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About The Career Development Center

The goal of the Career Development Center at Ohio Dominican University is simple—to help you prepare for a successful career after graduation. Whether you have yet to decide on a major or are looking for an internship or job, our experienced and dedicated team will make sure you have access to ODU’s vast collection of resources and network of corporate partners to help you stand out in a competitive job market.

Mission Statement
The Career Development Center at Ohio Dominican University holistically supports students and alumni in their pursuit of designing a life plan and work plan that aligns their values and skills. We support students and alumni in their quest to discover their calling — connecting their passion with a purpose — through self-reflection, career exploration, career preparation, and securing a meaningful career outcome upon graduation. We believe career development is a life journey and it is the responsibility of the entire campus community to guide students — way finders — in all their curricular and co-curricular efforts. Our goal is to provide career readiness tools, resources, and knowledge that will not only service students and alumni in their current and future career pursuits, but also faculty and staff in their role as mentors and guides.

Vision Statement
The Career Development Center will lead the effort to create a College-2-Career Culture at Ohio Dominican University where students receive holistic support to explore their passions, discover their purpose, and start to design their life plan.

Overview of Services
The Career Development Center provides a wide variety of services to ODU students and alumni, including:

- Resume and Cover Letter Preparation
- Job and Internship Searching
- Interview Preparation
- Salary Negotiation
- Career Fair Prep
- Individual Career Advising
- Professional Etiquette and Networking
- Social Media & LinkedIn
- Graduate School Exploration
- Employer Communication & Research
- Major and Career Exploration

Great Career Ahead

Apply Now
ODU & Career Readiness

Ask yourself the following questions. If you can reply “yes” to each, you’ve got what it takes to start your career – and be successful!

**Critical Thinking & Problem Solving**
Are you able to exercise sound reasoning to analyze issues, make decisions and overcome problems?

**Communications**
Are you able to articulate thoughts and ideas clearly and effectively in both written and oral form to people who are both within and outside of your organization?

**Teamwork & Interpersonal**
Are you able to collaborate with colleagues and customers who represent different cultures, races, ages, genders, religions, lifestyles and viewpoints? Also, how well do you work within a team structure?

**Information Technology Application**
Are you able to identify and use appropriate technology to accomplish a given task?

**Professionalism & Work Ethic**
Are you able to demonstrate personal accountability and effective work habits, such as punctuality, good time management and ethical behavior?

**Career Management**
Are you able to navigate and explore job options, take the steps necessary to pursue opportunities, and understand how to self-advocate for opportunities in the workplace?

**Leadership**
Are you able to leverage the strengths of others to achieve common goals, and, at the same time, use your skills to coach and develop others?

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**COLUMBUS – A HOT BED FOR PROFESSIONAL GROWTH AND OPPORTUNITIES**

Columbus is the 14th-largest city in the United States.

Central Ohio is the fastest-growing metro area in the Midwest.

Central Ohio is home to:
- 20 Fortune 1000 companies
- 6 Fortune 500 companies
- 450 internationally owned companies
In this guide...
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About This Workbook

At Ohio Dominican University, the Career Development Center will help you answer some of your personal career questions, such as:

- How do I select the right major for my career?
- What career opportunities exist for me?
- How can I identify my passions, and discover a career that aligns with my passions?
- What can I do now to start planning for my dream career?

As you move forward with major and career exploration, use this workbook to work one-on-one with a career advisor as you strategically map out your journey.

Getting Started with Major and Career Exploration
(adapted from Focus 2 Career)

Career development is a lifelong process that includes gaining experiences, learning from these experiences, and learning about yourself and the work world. This cycle continues throughout life because you will continue to learn, grow and make decisions. Our world is constantly changing, and new career paths are constantly unfolding; traditional ones are experiencing changes and shifts are taking place in occupation skills and educational requirements. These changes are a result of new technology, modifications in organizational design and the trend toward global business operations. With all these changes, you might ask, “What is the point of planning ahead by developing a career plan?” The point is to be ready for change with a set of career goals, strategy and options based on your interests, personality, values and skills. Once you have a plan, you will be equipped to manage your career and take advantage of changes in the economy and job market, rather than becoming a victim of change.

Planning your career is your responsibility. It is up to you to do the planning and take the necessary actions to obtain the education and training that will support your career plans. We know that gathering all this information can be overwhelming. By participating in the Career Development Center’s workshops and events, and meeting with a career coordinator, you can receive assistance with:

- Organizing your information
- Learning decision-making skills
- Coping with feeling anxious or overwhelmed
- Developing an action plan

Keep in mind, throughout your life, you are the one who must make all the decisions about your career and you must produce the results that support your goals. It’s up to you to control and navigate your own destiny.

Career Assessment – Focus 2

We will begin by taking a career assessment to get to know you better.

Focus 2 Career is an online interactive, self-guided career and education planning system designed to help you make decisions about your future career goals and education plans.

Focus 2 Career will guide you through an interactive process that will:
1. Assess your career planning readiness, work interests, values, skills, personality type and leisure time interests.
2. Broaden your career options and discover occupations that match your personal preferences and attributes.
3. Discover and explore career fields, majors and training programs that are best for you.
4. Plan a career and educational pathway that will support your personal needs and goals.

Instructions

- Visit ohiodominican.edu/Focus2Career.
- Click the “Register” button to create a new account.
- Complete the required fields. Use the access code “panthers”.
- Once logged in, complete the following assessments: Career Planning Readiness, Academic Strengths, Work Interest Assessment, Personality Assessment, Leisure Assessment, Values Assessment, and Skills Assessment. Each assessment takes about 5-10 minutes to complete.
- Complete the following pages.
Review Your Assessment Results

**My Career Planning Readiness**
This assessment measures your involvement in activities that are part of the career planning process and evaluates your readiness to make informed career decisions.

**Self-Assessment Score:**
Self-assessment is the first and most important step in career planning and is used to identify occupations and major study areas compatible with your personal attributes. It is important that you stay actively involved in self-assessment because finding a satisfying career path begins with knowing yourself.

**Career Exploration Score:**
Career exploration is important because learning about types of jobs, educational requirements, and job functions will help you identify occupations that appeal to you. It is important that you continue or increase your involvement in career exploration because it will help you narrow down your options and map out your career goals. Exploration should be ongoing because new career paths are constantly unfolding, traditional ones are changing and shifts may be taking place in skills and educational requirements.

**Career Planning Satisfaction Score:**
Career planning satisfaction measures the extent to which you are satisfied with the results of your career planning activities and your ability to resolve problems that can interfere with your decision-making. If you think you are not able to resolve problems of concern on your own, you should discuss them with a career counselor.

**REFLECT ON YOUR CAREER PLANNING READINESS**

- What factors contribute to your scores?

- How do you feel about your scores in this section?

- Do you agree or disagree with your scores? Explain why.
Review Your Assessment Results

Academic Strengths

Recognizing your academic strengths will bring you one step closer to pursuing a satisfying area of study and career path. A key part of career planning is finding a career that is a good fit with your personal attributes.

List your academic strengths below

Self-assessment is the first and most important step in career planning and is used to identify occupations and major study areas compatible with your personal attributes. It is important that you stay actively involved in self-assessment because finding a satisfying career path begins with knowing yourself.

I do very well at the following:

I do all right at the following:

I don’t do well at the following:

I never took a subject in the following:

Work Interest Assessment

The Work Interest Assessment will identify occupations that provide the kinds of work related activities and tasks you most enjoy doing. Your top three work interests can be matched to occupations and majors that will typically appeal to you. The combination of the first letters of your top three work interests is called your Holland Code. The Work Interest Assessment is based on the Holland Codes, which is compiled of six interest areas known as RIASEC: Realistic, Investigative, Artistic, Social, Enterprising and Conventional. After completing this assessment, list your top three work interest areas below. For each box:

• Record the name and a summarized description for each of your top three work interest areas.
• After writing down the descriptions, circle/underline words that sound like you.

Your Work Interest Holland Code: __________________

Work interest #1: __________________________________

Work interest #2: __________________________________

Work interest #3: __________________________________

Next, review your list of occupations that match your results by clicking on the listed occupations and reviewing their descriptions. List three occupations that interest you below (click the “save this occupation” button to store these occupations into your “my saved occupations” tool.)

Occupation of interest #1: __________________________
Supporting major: ________________________________

Occupation of interest #2: __________________________
Supporting major: ________________________________

Occupation of interest #3: __________________________
Supporting major: ________________________________

Click the “save this occupation” button to save these occupations to your “my saved occupations” tool.
Review Your Assessment Results

**Personality Assessment**
After you have completed the Personality Assessment, review the results. Your personality type describes how you react to certain situations/people, make decisions, organize information and go about solving problems. Read your personality type results and complete the sections below. After completing each section, circle/underline words that describe you.

**Your Personality Type Results**

**General Description**

•

•

•

•

•

Choosing Your Career

Next, click the “continue” button and list the five or six traits that describe your personality.

Trait #1: __________________________________________

Trait #2: __________________________________________

Trait #3: __________________________________________

Trait #4: __________________________________________

Trait #5: __________________________________________

Trait #6: __________________________________________

Occupation of interest #1: ____________________________

Supporting major: _________________________________

Occupation of interest #2: ____________________________

Supporting major: _________________________________

Occupation of interest #3: ____________________________

Supporting major: _________________________________

Lastly, research your top occupation of interest by clicking on the occupation title. Complete the section below based on your top occupation of interest. Save this occupation for future references.

Occupation title: ________________________________

Brief occupation overview:

Education requirements:

Summary of job tasks:

Professional associations:

Skills:

Click the “save this occupation” button to save these occupations to your “my saved occupations” tool.
Review Your Assessment Results

Leisure Interest Assessment

Complete the Leisure Interest Assessment, and then review your results. The Leisure Interest Assessment identifies occupations that provide opportunities and activities compatible with your leisure preferences. After completing this assessment, list your top three leisure areas below.

For each box:
• Record the name and a summarized description for each of your top three leisure interest areas below.
• After writing down the descriptions, circle/underline words that sound like you.

Leisure interest #1: ________________________________

Leisure interest #2: ________________________________

Leisure interest #3: ________________________________

Next, review your list of occupations that match your results. List three occupations that interest you below.

Occupation of interest #1: ____________________________
Supporting major: _________________________________

Occupation of interest #2: ____________________________
Supporting major: _________________________________

Occupation of interest #3: ____________________________
Supporting major: _________________________________

Click the “save this occupation” button to save these occupations to your “my saved occupations” tool.

Research your top occupation of interest by clicking on the occupation title. Complete the section below based off your top occupation of interest. Save this occupation for future references.

Occupation title: ________________________________

Brief occupation overview:

Education requirements:

Summary of job tasks:

Professional associations:

Skills:
Review Your Assessment Results

**Values Assessment**

The Values Assessment will identify occupations that are compatible with your work values. Your work values are job-related beliefs and ideas that are important to you.

**Your top three values**

Value 1: ________________________________

Value 2: ________________________________

Value 3: ________________________________

**Reflect on your values**

- Why are these values important to you?
- How did these become your values?

Next, review your list of occupations that match your results. List three occupations that interest you below.

Occupation of interest #1: ________________________________

Supporting major: ________________________________

Occupation of interest #2: ________________________________

Supporting major: ________________________________

Occupation of interest #3: ________________________________

Supporting major: ________________________________

Click the “save this occupation” button to save these occupations to your “my saved occupations” tool.

**Skills Assessment**

The Skills Assessment will identify occupations that match your skills profile. Skills can be learned or be the result of natural abilities and talents for doing certain tasks. It is important to explore occupations that you have the ability to do or plan on becoming more proficient in.

**List your top three skills below**

Skill 1: ________________________________

Skill 2: ________________________________

Skill 3: ________________________________

**Reflect on how you’ve developed these skills and what other skills you would like to develop.**

Next, review your list of occupations that match your results. List three occupations that interest you below.

Occupation of interest #1: ________________________________

Supporting major: ________________________________

Occupation of interest #2: ________________________________

Supporting major: ________________________________

Occupation of interest #3: ________________________________

Supporting major: ________________________________

Click the “save this occupation” button to save these occupations to your “my saved occupations” tool.
Selecting a Major

Now that you have completed your Career Assessment, work with your career advisor to review all major options at Ohio Dominican University, and use the following worksheet to rank majors.

Checklist of Majors at ODU

<table>
<thead>
<tr>
<th>Major</th>
<th>Very Interested</th>
<th>Interested</th>
<th>Not Interested</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Art</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Art Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biology</td>
<td></td>
<td></td>
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<tr>
<td>Biopsychology</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Administration</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chemistry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chemistry Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Science</td>
<td></td>
<td></td>
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<tr>
<td>Criminology &amp; Criminal Justice</td>
<td></td>
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<td></td>
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<tr>
<td>Cross-Disciplinary Studies</td>
<td></td>
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<tr>
<td>Early Childhood Education</td>
<td></td>
<td></td>
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<tr>
<td>Economics</td>
<td></td>
<td></td>
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<tr>
<td>Educational Studies</td>
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</tr>
</tbody>
</table>
## Checklist of Majors at ODU (continued)

<table>
<thead>
<tr>
<th>Major</th>
<th>Very Interested</th>
<th>Interested</th>
<th>Not Interested</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental Science</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Exercise Science</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Graphic Design</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>History</td>
<td></td>
<td></td>
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<tr>
<td>Integrated Language Arts Education</td>
<td></td>
<td></td>
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<tr>
<td>Integrated Mathematics Education</td>
<td></td>
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<tr>
<td>Integrated Science Education</td>
<td></td>
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<tr>
<td>Integrated Social Studies Education</td>
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<tr>
<td>Intervention Specialist (Mild/Moderate and/or Moderate/Intensive)</td>
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<td></td>
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<td></td>
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<tr>
<td>Life Science Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Mathematics</td>
<td></td>
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<tr>
<td>Middle Childhood Education</td>
<td></td>
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<tr>
<td>Philosophy</td>
<td></td>
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<tr>
<td>Political Science</td>
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</tbody>
</table>
Checklist of Majors at ODU *(continued)*

<table>
<thead>
<tr>
<th>Major</th>
<th>Very Interested</th>
<th>Interested</th>
<th>Not Interested</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Public Relations and Marketing Communications</td>
<td></td>
<td></td>
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<tr>
<td>Risk Management and Insurance</td>
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</tr>
<tr>
<td>Social Work</td>
<td></td>
<td></td>
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<tr>
<td>Sociology</td>
<td></td>
<td></td>
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<tr>
<td>Software Engineering</td>
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<tr>
<td>Sport Management</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Theology</td>
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</tbody>
</table>

Additional Notes
Now List Your Top Five Majors and Respond to the Following Statements

<table>
<thead>
<tr>
<th>Major 1</th>
<th>Major 2</th>
<th>Major 3</th>
<th>Major 4</th>
<th>Major 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of majors you’re considering</td>
<td></td>
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</tr>
<tr>
<td>Does this major correspond with my interests, skills, workplace values, and personality style?</td>
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<tr>
<td>I know the prerequisites and requirements for this specific major.</td>
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<tr>
<td>I have reviewed the upper-level courses for this major and I am interested in a number of them.</td>
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</tr>
<tr>
<td>Are there any key courses that I must take to obtain a degree in this major?</td>
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<tr>
<td>Are these courses common to other majors that I am currently exploring?</td>
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<tr>
<td>I have visited the ODU Career Development Center to research opportunities for internships, volunteer work, job shadowing and employment.</td>
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</tr>
<tr>
<td>I have talked with students and faculty in this program, and have a good understanding of what it would be like to complete this major.</td>
<td></td>
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</tr>
<tr>
<td>I know of the relevance of certain campus groups to this specific major and understand the importance of getting involved in these groups.</td>
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</tr>
<tr>
<td>I have met with my academic advisor to discuss how my completed coursework can count toward this major.</td>
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<tr>
<td>I am ready to declare this major.</td>
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</tbody>
</table>

**My Major Choice:** ________________________________

**My Minor Choice:** ________________________________

Now that you have selected a major, be sure to meet with your academic advisor to review your program evaluation and plan your courses. Visit the Registrar’s Office (Erskine Hall, room 142) to file paperwork to declare your major.
Your Career Plan

After reviewing your Career Assessment and selecting a major, it’s important to map out your journey at Ohio Dominican University to help prepare you for your post-graduation plans. Meet with a career advisor to work on customizing your four-year career plan.

The following are activities that the Career Development Center suggests for each year. Review these activities and select the ones that are relevant to your goals in order to fill out your career plan.

**Year 1: Know Yourself**
- Meet with a career advisor to begin major/career exploration.
- Identify values, interests, personality, and skills by utilizing the Focus 2 Career assessment – review results with a career advisor.
- Log into ODU JobLine to access valuable career tools and resources.
- Write your resume and get feedback from a career advisor.
- Use the Ohio Dominican majors/minors page to explore major and minor options.
- Meet with your academic advisor for course planning.
- Get involved by joining a student organization and participate in activities on campus.
- Get involved in volunteering opportunities with causes you care about.
- Attend Career Development Center programs.
- Attend career fairs to begin networking with employers.
- Start building a professional social media presence.
- Begin building positive relationships with faculty members.
- Create your four-year career plan with your career advisor.

**Year 2: Explore Options**
- Work with your career advisor and academic advisor to declare a major and explore careers.
- Speak with people in different career areas to learn about options and schedule informational interviews.
- Shadow professionals in a chosen field.
- Create a LinkedIn account and start building your professional network.
- Join a professional organization related to your major.
- Become a leader in a student organization.
- Attend a career fair to chat with employers and apply for internships.
- Update resume to reflect new experiences, skills and accomplishments.
- Consider study abroad opportunities.
- Utilize ODU JobLine to apply for internships and part-time positions.

**Year 3: Get Focused**
- Start narrowing your career choices by speaking with your career advisor.
- Review company websites and literature.
- Read magazines and journals to become familiar with trends and areas of opportunity.
- Follow prospective employers’ social media accounts.
- Research graduate school options and work with your career advisor to prepare for your graduate schools search (if applicable).
- Update resume to reflect new experiences, skills gained and accomplishments.
- Schedule a mock interview with a career advisor to enhance your interviewing skills.
- Attend a career fair to apply for internships that align with your career goals and interests.
- Find a job description for your dream job and identify gaps in your skills and experiences.
- Network with faculty members for references, job opportunities, and professional development.
- Complete an internship or secure a career-related part-time job.

**Year 4: Take Action**
- Develop a job-search strategy with a career advisor.
- Participate in fall and spring career fairs for post-graduation job opportunities.
- Improve your career-related skillset by completing certifications, training, and other professional development opportunities.
- Take advantage of on-campus interviewing opportunities.
- Ask for letters of recommendations and references.
- Conduct a resume review and mock interview sessions with the Career Development Center staff.
- Maintain relationships with your references.
- Request recommendations on LinkedIn.
- Complete a graduate school admission prep to-do list.
- Complete the Career Outcomes Survey to tell us what you are doing after graduation.
### Customize Your Career Plan by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Goal 1</th>
<th>Goal 2</th>
<th>Goal 3</th>
<th>Career Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Year 1</strong></td>
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<tr>
<td><strong>Goal 1:</strong></td>
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<tr>
<td><strong>Goal 2:</strong></td>
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<td><strong>Goal 3:</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Goal 1</th>
<th>Goal 2</th>
<th>Goal 3</th>
<th>Career Activities</th>
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Job Search Strategy

Here is what the experts say are seven keys to a successful job search in today’s competitive environment.

7 Keys To A Successful Job Search  
– by Nancy Collamer, M.S

1. Keep your resume short and succinct.
   Eliminate filler words, use numbers to quantify your impressive results (such as “boosted sales 83 percent”) and include relevant keywords that appeared in the job posting. Limit your contact information to just one email address (old-fashioned AOL, no; contemporary Gmail, yes), one phone number and your LinkedIn profile URL. Do not include residential addresses, although it can be helpful to list your region (for example, New York Tri-State), so the employer knows you are located near the open position.

2. Create a portfolio of job-search documents.
   Many job seekers are supplementing their resumes with collateral leadership briefs, blogs that establish their robust online professional identity and, among senior-level managers, one-page executive summaries.

3. Consider utilizing a career coach to perfect your video interview skills.
   More employers are relying on Skype for long-distance and initial screening interviews. As a result, more job seekers are using career coaches to help them excel in video presentations.

4. Dive deep into LinkedIn.
   Actively participate in LinkedIn’s industry and interest groups. Find relevant groups by going to your LinkedIn home page, clicking on the Groups tab and search the “groups you may like” or “group directory” tabs. Then join a few groups and post links to interesting articles, participate in discussions and share helpful resources. You will become known as a go-to resource and improve the likelihood that recruiters, referral sources, and hiring managers will notice you.

5. Use Twitter and other forms of social media to attract the attention of employers who are hiring.
   According to the white paper, “employers will move from using external recruiters to an internal hiring process that will depend heavily on identifying prospective employees through their online presence and through referrals of existing employees. Personal websites, social media presence, development of subject matter expertise and a well-defined personal brand will be the requirements for gaining the attention of prospective employers.”

6. Limit the amount of time you spend on job boards.
   Job boards are one of the least effective ways to find a job. It is generally only worth applying for a position through a job board if your resume matches 80 to 85 percent of what an employer asks for in a posting. Computerized Applicant Tracking Systems scan applicants’ resumes for keywords and eliminate those documents that do not make the 80-85 percent match level. To maximize your chances for success using job boards, focus on smaller, regional and industry-specific job boards, as well as aggregator sites, like Indeed.com and Simplyhired.com.

7. Start your search sooner rather than later.
   The hiring process has been growing longer, with more steps and delays between the time people apply for jobs and receive offers. It helps to approach a search as though you are in sales: keep building your network pipeline, do not let your momentum lag and expect to hear “no.” All is not doom and gloom, though. The report says career professionals are finding “growing demand for workers” and that businesses are worrying about losing managers and other key talent.

Nancy Collamer, M.S., is a career coach, speaker and author of “Second-Act Careers: 50+ Ways to Profit from Your Passions during Semi-Retirement.”
Using the ODU JobLine

ODU JobLine is a database through which ODU students and alumni can search for internships, part-time work and full-time positions. You can also access the calendar of upcoming career events (both ODU sponsored events and events sponsored by outside organizations). Jobs posted on ODU JobLine will be directly available to students at Ohio Dominican, as well as Capital, Otterbein and Wittenberg.

Student Account – First-Time Login Instructions

First-time student account set up with JobLine, please visit ODU JobLine.

• Insert your ODU email address in the “forgot your username and/or password” section.
• Click “Find My Account.”
• Check your ODU email – Subject “Password Reset” from careercenter@ohiodominican.edu.
• To reset your password, click the link in the email. The link is active for 24 hours.
• After you reset your password, return to ODU Jobline and log in.
  – Username is your ODU username (your email address minus “@ohiodominican.edu”)
  – Your password will be what you just created.
• Complete step 1 – Enter Contact Information and step 2 – Additional Profile Details.
  – In both steps 1 and 2 prioritize completing only the required fields, which is anything with a red asterisk.
  – After you start using the ODU JobLine, you can update your profile and add more information later.
• For additional support in visit the ODU JobLine Student Support Site.
• The Career Center will update your student profile every semester to reflect the most recent information.

Upload Resume | Cover Letter | Additional Documents

Upload your resume, cover letter and additional documents to ODU JobLine by clicking the appropriate link in “My Profile”, then click “Upload New” in the upper-right corner. All documents are reviewed by Career Development Center staff. A documents will be “pending” until it is reviewed and either approved or denied by a Career Coordinator. If your resume is not approved, our staff will follow up with feedback and request a meeting in person to discuss how to enhance your resume so that it provides you with the best opportunity to achieve your career goals.

Job Postings

To search for postings, use the “Job Search” tab on the left side of the Dashboard. We recommend reviewing all positions thoroughly to learn about as many opportunities as possible. A comprehensive job search is essential; however, if you want to filter your search, we recommend using “Position Type” or “Keyword”.

*Please Note*: All employers and job postings are reviewed by the Career Development Center team. We highly recommend that you also be thoughtful in your research of organizations and employment opportunities. You can learn more about companies and recruiters under the “Companies” tab in the Dashboard by clicking “Company Research” or “Recruiter Research”. Should you experience any issues related to an employer or a posting, please notify the Career Development Center staff.

Career Events

Through ODU JobLine, we are able to promote job fairs and networking events hosted on and off campus. You can access this calendar of events by clicking the “Events” tab on the left side of the page.

Report a Hire

We want to know your good news! Please share with us whenever you secure a new position. You can do this by simply clicking the “Report Employment” tab on the left side of the Dashboard.

NACE Principles for Professional Practice

The Ohio Dominican University Career Development Center subscribes to and endorses the Principles for Professional Practice prescribed by the National Association of Colleges and Employers (NACE) and expects employers using our services conform to these principles and applicable Equal Employment Opportunity (EEO) laws and related legislation.

Department of Labor Compliance

We expect and require that all job postings be compliant with federal employment laws, as specified by the United States Department of Labor (DOL). When looking to fill an unpaid internship position, we recommend that employers refer to the six criteria put forward in the DOL Wage and Hour Division Fact Sheet #71 pdf.

GET HIRED? TELL US!

Have good news to share? We want to know! Please let us know whenever you secure a new position. This information helps us to better track our employment statistics, which in turn allows us to better serve students and employers. You can notify us of any good news by clicking the “Report Employment” tab on the left side of the page.
Career Fair Preparation

Career fairs can be a great way for college students to begin the process of networking with prospective employers and finding out about potential career opportunities. However, in order for this to be a positive and productive experience for both you and the employer, there are several things you will need to do in order to be prepared.

Do Your Research
Take the time to research the companies that will be participating in the career fair. If provided, a career fair guidebook often includes information about what types of positions employers are hiring for, as well as preferred majors. We recommend reviewing the list of companies thoroughly and researching organizations you are familiar with, as well as those that are new to you. Research large and small companies, for-profit and nonprofit organizations, and be open-minded to opportunities with organizations that are within a 50 mile radius of your preferred location. Spend time checking out their websites to learn more about the company and the jobs they have available.

Practice Your Elevator Pitch
Practice your “elevator pitch” that summarizes your skills and experience so you are ready to promote yourself. Be prepared to talk about your education and training, greatest strengths and what you bring to that particular company or organization.

Dress for Success
Attend the job fair dressed for success in professional interview attire. Be sure to wear comfortable shoes since you will be spending most of the time standing.

Bring Supplies
Bring extra copies of your resume, pens, a notepad, and business cards. Carry something with you to take notes so you will be able to keep track of the recruiters you spoke with during the job fair, such as a leather portfolio.

Arrive Early
Plan on extra time for checking in, getting oriented with the layout, and figuring out who you want to see first. Keep in mind that lines can be long and you may have to be there longer than originally planned. Maximize your time.

Network
Career Fairs are all about networking! Talk with as many employers as possible — not just the crowded tables or the top companies on your list. Be curious and confident: walk up to any table — state your “elevator pitch” and then ask, “Can you tell me more about your organization and job/internship opportunities for a student like me?” Besides talking to employers, use this opportunity to talk with other career fair participants and agencies, and gain insight into other companies who may be able to utilize your talents.

Be Enthusiastic
Connectivity is the main reason why people are successful at career fairs. One of the most important personal attributes candidates can bring to a new position is enthusiasm; employers want to see you smile and show interest in their company.

Be Prepared
Be prepared to both answer questions that the employer might ask and to have some questions you can ask them about their company. Come with at least 3-4 questions to ask the recruiter about their company.

Say “Thank You” and Follow Up
Always leave a positive impression with the recruiter by thanking them for their time and following up with them immediately after the job fair with a “thank you” note via email. Make sure to ask for their business card. Always re-attach an electronic copy of your resume and five bullet points about what you bring to the position of interest.

FIVE BENEFITS OF ATTENDING COLLEGE CAREER FAIRS

Adapted from careerfairplus.com

1. You’ll have an opportunity to network with potential employers and other career fair participants.
2. You’ll have access to free workshops and seminars.
3. You can have your resume reviewed by professional recruiters.
4. You’ll have an opportunity to practice your interviewing skills.
5. You can learn about job opportunities available in your field of interest.
Networking Tips for College Students

Why network? Because this is all about meeting and connecting with other people who can either assist you in your job search or make you aware of possible employment opportunities. The true power behind networking is that it often uncovers the “hidden job market,” or jobs not advertised through websites, recruiters and other agencies. Your networking contacts can be your “inside source” in helping you to establish meetings with other people who may be interested in your skills and be more apt to contact you through a referral process.

Here are some quick tips on how to become a better networker while still a student at ODU:

1. **Visit the Career Development Center**
   Your first stop should always be Ohio Dominican University’s Career Development Center. We can assist you with selecting a major, starting your job search, creating your resume and cover letter, reviewing and revising your LinkedIn profile, preparing for upcoming interviews, developing your networking strategy, and connecting with you with ODU Alumni. The Career Development Center is a great place to receive assistance in jump-starting your job search, from the first year of college to the last.

2. **Engage in your college classes**
   Get to know all of the professors in your major by participating in class discussions, asking questions, completing your homework, and requesting additional help when needed. Not only will this likely improve your class grade, but it will also help in establishing an ongoing positive relationship. Professors often have many networking connections, which makes them a valuable resource to you during your job search. They can also serve as a professional reference.

3. **Reach out to other faculty and staff**
   Try not to limit yourself to establishing connections with only the professors you have taken classes with at school. Choose other faculty and staff members who you think might be able to offer additional career advice or help you land an internship or a job. You have nothing to lose by sending a friendly email message and asking to arrange a time to meet casually and chat about your career path.

4. **Use LinkedIn**
   Once you have made some personal networking connections, stay in contact with them. LinkedIn is a great way to stay in touch with your professional contacts, so make every effort to keep your profile updated as possible. You may also consider creating a personal website or blog to increase your online presence. Either way you can begin to expand your professional horizons.

5. **Connect with ODU Alumni**
   Although professors and professionals are valuable resources for advice, talking with alumni who are currently in the work force can bring a completely new perspective to your job search and provide insight into the job market. In addition, LinkedIn has a tool in which users can access employment information from ODU alumni.

6. **Participate in Networking Events**
   Make every effort to attend networking events and career fairs scheduled on the ODU Campus. Dress the part and carry a few extra resumes with you, too. You never know who will be attending these kinds of events. Try to attend several “profession-specific” events or career fairs in the Columbus region as well.

7. **Apply for internships**
   The main goal of any internship is to gain professional experience, connect with other professionals, learn additional skills, and serve as a reference source in the future. Even unpaid internships can lead to paid opportunities and experiences, so take them seriously, and make as many professional connections as possible.

8. **Schedule informational interviews**
   If you want to connect with someone you admire within your career field, consider contacting them and scheduling an informational interview to find out more about what he or she does and how he or she got there. This can even take place via email, through Skype or over the phone. Whatever way you choose, establishing contacts and maintaining them creates valuable connections when it comes time to launching your own career.

**MOST IMPORTANTLY**

Try to stay connected with your professional network through email messages, phone calls and LinkedIn. All meaningful relationships build over time, so remember to nurture your network and always thank them for their time, offering to assist them from your end as well. Networking is as much about giving as it is about receiving.
Networking Tips (continued)

9. Connect with companies of interest through social media
Make a point to follow companies of interest on social media websites like Twitter, Facebook, Google+, LinkedIn, Instagram and Pinterest. Not only does this imply your future interests, it is also a great way to keep track of potential job openings.

10. Make a list of people in your network
Think of people who might have industry-specific information that may be helpful to you in your job search. This list may include family, friends, former colleagues, professors, teachers, alumni from high school and college, church members, people in the neighborhood, doctors, dentists, exercise instructors, and anyone who you can think of that may be helpful to you in your search for employment. Networking is about creating meaningful and lasting professional relationships.

11. Send out an E-Blast Letter
This is a mass email message sent to all of your personal contacts explaining that you are on a strategic job search and requesting their assistance. In this message, you are asking for advice or suggestions on how to be more effective in your job search, while providing them with an attached copy of your resume document to forward onto their own networking connections. An e-blast is a fast way to get the word out that you are looking for employment.

How Can You Further Expand Your Network?
- Talk with the Career Development Center team about upcoming events.
- Speak with your academic advisor about your goals.
- Register for classes or courses with other professionals in your field.
- Participate in local organizations.
- Attend local Job fairs or hiring events.
- Join a young professionals networking group.
- Read online articles about networking.
- Go online and visit networking sites.
- Talk to ODU’s Office of Alumni Relations.
- Volunteer for events and special causes in Central Ohio and at ODU.
- Create your own social networking group.
- Take advantage of professional networking groups and clubs on campus.
- Cold email people you admire.
- Use part-time jobs and internships to your advantage.
- Get involved in student organizations on campus.
- Connect with your parent’s friends and follow through.
- Reconnect with former high school teachers and college professors.
- Get matched with a mentor.

THE DO’S AND DON’TS OF PROFESSIONAL NETWORKING

Adapted from UndercoverRecruiter.com

Do’s
- Put your best foot forward
- Develop an elevator pitch
- Make (and use) business cards
- Follow up every 3-4 months
- Listen and learn
- Be patient
- Prepare questions

Don’ts
- Be timid
- Speak to only one person
- Be afraid to ask questions
- Be overzealous in your self-promotion
- Forget to follow up
Informational Interviewing

Informational interviews are a great way to gain valuable information about the field you are currently majoring in at Ohio Dominican. Informational interviewing is different from an employment interview because you are not asking for a job.

Your goals during informational interviews are to:
- Learn about companies connected to your field of study.
- Find out which companies are currently hiring or looking for interns.
- Create new professional networking contacts.
- Utilizing your new contact as a possible referral to other professionals in your field.
- Learn how to be the most strategic in your current job search.

Preparing for the Information Interview
Prior to meeting your networking contact, prepare yourself for the informational interview by reviewing and researching answers to the following questions:
- Who is the CEO of this company?
- How long has the company been in existence?
- What is their mission statement?
- Where is the main headquarters located?
- What new products or services does this company provide?
- How do they describe themselves in their marketing literature?
- What real-life examples from your resume demonstrate how your background matches what they need?
- What are the key things you can offer to this company?

Questions to ask during the informational interview
How they got started in their career:
- How did you get started in this field? What was the path to this career opportunity?
- What training or education is required for this type of work?
- What personal qualities or abilities are important to being successful in this job?
- What do you like the most about your job?
- What opportunities for advancement are there in this field?

Work-life Balance:
- What are the personal benefits of working in your current occupation?
- What is the current salary range for most entry-level employees?
- What kinds of sacrifices did you have to make in order to be successful in your career?
- What kind of work-life balance does your occupation allow?

Pros and cons:
- What makes your occupation so unique?
- What has been your greatest challenge?
- What do you like the least about your job?
- What do you like most about the industry?
- If you had to do it all over again, would you choose the same career path?

How to build a solid career foundation:
- What publications or resources do you find most valuable?
- What is the best advice you can give a person interested in this occupation?
- Who do you suggest I should talk with next? What is the best way to contact this person?
Business Correspondence Templates

All emails, personal letters, and thank you notes are a reflection of your professional “brand” and should make the right impression on an employer. Be sure to take the right amount of time to make the impression that you want and that is consistent with your personal brand, industry and career aspirations.

Key points to remember
• Send all email correspondence from a professional email address.
• Always check your email’s grammar, spelling and punctuation and use complete sentences.
• Address the employer/recruiter using a professional salutation such as “Dear Ms. Harris.”
• Create an email signature that includes your full name and contact information.

Sending an Email to ODU Faculty or Staff
While social media and text messages allow you to limit your character count, use emoji's, and other gifs and memes, faculty and staff members most likely consider emails like personal letters. Because of this, the style of writing in an email requires a certain level of formality in regards to grammar, punctuation, etc.

Examples

Thanking Someone Following an Interview
Dear [Interviewer Name],

Thank you for meeting with me today to interview for [insert company and position title]. It was such a pleasure to learn more about the team and position, and I am very excited about the opportunity to join [company name] and help [bring in new clients / develop “world-class” content / anything else awesome you would be doing] with your team.

I look forward to hearing from you about the next steps in the hiring process, and please do not hesitate to contact me if I can provide additional information.

Best regards,
[Full Name]

Following Up On a Job Application
Dear [Hiring Manager’s Name],

I hope all is well. I know how busy you probably are, but I recently applied to the [position title] position, and wanted to check in on your decision timeline. I am excited about the opportunity to join [company name] and help [bring in new clients/develop “world-class” content/anything else awesome you would be doing] with your team.

Please let me know if it would be helpful for me to provide any additional information as you move on to the next stage in the hiring process. I look forward to hearing from you,

Sincerely,
[Full Name]
Accepting a Job Offer

Dear [Hiring Manager's Name],

Thank you for your offer of employment at [insert company name] as a [insert position title]. I am delighted to accept your offer, and I look forward to joining a company known for its strong training program, great prices, and commitment to local communities [or any other interesting information that you resonate with regarding the company/position].

You indicated that I would be making [Salary Amount] per year, and that I will be reporting to [name of supervisor]. As your offer states, I will begin work on [Date]. At the beginning of [Date], after relocating to the area, I will call you to see what information or materials I may need before my official start date. In the meantime, please let me know if I can provide you with any additional information.

Once again, thank you for offering me this exciting opportunity.

Best regards,

[Full Name]

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Request for Extension

Dear [Hiring Manager’s Name],

Thank you for the telephone call offering me the [position title] position with [company name]. I am excited about the possibility of working with the particular group of clients that this job offers [relevant information to the position responsibilities].

The position you offered me is very appealing and I am giving it serious attention. You asked that I notify you of my decision by [Actual Due Date] but I will not have all the information I need in order to make a decision by that date. Instead, may I inform you of my decision by the end of the day on [Extension Date]? I would appreciate this extension, and can assure you that I will be able to make a firm decision by that date.

Thank you for the consideration of my request.

Best regards,

[Full Name]

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Rejecting a Job Offer

Dear [interviewer name],

Thank you for your letter offering me the [insert position title] with [insert company name]. As I expressed in my interview, I am very impressed and resonate with the core values of your organization and I appreciate the opportunity that you have offered. However, I have had another offer that I believe more closely matches my current career goals and interests. It was a difficult decision, but I must decline your offer.

I sincerely appreciate the time you took to interview and consider me for the position.

Sincerely,

[Full Name]
**Withdrawal from Search**
Dear [Hiring Manager’s Name],

Thank you for the opportunity to interview with [sert company name] for the [insert position title] position. I appreciated our discussion about the position’s responsibilities, as well as learning more about the culture and values of [insert company name].

Upon further review, I must respectfully withdraw from consideration for the job. I have accepted another employment offer. Thank you for the time you and the group took to educate me about the work of your organization. Best wishes to you and your colleagues for continued success.

Sincerely,
[Full Name]

**Inquiry Regarding Job/Internship**
Dear [Name],

My name is [your name] and I am a junior at Ohio Dominican University. I am reaching out because I am currently searching for a new career (or internship) opportunity in [desired industry]. With my background in [area] and my skill set [examples of your hard skills relevant to the industry], I am ideally looking for a [type of position] role with an employer who [describe ideal employer]. For a greater understanding of my professional qualifications, you can find my resume attached to this email.

I would love to chat with you for a few minutes to discuss any opportunities at your company that match my skills, qualifications, and interests. [Provide your contact information and days/times you are available to schedule a call].

Best regards,
[Full Name]

**Networking Email**
Dear [networking contact's name],

I am a [College Class Year] [Name of Program] major at Ohio Dominican University and I am in the process of researching leaders in the non-profit community in Columbus, Ohio. Recently, I joined LinkedIn to make connections in the industry. I am writing to request an informational interview with you at your convenience.

Would you be willing to meet with me for a short informational interview some time during the first week of [Month]? I would also be available for a phone appointment if that is more convenient. I am very interested in learning how you began your career and what recommendations you have for someone who is starting out in this field. I would greatly appreciate your comments and any suggestions you might offer on how to further strengthen my resume and knowledge of non-profit management.

Thank you in advance for your time and consideration. Please feel free to contact me at [insert phone number] or at [email address] to arrange a day and time to speak. I look forward to hearing from you.

Best regards,
[Full Name]
Job Search Websites and Resources

Recommended Job Search Sites
• ODU Job Line
• Ohio Means Jobs
• ONET
• LinkedIn
• Indeed
• Zip Recruiter
• Snag a Job
• The Ladders
• Glassdoor
• Jobs In Columbus

Internships
• ODU Job Line
• Ohio Means Jobs
• Internships.com
• Wayup.com

Government Jobs
• State of Ohio
• City of Columbus
• Franklin County
• US Federal Government

Diversity
• EOP’S Diversity and Inclusion Career Center
• Diversity Employers
• IM Diversity
• Native American Jobs
• Career Women
• WorkHalal – Muslim Students
• African American Students
  Equal Opportunity Publications
  Diversity Employers
  Black EOE Journal
  IMDiversity
• Asian Students
  IMDiversity
  National Associate of Asian American Professionals
• International Students
  Cultural Vistas
  U.S. Citizenship and Immigration Services
  Uniworld Online
• Latino Students
  Hispanic Scholarship Fund
  iHispano
  SACNAS
• Native American Students
  American Indian Science and Engineering Society
  U.S. Department of the Interior Bureau of Indian Affairs
  Native American Jobs

Disability
• Recruit Disability
• Disabled Person
• NIB Careers with Vision
• Career Opportunities for Students with Disabilities

LGBTQ
• LGBT Connect
• Out and Equal

Veterans
• Ohio Means Jobs
• Feds Hire Vets
• Military Hire
• USA Jobs for Veterans
• Career One Stop

Job Searching Tips
• 9 Job Search Tips for Soon to Be Grads Who Need a job ASAP
• How to Land Your First Job after College
• 3 Ways College Prepared You to Network Like a Pro
• Top Skills Employers Seek in College Grads
• The Right and Wrong Way to Choose Your First Job
• How to Decide if a Company is a Good Match

How to Be Successful in Your First Job
• Starting Your First Job – How to Stay Organized and Sane
• What to Say Instead of “I Don’t know”
• 6 Twitter Mistakes to Avoid at Work
• 5 Secrets to Developing a Better Relationship with Your Boss
• How to Be A Rock Star at an Uninspiring Job
Your Ultimate Guide to Resumes, References & Cover Letters

In this guide...

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- Sample Summary Statements .... 28
- Professional References ......... 32
- Cover Letters ............... 33
- Sample Resumes ............ 34
- Sample Cover Letters ....... 39
Resumes – Make a Great First Impression

Your resume markets you to prospective employers, but it should do more than list positions, dates, skills and responsibilities. Your resume should create a picture of who you are and build a case for you as a qualified candidate.

Before You Get Started

Keys to Effective Resume Formatting

Resume length: Generally, your resume should fit on one page. Second pages are okay if you fill at least half of the page with relevant content; however, you should try to stick to a single page. Style and font: Make sure your style is consistent when using subheads, italics, bullets and so forth. Leave reasonable margins (.5” to 1”) and white space to make your resume inviting to read. Don’t overuse bold or capitalized text, and choose a professional font, such as Times New Roman or Garamond at 11-12 point.

Resume templates: Avoid using generic resume templates. If you use a template, your resume will look like thousands of other resumes; and your goal is to stand out! Instead, utilize formatting and headings sections that fit your unique qualifications and emphasize your “selling points.” These may change based on the position you are seeking, so you may consider having several versions of your resume on hand.

Summary Statements

Don’t bother – an objective statement is ineffective because it explains what you want. Hiring managers are interested in what you can do for them. You only have about six seconds to catch an employer’s eye, so make your resume stand out with a keyword-rich summary statement that clearly communicates who you are and what you do best. You can find more information on page 9.

EXAMPLE SUMMARY STATEMENTS

Creative Public Relations & Marketing Communications student with demonstrated ability to successfully represent and promote companies online, in person, and in print. Resourceful with excellent written and verbal communication skills as demonstrated through consistent achievement of sales goals, quality interaction with customers, and the development of a variety of print materials.

Goal-driven intercollegiate athlete with a bachelor’s degree in sport management. Demonstrated experience with leading and motivating others as well as taking initiative on and off the field. Developed strong planning, communication skills, and the ability to manage game-day responsibilities through an internship with a university athletic director. Possess extensive knowledge of NCAA policies and intercollegiate athletic policies through playing college-level soccer for four years.

Experienced in designing solutions for environmental problems that require integration of environmental and human health constraints compatible with economic growth, sustainable development and ethical standards.

Early Childhood Education student with a commitment to providing dynamic instruction that fosters child development. Experience with designing integrated lesson plans and incorporating a blend of traditional and progressive techniques into daily activities.

Creative English student with demonstrated ability to research, edit, proofread, and write on diverse topics. Effective communicator with a talent for delivering attention-grabbing, high-quality stories. Offer excellent critical thinking skills, computer proficiency (word processing, spreadsheets, database programs), strong technical command of the English language, and familiarity with a wide range of writing styles.

Ambitious accounting student with knowledge of accounting principles, taxation policies, and income tax procedures. Demonstrated success managing multiple projects and consistently meeting deadlines under pressure.

Psychology student with knowledge and experience with collecting patient information through interviews, tests, and surveys. Committed to providing support to patients who experience emotional, intrapersonal and interpersonal, and psychological struggles.

Highly dedicated and knowledgeable entry level biologist with an exceptionally broad and deep botanical and biochemical background. Adept and thorough researcher with a meticulous and rigorous approach to experiment accuracy and verification. Able to explain complex biochemical and microbiological concepts to both lay and professional audiences in a clear and accessible manner.
What to Include on Your Resume

Personal Information
Your name should be the largest words on the page so potential employers know who they’re reading about. Be sure to include your phone number, professional email address (if you don’t have one, make one), and website or link to an online portfolio.

Education History
List your most recent degree first. Include the institution, when you expect to graduate, and the degree you are pursuing. Only list your GPA if it is a 3.0 or higher. If your major GPA is 3.0 or higher, include that information instead of your cumulative GPA. Do not list your high school unless you are an Education major applying to that particular school district.

Suggested Format for Education History
- University (name and location)
- Degree (Bachelor of Science/Art, etc.)
- Major (include minor, if applicable)
- Expected graduation date
- GPA (if above 3.0)

Example
Ohio Dominican University, Columbus, Ohio
Major
Expected Graduation: May 2022, Cumulative G.P.A.: 3.5/4.0

Relevant Coursework
If you took specific courses that you feel helped prepare you for a particular position, don’t be afraid to list them. Possible options include: Accounting I & II, Project Management, Research Methods, Statistics, Electrocardiography, Interpersonal Negotiation and Mediation, Spanish II, Health Psychology, Graphic Design, Programming for Internet Applications, Advertising, & Professional Selling.

Employment History
In this section, be sure to include volunteer work, field experience, internships, as well as part-time and seasonal (winter/summer) jobs. Each position should list the employer, location, your title, and dates of your employment. Also, use power verbs to describe skills, accomplishments and responsibilities to communicate your strengths. If you have a lot of relevant experience, you may want to include a “Relevant Work Experience” section that highlights those experiences.

Need Help Getting Started?
- Make notes of all the duties and responsibilities you have had in your position and rank them in order of importance.
- Next, list what you accomplished and how you made an impact in each position. Shift your focus from tasks to transferrable skills, from duties to accomplishments.
- Edit the list to include only those duties and transferrable skills (see next page) that are most significant and relevant to the job you are seeking.
- See if you can enhance your language by using resume power words (see next page) and quantify your impact and accomplishments when possible (10%, $4,000, 100).

Tailor your resume to the job for which you are applying by review the job description on the company’s webpage or training manual.

Suggested Format for Employment History
Work Experience
- Name and location (city & state)
- Your title
- Time period you were employed
- Description of significant responsibilities, special projects completed, and/or unique contributions, and skills gained beginning with an active verb

Example
Applebee’s, Columbus, OH
Waiter, 5/2016-8/2017
- Recommended nightly specials to customers and enhanced sales by 10%
- Managed guest relation issues such as complaints, recommendations and accommodation requests
- Provided excellent customer service by promptly greeting and seating customers upon arrival

Service/Involvement/Achievements
This section shares your experience in areas outside of the workplace or classroom. Highlight any achievements or honors, leadership skills, awards, or other notable responsibilities — anything you want to convey to employers that shows how you have taken initiative or exceeded your expected role. Also mention your involvement in professional or community organizations.

Optional Sections to Consider
You may consider listing additional information if they relate to your career and/or reflect achievements that may interest an employer.

• Special Skills—Computer, Equipment, Language(s)
• Professional Affiliations
• Additional Training
• Research
• Presentations/Publications
• Productions/Shows
• Study Abroad
• Certifications
• Military
• Conferences Attended
• Athletic Leadership Experience

HELPFUL TIPS
An important part of targeting and positioning yourself for your ideal job is using the language that is familiar to the industry. For example, you can show how your experience in retail could relate to a position in public relations or marketing:
- Tell how you “represented your company” to customers, and helped with “promotional events.”
- Explain your involvement in writing a “direct mail piece” for a sale.
- Show you were familiar with the “demographics” of your customers.
**USE ACTION VERBS**

Make your resume and cover letter “pop” by appropriately using action verbs when describing your accomplishments and responsibilities. No matter what you’re trying to convey, there’s an action verb to support it!

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**IDENTIFY TRANSFERABLE SKILLS**

Use your past experience to propel you forward by explaining how your previous experiences qualify you for future opportunities.

1. **Financial Skills**
   - Budgeting, accounting, cash flow, reconciling and managing money
   - *Examples: balancing a checkbook, purchasing supplies, allocating funds*

2. **Research Skills**
   - Collecting data, investigating, reporting, editing, compiling, and documenting information or events
   - *Examples: writing a research paper, interviewing for a story, conducting a survey, monitoring pollution*

3. **Analytical Skills**
   - Assessing, evaluating, quantifying, examining, diagnosing, appraising, assigning value, making judgments, critiquing and recommending
   - *Examples: solving a word problem, dissecting an argument, critiquing a policy, streamlining a process*

4. **Leadership Skills**
   - Directing, managing, deciding, guiding or spearheading activities, programs or projects
   - *Examples: heading a committee, facilitating a group, planning an event*

5. **Communication Skills**
   - Expressing, conveying, interpreting or critiquing thoughts with clarity and effectiveness through writing, speaking, presenting, creating graphic representation or other means
   - *Examples: Creating a multimedia presentation, writing an essay, providing an interpretation, leading a discussion*

6. **Creative Skills**
   - Developing a vision, idea, solution, inventing systems, methods, concepts, devices or programs to meet some need in a new or unusual way
   - *Examples: developing an event theme, writing an ad slogan, creating a new business form, designing a flier*

7. **Interpersonal Skills**
   - Developing rapport, resolving conflicts, developing or fostering relationships, being sensitive to others
   - *Examples: reading nonverbal cues, gaining trust, explaining a problem assertively, dealing with conflict*

8. **Influential Skills**
   - Selling, persuading, consulting, promoting, lobbying, debating, rationalizing; often leads to influencing or changing others’ behavior or attitude
   - *Examples: swaying another’s point of view, selling a product or service, changing a group’s perception*

9. **Support Skills**
   - Maintaining systems, following procedures, delivering results, assisting with functions. Includes clerical, maintenance, operations and administrative roles
   - *Examples: assembling information packets, setup or tear-down for events, writing minutes for meetings*

10. **Organizational Skills**
    - Prioritizing, sorting, classifying, structuring; giving order to teams, objects, systems, facilities, workflow or information
    - *Examples: reorganizing a work space, developing a presentation, assigning work tasks for a committee*

11. **Technical Skills**
    - Mastering techniques, practices and methods; getting training on technology, operations or systems
    - *Examples: using spreadsheet software, operating a printing press, piloting a plane*

12. **Learning Skills**
    - Acquiring new skills, adopting new approaches, using new information, applying new methods in order to adapt to changes or meet challenges
    - *Examples: learning to use data systems, starting a new job, using new computer software, adapting to a foreign culture*
Professional References

List your references on a separate sheet along with their basic contact information. Be sure to include your name and information at the top of the paper in case this page gets separated from your resume.

Make sure you have contacted your references before submitting your resume – each person you list should have agreed to be used as your reference and be willing to provide a positive recommendation for you. The more professional your relationship is with a reference, the better. Never use family members as references.

Reference Page Guidelines

Who Should You Ask?
• Someone who has seen you in action
• Supervisors, faculty members or advisors
• Ideally, someone who has known you for at least a year

How Should You Ask?
• Always ask permission (email or phone is acceptable) and give them the opportunity to say no. You’d rather not have their recommendation at all than have a negative recommendation.
• Send them your resume and let them know about your interests in the position.
• Give them something to write about!
• If they say yes, keep your references in the know about the jobs for which you are applying
• Don’t forget to send your references a thank you letter!

EXAMPLE

Sample Panther
Columbus, OH 43219 / panthers@ohiodominican.edu / 614-555-5555

REFERENCES:
Dr. Betty Thomas
Biology Professor
Ohio Dominican University
Office: 614-969-5555
bthomas78901@ohiodominican.edu

Ms. Samantha Hooks
Store Manager
H&M
614-888-1111
hookssam@h&m.com

FORMATTING TIPS

• List your references on a separate page.
• Use the same personal information heading as on your resume.
• Provide 3-5 references.
• Include their name, title and place of employment.
• Don’t forget to include their phone number and email address.
• Align the information in the center or on the left.
Cover Letters

Your cover letter introduces you to employers and explains why you are submitting your resume. In addition to being an opportunity to show them that you’ve researched the organization and their mission, this is also a great way to showcase your writing and communication skills. A cover letter allows you to market yourself more effectively by allowing you to expand on your qualifications and demonstrate why you are the best candidate for the job.

Tips for a Cover Letter
Adapted from the article “Advice for Writing a Top Notch Cover Letter for a Job” by Alison Doyle

Select the Right Type of Cover Letter
There are different types of cover letter formats. When applying for a specific job opening, traditional cover letters (also known as application letters) are used. There are also letters of interest (also known as prospecting letters), in which you ask about job openings at a company. Be sure to choose a type of cover letter that reflects what you are applying for, and what you are requesting.

Go Beyond the Resume
Your cover letter should not be just another version of your resume. Instead, this letter should provide specific evidence of what you will bring to the company.

For your letter, pick two to three skills or abilities you want to highlight. Then offer examples of times you demonstrated those traits. These examples are what will make your cover letter different from your resume. If you are a recent graduate or do not have a lot of work experience, you can highlight some of your transferrable skills in your resume. Provide evidence from projects, classes, volunteer work, etc. that demonstrates your skills.

Write a Custom Cover Letter
A hiring manager can quickly tell if you have written a generic cover letter for every job. That is a quick way to get your application thrown out. Instead, target each letter to fit the specific job. The best way to do this is to match your qualifications to the job. First, look carefully at the job listing. Second, select two or three skills, abilities, or experiences that the job requires that you know you have. In your letter, provide examples of times that you demonstrated each of those skills. A custom letter will help the reader to see, at a glance, that you are a good match for the job.

Don’t Point out What You’re Missing
Generally, avoid apologizing for anything in your cover letter. If you are lacking a required skill or degree, avoid mentioning it. Instead, focus on highlighting the skills and experiences you do have, and explain how they make you a great fit for the job.

Try to Find a Contact Person
When it comes to cover letters, taking the time to get personal is important. Be sure to address your cover letter to the specific hiring manager who will be reading your letter. If you do not know who that person is, check out the company website, or even call the company and ask.

If you really cannot identify who will be reading the letter, address your letter with the greeting, “Dear Hiring Manager.” If you have any contacts at the company who referred you to the job or are willing to put in a good word for you, mention their names in the first paragraph of your letter. This is a great way to gain an employer’s interest.

Format Your Cover Letter Properly
You want your cover letter not only to include the proper information, but also to look polished. Therefore, be sure to format your cover letter properly. If you are sending a physical letter, be sure to use business letter format. Include your contact information, the date, and the contact information of the employer at the top of the letter.

If you are sending your cover letter as an email, your format will be a bit different. You will also need to include a subject line that mentions your name and the job title.

A cover letter should not be longer than a page (three to four paragraphs at most). Include a space between your greeting, between each paragraph, and after your closing. This will add white space as well. No matter how you send your cover letter, be sure to pick a simple, readable font.

Review Cover Letter Examples
Take the time to review cover letter examples before you start writing your own. Examples can give you an idea of how to structure your own letter, and what information to include. Be sure to change any letter sample to fit your own skills and abilities, and how they matched the actual job requirements.

Edit Your Letter
Because hiring managers look at hundreds of applicants, a small typo can make or break your chances of getting an interview. Therefore, be sure to thoroughly proofread your cover letter (and all of your application materials). Read through your letter, looking for any spelling or grammar errors. Consider reading your letter out loud — it is a useful way to check for mistakes. Make sure you have the correct company name, hiring manager’s name, date, etc. in your heading. Consider asking a career service coordinator to read your letter to check for errors, but ask for additional feedback.

Send a Cover Letter That Will Get Read
The most important part of sending a cover letter is to follow the employer’s instructions. It is important to send your cover letter and resume attachments correctly, to include all the information requested, and let the receiver know how they can contact you to schedule an interview.
Manager / North Central Mental Health

Student Athletic Advisory Committee (SAAC) member

March 2013 –

Home Health Aide / Tom Maloney, patient / Columbus, OH / July 2012

2016 Division II All-American, Third Team Honors

Psychology Assistant / Macia Burgess, Ph.D. / Westerville, OH / June 2013-March 2014

MBA Internship / Education Quest Academy / Johnstown, OH / Feb. 2015-May 2015

Legal Assistant / Armstrong, Phipps, CO, LPA / Columbus, OH / Oct. 2014-present

ACCOMPLISHMENTS

percentages, etc.

Employment History

amounts, number or age of people,

-----------------------------------------------

raise  $10,000

e

specific numbers & details. Dollar

-----------------------------------------------

managed patient's socialization and daily activities.

Ensured that traumatic brain injury patient received physical therapy each day;

350 donors

Updated records and maintained current fundraising databases of

Built rapport with donors while soliciting funds for the annual Scholarship Campaign

Researched mental disorders and created detailed psychological reports for Social

Security Disability determination.

Managed up to 25 adult clients in a fast-paced environment, which required teamwork

Software and filed for necessary extensions

Entered tax documents into

Tax Preparer,

Worked with a variety of clients, including clients with limited income, persons with disabilities, the elderly, and limited English-speaking taxpayers

Prepared financial performance reports detailing successful plan outcomes

Scheduled dinner seminars with a third-party affiliate as part of firm’s marketing efforts

Sample Panther
Sample Panther

Ohio Dominican University

Resumes & Cover Letters

SUMMARY OF QUALIFICATIONS

- Bachelor of Arts in Public Relations & Marketing Communications
- Relevant coursework: Marketing, Media, and Advertising
- Experience in event planning, public relations, and marketing

EXPERIENCE

Ohio Dominican University, Columbus, OH

Event Staff / Fall 2013 - Spring 2014

- Assisted in conducting focus group sessions
- Assisted marketing team in developing a promotional campaign for a company event
- Created marketing materials and strategy for a company event

Public Relations Intern / The Catholic Foundation / Columbus, OH / Summer 2016

- Assisted marketing team in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

Grades 4-6 Basketball Coach / Central Ohio YMCA / Columbus, OH / 2015 - 2016

- Assisted with marketing strategies, including designing and writing copy for posters per week
- Assisted with marketing arrangements and decorations for the annual Dei Gratia event

Public Relations Intern / The Catholic Foundation / Columbus, OH / Fall 2014

- Assisted in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

ADDITIONAL EXPERIENCE

Catholic Times

- Helped plan and execute the quarterly newsletter and wrote five articles that were published in the Catholic Times
- Maintained social media presence, including crafting engaging Facebook posts

ADDITIONAL WORK EXPERIENCE

Ohio Dominican University Athletics / Columbus, OH / May 2016 - May 2017

- Coordinated team communication on schedules, stats, and relationship building
- Assisted in live streaming video of various university sporting events

Ohio Dominican University Athletics / Columbus, OH / Fall 2014

- Assisted in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

La Sorbonne, Paris, France / Fall 2014

- Assisted in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

EXPERIENCE HIGHLIGHTS

- Assisted marketing team in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

RELEVANT EXPERIENCE

Matterson Associates / Dublin, OH / September - December 2017

- Assisted marketing team in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

EDUCATION

Ohio Dominican University / May 2019

Bachelor of Arts in Public Relations & Marketing Communications

EXPERIENCE HIGHLIGHTS

- Assisted marketing team in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

RELEVANT COURSES

- Sport Finance and Economics, Sport Marketing
- Sport Event & Facility Management, Sport Marketing
- Cours de Civilisation Française (Study of French Culture and Civilization)

SUMMARY OF QUALIFICATIONS

- Bachelor of Science in Sport Management
- Experience in event planning, public relations, and marketing

EXPERIENCE

Ohio Dominican University, Columbus, OH

Marketing Intern / Columbus Comets / Columbus, OH / 2017 - Present

- Assisted in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

Assistant Baseball Coach / Edison High School / Richmond, OH / 2017 - 2018

- Assisted in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

Ohio Dominican University, Columbus, OH

Marketing Intern / Columbus Comets / Columbus, OH / 2017 - Present

- Assisted in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

ADDITIONAL EXPERIENCE

Catholic Times

- Helped plan and execute the quarterly newsletter and wrote five articles that were published in the Catholic Times
- Maintained social media presence, including crafting engaging Facebook posts

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Matterson Associates / Dublin, OH / September - December 2017

- Assisted marketing team in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

EDUCATION

Ohio Dominican University / May 2019

Bachelor of Arts in Public Relations & Marketing Communications

EXPERIENCE HIGHLIGHTS

- Assisted marketing team in developing a promotional campaign for a company event
- Assisted in creating reports and flyers

RELEVANT COURSES

- Sport Finance and Economics, Sport Marketing
- Sport Event & Facility Management, Sport Marketing
- Cours de Civilisation Française (Study of French Culture and Civilization)
Ohio Dominican University

Student Senate, Ohio Dominican University

Graduate, September 2017 – Present

Education

Ohio Dominican University, Columbus, OH
Bachelor of Arts, expected May 2021

Major: Political Science
Minor: History

Experience

Ohio Dominican University, Columbus, OH
Student Assistant / Political Science Department, September 2017 – Present

- Assisted Political Science faculty with special projects to support learning initiatives
- Answered and directed incoming calls to appropriate personnel
- Assisted in a fast-paced energetic environment
- Conducted intake to visitors for reading enrichment
- Developed planning workshops for first year students
- Answered and directed incoming calls to support learning initiatives

Campus IsoVista, Columbus, OH

Student Senate, Ohio Dominican University

Senator, September 2017 – Present

- Assisted with management of student organization budgets
- Assisted with planning of student organization budgets

Ohio State University, Columbus, OH

Bachelor of Arts, expected May 2018

Major: Psychology
Minor: Biology

Related Coursework:
Research Methods, Anatomy & Physiology, Human Development Lifespan, Psychology of Personality, Cognitive Processes, Counseling Theory & Process

Research Paper:
"Why Children Overeat: Obesity Disorders in Children," presented to Psi Chi, Ohio Dominican University, Fall 2016

Skills

Languages:
Fluent in Spanish, comfortable with translating and interpreting, strong skills in reading and writing in Spanish, Intermediate Skills in American Sign Language

Computer:
Proficient with SPSS, Microsoft Word, Excel, PowerPoint, and Publisher

Professional Association

American Psychological Association

Ohio Psychological Association

Experience

Ohio Association of Child Caring Agencies, Columbus, OH

Intern, August 2016 – August 2017

- Worked with Case Managers in providing prevention and recovery services for adolescent youth
- Developed an alcohol prevention workshop for residents
- Assisted with efficient and accurate processing of confidential client reports

Camp Can Do, YMCA, Columbus, OH

Senior Camp Counselor, Summer 2016

- Supervised 5 Junior Counselors at a residential camp for children with special needs
- Planned daily activities and special events and helped promote positive self-esteem among campers
- Worked with camp staff and psychologist in implementing educational and prevention programs

Education

Ohio Dominican University, Columbus, OH

Bachelor of Arts, expected May 2021

Major: Political Science
Minor: History

Ohio State University, Columbus, OH

Bachelor of Arts, expected May 2018

Major: Psychology
Minor: Biology

Related Coursework:
Research Methods, Anatomy & Physiology, Human Development Lifespan, Psychology of Personality, Cognitive Processes, Counseling Theory & Process

Research Paper:
"Why Children Overeat: Obesity Disorders in Children," presented to Psi Chi, Ohio Dominican University, Fall 2016

Skills

Languages:
Fluent in Spanish, comfortable with translating and interpreting, strong skills in reading and writing in Spanish, Intermediate Skills in American Sign Language

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- Supervised 5 Junior Counselors at a residential camp for children with special needs
- Planned daily activities and special events and helped promote positive self-esteem among campers
- Worked with camp staff and psychologist in implementing educational and prevention programs
Worked with a diverse group of volunteers
• Helped build a house for a family in need

VOLUNTEER EXPERIENCE & ACTIVITIES
• Provided educational speakers and trips to Ohio exhibits and attractions
• Encouraged ODU community members to expand and enhance their science knowledge by participating in events organized by the Physics Club and the Biology Club

COMMUNITY SERVICE, Columbus, Ohio, Summer 2016
• Habitat for Humanity volunteer

ATHLETIC EXPERIENCE
• NCAA Academic All-American 2016, 2017
• NCAA Post-Graduate Scholarship recipient

SKILLS AND CERTIFICATIONS
• Basic Life Support (BLS) Certification, American Heart Association, Columbus, OH
• State Tested Nursing Assistant (STNA) Certification, Buckeye Health Agency, Columbus, OH
• CPR/AED Certification, Columbus, OH

EDUCATION
• Bachelor of Science, Major: Sport Management, Expected Graduation: May 2020
  • Ohio Dominican University, Columbus, OH

Sample Panther
EDUCATION:
Bachelor of Science in Education                                                                  Graduation Date: May 2017
Ohio Dominican University, Columbus, Ohio
License: Early Childhood Education (PreK-3) GPA 3.917/4.0
Endorsement: Reading (K-12)

TEACHING EXPERIENCE:
Rosehill Elementary School                                                                                    Reynoldsburg, Ohio
Student Teacher                                                                                                                  Spring 2014
• Collaborated with cooperating teacher in planning and teaching lessons in all subject areas
• Devised a week-long science unit on weather and a two-week science unit on light
• Created and implemented an integrated unit on the topic of maps and geography
• Utilized cooperative groups to educate students about character education topics
• Developed an integrated lesson on researching famous Americans
• Assessed and evaluated students by reviewing work samples and recording student progress
• Devised a classroom management plan and an individual reward system

Robert Frost Elementary School               Powell, Ohio
Methods Experience, Second and Third Grade                                   Fall 2014
• Participated in planning, creating, and teaching Math, Science, and Social Studies lessons
• Monitored progress of a student with an IEP and incorporated child’s IEP goals into lessons
• Integrated language arts into science and social studies lessons

Sullivent Elementary School                                                                                      Columbus, Ohio
Field Experience, Kindergarten and First Grade                                  Spring 2013
• Taught lessons that met the needs of students at both the kindergarten and first grade level
• Conducted guided reading group
• Prepared and taught language arts lessons, incorporating vowel sounds, writing strategies
• Monitored child’s progress and kept anecdotal notes

Horizon Activities Center                          Groveport, Ohio
Assistant Teacher/Camp Counselor                           May 2013 – August 2013
• Monitored children ages 3 to 12
• Assisted lead teacher in whole group activities, outdoor play, and learning center activities
• Managed large groups of children on field trips

ADDITIONAL EXPERIENCE
Boccardi’s Restaurant, Hostess, Columbus, Ohio
2011-2012
• Assisted lead teacher in whole group activities, outdoor play, and learning center activities

Odd Lots Closeout Store, Cashier, Columbus, Ohio
Summer 2011
• Conducted classroom activities

INVOLVEMENT
• Peer Mentor                          2013-2014
• Student Orientation Leader                    2013
• ODU Honors Program                          2012
January 21, 2015  
Ms. Jane Smith, Director of Human Resources  
American Heart Association  
P.O. Box 111, Columbus, Ohio 45839  
Dear Ms. Smith:

I was excited to read about the Marketing Intern position at the American Heart Association that you recently posted on ODU JobLine. I am a junior Public Relations & Marketing Communications student at Ohio Dominican University, and I am interested in learning more about how to successfully promote an organization online, in person, and in print. I am eager to contribute my skills and experiences to the AHA because of the organization’s commitment to changing and saving lives and its reputation as one of the most influential voluntary organizations in the country.

During my time at ODU, I have gained experience with maintaining a social media presence through an internship with the Marketing and Public Relations department. This position provided me with the opportunity to gain hands-on experience in drafting creative posts for Facebook and Twitter. I also regularly updated the department’s website with current events and assisted with writing promotion pieces for events on campus. Additionally, my experience in retail has provided me with the opportunity to represent a company to a variety of customers and to respond to customer inquiries and problems in a timely and professional manner.

In addition to my marketing experience, I have been able to demonstrate my abilities to work as a member of a team and to balance multiple responsibilities by competing as a student athlete while maintaining a full academic course load. I am able to succeed in high-pressure situations and goal-oriented work that requires focus, time management, and the ability to take initiative. I believe these skills will translate well to an internship with the American Heart Association as it continues to experience unprecedented growth.

It would be an honor to work with the American Heart Association and to contribute to an organization whose mission is to save lives. I welcome the opportunity to discuss the position with you, and I will call your office the week of February 4th to follow up and schedule an interview. I can also be reached by telephone at (614) 555-5555 or e-mail at pantherp@ohiodominican.edu should you have any questions. Thank you for your consideration.

Sincerely,

Sample Panther
Interviewing: Everything You Need to Know

In this guide...
Types of Interviews ................. 41
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The Elevator Pitch .................. 42
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Types of Interviews

There are many different types of interviews that you may participate in as you pursue a job or internship. They can take place at different times during the candidate-vetting process and involve different people within an organization. Below is a short list of the different interviews you may find yourself in.

Screening Interview
A screening interview is part of the job-selection process used by potential employers and recruiters to evaluate the suitability of a job applicant to fill an opening in an organization. A screening interview typically includes a brief question and answer session, and is typically conducted in a relatively informal manner.

Behavioral-Based Interview
This job-interviewing technique involves the applicant being asked to describe a past work situation in order to determine whether he or she is suitable for the current position. For example, an interviewer may say to you, “Tell me about a time when you dealt with a disruptive customer.”

Patterned Interview
A patterned interview goal is to assess a candidate’s future behavior by evaluating his or her past performance. The patterned interview has nothing to do with job skills; its purpose is to appraise only personality, motivation and interests.

Nondirective interview
A non-directive interview is an interview in which questions are not prearranged. Non-directive interviews are unstructured and generally have no set format. The lack of structure allows the interviewer to ask any questions that may come to their mind, follow up on candidates’ answers, and interrogate points of interest.

Stress Interview
A stress interview occurs when employers put a candidate under intense pressure while assessing how they handle work overload, multiple projects and workplace conflict. The main purpose of this type of interview is to find out how a candidate handles stress.

Serial Interview
Serial interviews are a prescheduled series of interviews, usually lasting one to two days that each applicant must complete before the employer makes a hiring decision. Candidates come from a distant location to participate in this type of interview process.

Group Interview
In one type of group interview, multiple interviewers (sometimes called a group or panel) meet with and interview a candidate. The panel typically includes a Human Resources representative, the manager, and possibly coworkers from the department where you would be working, if hired.

Lunch Interview
Lunch interviews allow employers to assess your business credentials, while observing your table manners, social skills and ability to mix business with pleasure. The lunch interview may also be a test if the job you are seeking requires a lot of “working lunches” and meetings, or face-to-face interactions with clients.

Telephone Interview
A telephone interview is an interview for employment conducted on the phone. Telephone interviews are used to screen candidates in order to narrow the pool of applicants down to a reasonable number. That smaller pool of candidates is usually invited to attend in-person interviews.

Video Interview
A video interview is a job interview that takes place remotely and uses video technology as the communication medium.

HireVue Interview
HireVue is a digital recruiting company dedicated to finding the best talent for their clients by using video intelligence for interviews. Banks and accounting firms rely on this type of interview to discover the right candidate at a faster rate without sacrificing the quality the banks are looking.

Skype Interview
Skype interviews are interviews held over Skype. Companies with no “brick and mortar” locations, those hiring candidates abroad, or those looking to cut down on costs utilize these types of interviews. Although seemingly easier than in-person interviews, as you can interview from the comfort of your own home, Skype interviews can be quite tricky and require practice because there are unique aspects to consider and keep in mind.
Interview Tips

Have an interview lined up? Review the below list of tips to ensure you leave a positive lasting impression with your interviewer.

**Research**

Do your research regarding the company and write down any important information on an index card. You can definitely use this information during a phone interview, or when they ask, “Why do you want to work for us?” Look at the company’s history, mission statement, success rating, and goals for the present year. These items can be part of your conversation and show that you have interest in their company.

**Resume**

Always bring several printed copies of your resume so that everyone in the room has their own copy. Bring at least six copies of your resume just in case there is a group at the interview.

**Phone Interviews**

Smile while talking on the phone. Smiling when speaking changes your inflection and makes you sound more interested in the job. You may want to try standing in front of a mirror while talking on the phone.

**Behavioral-Based Interview Questions**

Create stories that you can share regarding experiences from your past employment that connect directly to the job requirements in the position for which you are interviewing. Literally and figuratively take the hiring manager “Over the bridge” so they can see you in this position. Stories can be about being a team player, manager, supervisor, project planner, etc. Find ways to incorporate aspects from the job description into your stories. Use the STAR method when answering these kinds of questions. Learn more about the START method on pg. 5.

**Greatest Weakness**

Prepare to answer the question, “What is your greatest weakness?” Begin answering this question by saying, “I think all of us have areas we need to work on. One area I have worked on is…” Focus on one area on which you have improved.

**Elevator Pitch**

Always have your “elevator pitch” tailored for the specific job you are interviewing for so you are prepared to respond to the statement, “Tell me about yourself.” during the interview.

**Questions to Ask**

Be sure to prepare at least three questions to ask the hiring manager at the conclusion of the interview.

1. You hired me as your__________. It is my 90-day review and you are telling me that I am doing an outstanding job. What will I have accomplished?
2. Why do you like working here, beyond receiving a paycheck?
3. I have all of the skills and energy that you are looking for to help your company achieve its goals. I really want to work here and be a part of your team. What are the next steps in the interview process?

---

**Thank-You Note**

At the end of the interview, be sure to ask for a business card from the interviewer. Send a handwritten “thank you” letter via the mail to the employer immediately after the interview. Have it stamped and ready to go!

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**THE ELEVATOR PITCH**

Capture your education, skills and employment goals in this important 30-second pitch to potential employers.

**What is an Elevator Pitch?**

An elevator pitch is a clear, brief message about you. It communicates who you are, what you are passionate about, what your strengths are, and how you can benefit any company or organization. Your Pitch can be used to answer the “tell me about yourself” question during an interview. The elevator pitch is typically about 30 seconds in length, roughly the same amount of time it takes for most people to ride from the top to the bottom of a building in an elevator. You can also use this to introduce yourself to recruiters or employers at hiring events, career fairs or networking events. It is important to have your speech memorized and practiced. Need some help getting started? Take a look at the template below.

**Creating Your Own Elevator Pitch**

Thank you for taking the time to meet with me today. I am , and as you can see from my resume, I am currently attending Ohio Dominican University majoring in: __________ __________.

What I love about the career I am currently pursuing is __________ __________.

The three strengths that I bring to this position are:
1. ________________________________
2. ________________________________
3. ________________________________

I am excited to be interviewing for this position because ________________________________.
Mock Interviews

As the saying goes, “practice makes perfect.” While there’s nothing quite like a real interview, mock interviews can help you prepare to answer some of the questions you can expect, and even some of the curve-ball questions you may not be expecting.

Purpose of a Mock Interview

The purpose of scheduling a mock interview is to provide students and alumni with an opportunity to practice their interviewing skills in an environment that simulates an actual interview, but provides feedback about their performance. During a mock interview, an ODU Career Service Coordinator will:

1. Assess the quality of your elevator pitch and assist you in redeveloping it, if needed.
2. Give you honest feedback if your answers to interview questions are too long or too short.
3. Evaluate the pace and volume of your speaking voice so that you can make adjustments to be easily understood.
4. Train you to remove filler words that weaken your responses to interview questions, such as “um.”
5. Brainstorm ideas on how to respond to difficult or challenging interview questions.
6. Evaluate your interview responses for clarity and consistency.
7. Affirm the importance of energy and enthusiasm when answering unusual questions.
8. Provide honest feedback if you seem to be lacking in confidence, energy or excitement.
9. Warn you about responses that may be considered a “red flag” and eliminate you from consideration.
10. Assist you in evaluating whether or not the job is a good match for your current skill sets.
11. Evaluate and provide feedback regarding body language and eye contact during interview responses.

How to Prepare for a Mock Interview

The best way to prepare for any kind of interview is by contacting Ohio Dominican University’s Career Development Center and scheduling a mock interview with one of the Career Services Coordinators. Prior to this meeting, students or alumni should do the following things in preparation:

1. Forward a copy of your tailored resume and job description to the Career Service Coordinator at least 48 hours prior to the scheduled mock interview.
2. Go over the bullet points in the job description and know what skills you bring to the position.
3. Research the current industry, as well as this specific employer – know the pay range of this position.
4. Memorize a few fun facts about the history of the company or organization.
5. Become familiar with the organization’s mission statement.
6. Read the LinkedIn profile of the person who is interviewing you.
7. Follow the organization on LinkedIn, Facebook, Twitter and other social media channels.
8. Create, memorize and practice your elevator pitch.
9. Create and practice responses to some of the basic interview questions.
10. Dress the same way that you would for an actual interview.
11. Bring a portfolio with extra printed copies of your resume.
12. Arrive on time (Approximately 10 minutes prior to your appointment).
13. Prepare at least three questions to ask the employer at the end of the interview.

Mock Interview Tip

The best way to prepare for any kind of interview is by contacting Ohio Dominican University’s Career Development Center and scheduling a mock interview with one of the Career Services Coordinators.
Employer Research

Looking for a way to impress potential employers? Take some time to learn more about the company to which you are applying. This background information will help you during the interview process.

Adapted from: 12 Tips for Researching a Company before the Interview
– by Paulina Jankovic

1. Start with the Basics: The Company Website
Your first stop should always be the company’s website. This is where you will learn the basics of what the company is all about – their history, values, mission, culture, previous work, product/service offerings, and the leadership at the company.

2. Stay on Top of Company News
Google search the company to find articles on their key achievements or anything catching headlines. Access their company news and press releases to keep up to date with the latest company happenings.

3. Use Social Media to Your Advantage
I’m sure we’ve all used social media to procrastinate in the past, but now you can use social media to actually help you do homework on a company! Look up all of the company’s social media accounts on Facebook, Twitter, Instagram, Pinterest, Blogs, Google+. By perusing all of this, you will better understand the company’s voice, culture and mission.

4. Know the Industry
Apart from knowing the company, also take time to become familiar with the industry. Understand what the big trends in the industry are and who the company’s competitors are. It is useful to know the industry and the big players in the space. Be sure to find some industry-specific websites, blogs, Twitter accounts, or RSS feeds that covers your industry of interest to make sure you’re well versed.

5. Tap into Your Own Network
Ask around to see if any friends or classmates have ever interviewed or worked at the company. This way, you are getting the first-hand details on how the interview might go and what it is like to work there. If you do not know anyone with a relationship to the company, use LinkedIn to find out. Try to find something in common with someone who already works there, like an ODU alumni or someone who belongs to the same professional affiliation, and send them a message asking for a brief informational interview to learn more about the company.

6. Use Glassdoor.com
This is a like Yelp for the corporate world. Glassdoor features first-hand ratings and reviews on the company and interview process from employees and interviewees. This is a great way to get the inside info, be better prepared for the interview, and understand what employees like (or do not like) about the company.

7. Understand the Job Description
Take time to understand the job position for which you are interviewing by saving the description and underlining key words and qualifications pertinent to the role. If the given job description is sparse, you can search other similar job postings to get a better idea, or even speak to people in that field. By getting a better understanding of what is needed for the role, you can deliver interview answers that speak to those credentials.

8. Know Your Interviewer
There is so much public information online these days, it will not be too hard to find information about your interviewer. Look up more about their professional path and achievements, and even check to see if you have anything in common. If so, this can be a real conversation starter in the interview. For example, if you went to the same school or played the same college sport, that could easily break the ice and you will really establish a genuine connection with your interviewer.

9. Ask yourself, “How Do I Fit Into the Company and Role?”
Now that you have learned all about the company, it is time do some additional research. Take a moment to analyze “if and how” the company fits your values and your career goals. By being able to articulate why you want to work for this particular company, you show that you did your research and seriously thought about this.

10. Incorporate What You Learned into Your Answers
This is your chance to show off your knowledge of any projects the company did or companywide initiatives. Show you are a big fan by stating, “I especially liked the XYZ campaign you did a few months ago.” You can even go into specifics about why you liked these projects or initiatives and how your experience can contribute to projects like these in the future.

11. Use your Research to Form Interesting Questions
Since you did so much research, you can stray away from generic, boring questions for your interviewer. Spice things up and intrigue your interviewer with more sophisticated questions like: 1) “I see this company recently expanded into South America. How does this expansion affect this particular role?” 2) “Does the company plan to expand into other markets as well?”

12. Go Above and Beyond
If you really want to showcase your skills and get extra credit, go ahead and create a presentation or work sample for the interview. Create a marketing plan, an ad campaign, design a sample website, build an app – these will all show that you can apply your skills to the specific job at hand.

Make sure to reflect on why you want to work there, how it aligns with your career goals and values, how your unique background prepared you for this role and how you can contribute to the organization. By doing your research and being prepared, you will feel more at ease and will wow your interviewer!
Sample Interview Questions

While no two job interviews are alike, there are some common questions you can expect to be asked. These questions show potential employers if a candidate has the basic skills, experience and personality to be considered a strong match for the job.

Some of the Most Common Interview Questions/Statements Are:
- Tell me about yourself.
- Where do you see yourself in the next five years?
- Describe your most rewarding college experience.
- What new skills have you gained from your most recent internship experience?
- How has college prepared you for this type of career?
- What words would you use to describe yourself?
- How do you work under pressure?
- What do you know about our company or organization?
- What do you consider your three greatest strengths?
- What do you consider your greatest weakness?
- Why should I hire you for this position?
- How does your college education and training relate to this position?
- What qualifications make you a successful candidate for this position?
- Why do you want to work for us?
- What two things are most important to you in a work environment?

Important Stories to Share
Create six stories to share that relate directly to the following situations from your past experience:

Stories 1, 2, 3 – Three individual stories about your three greatest strengths
Story 4 – Story about your greatest professional accomplishment.
Story 5 – Story about a time when you had to work with a challenging person.
Story 6 – Story about a failure, obstacle, or something that did not go as planned.

Using the S-T-A-R Method
Situation – Where did the actual story actually take place?
Task – What was the task you were responsible for completing?
Action – What action steps did you use to complete this task?
Results – What was the result from the action you took?

Common Behavioral-Based Interview Questions/Statements
- Give me an example of a time when you had to deal with a difficult classmate, professor, or coworker.
- Tell me about a major accomplishment from college of which you are most proud.
- Tell me about an improvement you made in your work progress (inside or outside of school): What action did you take to improve?
- Give me an example of a time when you made a mistake and how it became an opportunity to improve. How did this experience change how you approach your work?
- Describe a situation in which you had multiple solutions and had to decide on the best alternative. Were you happy with the results?
- Describe a time when you had to share unpopular information: How did you approach this task?
- Tell me about a time when you had to alter your plans because of a change in priorities or circumstances. What was the result, and would you do it differently next time?
- Tell me about a time when you had a differing opinion that created a conflict. What action did you take to resolve this conflict?

Behavioral-Based Interview Questions
Potential employers may use behavioral-based interviewing techniques to evaluate your past behavior in particular situations. Past behavior is a good predictor of how you would act in a hypothetical future situation. If you find yourself in this type of interview, here are some things to keep in mind.

The Art of Telling a Good Story
Create stories that you can share from your education and past work experiences that connect directly to the job requirements in the position for which you are interviewing. Stories can be about school projects, summer or part-time jobs, internships, being a team player/student-athlete/student leadership role/student organization member, etc.
Salary and Negotiations

Negotiating salary and benefits is just as important as tailoring your professional resume and properly preparing for the interview. Your negotiating style tells an employer what kind of team member you are. It is equally important to ensure that your compensation meets all of your needs, not just monetary ones. Here is a list of guidelines for negotiating salary, steps in the negotiating process, and major negotiation factors to consider before accepting a potential job offer.

Guidelines for Negotiations
1. Make an appointment with the Career Development Center to get assistance with your salary negotiation conversations before meeting with an employer.
2. Start on a positive note — express appreciation for the job offer.
3. Not all job offers are negotiable.
4. Don’t start with negotiations unless you are really interested in the job.
5. Try not to negotiate until after a job has been actually offered to you.
6. Take time to consider an offer and do your research before negotiating.
7. Know what you need or where the bottom line is for you before you begin the negotiation process.
8. Do not say “yes” or “no” until you are ready to do so.
9. Know the actual pay scale of the position so you can properly negotiate the salary.

A Note on Salary Negotiation and Values
Identify and rank your values. This will help you remember an offer is not just about salary, but also about what you value in a position. Some of the values you may consider include location, responsibility, flexibility, stability, benefits, prestige, independence, supervisory style, public contact, mental stimulation, teamwork, salary, personal growth, recognition, freedom to make decisions, low stress level, helping others, challenge, and competition.

Decide on the minimum amount of compensation that will make you satisfied. Establish a budget and do not neglect to account for taxes taken out of your pay. There is no point in accepting an offer if you think you will be unsatisfied and want to look for another job. If an employer refuses to meet this amount, it is to your advantage to keep looking.

Use the Ohio Means Budget tool to get an understanding of your interests and lifestyle to determine your target salary. This tool is helpful because it will help you identify factors such as utility costs for a geographic region, housing costs, transportation, food, health care, etc. Do not forget to factor in your loan repayments.

Know the Employer's Compensation Guidelines
A job offer process actually develops using one of three different viewpoints. Companies fall into one of these three categories depending on their attitude about salary and negotiation. Here are three negotiating philosophies and what the difference might mean to you:
1. Fixed Offer: You can negotiate all you want, but it will not do you any good. They operate on a take it or leave it basis so you may not want to waste your time negotiating.
2. Pay-Grade System: This is a system in which a salary range has been set and you will get paid within this range based on your experience and the duties associated with the job. You may be able to negotiate within the salary range. The pay-grade system is the most common compensation system encountered.
3. The Negotiator: This type of system is rare because most organizations work within a structure. In this framework, the employer will have the authority to raise or lower your salary without going through bureaucratic red tape.

If an employer makes an offer that is below your expectation, you do not want to offend them so you might start the conversation by asking what the benefits include. To proceed, you might want to use one of the following approaches to begin the negotiation process:

Approach 1: “I am very interested in the position, but I would like to discuss the salary you are offering.”
Approach 2: “I really want this position, but I was a little disappointed that the offer was lower than I expected.”

When using either approach, be certain to support your case by stating your skills, the average salary range for your level of experience in your field and the average salaries for ODU graduates in your field. It is best to let the employer respond and then continue the discussion from their lead.

Based on an employer’s compensation guidelines, you may not be able to negotiate a higher salary. However, you may be able to increase your compensation in benefits. Remember, you may be negotiating with the person who will be your supervisor. Stay polite. Try to make it a win-win situation.
The Negotiation Process
1. Obtain verbal offer from an employer.
2. Analyze the offer to obtain missing information.
3. Evaluate offer and decide on your professional goals, possible trade-offs, or decide to walk away from the offer.
4. Initiate a negotiation with the employer — indicate areas of agreement first and then resolve areas of difference.
5. Affirm agreement and accept offer from employer (with changes).
6. Ask for final offer to be put in writing and establish an official start date.

Salary Range
Always do your research regarding the starting pay or pay range for this kind of position in the company you are applying. They may ask, so you want to do your homework in advance. Always give the employer a pay range. If they say a range of $40,000 to $50,000, tell them $40,000 – $45,000 (or) $45,000 – $50,000 depending on your experience.

Resources for salary research
- linkedin.com/salary
- glassdoor.com/Salaries
- salary.com
- paysa.com

Assessing the Job Offer – Major Negotiation Factors
When considering the pros and cons of a job offer, you may want to consider creating a chart, especially if you’ve had more than one offer and you want to compare and contrast them.

<table>
<thead>
<tr>
<th>Major Negotiation Factors</th>
<th>Offer A</th>
<th>Offer B</th>
<th>Offer C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job responsibilities</td>
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<tr>
<td>Company Reputation/Stability</td>
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<td>Salary</td>
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<td>Health Insurance</td>
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<td>Paid Vacation</td>
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<td>Pension/Retirement</td>
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<td>Tuition Reimbursement</td>
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<td>Training/Professional Development</td>
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<td>Location</td>
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<td>Supervisor</td>
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<td>Coworkers</td>
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Dress for Success

Dressing the part for an interview is just as important as writing a resume or cover letter. The interview is where all of your hard work pays off and you have the opportunity to show why you are the right candidate for the job.

Adapted from: 5 Tips for Choosing What to Wear to an Interview
— by M.A. Smith

1. Dress Better than the Person Next to You
   When preparing for any interview, look at the next two positions directly above the one for which you are applying. Review the company website to research typical employee attire, as well as view ‘actual’ pictures/videos of employees who work there. If published online, use the company’s dress policy to determine what to wear to an interview. This shows that you have the drive to move upward within the company.

2. Dress the Part
   When it’s time to get dressed for the interview, keep in mind that it’s not so much that you’re trying to get the job with what you wear. You are incorporating your attire into the overall presentation – your personal brand. Hiring managers decide in 10 seconds if they want to hire you. If your presentation is flawless and attire matches the company culture, they may have a more difficult time eliminating you from their list.

3. Stay Up to Date
   Interviews are all about sending messages. Wearing fresh, new styles sends the message you are in touch with the here and now. Hiring managers want to know you are part of the 21st century. Wear colors and patterns that are currently in style, but also match the company culture.

4. Remember the Occasion
   Suit and tie or other professional clothing may not always be the best route to go. Some jobs simply do not require business professional clothing. Remember, you are painting a picture of the type of candidate you are with the interview dress policy. The best way to avoid embarrassment is to research the actual job and learn about the company policy. Talk to local recruiters and college career centers. They will know the industry and will guide you in the appropriate dress to wear for the interview.

5. Stay Comfortable
   Comfort is important in any interview. When deciding what to wear to an interview, pick comfortable fitting clothing. Your attire should complement your personality. If wearing a new outfit remove all stickers, tags, pins, and unstitch pockets or jacket flaps. Make sure all clothing pieces are washed and ironed prior to wearing to the interview. If wearing new shoes, scuff the bottoms so you don’t slip and make sure they are comfortable to wear.

TAKEAWAYS
Dressing for success is not difficult. You just need to do a little homework on interview dress policy and make sure to be yourself. Interview apparel should complement your interview. Consider the industry, position, two positions above you and company culture. These will help you develop a perfect match every time.