

The
College
of Saint
Rose

CAREER CENTER HANDBOOK



2017 - 2018

St. Joseph Hall, 3rd Floor

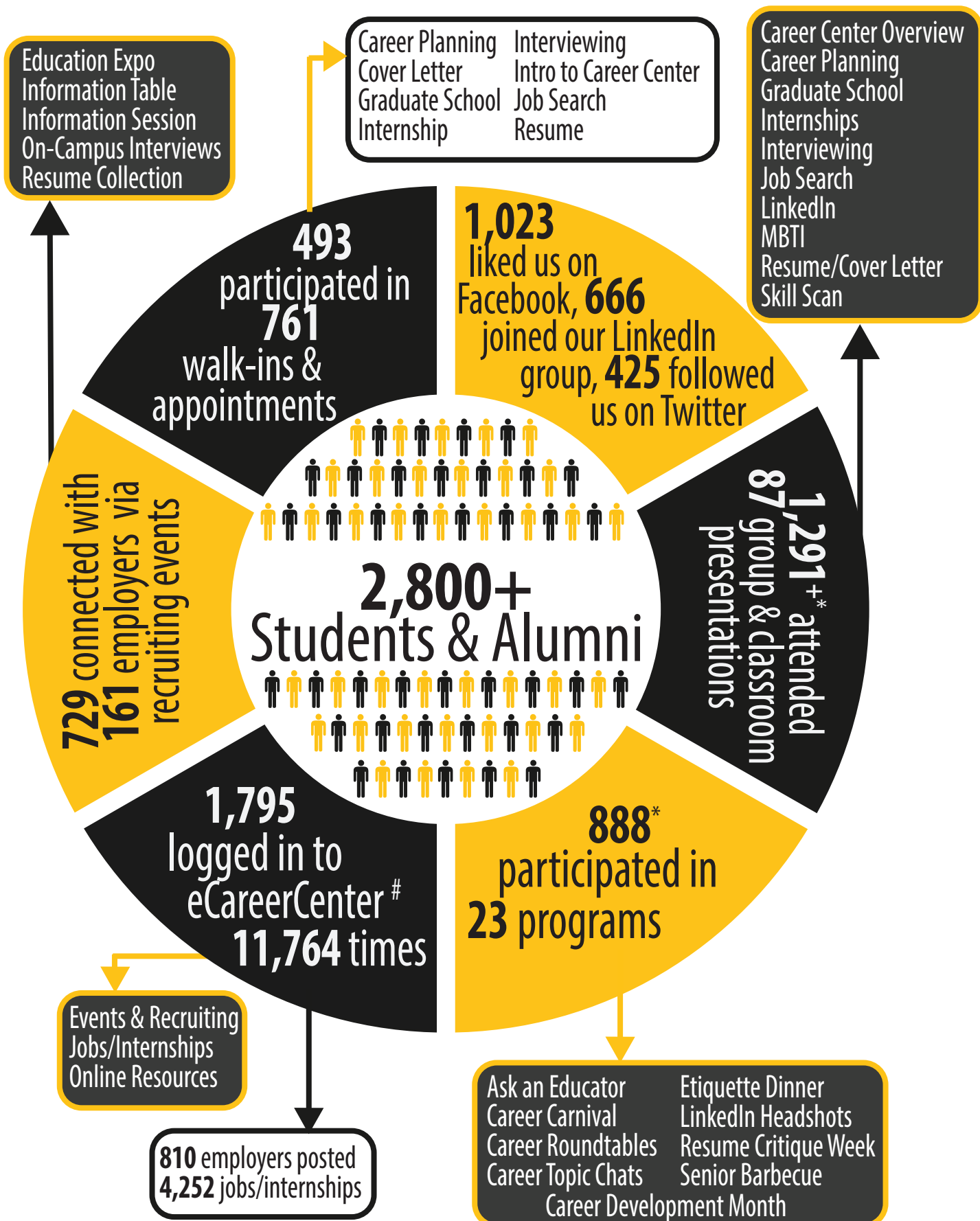
(518) 454.5141

career@strose.edu

www.strose.edu/careercenter



CAREER CENTER PARTICIPATION 2016-2017



[#] now HireStRose

^{*} may have participated in one or more presentation or program

CAREER CENTER SERVICES, PROGRAMS, AND RESOURCES

Through advisement, resources, and programming, the Career Center supports undergraduate and graduate students, as well as alumni, through every step of their career development process as they explore career interests and options, gain experience, develop a professional network, conduct a job/internship search, and apply to graduate/professional school.

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. 5-6):** 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 500+ books and other publications related to interests, majors, careers, internships, interviewing, job search, networking, salary, transitions, and graduate/professional school
- eBook Collection containing information 70+ career fields including an overview, educational requirements, position description, compensation, etc.

HireStRose (Pg. 7-8)

HireStRose is our online career management system, which contains information on jobs, internships, employers, events, recruiting, and additional career-related resources. Log in access to HireStRose can be found via our website www.strose.edu/careercenter. Here you will find:

- **Jobs and Internships** posted 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 Employer Information Tables, Employer Information Sessions, Resume Collections, On-Campus Interviews, Career Roundtables, Education Expo, Etiquette Dinner, and other career-related programs
- **Employers** contact information and positions within their organization that are currently posted on HireStRose
- **Outcomes** including employment and continuing education information for College of Saint Rose alumni
- **Resources** such as:
 - *Careers in Focus eBooks Series:* each book focuses on a distinct career area and examines multiple careers within that field, including information on education, skills, experience, outlook, tips for entry, etc.
 - *GoinGlobal:* country-specific career and employment information, employment trends, and industry outlooks
 - *My Next Move:* career and industry information from the U.S. Department of Labor O*Net
 - *What Can I Do With This Major?:* a website that demonstrates how college majors connect to careers
 - *Vault:* learn what it is like to work within an industry, company, or profession; access information on 5,000 companies, 120+ industries, 840 professions, and reviews of 100s of internship programs, and more
 - *Job/Internship Resources:* Graduate Jobs Bulletin, links to external job and internship search sites, New York State Civil Service Jobs, and OLAS: New York State's Online Application System for Educators, and more

Interfolio, Credential Management 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 with the option of hardcopy or electronic delivery of materials, plus more. For more information go to <https://www.strose.edu/credentials>

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, HireStRose, 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
- Register to attend events online in HireStRose, our career management system

Recruiting Program (Pg. 23-24)

- Employer Information Tables, Employer 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

Additional information and resources for students, alumni, employers, parents & families, and the campus community:

- 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
- Search our collection of over 500 career-related print and access 70+ electronic books
- Link to employment and continuing education outcome information for Saint Rose alumni one year after graduation
- Links to education-related websites including NYS School Districts, NYS BOCES, NYSED School Index & Certification Information, State Departments of Education, professional associations, 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, individuals with disabilities, international students, and more

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

CONNECT WITH US

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

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

Facebook: facebook.com/StRosHireStRose

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 in order to 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 relate with career options and influence your decisions
- Meet individually with the 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 potential career options 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 you are interested in 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 responsibilities
- Search for and connect with professionals in your areas of interest by using LinkedIn, specifically the Alumni Tool (www.linkedin.com > Search: The College of Saint Rose, choose the School option in the drop-down selections)
- Utilize the Career Center's Resource Room, eBook collection, Vault, HireStRose resources, and our website (listing of books and access to online resources available on www.strose.edu/careercenter)
- Meet with the Career Center Staff to discuss careers and academic programs that are of interest to you



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.

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 to learn more about an industry and/or profession
- 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

Vault.com provides in-depth intelligence on what it is really like to work in an industry, company or profession and how to position yourself to land that job. If you are on campus, you do not need to create an account.



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

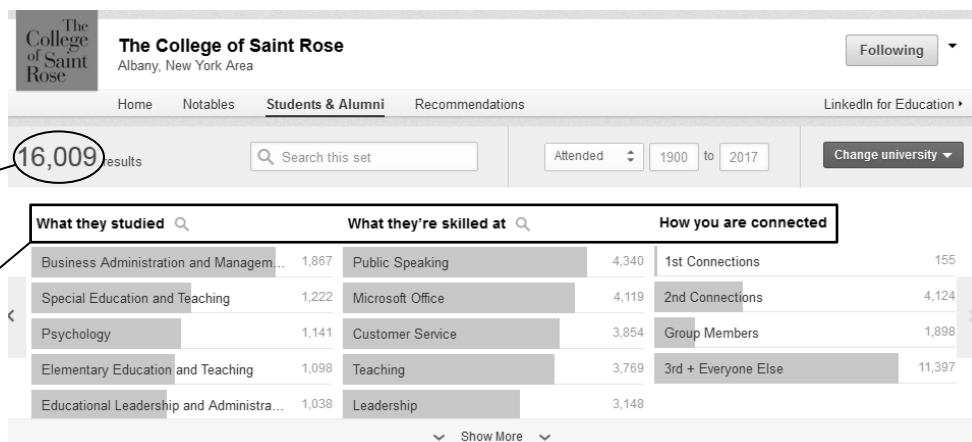
- Gain experience through internships, part-time employment, summer opportunities, work-study jobs, and volunteer opportunities
- Get involved in campus activities and take on leadership roles that are related to your interests
- Investigate job/internship opportunities on HireStRose and other job listing 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

LinkedIn

The LinkedIn Alumni Tool

As of July 2017, reflects both students & alumni

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



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 an advanced degree 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. (e.g. GREs, rolling admission, deadlines)
- Look at specific course offerings in college catalogs to see if they match your interests
- Attend graduate/professional school fairs, open houses, and information sessions (on-campus or online)
- 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 if entrance exams are required and begin to prepare accordingly
- Research undergraduate prerequisite 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 (e.g. faculty/student ratio, student population, setting)
- Determine how personal, family, and work commitments factor into your decision
- Research 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 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

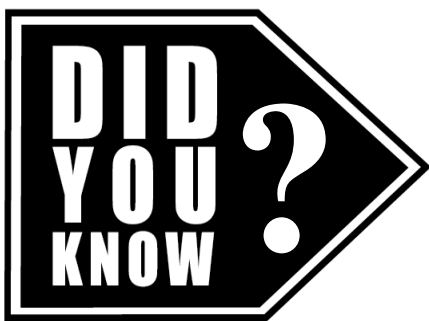
- Decide on the time frame you wish to complete your degree
- Make sure the class times are convenient if you have other commitments (e.g. family obligations, part-time/full-time job, internships)
- Know how being enrolled part-time or full-time impacts degree requirements, loan status, internships, 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 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.), which 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



More than 1/3 of Saint Rose undergraduates reported that they were attending graduate/professional school within one year after graduation

(The College of Saint Rose Post-Graduation Outcome Surveys for the Class of 2016, 2015, and 2014)

HireStRose

HireStRose is our NEW online career management system, replacing eCareerCenter. This system is available 24 hours a day, 7 days a week through the Career Center website: www.strose.edu/careercenter.

Login

- To access HireStRose, visit www.strose.edu/careercenter
- Login information will match the credentials used to log into the College's Secure Site (Banner)
- **FIRST TIME USERS** will be prompted to answer questions about potential career outcomes; answer these questions as accurately as possible

Profile

- Complete and update the "Internship, Student Teaching, Clinical Practicum" experience section regularly
- Report post-graduation employment status and continuing education plans
- Click into "Application Materials" to upload your job search documents (e.g. resumes, cover letters, writing samples, etc.); you **must** have at least one resume uploaded to apply via HireStRose

Employers, Contacts, and Tasks

- Under the "Employers" section on the HireStRose menu, view information for employers who recruit and list opportunities with the Career Center, including contact information, participation in recruiting events, and available job/internship opportunities (under "OCI and Job Listings")
- In the "Contacts" section, find specific individuals and locate their contact information
- Star specific employers and contacts to follow their activity in the "Target Employers" section
- Create and track notes about interactions with employers or contacts in "Tasks"

Job/Internship Listings

- Jobs and internships are displayed in the "Job Listings" link, where you will find all positions posted with The College's Career Center
- Full-time, part-time, internships, on-campus, off-campus, private residence (babysitting/caregiver/tutor), seasonal/temporary, volunteer, as well as Saint Rose work-study positions, resident assistant, and graduate assistantships are all listed on this system

Events and Recruiting

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

The Career Center makes every effort to screen employers and job postings on HireStRose; 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.

Resource Library

- Career Exploration Resources
 - *Careers in Focus eBook Series*: career and industry information specific to job titles and majors including education, skills, experience, employment outlook, tips for entry, professional associations, and more
 - *GoinGlobal*: resources that can assist job, internship, and study abroad seekers in making informed decisions when exploring domestic and international employment and educational experiences
 - *My Next Move*: an interactive tool for job seekers and students to learn more about their career options
 - *Vault*: website that provides access to career and industry guidebooks, information on 5,000 companies, 120+ industries, 840 professions, and reviews of hundreds of internship programs, and more
 - *What Can I Do With This Major*: learn about the typical career fields and types of employers that hire people within each major
- Job/Internship Search Resources
 - *Albany Business Review Portal*: access business news, data, weekly editions, blogs, and Book of Lists for cities throughout the country, including Albany, Boston, Denver, Orlando, San Francisco, etc.
 - *Graduate Jobs Bulletin*: 1,000s of nationwide entry-level and early-career jobs in Liberal Arts, Writing, Editing & Communications, Management & Business, Education, International, Art, and Performing Arts
 - *Job and Internship Websites* (local, state, national, and by career field)
 - *New York State Civil Service Jobs*
 - *OLAS: New York State's Online Application System for Educators*
- A PDF of the Career Center Handbook 2017/18

Research Tools

- *Research Tools* is a new resource that provides employment and continuing education information for Saint Rose alumni; this information is searchable by school, major/academic program, employer, industry, and location (Click on "Change" to select search criteria)
- *Outcome Index* displays information about average base salary and number of offers
- *Salary Database* shows salary information based on attributes
- *Offer Timeline* demonstrates when alumni receive job offers
- *Offer Job Source* exhibits information about where job opportunities were found (e.g. online job board, networking, etc.)
- *Offer Trends* graphs job offer information over time
- *Graduate School* details where alumni are pursuing graduate/professional degrees

DID YOU KNOW?

- Last year more than **800** employers listed **4,200+** job/internship opportunities
- HireStRose lists information for **4,100+** organizations and **7,100+** contacts
- More than **11,000** students and alumni logged in
- **93** employers participated in our recruiting program over the past year, with **85** of them conducting on-campus Employer Information Tables and/or Sessions
- More than **1,200** students and alumni participated in Career Center events advertised in the career management system in the 2016-2017 academic year
- Each year **600+** recent alumni report post-graduation employment and continuing education outcomes; this information is now viewable on HireStRose

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 will 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 areas of interest would you like to explore and what skills would you like to develop/improve?
- What personal and professional goals would you like to achieve?
- 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 HireStRose, Career Resource Room, LinkedIn, Career Advisory Network, and other online and print resources
- Conduct informational interviews with individuals in your internship areas of interest

Applying for Internships

- The internship search 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; stop in to the Career Center to get feedback on how you are marketing your education, skills, and experiences
- 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 make sure you 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 through the Career Center 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 (e.g. 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 deadlines to help with prioritizing
- Once tasks/projects are completed, check in with your supervisor or other employees and ask 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 on 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 positive reference
- Stay connected with your internship co-workers to help maintain your professional network

**2 out of 3 interns in 2017 were offered employment
by the organization at which they interned.**

(National Association of Colleges & Employers (NACE), *2017 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 weakness?

HINT: Share an appropriate weakness and how you are improving upon 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*, Google Alerts)
- 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)
- Research salaries for similar positions, so that you are prepared to discuss compensation
- Utilize Career Center Resource Room and web resources such as eBooks, GoinGlobal, Vault, etc.

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 direct the interview toward 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
- Be conservative when selecting interview apparel and ensure that clothing is well-fitting, wrinkle-free, and that footwear is professional but comfortable
- Keep accessories, jewelry, makeup, and fragrances to a minimum

Make a Positive First Impression

- Arrive at least 10-15 minutes early and be courteous to everyone, including the receptionist
- Greet the interviewer with a firm handshake and smile
- Introduce yourself and use the interviewer's last name (i.e. "Nice to meet you, Ms. Martinez.")

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

- Give positive non-verbal cues (e.g. 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 and phrases 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 and what will be the next steps in the process
- Thank the interviewer for his/her time and interest at the end of the interview

AFTER THE INTERVIEW

Reflect on the Interview and Your Performance

- What did you handle well? Poorly? What questions were you unprepared for?
- Is there any relevant information that you did not have a chance to discuss?
- 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 the 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

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?
- What is your superpower?
- 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. Review job/internship descriptions to determine 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 search techniques.

Self-Assessment

- Know yourself (e.g. 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, Vault, and more in HireStRose)

Establish a Strategy

- Establish a realistic timeline and be ready to dedicate several hours per week towards your 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 targeted resumes and cover letters that address your objective specific to the position for which you are applying
- Work with the Career Center staff to review your resume, cover letters, and thank you letters
- Gain an understanding of the informational interviewing or networking process
- Gather academic and professional references who can speak positively on your abilities
- Participate in a mock interview conducted by a Career Center staff member

Implement Job/Internship Search Techniques

- Use multiple job/internship search methods (e.g. job/internship postings, career fairs, networking)
- Login to HireStRose to gain access to job/internship opportunities and employer information
- Utilize the Career Advisory Network (C.A.N.), Professional Connections program, and LinkedIn
- 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 Employer Information Tables, Employer Information Sessions, Resume Collections, and On-Campus Interviews
- Review and assess your job/internship search strategies

Applying for Job/Internship Positions

- Submit your completed application materials including resume and cover letter, by the 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

There is no specific length of time that it takes to obtain employment. Each person's experience is different; try not to measure your success against another job seeker.

Job/Internship Search on HireStRose

Explore and "favorite" specific employers and contacts

Research Saint Rose post-graduation outcomes to see where alumni are working and what they are earning

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

Search for positions using keywords in Job Title, Employer Name, and Qualifications; maintain a list of your "favorite" positions

TIP:
Log into HireStRose regularly, new opportunities are added often!

The College of Saint Rose Career Center

HireStRose
Jobs, Internships, Events, Resources, and Outcomes

Profile
Target Employers
Employers
Contacts
Tasks
Research Tools
Job Listings
Events
Resource Library

Job Listings

The Career Center makes every effort to screen employers and job postings, however, we cannot guarantee that every employer and posting is legitimate. The ultimate responsibility for researching potential employers and opportunities lies with the applicant. Job scams are designed to take advantage of job hunters seeking 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, payment, or transactions of any type, please notify our office immediately.

Job Listings Applied

Favorite Job Postings: All
Job Status: Approved, Application Open
Employer Name: Employer Name
Job Title: Job Title
Location: City: Enter a city name
Posted Date: All
Application Due Date: MM/DD/YYYY to MM/DD/YYYY
Paid or Unpaid: All
Type of Job: All
Job Function: Education/Higher Education, ...
Job Reference #
Qualifications
Additional Information
Compensation

✕ Clear Filters Q Get Results

Sort By: Posting Date

Job	Job Status	Application Status
Teaching Assistant ☆ Dutchess County Board of Cooperative Educational Services Poughkeepsie - NY Application Deadline: 8/27/2017, 11:59 PM	Application Open	Not Applied
Web Designer ☆ BrawnMedia Albany - NY Application Deadline: 8/9/2017, 11:59 PM	Application Open	Not Applied
Digital Marketing Manager ☆ BrawnMedia Albany - NY Application Deadline: 8/9/2017, 11:59 PM	Application Open	Not Applied
Bilingual (Spanish) Speech and Language Evaluator ☆ Ulster County Board of Cooperative Educational Services New Paltz - NY	Application Open	Not Applied

Visit the Resource Library for access to additional information for a job/internship search such as the Albany Business Review, GoInGlobal, Vault, etc.

See which employers are participating in the Recruiting Program and connect with them about available opportunities

Search for listings based on job function, location, or position type: full-time, part-time, internship, volunteer, Federal Work Study, graduate assistantships, and private residence (including babysitting and tutoring)

NETWORKING

Networking is the process of making connections, sharing information, and building relationships. Successful networking includes having many meaningful contacts. 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 positions in the career fields you are exploring. Through networking you can obtain 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 potentially 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 lead the conversation; discuss career fields, opportunities, and solicit advice and recommendations
- Ask for names of additional people to contact for more information

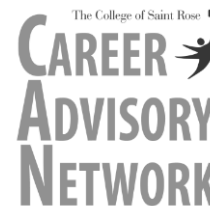
Follow-Up

- Send a thank you note and be sure to mention something you learned during your interaction
- Follow through on leads and contacts, keeping 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?

CAREER ADVISORY NETWORK (C.A.N.)

The College of Saint Rose Career Advisory Network (C.A.N.) 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
- Search and request to join "The College of Saint Rose Career Center" Group
- Once your request has been accepted, search for 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 "Groups" under the "Work" menu or searching by group title

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 > Networking Resources > Professional Connections

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

LinkedIn is the largest professional network site with over 500 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 (Students > Networking Resources > LinkedIn).

LinkedIn is a great tool for connecting 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, looking for professional development opportunities or maintaining professional relationships. LinkedIn can help you with:

- 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 Search – Find graduate/professional schools by searching for the institution; 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; include academic and 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 connect with colleagues and other professionals
- Just having a LinkedIn profile does not help to improve your networking; engage in conversations and interact with professionals directly or in groups on LinkedIn
- View the LinkedIn profiles of companies; learn about their size, location, news, employees, and more
- Utilize resources on LinkedIn to prepare for informational or 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 such as *where they live, where they work, what they do, what they studied, what they're skilled at, and how you are connected*

Linked in The LinkedIn Alumni Tool

The College of Saint Rose
Albany, New York Area

Home Notables **Students & Alumni** Recommendations LinkedIn for Education

16,009 results

Search this set

Attended 1900 to 2017

Change university

Where they live	Where they work	What they do
United States 15,765	NYC Department of Education 648	Education 4,241
Albany, New York Area 7,973	City School District Albany 67	Community and Social Services 1,402
Greater New York City Area 3,434	University at Albany, SUNY 66	Business Development 1,391
Greater Boston Area 434	Albany Medical Center 65	Healthcare Services 1,240
Glens Falls, New York Area 399	Capital Region BOCES 65	Operations 1,181

Show More

As of July 2017

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, become familiar with trends, participate in conversations with industry newcomers and more experienced 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 with an appropriate photo and username/handle
- Craft a brief professional statement for your header or a description about you on your profile
- Follow professionals and influencers 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. #HireStRose)
- 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 works best for your brand and/or message
- 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

Don't be caught off guard!

Google yourself and see what information, images, and videos are out there for prospective employers to see.



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?
- Are job prospects good, stable, or very competitive in this industry?
- 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 jobs or internships in your field?
- What is the range for entry-level (or whatever is appropriate) salaries for this type of job?
- 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?

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



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.

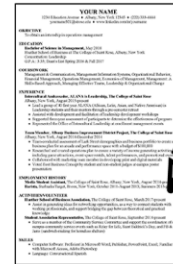
CAREER CARNIVAL



Play games and win prizes while learning more about the Career Center, other offices on-campus, and meet some local employers.

RESUME CRITIQUE WEEK

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 LinkedIn headshot! Have your photo taken by a professional photographer to be used on your LinkedIn account!



ETIQUETTE DINNER



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

EDUCATION EXPO



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

CAREER ROUNDTABLES

Network 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 Employer Information Tables, Employer Information Sessions, Resume Collections, and On-Campus Interviews. The 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 HireStRose.

*The Recruiting Schedule is updated weekly and available on HireStRose > Events
Visit www.strose.edu/careercenter to log in*

Employer Information Tables

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

Employer Information Sessions

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

Resume Collections

- Employers request to collect application materials for available opportunities
- Find Resume Collection announcements on HireStRose
- Submit all requested materials through HireStRose by the specified deadline
- Candidate materials (resume, cover letter, etc.) are reviewed 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 2012 - Spring 2017)

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

Addteq, LLC	Federal Bureau of Investigation (FBI)	Northwestern Mutual
Adirondack Thunder	Garnet River, LLC	Palace Theatre
Albany County Crime Victim and Sexual Violence Center	GE Global Operations	Parsons Child and Family Center
Albany Devils Hockey	Girl Scouts of Northeastern New York	Peace Corps
Albany Police Athletic League, Inc. (PAL)	GreyCastle Security	Polsinelli Public Affairs
American Family Life Assurance Company (Aflac)	H&R Block	PricewaterhouseCoopers (PwC)
American Red Cross of Northeastern New York	Habitat for Humanity	Pride Center of the Capital Region
AmeriCorps VISTA	Hertz	Proctors and Capital Repertory Theatre
Ameriprise Financial	The Home Depot	Regeneron Pharmaceuticals, Inc.
Apple, Inc.	Honest Weight Food Co-Op	RiverRun Community Montessori
Ascend Learning	Huntington Learning Center	Saratoga County Economic Opportunity Council
AYCO, A Goldman Sachs Company	Indeed	Schenectady Community Action Program, Inc.
AXA Advisors, LLC	Interfaith Partnership for the Homeless	Schenectady City School District
Beacon Point Memory Care Center	Interim Healthcare	Schenectady Police Department
Berkshire Family Center & Services for Youth	iSmile Studios	Schoharie County Child Development Council
Best Fitness	J.B. Hunt Transport, Inc.	Senior Services of Albany
The Bonadio Group	The Legal Project	ShopRite
Boys and Girls Club of Albany	LeverPoint Management, LLC	Sidney Albert Jewish Community Center
Building Blocks Learning Center	Lexington Center	Skye Farm Camp
Camp Bow Wow	Living Resources	Special Olympics New York
Camp Scully	Malta Community Center	St. Catherine's Center for Children
Capital District Physicians' Health Plan (CDPHP)	Maximus	St. Colman's Home
Capital District YMCA	Mazzone Hospitality	St. Joseph Workers
Capital Region Friendship Circle	MetLife	TD Bank
Capital Roots/Capital District Community Gardens	Navy Medical Corps	Teal Becker & Chiaramonte CPAs PC
Catholic Charities Disability Services	New York Business Development Corporation	Time Warner Cable/Spectrum
Center for Disability Services	New York Independent System Operator (NYISO)	Trans World Entertainment Corporation
City of Albany Fire Department	New York State Army National Guard	Travelers Insurance
City of Albany Police Department	New York State Assembly	UHY, LLP
City of New York, Mayor's Office of State Legislative Affairs	New York State Department of Civil Service	Uncommon Schools
City School District of Albany	New York State Department of Correctional Services	United States Army/Army Reserve
Civil Service Employees Association, Inc.	New York State Department of Education	United States Committee for Refugees & Immigrants
Colonie Youth Center	New York State Department of Health	United States Congressman Paul Tonko's Office
Cooperstown Dream Park	New York State Department of Taxation and Finance	United States Department of Agriculture
Crossroads Center for Children	New York State Division of the Budget	United States Department of Health & Human Service
Davis Vision	New York State Environmental Conservation Police	United States Department of Labor
DeCrescente Distributing Company	New York State Industries for the Disabled, Inc. (NYSID)	United States Marine Corps
District Council 37, AFSCME	New York State Office of Information Technology Services	United States Navy
docSTAR	New York State Police/Troopers	Unity House
Downtown Albany Business Improvement District (BID)	New York State Senate	Vanderheyden
Dynamic Marketing Solutions	New York State Senate Democratic Conference	Verizon Wireless
The Early Care and Learning Council	New York State Thruway Authority	Washington-Saratoga-Warren- Hamilton-Essex (WSWHE) BOCES
Enterprise Rent-A-Car	New York StateWatch	Wendy's/CKA Management, LLC.
Equinox, Inc.	Northeast Career Planning	Whispering Pines Preschool
Family & Child Service of Schenectady		Wildwood Programs
Farm Family Casualty Insurance Company		

RESUMES

A resume is a basic tool used in a job/internship search and should include a summary of your education, experiences, and skills. This document is your opportunity to present your best qualifications and accomplishments that 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. You may receive varying feedback from multiple reviewers; there is no single “right way” to compose and structure your resume since each individual’s experiences and career goals are unique. The Career Center provides feedback on resume layout and content often based on feedback we receive from hiring organizations.

INFORMATION TO INCLUDE

There are no clear-cut rules about the exact information that should be included on a resume in the United States. Certain categories of information are important, while others can be omitted, depending on the position and personal preferences. International application materials may vary; see GoinGlobal for more information (login at HireStRose).

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 (Optional)

An objective states your career goals and gives your resume a focus. If you are concerned about your objective being too limited, prepare several resumes with different objectives and tailor them to fit each position. 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 Literacy, Birth-Grade 6, pending graduation
 New York State Initial Certification in Childhood Education, Grades 1-6, June 2017

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 the 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 action statements highlighting your accomplishments/skills/responsibilities
 - Use consistent verb tenses within each experience being described

Skills

- Languages and fluency level
- 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

Do Not 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

Do Not Include Personal Information (on a U.S. resume)

- 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. 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 (Optional):

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; visit the Career Center and ask industry professionals for advice and suggestions. Since you may hear differing opinions, use your own judgment and be open to 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 on a U.S. resume.

WRITING RESULT ORIENTED STATEMENTS FOR YOUR RESUME

Using Action Verbs to Describe Skills

Write statements on a resume that convey 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 market 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. Demonstrate 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	Demonstrated	Increased	Increased	Set-up
Achieved	Designed	Influenced	Influenced	Shape
Acted	Determined	Informed	Informed	Shared
Adapted	Developed	Initiated	Initiated	Simplified
Addressed	Devised	Innovated	Innovated	Sketched
Administered	Diagnosed	Inspected	Inspected	Sold
Advised	Diagramed	Inspired	Inspired	Solved
Analyzed	Discovered	Installed	Installed	Sorted
Anticipated	Dispensed	Instituted	Instituted	Sought
Arbitrated	Displayed	Instructed	Instructed	Spoke
Arranged	Dissected	Interviewed	Interviewed	Streamlined
Ascertained	Distributed	Invented	Invented	Structured
Assembled	Diverted	Inventoried	Inventoried	Studied
Assessed	Drove	Investigated	Investigated	Substituted
Attained	Edited	Judged	Judged	Suggested
Audited	Eliminated	Launched	Launched	Summarized
Balanced	Empathized	Led	Led	Supervised
Began	Enforced	Learned	Learned	Supplied
Budgeted	Established	Lectured	Lectured	Supported
Built	Estimated	Listened	Listened	Surveyed
Calculated	Evaluated	Logged	Logged	Symbolized
Chaired	Examined	Made	Made	Synergized
Charted	Expanded	Maintained	Maintained	Synthesized
Checked	Expected	Managed	Managed	Systematized
Classified	Experimented	Manipulated	Manipulated	Talked
Coached	Explained	Marketed	Marketed	Taught
Collaborated	Extended	Mediated	Mediated	Team-built
Collected	Extracted	Mentored	Mentored	Tended
Communicated	Facilitated	Met	Met	Tested
Compiled	Filed	Modeled	Modeled	Took
Completed	Financed	Modified	Modified	Trained
Composed	Fixed	Monitored	Monitored	Transcribed
Computed	Focused	Motivated	Motivated	Traveled
Conceptualized	Followed	Moved	Moved	Treated
Conducted	Formulated	Navigated	Navigated	Troubleshoot
Conserved	Founded	Negotiated	Negotiated	Tutored
Consolidated	Gained	Observed	Observed	Typed
Constructed	Gathered	Offered	Offered	Umpired
Consulted	Generated	Operated	Operated	Understood
Controlled	Guided	Organized	Organized	Unified
Cooperated	Handled	Originated	Originated	United
Coordinated	Headed	Overhauled	Overhauled	Updated
Copied	Hypothesized	Oversaw	Oversaw	Upgraded
Counseled	Illustrated	Painted	Painted	Used
Created	Imagined	Participated	Participated	Utilized
Decided	Implemented	Perceived	Perceived	Verified
Defined	Improved	Performed	Performed	Valued
Delegated	Improvised	Persuaded	Persuaded	Weighed
Delivered	Incorporated	Photographed	Photographed	Wrote

- 1** The objective is an optional fragmented statement indicating 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 action 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 2018 2 The College of Saint Rose, Albany, New York Concentration: Public Relations Study Abroad Program , August - December 2017 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 2017 - December 2017 6 <ul style="list-style-type: none"> • Manage a team of 14 classmates to create a full service marketing plan for Albany Bread Company's grand opening 7 • Produce templates for company website, brochures, business cards, and other marketing materials, using Adobe Illustrator and InDesign 8 • Launch company social media accounts using Facebook, Twitter, and Instagram resulting in 30% increased engagement Tutor , Academic Support Center, The College of Saint Rose Albany, New York, September 2016 - December 2017 <ul style="list-style-type: none"> • 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 2015 - May 2016 <ul style="list-style-type: none"> • 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 2014 - May 2016 <ul style="list-style-type: none"> 10 • Processed and posted internship and employment opportunities using Career Services Management 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 2016 - present Albany Thunder Men's Baseball Team, Albany, New York, Summers 2015 - present Umpire, East Greenbush Little League, East Greenbush, New York, Summers 2012 - 2014
SKILLS 11	Computer Software: Microsoft Word, Excel, PowerPoint; Adobe Illustrator, InDesign Language: Fluent in Spanish 12

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. 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 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 2018

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 2015-present

The Albany Academy, Albany, New York

- Integrate teacher's plans with original ideas, effectively conveying lessons in K-6 grade classes
- Utilize Positive Behavior Inventions & Supports system for classroom management
- Implement classroom technology including SMART Boards and Google Chromebooks

Special Education Field Experience (40 hours)

January-May 2017

Latham Ridge Elementary School (3rd grade inclusion setting), Latham, New YorkGlenmont Elementary School (5th grade Resource Room), Glenmont, New York **6**Dutchess County BOCES (2nd-4th grade Self-Contained Class), Poughkeepsie, New York

- Assisted teacher with maintaining a behavior points system for each student
- Facilitated computer oriented mathematics programs for a group of 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 2016

Walter B. Howard Elementary School (5th grade), New Lebanon, New YorkLatham 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 **7****Activities Coordinator**, YMCA of Saratoga County, Saratoga, New York

June 2015-present

Babysitter, Private Residence, Queensbury, New York

June 2013-present

VOLUNTEER EXPERIENCE**Relay For Life**, American Cancer Society, Albany, New York

April 2015, 2016

Committee Chair, American Heart Association, Albany, New York

May 2013, 2014

SKILLS

Computer applications: Google Books, Drive, Classroom, and Scholar

Design software: Adobe Photoshop and Illustrator

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	
<p>YOUR NAME</p> <p>1234 Education Avenue ♦ Albany, New York 12345 ♦ (222) 333-4444 yourname321@strose.edu ♦ www.linkedin.com/in/yourname 1</p>	
OBJECTIVE	To obtain an internship in accounting
EDUCATION	
2	Master of Science in Accounting , May 2018 Bachelor of Science in Business Administration , May 2018 Huether School of Business, The College of Saint Rose, Albany, New York G.P.A.: 3.75; Dean's List Spring 2015-Fall 2017, 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 2017-May 2017 5 <ul style="list-style-type: none"> 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 2016-April 2017 <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 2014-December 2014 <ul style="list-style-type: none"> 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 2015-present Media Student Assistant , The College of Saint Rose, Albany, New York, August 2014-present
ACTIVITIES /VOLUNTEER	
8	Huether School of Business Association , The College of Saint Rose, March 2017-present Student Athletic-Advisory Committee (SAAC) , The College of Saint Rose, August 2014-present Division II Men's Cross Country & Track Team , The College of Saint Rose, August 2013-present Running Club Coach , Albany Police Athletic League, September 2012-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

EDUCATION

Master of Science in Education in Childhood Education, December 2017

The College of Saint Rose, Albany, New York

G.P.A.: 3.5/4.0

Bachelor of Arts in English, May 2014

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

G.P.A.: 3.2/4.0

CERTIFICATION

New York State Initial Certification in Childhood Education: Grades 1-6, December 2017

New York State Initial Certification in English Language Arts 7-9 Extension, December 2017

TEACHING EXPERIENCE

Student Teacher (Grade 6), October 2017-December 2017

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
- 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), September 2017-October 2017

Dorothy Nolan Elementary School, Saratoga Springs, New York

- 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
- 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), September 2015-June 2017

City School District of Albany, Albany, New York

- Implemented Academic Intervention Services for special education students
- Promoted cooperative learning through problem solving with English Language Arts skills and realistic mathematical situations
- 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 2014-June 2015
YMCA, Albany, New York

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

Learning Center Tutor, September 2012-May 2014

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, Summers 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 **16**

Underwriter, June 2012-June 2014

Prudential Insurance Company, Albany, New York

Sales Associate, January 2010-June 2012

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

PROFESSIONAL AFFILIATION **17**

International Reading Association, September 2016-present

Albany Chapter, Albany, New York

VOLUNTEER/ACTIVITIES **18**

Treasurer, Parent Teacher Association, September 2016-present

Member, Parent Teacher Association, September 2014-present

City School District of Albany, Albany, New York

Soccer Coach, June 2010-present

Albany Youth Soccer League, Albany, New York

COMPUTER SKILLS **19**

Proficient in Microsoft Word, Excel, PowerPoint, and SMART Board
Knowledgeable in HTML, Weebly, and Wix

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	
<h2 style="margin: 0;">YOUR NAME</h2>	
<p>1234 Education Avenue Albany, New York 12345</p>	<p>(222) 333-4444 1 yourname321@strose.edu</p>
<p>EDUCATION</p> <p>Bachelor of Science in Marketing, May 2018 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</p> <p>Associate of Science in Business Administration, May 2016 Hudson Valley Community College, Troy, New York G.P.A.: 3.80</p>	
<p>RELEVANT COURSEWORK Marketing Management, Marketing Research, Consumer Behavior, Integrated Global Business</p>	
<p>MARKETING EXPERIENCE 3</p> <p>4 Sales and Marketing Intern, Pitney Bowes Business Insight Troy, New York, January 2017-May 2017</p> <ul style="list-style-type: none"> 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 <p>Marketing Intern, American Marketing Association Albany, New York, August 2016-December 2016</p> <ul style="list-style-type: none"> 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 <p>6 Marketing Volunteer, The Urban League of Northeastern New York Albany, New York, October 2015-November 2016</p> <ul style="list-style-type: none"> 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% 	
<p>RELATED EXPERIENCE 7</p> <p>Bank Teller, Trustco Bank, Albany, New York, March 2015-present Cashier Customer Service Associate, Hannaford, Albany, New York, January 2014-March 2015</p>	
<p>ACTIVITIES/VOLUNTEER</p> <p>8 Reach Out Saint Rose, The College of Saint Rose, Albany, New York, September 2017 Student Association Representative, The College of Saint Rose, September 2016-present Volunteer, Big Brothers and Big Sisters of Albany County, July 2016-present</p>	
<p>SKILLS</p> <p>9 Microsoft Word, PowerPoint, Excel, Access, Outlook; Adobe Photoshop, InDesign, Pagemaker Fluent in English, Hindi, and Urdu</p>	

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

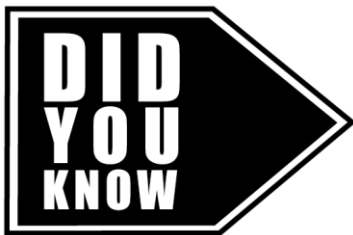
- Highlight key points that were covered during the interview
- Mention any important information you forgot to discuss
- Explain, restate, or clarify any potential misunderstandings (i.e. willingness to relocate, available start date, etc.)
- Focus on something of importance that you discussed during 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

CAREER CENTER TESTIMONIALS

The College of Saint Rose Career Center Evaluations, 2015-2016 and 2016-2017

"I got seven interviews out of going to the Education Expo – thank you SO much for hosting it! I'm in the process of getting hired and even turned down a few opportunities that came from the fair."

School Counseling Graduate Student
Class of 2019

"All of the staff knows how to properly answer your questions and you can tell they care about you because they always ask to check in with progress or come back!"

Marketing Undergraduate Student
Class of 2020

"I definitely feel more prepared for a job interview after my mock interview at the Career Center."

Graphic Design
Undergraduate Student
Class of 2016

"I am constantly using the handbook when I update my resume or need to do a cover letter. I really like the page with all the possible vocabulary terms you can use."

Finance
Undergraduate Student
Class of 2019

"Easily accessible to contact in regards to help with resumes. I brought my resume in twice to get reviewed; they were very helpful and nice in the process."

Math Adolescence Education
Undergraduate Student
Class of 2015

"The Career Center is there to help students prepare for the future. They assist with LinkedIn, interviews, and other things that really help students with getting a job!"

Psychology Undergraduate Student
Class of 2019

