/4.0 **4**

CERTIFICATION **5**
New York State Initial Certification in Childhood Education: Grades 1-6, December 2016

TEACHING EXPERIENCE

Student Teacher (Grade 6), October-December 2016
Craig Elementary School, Niskayuna, New York

- Prepared and taught hands-on lessons involving reading, math, science, and social studies to a class of 25 students
- Designed, organized, and carried out lessons that included challenges for gifted students and adaptations for students with special needs
- 6** • Implemented a reward system to maintain the standards of student behavior and achieve a positive learning environment in the classroom
- Created and utilized WebQuest and PowerPoint for classroom instruction

Student Teacher (Grade 2), August-October 2016 **9**
Dorothy Nolan Elementary School, Saratoga Springs, New York

- 7** • Designed and created a series of lesson plans integrating an autumn theme to a class of 23 students
- Implemented a Guided Reading Program and developed individual lesson plans based on the student's reading ability
- 8** • Established ongoing communications between teachers, support staff and parents involving weekly conferences, newsletters and individual student reports
- Communicated with students in all areas of curriculum and evaluated learning outcomes through various assessment methods

Teaching Assistant, Albany High School (Grades 9-12), January-May 2013
City School District of Albany, Albany, New York

- Implemented Academic Intervention Services for special education students
- 10** • Promoted cooperative learning with realistic mathematical situations to solve problems
- Designed and administered exams and assignments with minimal curricular material

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

- 11** 2-page resumes are acceptable for those with a Master degree and/or relevant experiences.
- 12** Never print a 2-page resume front to back. They should always be on separate pages.
- 13** 2nd page header should include your name and "(page 2 of 2)". This is to ensure others know whose resume page it is if it were to become separated from the first page.
- 14** Related Experience highlights positions that are more relevant to your objective and career goals.
- 15** Focus on highlighting transferable skills within related position action statements. Transferable skills should continue to support the theme and focus of the resume.
- 16** Jobs that are not directly related or relevant to the resume focus can be included in an Employment History section. These positions do not require action statements; they can provide additional employment information and/or demonstrate an individual's experience in the workplace.
- 17** The inclusion of relevant professional affiliations or professional development indicates to future employers that you are dedicated to your career and continued learning.
- 18** Well-rounded individuals who are active outside of earning a degree and work have increased marketability when job searching.
- 19** Include relevant computer skills. This could include Microsoft Office programs as well as specific software (i.e. databases and programs used in school districts for classroom management).

11

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

12

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

RELATED EXPERIENCE **14**

Youth Coordinator, August 2012-June 2013
YMCA, Albany, New York

- Developed and managed youth enrichment programs throughout the year
- Recommended and implemented long range plans for activities **15**
- Prepared and maintained the required documentation for the County Youth Bureau
- Directed a Youth Advisory Board and Kids Care Club

Learning Center Tutor, September 2011-May 2013

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

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

Camp Counselor, Summer 2010-2012

Camp Scully, East Greenbush, New York

- Provided instruction on various activities and games to groups of 12-15 adolescents
- Followed camp safety protocols including weekly fire drills
- Maintained accurate program records including daily attendance and incident reports

EMPLOYMENT HISTORY

Underwriter, June 2011-June 2013 **16**

Prudential Insurance Company, Albany, New York

Sales Associate, January 2010-June 2011

Dick's Clothing and Sporting Goods, Albany, New York

PROFESSIONAL AFFILIATION **17**

International Reading Association, September 2015-present
Albany Chapter, Albany, New York

VOLUNTEER/ACTIVITIES **18**

Treasurer, Parent Teacher Association, July 2013-present

City School District of Albany, Albany, New York

Soccer Coach, June 2012-present

Albany Youth Soccer League, Albany, New York

COMPUTER SKILLS **19**

Proficient in Microsoft Word, Excel, PowerPoint, and SMART Board

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

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

Sample Resume # 5 – Please do not copy information from this resume

YOUR NAME

1234 Education Avenue
Albany, New York 12345

(222) 333-4444 **1**
yourname321@strose.edu

OBJECTIVE
To secure a market research position with a technical company

EDUCATION

Bachelor of Science in Marketing, May 2017 **2**
Huether School of Business, The College of Saint Rose, Albany, New York
G.P.A.: 3.75, Dean’s List, Delta Mu Delta Business Honor Society

Associate of Science in Business Administration, May 2015
Hudson Valley Community College, Troy, New York
G.P.A.: 3.80

MARKETING EXPERIENCE **3**

4 Sales and Marketing Intern, Pitney Bowes Business Insight
Troy, New York, January-May 2016

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

Marketing Intern, American Marketing Association
Albany, New York, August-December 2015

- Identified target markets utilizing questionnaires and telephone interviews
- Compiled and analyzed data and presented report to management including recommendations for future action
- Coordinated fundraising events resulting in donations in excess of \$15,000

6 Marketing Volunteer, The Urban League of Northeastern New York
Albany, New York, October 2014-November 2015

- Designed and developed a coding system for an urban development project
- Provided administrative support in producing all forms of office communications
- Managed organization’s social media accounts including Facebook, Twitter, and Instagram; increasing online followers by 10%

RELATED EXPERIENCE **7**

Bank Teller, KeyBank, Albany, New York, February 2014-present
Sales Associate, Sears, Albany, New York, January 2013-February 2014

ACTIVITIES/VOLUNTEER

8 Reach Out Saint Rose, The College of Saint Rose, Albany, New York, September 2016
Student Association Representative, The College of Saint Rose, September 2015-present
Volunteer, Big Brothers and Big Sisters of Albany County, July 2015-present

SKILLS

9 Microsoft Word, PowerPoint, Excel, Access, Outlook; Adobe Photoshop, InDesign, Pagemaker
Fluent in Spanish

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

COVER LETTERS

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

Format

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

Content

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

Appearance

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



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

COVER LETTER GUIDE

Your Street Address
City, State, Zip Code

Date

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

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

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

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

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

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

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

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

Sincerely,



Sign Your Name

Type Your Name

THANK YOU LETTERS

It is proper etiquette to send thank you letters after an interview; however, many people overlook this step. Sending a thank you letter shortly after your interview can set you apart from other candidates allowing an employer to remember the specifics of your meeting. A thank you letter could make a difference in your job/internship search success.

Information to Include

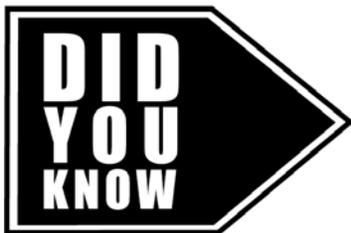
- Highlight key points that were covered during the interview
- Mention any important information you forgot to discuss
- Explain, restate, or clarify any potential misunderstandings (i.e. willingness to relocate, available start date, etc.)
- Focus on something of importance that you discussed during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

Key Points to Writing Thank You Letters

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

Additional Reasons to Send a Thank You Letter

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



Employers say sending a thank you letter can help improve your chances of getting a job offer after an interview? Be sure to write professionally and in a timely manner!

THANK YOU LETTER GUIDE

Your Street Address
City, State, Zip Code

Date

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

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

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

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

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

Sincerely,



Sign Your Name

Type Your Name