# COLLEGE TO CAREER RESOURCE GUIDE AND WORKBOOK









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The Academic and Career Development Center (ACDC) at the University of Nebraska at Omaha created this resource guide and workbook as an interactive and informational guide for college success strategies, career exploration and job searching.

#### **CONTACT US**

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8:00 A.M. to 5:00 P.M. Monday through Friday

#### **APPOINTMENTS**

8:30 A.M to 4:30 P.M Monday through Friday

### WALK-IN RÉSUMÉ REVIEWS

1:00 P.M to 3:00 P.M Tuesday, Wednesday, Thursday

#### acdc.unomaha.edu



facebook.com/uno.acdc



twitter.com/unoacdc



in linkedin UNO ACDC

#### MISSION

The Academic & Career Development Center empowers students to explore, develop, and succeed at UNO and beyond. We prepare students for meaningful work by building bridges with campus, community, and employers.

### YEAR-BY-YEAR PLAN

#### **FIRST YEAR**

- ☐ Take US 1010
- ☐ Attend Degree Discovery Day
- ☐ Take the MyPlan personal inventory assessments (unomaha.myplan.com)
- ☐ Explore interests, abilities and values
- ☐ Attend academic success and career development programs
- ☐ Get to know UNO resources
- ☐ Research majors, minors and careers
- Visit an advisor for career and academic information
- ☐ Get involved in clubs, organizations and service learning
- ☐ Develop a personal résumé
- ☐ Keep grades up and attend all classes regularly
- ☐ Complete at least 30 credit hours per academic year in order to graduate in 4 years

#### **SECOND YEAR**

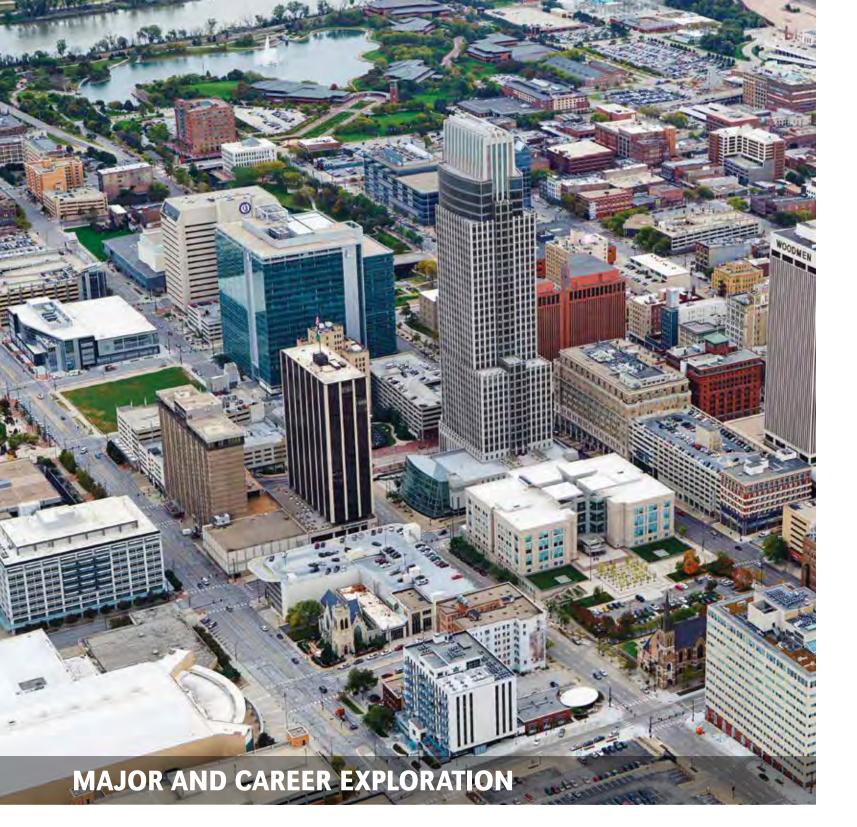
- ☐ Talk with an advisor about career and academic goals
- ☐ Officially declare a major if you have not done so
- Increase campus and community involvement
- ☐ Continue to develop personal résumé
- ☐ Attend on-campus Career and Internship Fairs
- ☐ Find relevant part-time employment/internships
- ☐ Work on developing transferable skills
- ☐ Attend academic success and career development programs
- ☐ Identify 2-3 career options to explore further
- Consider studying abroad and other international opportunities
- ☐ Keep grades up and attend all classes regularly
- ☐ Create a UNO Handshake account

#### THIRD YEAR

- ☐ Conduct informational interviews and/or job shadow
- ☐ Complete coursework that is related to your academic and career goals
- ☐ Talk to an advisor about graduate/professional school, if applicable
- ☐ Further develop your résumé
- ☐ Attend on-campus Career and Internship Fairs
- ☐ Participate in mock interviews
- ☐ Attend academic success and career development programs
- ☐ Find major-related internships/employment
- ☐ Enroll in service learning courses to apply your studies
- ☐ Join professional associations
- ☐ Seek out leadership roles on campus/community involvement
- ☐ Start developing a professional network and potential mentors
- ☐ Keep grades up and attend all classes regularly

#### **FOURTH YEAR**

- ☐ Complete a graduation check with your advisor
- ☐ Update personal résumé
- ☐ Complete an internship
- Begin searching and applying for jobs
- ☐ Gain relevant experience by volunteering
- ☐ Attend on-campus Career and Internship Fairs
- ☐ Take entrance exams and apply to grad schools, if applicable
- ☐ Attend academic success and career development programs
- ☐ Use professional network to assist with job search
- Interview for positions/ graduate programs
- ☐ Keep grades up and attend all classes regularly
- ☐ Land a job or graduate school admission!



### **GETTING STARTED**

To make the most informed decisions regarding your college major and career, it is important to have a solid understanding of yourself first. This step-by-step process will help you take some time to reflect before rushing into a decision.

### **STEP 1: CAREER DAY DREAMING**

Write down any job, career field or industry that you have ever thought about working in, even if it seems out of reach or is something you're no
interested in now. Elaborate on why this was interesting to you at the time. Why do this? You never know what type of themes, interests or value
may emerge that may help you explore. Example: Teacher. I wanted to work with kids.

	e. Example. Teacher. I wanted to work with klas.	
1	4	
<u>)</u>	5	
3	6. —	
STEP 2: RANKING VALUES	S, INTERESTS AND SKILLS	
n the column below rank your values f mportant values first, then rank the re	from 1 (most important) to 16 (least important). It m maining values. Be sure to use each number only o rou wish, include other important values, interests a	nce and try to avoid ties. Repeat the ranking prod
/ALUES	INTERESTS	SKILLS
Creativity	Community Service	Athletic
Earning Potential	Creative/Performing Arts	Communication
Further Education	Fashion	Counseling
Independence	Literature/Reading	Creativity/Artistic
Job Location	Maintaining Relationships	Design
Job Security	Money/Investing/Finance	Interpersonal
Leadership	Music	Mentoring
Level of Prestige	Nature/Environment	Leadership
Organizational Culture	Organizing	Managerial
Service to Others	Planning	Mechanical
Travel Opportunities	Politics	Organizational
Vacation/Benefits	Salesmanship	Problem Solving
Variety of Tasks	Science	Research
Work Environment	Sports	Scientific
Work Schedule	Teaching	Technology
Work/Life Balance	Technology	Visionary
After completing Step 1 and Step 2,	what are three themes and/or occupations that h	ave started to emerge?
Example: 1. Helping others, 2. Writing, 3	. Giving back to the community	
1		

### **STEP 3: EXPLORE MAJORS AT UNO**

Keeping in mind the themes that have started to emerge, what majors at UNO match up with your career interests, values and skills? Check the majors that interest you.

CO	LLEGE OF ARTS AND SCIENCES	CO	LLEGE OF COMMUNICATION, FINE ARTS AND MEDIA
	Bioinformatics		Art History
	Biology		Communication Studies
	Biotechnology		Creative Writing
	Black Studies		Journalism and Media Communication
	Chemistry		☐ Creative Media
	Economics		☐ Journalism
	English		☐ Public Relations/Advertising
	Environmental Science		Music
	Foreign Languages and Literature		☐ Music Technology
	General Science		☐ Music Entrepreneurship
	Geography		Music Education (K-12)
	Geology		Music Entrepreneurship Studies
	History		Music Performance
	International Studies		Music Technology
	Latino/Latin American Studies		Studio Art
	Mathematics		☐ Two Dimensional
	Neuroscience		☐ Three Dimensional
	Philosophy		☐ Graphic Design
	Physics		☐ Media Arts
	Political Science		☐ Studio Art with K-12 Certification
	Psychology		Theatre
	Religion		☐ Acting/Directing
	Sociology		☐ Design
	Women's and Gender Studies		☐ Stage Management
ш	Wolfielt's dild Gelider Stadies		☐ Technical Theatre
CO	LLEGE OF BUSINESS ADMINISTRATION		La recimied modele
	iness Administration Concentrations:		
_		CO	LLEGE OF EDUCATION
	Accounting		Biomechanics
	Advertising Management		Early Childhood Inclusive
	Banking and Financial Markets		Elementary Education
	Business Finance		Elementary Special Education
	Economics		Elementary Special Education with a concentration in Sign Languag
	Entrepreneurship		Interpreting
Ш	General Management		Library Science
Ш	Human Resource Management		Physical Education with a concentration in Exercise Science
	International Business (combine with another specialization)		Public Health
	Investment Science and Portfolio Management		Secondary Education
	Legal Studies		Secondary Special Education
	Management		Sign Language Interpreting
	Marketing		Speech-Language Pathology
	Marketing Management	•	. 5 5 5
	Marketing Research		
	Real Estate and Land Use Economics		
	Sales and Sales Management		
	Supply Chain Management		

CO	LLEGE OF INFORMATION SCIENCE & TECHNOLOGY	COLLEGE OF ENGINEERING				
	Bioinformatics		Architectural Engineering			
	Computer Science		Civil Engineering			
	Cybersecurity		Computer Engineering			
	IT Innovation		Construction Engineering			
	Management Information Systems		Construction Management			
			Electrical Engineering			
	LLEGE OF BURLO AFFAIRS & COMMUNITY SERVICE		Pre-Agricultural Engineering **			
_	LLEGE OF PUBLIC AFFAIRS & COMMUNITY SERVICE		Pre-Biological Systems Engineering **			
	Aviation		Pre-Mechanical Engineering **			
	Criminology and Criminal Justice					
	Emergency Management	** [	INL programs that begin on UNO's campus. Students must			
	Gerontology	com	plete these degrees at UNL			
	Multidisciplinary Studies*, concentration required					
	Social Work					
*Stu	dent can select from over 50 areas of concentration					
AG	RICULTURAL SCIENCES & NATURAL RESOURCES					
	Pre-Agricultural Sciences **					
	Pre-Food Science and Technology **					
	Pre-Horticulture **					
	Pre-Natural Resources **					
	Pre-Turfgrass and Landscape Management **					
Out	of all of your checked majors, list your top 4					
1.		3	3.			
2.		۷	l			

For more information on UNO majors, visit unomaha.edu/academics/majors-and-programs.



"The professionalism displayed by every student was a great indication into how well they were prepared by the university and for the workforce. Taking the time to get to know everyone was a great opportunity to gain insight into what the students are looking for in a career and how they will make a difference to an organization."

HUMAN RESOURCE GENERALIST STRECK



"Candidates will find that Pacific Life offers them the opportunity to grow, develop, collaborate and innovate. Our employees come to work each and every day eager to share their ideas and make a difference, not only at the company but also toward their own goals and aspirations."

HR DIRECTOR
PACIFIC LIFE INSURANCE

#### STEP 4: EXPLORE MAJORS, OCCUPATIONS AND RESOURCES

Now that you have identified more about yourself and a few possible majors, it is time to connect what you know about yourself and your options. Find contacts who can help answer questions regarding the education and career requirements of fields of interest. These contacts could be advisors, faculty members, family friends, campus organization advisors or potential employers.

Ask questions about:

- Majors: GPA requirements, prerequisite courses, application processes, etc.
- Occupations: work descriptions, education/training, growth outlook, average salaries, employers, etc.

Major of Interest	Contact Name	Contact Info	Careers Discussed	Action Step

Here are a few tips for conducting informational interviews:

- Ask people in a career field of interest what they do
- Find out how they got where they are
- What kind of education and training do they have?
- What opportunities and experiences are recommended by employers in this field?
- Ask questions about the day-to-day functions of the job so you know what to anticipate
- Remember to send a timely thank you note expressing appreciation for their time

#### **STEP 5: TAKE ACTION**

Making a decision often comes through experience and hard work. You might enroll in a specific class to explore a major. Or you might work with ACDC staff to locate internships or part-time work to connect you with hands-on learning. Write down your action steps to ensure you will follow-through with your plans.



"We are impressed by highly motivated students who work hard to achieve their goals both inside and outside of the classroom."

HUMAN RESOURCES SPECIALIST
BERKSHIRE HATHAWAY HOMESTATE COMPANIES



"We value the prepared and enthusiastic student who communicates well, researches our company and has the analytical skills we seek to make solid business decisions."

RECRUITING SPECIALIST
NATIONAL INDEMNITY COMPANY

#### OCCUPATIONAL EXPLORATION

Experiencing an occupation or major firsthand is valuable to exploration. Here are some resources that are available to you.

#### **Experiential Learning**

Internships, volunteer work, summer jobs and part-time employment are all examples of experiential learning. These opportunities give you the work-related experience that employers seek and may lead to full-time employment. It can also help you identify if that type of work is a good fit.

#### **Informational Interviewing**

Talking to people who work in a career field you want to learn more about is a great way to explore career choices. It's also a chance to expand your professional network.

#### Get Involved in the Community

UNO has multiple ways to get engaged and gain hands-on experience, including: Service Learning courses, University Service Days and the Barbara Weitz Community Engagement Center. Check out Engage for Service Opportunities at engage.unomaha.edu.

#### **Attend ACDC Events**

ACDC offers career and academic events throughout the year. For more information visit **acdc.unomaha.edu**.

#### **ONLINE EXPLORATION RESOURCES**

There are numerous online resources to help you explore potential majors and careers. Below are a few of our top recommendations.

#### MyPlan

Visit **unomaha.myplan.com** to take free interests, skills, values and personality assessments. Afterwards, meet with an ACDC advisor to discuss how your results relate to careers and majors.

#### What Can I Do with a Major In?

Learn more about career options with UNO majors. Visit the ACDC Resources page at **acdc.unomaha.edu** to explore.

#### Occupational Outlook Handbook

The Bureau of Labor Statistics offers this guide to career information about hundreds of occupations. Visit **bls.gov/ooh** to research potential occupations.

#### O\*NET OnLine

O\*NET OnLine is a free database that helps students, job seekers, and professionals to research and understand hundreds of occupations in the U.S.



"We enjoy speaking with students that are passionate about the ever evolving field of information security, even outside of the classroom".

TECHNICAL RECRUITER
SOLUTIONARY



"At the Y, your major isn't the most important thing. We are looking for leaders who share our cause of strengthening community. If you are passionate about helping others, we want to talk to you!"

VICE PRESIDENT OF LEADERSHIP YMCA OF GREATER OMAHA



"Successful UNO students we see working in our company possess 3 core values: a strong work ethic, a solid sense of urgency, and a willingness to learn."

**DISTRICT MANAGER**FASTENAL



"Networking is not collecting contacts! Networking is about building relationships. They need to be seeded, watered and nurtured to really enhance your own personal network, this is your Brand!"

TALENT ADVISOR FIRST NATIONAL BANK



### **GETTING STARTED**

Reality Check: Finding a job or internship takes time and energy. For most students, it takes three to six months to find an internship or full-time employment after graduation.

### **STEPS TO SUCCESS**

The job search is different for everyone. The following steps are a general guide on how you can make your search successful.

#### STEP 1: WHAT DO YOU WANT TO DO?

Brainstorm ideas below. Write down any and all ideas Make an appointment at ACDC.	! What is your dream job? Where do you see yourself in five years? Need help?
	Northwestern Mutual®
	"A great candidate is someone that has researched the company they are interviewing for, exudes a positive attitude, asks great questions, and is already starting to understand if an opportunity may be in alignment with what they are looking for in an internship or career."
	RECRUITING AND CONTRACTING COORDINATOR NORTHWESTERN MUTUAL

#### STEP 2: WHAT SKILLS OR EXPERIENCE DO YOU NEED?

It's time to do some research. Every job requires different knowledge, skills and abilities. When you start searching for a job/internship it is important to know what skills are desired.

For example, if you know you want to work as a graphic designer, do some research on open position descriptions. Is there a common theme to the descriptions? Do all of the positions expect you to have prior experience? Do all of the positions expect you to know how to use Adobe Photoshop? Make a list of the skills and experience needed to get the job you want.

Skill	Do I have it?	Plan of Action
Example: Adobe Creative Suite	No	Take a graphic design course at UNO next semester
Example: Excel	Yes	Put on résumé

#### STEP 3: PREPARE JOB SEARCH-RELATED MATERIALS

	1	′ou′ve d	one your	research	i and y	you knov	/ what emp	loyers wan	t, so ma	ke sure your	job s	earch mat	erials s	speak	to your f	uture emp	loyer'	s wants
--	---	----------	----------	----------	---------	----------	------------	------------	----------	--------------	-------	-----------	----------	-------	-----------	-----------	--------	---------

- ☐ Do you have a résumé/cover letter? Is it updated? Has it been reviewed?
- ☐ Have you done a mock interview?
- ☐ Have you contacted your references to let them know you are applying for a job?

#### STEP 4: BUILD A STRONG ONLINE BRAND

Social media sites such as Facebook, Twitter and LinkedIn can be used to create your "personal brand," network with employers and research companies you're interested in. According to a 2014 survey conducted by Jobvite, 93% of recruiters will review a candidate's social profile before making a hiring decision. 55% of those recruiters have reconsidered a candidate based on what they found.

It's important to make sure your profile is recruiter-friendly. Opt for the highest privacy settings to restrict what's viewable by the public.

Remove any complaints about your job or boss, as well as distasteful comments and photos of yourself that could be construed as inappropriate.

Ask yourself these questions: What is my page saying about me? Does my profile present my best self? Do my pages reflect my career interests and goals?

#### STEP 5: CREATE A UNO HANDSHAKE ACCOUNT

Handshake is a career database that houses job listings, on-campus career events and employer contacts. This is a great place to start your search or get more information about occupations, as employers who post positions are looking for UNO students. Visit **unomaha.joinhandshake.com** to get started. New positions are posted daily as employers from a variety of industries post part-time, full-time and internship opportunities.



#### **STEP 6: CREATE A LINKEDIN PROFILE**

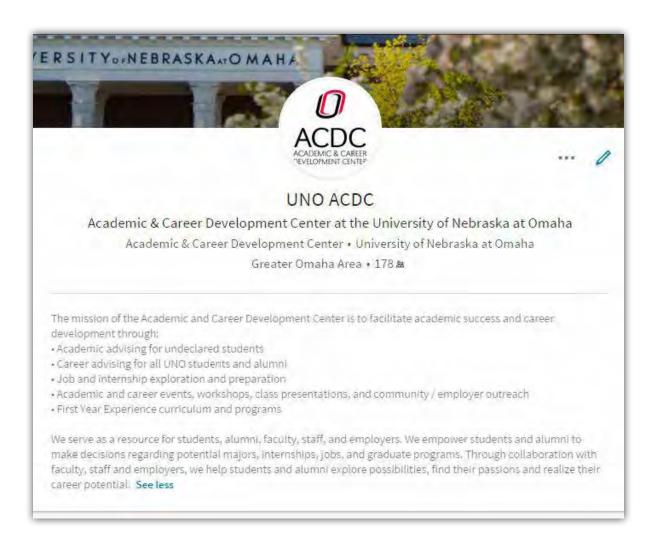
LinkedIn is the world's largest professional network. LinkedIn allows you to exchange knowledge, ideas and career opportunities with a broad network of professionals. Your LinkedIn profile rises to the top of internet search results, letting you control the first impression people get when they "Google" you. With options to join relevant groups, search job opportunities and companies, and connect with professionals in your desired field, LinkedIn is a valuable networking and job search resource.

#### STEP 6: CREATE A LINKEDIN PROFILE CONTINUED

Since LinkedIn shows your connections with listed organizations, you might find out that your aunt is connected to the hiring manager of your top choice company, or find a UNO alumna with your dream job. This is a great place to learn about exclusive job opportunities and to build your network. For more information on using LinkedIn, check out **university.linkedin.com/linkedin-for-students**.

#### Take the time to complete your LinkedIn profile. Make sure to include the following:

Professional photo: This should be a photo of only you, with a plain background
Cover photo: Be sure to pick a professional background photo
Headline: Don't just say UNO student - tell people what you want to do in the future
<b>Summary</b> : Describe your top three to five skills and goals
Experience: Complete job history including dates and brief list of accomplishments
Education: Start with college and list your degree and major
Organizations: Describe your involvement with school or community organizations
Skills and expertise: Add at least five key skills, then your connections can endorse your talents
<b>Recommendations</b> : Ask managers, professors or classmates to write you a short recommendation to give your profile extra credibility



### **NETWORKING**

#### UNDERSTANDING NETWORKING

Your network includes anyone who can serve as a resource in your job search. Consider the following possibilities: current or former co-workers, professors, relatives, friends (or friends of friends), UNO alumni, members of professional organizations or professionals working in a field that interests you. Many people are passionate about the work they do and enjoy the opportunity to talk about their job and the organization they work for. You will likely feel nervous the first time you approach a potential contact, but networking is a skill that you will develop with practice and persistence. Remember that networking isn't about asking for a job; it's about building relationships.

#### **Benefits of Networking**

- Finding experienced mentors to guide you and offer support
- Learning more about specific career fields and industry trends
- Finding your first job or your next job

#### **Prepare for Networking**

- Create and update your LinkedIn profile
- Update your résumé and have an advisor review it
- Be prepared to talk about your unique skills, education and career goals
- Generate a list of questions you are hoping to discuss with your contacts

#### INTERVIEWING

A number of companies visit campus each year to interview and recruit UNO students and alumni. On-campus interviews are offered in the fall and spring semesters. Interviewing on campus is an excellent way to market yourself. Generally, you must register on UNO Handshake to interview with employers recruiting on UNO's campus.

#### **ORGANIZATIONS**

Joining groups and organizations is a great way to network with other students and professionals who share common interests or goals. Getting involved on campus or in the community allows you to learn more about specific career fields and develop relevant experience. To find organizations at UNO that fit your interests, browse **studentactivities.unomaha.edu**.

#### RECRUITMENT

Recruiters from organizations and graduate programs often visit the campus to recruit UNO students. They may host information tables or present their opportunities during scheduled sessions. Visiting with recruiters at these events is a great way to learn more and expand your professional network without having to travel off campus. To find out about upcoming recruiter campus visits, check out UNO Handshake at **unomaha.joinhandshake.com.** 

#### **CAREER FAIRS**

Career fairs provide students an opportunity to meet diverse employers and gain access to companies looking to hire UNO students for full or part-time employment or internships. Every semester, campus-wide career fairs are held. Some colleges host major-specified career fairs, as well.

#### **Benefits of Attending Career Fairs**

- Networking opportunity to meet with recruiters and professionals in various industries
- Share your résumé and introduce yourself in person a chance to make a great first impression
- Find out what employers from various industries are looking for from applicants

#### What Can I Expect?

- Each company has a recruiter and table with information about their opportunities
- Approach each table you're interested in and introduce yourself
- Share how your skills and experiences meet their needs
- Ask them to share more about available positions

#### **How Should I Prepare?**

- Schedule an appointment with an ACDC advisor to have your résumé reviewed
- Research the companies beforehand check ACDC website for companies attending
- Dress professionally in business attire and comfortable shoes
- Bring several copies of your updated résumé
- Prepare your introduction including: your name, year in school, major and the type of position you are seeking – along with a firm handshake and confident smile
- Bring your MavCARD to check in
- Turn off your cell phone
- Highlight your leadership experience and involvement
- Share something about their company so they know you did your homework. Do not ask "What does your company do?"



"Walk into an interview prepared to talk about what you enjoy and what you're good at - that's the starting point of a career path that is both successful and fulfilling."

CORPORATE RECRUITER
APPLIED UNDERWRITERS



### **RÉSUMÉS**

Your résumé is a uniquely personalized marketing tool. An effective résumé highlights individual qualifications that relate to the position you're applying for. On average, an employer spends 15 to 30 seconds skimming a résumé before deciding whether or not to interview the applicant.

Your résumé must be well-written and easy to read in order to quickly show an employer why they should pick up the phone and call you.

Once you have created a first draft or updated your résumé, seek feedback from others and schedule a résumé review appointment with ACDC.

### TAILORING YOUR RÉSUMÉ

While it is tempting to develop a standard, "one-size-fits-all" résumé, it is more effective to tailor your résumé to each position you are applying for. To develop a résumé that demonstrates your fit for a specific career, you need to consider the experience and abilities an employer is seeking. Refer to the job posting to identity keywords and skills that are important to highlight in your résumé.

#### **Headings**

Determine which section headings to include on your résumé based on your unique set of experiences and skills. Adjust them to best highlight what you have to offer for each employer and position. Order them from most to least relevant to your career objective.

#### **Common Sections**

- Summary of Qualifications
- Education
- Relevant Coursework
- Experience or Related Experience
- Volunteer Experience
- Involvement, Activities, Leadership
- Honors and Awards

#### **Additional Headings**

- Certifications or Licenses
- Technical Skills
- Conferences/ Workshops
- Languages Skills
- Study Abroad or International Experience
- Publications/Presentations
- Military Experience
- Athlete Experience
- Research

#### Formatting and Layout

In addition to being tailored and well-written, your résumé should be visually pleasing and easy to read quickly. Follow these guidelines for effective formatting:

- Avoid résumé templates that reduce your formatting control
- Use a ten to twelve point font
- Margins should be at least ½ inch all around
- Use reverse chronological order to list current and past jobs (i.e., start with your current or most recent position)
- Describe experience in bulleted statements beginning with action verbs (see pg. 18)
- Avoid using personal pronouns; "I", "you", "we"
- Use bold and italics (sparingly, however) to highlight key information and distinguish between sections

#### Lenath

When applying to businesses and nonprofit organizations, it is recommended that you keep your résumé limited to one page. Multiple page résumés may be appropriate when applying to graduate school or other academically-oriented opportunities, or teaching positions.

If you find that your work history and other relevant experiences are filling too many pages, remember to choose quality over quantity and select only those activities and descriptions which clearly emphasize your fit for a particular position.

However, it is a good idea to keep a multi-page "master résumé" with all of your experiences on it. You can use this document to customize which skills and experiences best fit each position to which you apply.

### **DESCRIBING YOUR EXPERIENCE**

Often the most difficult part of writing a résumé is describing what you have done at each job you've had. People sometimes sell themselves short by giving too brief, overly-simplified descriptions of their job duties. A student might say, "I don't know what to write about this job – I just answered phones" when, in fact, there was much more responsibility involved.

#### **Tips for Describing Your Experience**

- Incorporate keywords and phrases from the job description
- Start bulleted statements with action verbs in present tense for current jobs and past tense for previous jobs
- Highlight accomplishments, not just duties
- Quantify results when possible/appropriate

### The following exercise can help you craft detailed descriptions of your experience that emphasize your responsibilities and accomplishments.

- Step 1: What? Jot down your tasks and projects for each experience.
- Step 2: Why? Identify the goal or purpose of each item. What relevant skills did you develop?
- Step 3: How? Add more detail to your description by providing specifics about the task
- Step 4: Action Verb. Select an action verb that helps demonstrate what you did. (see page 18 and 19 for a list)
- Step 5: Create! Create a short, 140 characters or less, detailed description for each responsibility, focusing on the outcome or benefit.

Example Position: Customer Service Phone Representative

- Step 1: Took phone calls
- Step 2: To satisfy customers, provide customer service
- Step 3: Resolving problems, explaining services, knowledge in the industry
- Step 4: Increased
- Step 5: Increased customer satisfaction through resolution of problems, explanation of services, and knowledge of financial planning

Step 1:	t	
Step 2:	:	
Step 3:	s	
Stop 5:		

### **SUMMARY OF QUALIFICATIONS**

A summary of qualifications is used to summarize your experience and skills related to the job that you want. These three to five bullet points should be clear, concise and listed at the top of your résumé. Use the job description to obtain an overall idea of what the position entails. Then include specific keywords from the job description. Showcase your achievements, experiences and skills that qualify you for the job, including specific keywords from the job description.

Here are a few examples of Summary of Qualifications statements:

- Quick learner, eager to further my computer programming knowledge and skills
- One year of experience in logistics, data analysis and communicating with clients and staff
- Bilingual in English and Spanish with strong interest to expand language knowledge
- Proven ability to manage multiple projects while meeting challenging deadlines
- Excellent communication & team skills including group facilitation, public speaking and interviewing
- Skilled at interacting with customers who are of diverse socioeconomic backgrounds



"I love that every day is different at Boys Town. There is always a new challenge and that keeps you on your toes and helps you grow both professionally and personally. I also love the sense of community and support from my co-workers at Boys Town."

**RESIDENTIAL TREATMENT CENTER THERAPIST**BOYS TOWN NATIONAL RESEARCH HOSPITAL

### **ACTION VERBS**

Communicat	tion/People Skil	ls					
Advertised	Composed	Directed	Expressed	Involved	Observed	Publicized	Resolved
Advised	Consulted	Discovered	Informed	Listened	Persuaded	Recruited	Responded
Answered	Contacted	Discussed	Interacted	Marketed	Presented	Referred	Spoke
Collaborated	Defined	Displayed	Interpreted	Moderated	Promoted	Related	Translated
Communicated	Developed	Explained	Interviewed	Negotiated	Proposed	Reported	Wrote
Creative Skil	lls						
Acted	Composed	Designed	Drafted	Founded	Instituted	Modified	Produced
Adapted	Condensed	Developed	Established	Generated	Integrated	Organized	Revised
Authored	Constructed	Directed	Fashioned	Illustrated	Introduced	Originated	Revitalized
Built	Created	Discovered	Formed	Imagined	Invented	Performed	Solved
Combined	Customized	Displayed	Formulated	Initiated	Learned	Planned	Utilized
Data/Financ	ial Skills						
Accounted	Analyzed	Calculated	Determined	Invested	Planned	Purchased	Retrieved
Adjusted	Assessed	Computed	Developed	Managed	Prepared	Reconciled	Totalled
Administered	Balanced	Conserved	Documented	Marketed	Programmed	Reduced	Valued
Allocated	Budgeted	Corrected	Estimated	Measured	Projected	Researched	Verified
Managemen	nt/Leadership SI	kills					
Administered	Conducted	Developed	Handled	Increased	Mentored	Planned	Reviewed
Advocated	Contributed	Directed	Headed	Instituted	Motivated	Prioritized	Scheduled
Analyzed	Converted	Emphasized	Hired	Instructed	Navigated	Produced	Selected
Approved	Coordinated	Established	Implemented	Led	Operated	Recommended	Strengthene
Assigned	Decided	Executed	Improved	Maintained	Organized	Reorganized	Supervised
Attained	Designated	Generated	Incorporated	Managed	Oversaw	Replaced	Trained
Organizatio	nal Skills						
Approved	Collected	Corrected	Documented	Maintained	Organized	Processed	Scheduled
Arranged	Compiled	Corresponded	Filed	Monitored	Planned	Responded	Updated
Categorized	Coordinated	Distributed	Inspected	Ordered	Prepared	Reviewed	Verified
Research Sk	ills						
Analyzed	Concluded	Detected	Examined	Formulated	Interviewed	Measured	Studied
Clarified	Conducted	Determined	Experimented	Gathered	Invented	Organized	Summarized
Collected	Corroborated	Documented	Explored	Hypothesized	Investigated	Researched	Surveyed
Compared	Deciphered	Evaluated	Extracted	Inspected	Located	Solved	Tested
Teaching Ski	lls						
Adapted	Coached	Coordinated	Encouraged	Facilitated	Individualized	Motivated	Taught
Advised	Communicated	Demonstrated	Evaluated	Focused	Informed	Prepared	Tested
Clarified	Conducted	Developed	Explained	Guided	Instructed	Simulated	Tutored

#### **Technical Skills**

Accounted	Built	Converted	Documented	Installed	Reconstructed	Replaced	Studied
Adapted	Calculated	Debugged	Drafted	Maintained	Rectified	Restored	Tabulated
Analyzed	Computed	Designed	Engineered	Operated	Regulated	Solved	Upgraded
Applied	Conserved	Determined	Fabricated	Overhauled	Remodeled	Specialized	Utilized
Assembled	Constructed	Developed	Fortified	Programmed	Repaired	Standardized	Wrote

### ADDING EDUCATION ABROAD EXPERIENCE TO YOUR RÉSUMÉ

Have you spent time in a foreign country as a part of your education? Before incorporating your education abroad experience into your résumé, brainstorm about what you learned while you were away. What were your most valuable experiences? What was the most significant thing you learned? How have you changed as a result of your time abroad?

You can incorporate education abroad experience into your educational experience, work history, skills, etc. You can even create an "International Experience" section on your résumé, if your time and activities abroad were of significant length or involvement. Be sure to use words and phrases that emphasize your new skills and qualities.

#### **Education Abroad Keywords**

Enagaed	Enhanced	Explored	Interpreted	Learned	Participated	Toured	Volunteered

#### Résumé Example

#### EDUCATION

University of Nebraska at Omaha, Omaha, NE

Dual Degree: Bachelor of Science and Bachelor of Arts

Majors: Neuroscience, Biology, Minor: Chemistry

Nu Rho Psi (Neuroscience Honor Society)

• Tri Beta (Biology Honor Society)

Expected graduation: Aug 20XX

Aug 20XX - Present Aug 20XX - May 20XX

#### INTERNATIONAL EXPERIENCE

#### Universidad Antonio Ruiz de Montoya – Lima, Peru

Study Abroad Experience

Summer 20XX

- Improved conversational Spanish language skills while staying with local family
- Completed public health service learning project working with indigenous communities in Cuzco Quipiscanchi area
- Exhibited flexibility and problem-solving skills while adapting to new culture

#### RESEARCH EXPERIENCE

University of Nebraska at Omaha (UNO), Bird Lab - Omaha, NE

Feb 20XX - Present

Undergraduate Research Assistant

- Assist with undergraduate and graduate research projects involving Zebra Finches by collecting samples (feces, blood, feathers), anesthetizing, and ensuring minimal animal distress
- Perform Cortisol Assays using various types of samples (feathers, feces, saliva)
- Execute Microbe-killing Assays using E. coli and C. albicans, and ensure proper IBC protocol is followed
- Develop, complete, and secure funding for original research project
- Obtain Institutional Animal Care and Use Committee (IACUC) and Institutional Biosafety Committee (IBC) certification allowing the use of animals and biohazardous agents

### **RÉSUMÉ EXAMPLES**

Notice that the résumés on the following pages do not look exactly alike, as each student highlights skills and achievements specific to themselves and the positions to which they are applying.

Visit **acdc.unomaha.edu** for more résumé examples.

#### **FIRST YEAR STUDENT**

### **Durango Matador**

1111 University Drive Omaha, NE 68111 402-554-1234

dmatador@unomaha.edu

#### Education

University of Nebraska at Omaha (UNO) - Omaha, NE Bachelor of Science in Psychology

Anticipated Graduation: May 20XX

Concentration in Developmental Psychology

Omaha South High School - Omaha, NE **High School Diploma** 

Graduation: May 20XX ←

#### Awards and Achievements

Susan Thompson Buffett Scholarship (full-tuition)

Phil Grandville Memorial Award for leadership

Fall 20XX-present Fall 20XX, Spring 20XX

UNO Summer Scholars Program

Summer 20XX

#### Work Experience

UNO Physics Department, Omaha, NE

October 20XX - present

Student Worker- Office Assistant & Cashier

- Assist faculty and staff by answering phone and walk-in inquiries
- Greet customers of the Mallory Kounze Science Store and provide friendly service
- Create and update Excel spreadsheet to track product vendor files and store inventory list

### **Hudson Groups**, Eppley Airfield, Omaha, NE *Cashier*

January 20XX - August 20XX

- Handled cash register and balanced all transactions at the end of the day for cash reconciliation
  Surpassed sales quota and increased sales by 5%
- Responded to and assisted customers in a timely manner while also attending to other duties

#### Omaha South High, Omaha NE

August 20XX- May 20XX

Internship-IT Practicum

- Performed software installation & re-imaging on multiple machines
- Attended to faculty requests and tickets for technical support

#### **Activities and Involvement**

#### Office of Latino/Latin American Studies (OLLAS)

Student Organization Member

Service Learning Academy, Omaha, NE

3 Days of Service – Habitat for Humanity - Volunteer

#### **Omaha South High School**

Varsity Soccer

September 20XX- present
October 20XX

0010001 2070

#### Skills

- Bilingual in Spanish and English
- Computer competency in both PC & Mac programs, Microsoft Word,

As a first year student, you may want to include your high school information. It can be removed as you gain more experience and become involved on campus.

### **INTERNSHIP EXPERIENCE**

When listing coursework on your résumé, be selective. Focus only on the most relevant courses.

### **Kate Diaz**

123 1<sup>st</sup> Street, Apt #1, Omaha, NE 68133 · (402) 554-1234 · unomaverick@unomaha.edu

#### Education

University of Nebraska at Omaha, Omaha, NE

**Bachelor of Science in Criminology & Criminal Justice** 

Minor: Psychology Expected Graduation Date: May 20XX

#### **Relevant Coursework**

- White Collar Crime
- Criminal Procedure
- Abnormal Psychology

- Criminal Court System
- Organizational Psychology
- Sociology of Deviant Behavior

#### **Internship Experience**

United States Postal Inspector

January 20XX-May 20XX

Intern

- Investigated mail fraud counterfeit checks, fake money orders, identity theft
- Organized fraud-related mail and route to the appropriate office
- Assisted inspectors with serving subpoenas, conducting interviews, and completing investigations of multiple cases
- Monitored video footage of criminals
- Worked extensively with Microsoft Excel, Word and other computer programs to maintain accurate records

#### **Additional Work Experience**

**Ruby Tuesday** 

Waitress

You may wish to highlight your internship experience by separating it out from your other work experience.

- Interact with customers and build relationships to ensure friendly dining experience
- Collaborate with host, kitchen and wait staff to deliver efficient customer service
- Accurately calculate bills in a timely manner
- Train new employees and get them acquainted with workplace procedures

#### Bellevue Public Pools

Lifeguard

- Communicated with pool patrons and identified safety concerns
- Ensured proper maintenance procedures were followed to keep pool in excellent condition

#### **Activities**

- Alpha Phi Sigma Criminal Justice Honor Society
- Sigma Sigma, Alpha Theta Chapter
- Soccer Coach for U-9 Boys

August 20XX-Present September 20XX-Present

May 20XX-August 20XX

March 20XX-June 20XX

### COMPUTER SCIENCE MAJOR

#### Peter K. Rocha

(402) 554-1234

unomaverick@unomaha.edu

123 1st Street, Apt #1, Omaha NE 68182

#### **SUMMARY OF QUALIFICATIONS**

- Aspiring software developer with 19 months of paid industry internship experiences covering a breadth of technologies and development methodologies
- Strong ability to quickly adapt to new and evolving technologies
- Excellent verbal and written communication skills, including experience interfacing directly with clients
- Best Paper Award: 201X Undergraduate IS&T Research Conference for Paper on Video Compression Algorithms

#### **CORE COMPETENCIES**

Programming Languages: Java, Objective-C, C#, C, C++, SQL

Integrated Development Environments: Eclipse, Microsoft Visual Studio, Xcode

#### **EDUCATION**

University of Nebraska – Omaha, Omaha, Nebraska

Peter Kiewit Institute College of Information Science and Technology

#### **Bachelor of Science in Computer Science**

• 3.98 GPA

- Walter Scott, Jr. Scholarship Recipient
- Chancellor's List

- Expected May 20XX • Phi Kappa Phi Academic Honor Society
- Delta Epsilon Iota Academic Honor Society
- Honors Program

#### **EXPERIENCE**

#### **Mobile Development Intern**

May 20XX - Present

Client Resources Inc., Emerging Technologies Division, Omaha, NE

- Developed cutting edge iOS applications on small teams in an agile environment
- Assigned to diverse projects across unfamiliar technologies; earned the opportunity to work independently on a small project due to demonstrated competencies with these new and unfamiliar technologies
- Work contract extended into the school year due to high level of contribution

Environment: Objective-C, iOS, Xcode, Ruby on Rails, Git, Heroku, Basecamp

#### Student Researcher

November 20XX - May 20XX

Peter Kiewit Institute College of Information Science and Technology, Omaha, NE

- Worked under Dr. Qiuming Zhu (Chairman, Computer Science Department) on a NASA Nebraska Space Grant
- Implemented and optimized known compression algorithms for digital video and imagery including frame differencing, noise reduction, region growing by pixel aggregation, and object segmentation
- Reduced video files by as much as 96 percent using implementations

Environment: Java, Eclipse

#### **Software Development Intern**

May 20XX - February 20XX

Lockheed Martin, Information Systems & Global Solutions Defense, Papillion, NE

- Transferred cutting edge software R&D project from WebLogic application server to GlassFish application server
- Designed and developed functional application prototype to generate automated testing scripts for complex browser-based applications; superiors vocalized interest in integrating this prototype into enterprise testing suite
- Work contract extended into the school year due to high level of contribution

Environment: Java, Eclipse, GlassFish, Oracle WebLogic, Selenium, Google Web Toolkit, Apache Subversion

#### **ADDITIONAL INFORMATION**

Active Member, Association for Machine Computing Active Member, Omaha Game Developers Association Department of Defense Secret Clearance

**Eagle Scout** Page, 20XX Democratic National Convention

August 20XX - Present July 20XX - Present Granted 17 May 20XX November 20XX August

Don't assume that employers know what technology you are familiar with using. Clearly identify your technical skills.

### **EDUCATION MAJOR**

#### REBECCA SMITH

123 1st Street Omaha, NE 68124 | 402-554-XXXX | unomaverick@unomaha.edu

It's typical for résumés to be longer than one page for education fields. Familirize yourself with industry expectations for your field.

#### SUMMARY OF QUALIFICATIONS

- Strong ability to quickly adapt to patient behavior and needs while continuing to target treatment goals
- Excellent at establishing strong rapport with clients and family members
- Refined professional communication, both written and oral
- Skilled in time management allowing for maximum productivity

#### EDUCATION

Master of Science, Speech Language Pathology University of Nebraska at Omaha (UNO), Omaha, NE

Spanish Intensive Semester

University of Belgrano, Buenos Aires, Argentina

Bachelor of Science, Speech, Language and Hearing Science Minor in Psychology

Boston University, Boston, MA

#### CLINICAL EXPERIENCE

UNO Speech, Language and Hearing Graduate Student Clinician

- Administered assessments a of communication disorders Completed progress reports
- Collaborated with fellow gra
- injury communication group Conducted hearing screening

#### Creighton Pediatric Clinic, Omaha. Graduate Student Clinician

- Administered diagnostic spe preschool children, and scho encephalopathy, and autism.
- Completed diagnostic reports holistic development.

#### Munroe-Mever Institute, University Graduate Student Clinician

Provided speech and language abilities of children with sev

#### Boston University Speech, Language Undergraduate

Provided accent reduction se

#### RESEARCH

### University of Nebraska at Omaha, O

 Researched, planned, and exe of an individual with severe

Smith, Page 2 of 2

#### WORK EXPERIENCE

#### Childhood Autism Services, Omaha, NE

Provide individualized therapy services for children with autism spectrum disorders in their home.

Expected Graduation December 20XX

Program Completed Fall 20XX

Graduated May 20XX

GPA: 3.96

GPA: 4.0

- Use the principles of Applied Behavior Analysis in developing functional communication skills, social, skills, self-control, and
- Coordinate with caregivers to continually provide child with appropriate and individualized services
- Keep accurate and up-to-date documentation of services provided to show progress and comply with insurance requirements · Communicate effectively with fellow behavior therapists and supervisors to ensure clients are exposed to consistent and effective therapy techniques

#### Evolution Soccer Club/ Tiny Toes, Omaha, NE Coach

March 20XX-Present

- · Teach children the basics of soccer to increase their physical activity and develop fine and gross motor skills Motivate participants to continue to participate and develop their skills increasing their confidence in their abilities
- Effectively communicate with supervisors and daycare/community center personnel to create a cohesive work environment

#### Academic & Career Development Center, UNO, Omaha, NE

January 20XX-December 20XX

- Conveyed accurate information to clients about provided services
- Maintained office schedule in a way the resulted in maximum productivity
- Utilized Microsoft Office programs to create professional documents used to increase office efficiency

#### SERVICE LEARNING EXPERIENCE

#### Classroom Advocate, Blackburn Alternative School, Omaha, NE Cooperated with the classroom teacher to support literacy within the classroom

February 20XX - June 20XX

- Gained a better perspective and understanding of students who are considered at-risk due to life situations
- Observed techniques for classroom control in relation to nontraditional students

#### CERTIFICATES/ TRAINING

CPR/AED for Professional Rescuers & Healthcare Professionals Autism Training Solutions

February 20XX January 20XX Gatekeeper Training (suicide prevention) October 20XX

#### CHARITABLE/ VOLUNTEER WORK

Transitions

Fall 20XX - Present

Fall 20XX

Summer 20XX

Spring 20XX

 Participate in large and small group activities with young adults with autism spectrum disorders Albany County Safe Project Spring 20XX-Spring 20XX

Certified Victim Advocate Hunger Week Volunteer & Marketing Chair

· Created promotional materials

Collected food and backpacks for disadvantaged children in need in the comm

Summer Special Olympics Volunteer

Iuvenile Diabetes Research Foundation International (IDRFI) Raided over \$4,000 for the USO

Planned, organized & executed art auction fundraiser Big Brothers Big Sisters Fall 20XX-Spring 20XX

22 UNIVERSITY OF NEBRASKA AT OMAHA 23

### **GRADUATE STUDENT**

List all college degrees or certifications earned or in progress, starting with the most recent.

#### **Nolan Howard**

402.554.1234 | unomaverick@unomaha.edu | 2211 Douglas Street, Apartment 607, Omaha, NE, 68102

Java | C | Python | PHP | HTML | CSS | JavaScript | VBA | MySQL | Zend Framework | jQuery Linux | Windows Eclipse | Dreamweaver | Conversational Spanish

**Master of Science in Information Assurance** Education

Expected Graduation: May 20XX University of Nebraska at Omaha, Omaha, NE

Bachelor of Arts in Computer Science. Minor: Mathematics River

University of Nebraska at Omaha, Omaha, NE

Graduated: May 20XX

Creek College, Springfield, GA

GPA: 3.86

Experience

Graduate Research Assistant

August 20XX-Present

• Develop software to analyze an industrial control system network protocol for vulnerabilities.

August 20XX- Present Development Intern

Smith & Wess Tech Solutions, Hoover, FL

• Extended a static analysis tool for compatibility with x86 architectures

Ported capture-the-flag challenge binaries to a custom platform without C standard library support

Web Development Intern

February 20XX- March 20XX

**Development Assistant** 

Technological Services, River Creek College, Springfield, GA

• Contributed code to an online photo directory used by 1,200 staff and students

- Created a web-based forms system and form editor using jQuery and the Zend Framework
- Produced and documented plugins for the Helpdesk Pilot system
- Built a web application using Java Server Pages which tracks users and volunteering jobs, emails reminders for events, generates links for newsletters, and maintains user preferences
- Presented and received client approval for design, specifications, and use-case diagrams

#### Information Assurance Research Affiliate University of Nebraska at Omaha, Omaha, NE

August 20XX- Present

- Identified network protocol vulnerabilities in the Common Industrial Protocol through development of Python scripts for comprehensive network traffic analysis
- Designed a proof-of-concept man-in-the-middle attack on a test system based on this analysis

#### **Operations Planning Intern**

February 20XX- January 20XX

Tennessee Valley Authority, Chattanooga, TN

- Developed VBA macros in Excel that streamlined reporting processes and saved man-hours
- Created custom graphs and reports using Tableau data visualization software

#### **Computer Science Research Assistant**

November 20XX- January 20XX

University of Tennessee, Chattanooga, TN

- Independently carried research project from proposal to half-hour final presentation
- Developed and documented a web-based visualization system for 6 different types of medical data

#### **Communications Intern**

February 20XX- April 20XX

Mission to the World, Lawrenceville, GA

- Integral member of development team which prepared a public-facing website using SharePoint 2010
- Successfully implemented design in SharePoint by modifying HTML and CSS
- Prepared step by step training documents for content managers and department heads

#### Conference Presentation

Activities

Nolan Howard, Chris Gerhinger, Shwan Williams, Therese Thompson. Reverse Engineering the Common Industrial Protocol For Session Replay and Packet Injection. Poster presented at Conference of Research Experiences for Undergraduates Student Scholarship.

CyberCorps: Scholarships For Service Recipient, University of Nebraska at Omaha

Computer Science Scholarship Recipient, River Creek College

5th Place Team (out of 29), CCSC:SE Programming Contest

### COMBINATION FUNCTIONAL/CHRONOLOGICAL

123 1st Street Omaha, NE 68182

(402) 554-1234 unomaverick@unomaha.edu

#### Amanda Fields

#### **EDUCATION**

University of Nebraska at Omaha, Omaha, NE

Bachelor of General Studies, Concentration in General Administration Graduation: Dec. 20XX

Metropolitan Community College, Omaha, NE

Associate in Applied Science, Database Administration Graduation: Aug. 20XX

#### → SKILLS

#### Proiect Management

- Created product group financial report card consolidated corporate financial spreadsheets into one dashboard for tracking performance
- Awarded ACI Distinction Awards 201X and 201X for exceptional efforts on projects
- Conducted performance reviews and management responsibilities for development support team of 23
- Led 15-member IT/Business project team through requirements definition, software selection, contract negotiation, and installation of Accounts Payable project

- Resolved internal and external network issues by providing over the phone and in person support
- Developed internal manuals for resource management tool and external customer documentation for payment processing software
- Presented to leadership team on project progress and projected sales

- Developed budget reporting system for production expense tracking by IT management
- Managed budget of \$142,000 for spreadsheet application development project

#### **EXPERIENCE**

ACI WORLDWIDE - Omaha, NE

Oct 20XX-May 20XX

Business Support Analyst; Information Developer; Project Manager

Special projects support to Product Division

WADDELL & REED FINANCIAL SERVICES - Omaha, NE Dec 20XX-Oct 20XX

Compliance Administrator

Office support to Division Manager and 20 financial service advisers

SEARS - Chicago, IL Dec 20XX-Nov 20XX

Business Analyst

Support IT team in development of budget reporting system

June 20XX-Dec 20XX MOTOROLA - Schaumburg, IL

Senior technical advisor and system support for financial systems group

#### SOFTWARE EXPERIENCE

Software Products: Word, Excel, Access, PowerPoint, Project, QuickBooks, Frame Maker, Oracle, Salesforce, Clarity Programming Languages: SQL, Java, C++, Visual Basic, COBOL, Assembler

A functional résumé may be used if you are changing career fields and want to highlight your relevant skills, rather than your previous positions.

### **COVER LETTERS**

Applications for professional positions often require both a résumé and a cover letter. This one-page letter should describe your relevant experience and focus on the qualities you can bring to the organization that match the job qualifications.

Make sure your contact information — is listed at the top of your cover letter. You can use the same heading from your résumé for consistency.

If submitting cover letter electronically, address information can be omitted.

Cover letter should be addressed to specific contact or department. As a last resort, if you are unable to identify a specific contact, address to Hiring Committee or Hiring Manager for [insert position].

The introductory paragraph should identify the specific position for which you are applying and how you were referred.

The middle paragraph or two should highlight your specific skills and experiences relevant to the position. Focus on what you can offer the company and bring to the position. Don't just summarize your résumé, but elaborate by providing examples and noting any qualifications that are not listed on your résumé.

The closing paragraph should summarize your unique strengths and enthusiasm for the position.

If you are submitting a hard copy of your cover letter, be sure to include space for your signature. No signature is needed if you are submitting the letter electronically.

#### **Kade Washington**

(402) 123-5555 kadewashington@unomaha.edu 123 1st Street, Apt #1 Omaha, Nebraska 68182

March 15, 201X

Elizabeth Lininger 3024 Harney Street Omaha, Nebraska 68131 careers@nationalindemnity.com

Dear Ms. Lininger:

I am writing to apply for the Programming Internship position we discussed at the University of Nebraska at Omaha's Career and Internship Fair. With my web development and programming skills, combined with my military experience, I believe I can make a valuable contribution to National Indemnity Corporation.

In May of 201X I will graduate with my Bachelor of Science in Computer Science with a minor in Management Information Systems from UNO. I am very intrigued with program development. Aside from the required and assigned work, I often practice writing Java programs and designing webpages with HTML and CSS as a hobby. I find this helps me learn and extend beyond the skills practiced in the assigned homework. While studying in the Information Science and Technology field, I have solidified a wide array of computer skills and familiarity with several applications, including Microsoft Office Suite and Oracle.

Before enrolling in college, I spent over five years in the United States Army by serving time in both Active Duty and the National Guard. Through my military experience, I have learned the importance of working within a group to achieve a common goal and developed a keen sense of attention to detail and accuracy of completed work. Because of the nature of work, often failure to achieve set tasks with detail and accuracy can have negative consequences, and I carry this approach into my programming.

I believe my combination of programming, web development skills, and military experience would be an excellent fit for the Programming Internship position. Thank you very much for your consideration. I am very excited to learn more about the internship and share how I will be a great fit for National Indemnity.

Sincerely, Kade Washington

### **COVER LETTER EXAMPLE**

### **Durango Maverick**

(402) 554-1234 dmayerick@unomaha.edu 123 1<sup>st</sup> Street, Apt #1 Omaha, Nebraska 68182

September 7, 201X

Jordan Smith:

Making a difference in my community has been my passion for the last five years. When I learned about the "First in the Community" initiative at First National Bank, I knew the Management Trainee Program was the perfect match for my aspirations and skills.

Throughout my college career at the University of Nebraska at Omaha, I have been actively engaged as a student leader. As a Program Manager for the Student Service and Leadership Collaborative, I coordinated student volunteers to participate in service opportunities with local nonprofit organizations. Through this experience, I was able to communicate with members of the organization to set project objectives. Then, I recruited volunteers, provided training, and led a team of 8 on the day of service.

In addition to this position, I have held other customer-relation roles, and I recognize the impact that quality service makes. My natural talents allow me to build relationships easily. Whether I am waiting for the campus shuttle or serving customers as a bank teller, I enjoy connecting with people and constantly look for ways to brighten someone's day. I am confident that my previous work experience and positive attitude, along with the skills I gained through completing my Bachelor of Science in Sociology, have prepared me to excel in the Management Trainee role.

My commitment to community first, previous project coordination experience, and communication skills, fit well with this position. Please do not hesitate to contact me if I can provide additional information or clarification. I look forward to the opportunity to learn more about the position and discuss my qualifications further. Thank you very much for your consideration.

Sincerely,

Durango Maverick

Durango Maverick dmaverick@unomaha.edu



### DO'S AND DON'TS

#### IN PERSON INTERVIEW

Do

- Arrive 10 minutes early
- Be prepared
- Listen attentively
- Express ideas clearly
- Answer questions with examples and facts
- Be concise and to the point
- Relate positive experiences- smile!
- Be confident and enthusiastic
- Stress your qualifications
- Ask appropriate questions
- Send a thank you note within 24 hours

#### Don't

- Be late
- Leave your cell phone on
- Argue
- Babble
- Answer with just a "yes" or "no"
- Criticize the interviewer or ex-employer
- Talk about personal or family problems
- Bring up salary/benefits in the first interview
- Talk about politics or religion
- Ignore your personal appearance
- Chew gum, jingle your keys or fidget

#### PHONE INTERVIEW

#### Do

- Research the company and prepare
- Be in a quiet, stationary place when you are expecting the call
- Inquire if the connection is clear
- Have a pen and paper ready to take notes
- Have a copy of your résumé and the job description handy
- Tape your résumé and the job description at eye level on a wall in front of you for easy reference
- Keep a glass of water close by
- Be seated with your materials ready in advance of the call time
- · Speak clearly, enunciate and speak loudly enough
- Smile while you are speaking on the phone
- Be aware of the change in time zones
- Send a thank you note

#### Don't

- Have pets or children in the room or the TV on
- Be in a place where you can't control the environment, e.g. a public place like a coffee shop
- Be in a place with potentially unstable reception if using a cell phone
- Scramble last minute to get settled before your interview
- Shuffle papers or attempt to multitask
- Chew gum or eat
- Ramble or speak too quickly

#### VIDEO INTERVIEW

#### Do

- Dress professionally and avoid distracting patterns or accessories
- Pay attention to the lighting. Lighting in front of you is desired, but lighting behind you should be softened
- Keep your computer plugged in
- Make sure you are in a quiet environment
- Practice a video interview with a friend
- Be aware of the delay video calls can have—pause briefly to make sure the interviewer is finished speaking before answering
- Set the computer up high enough so it's face-on. You don't want to be looking down to it
- Smile and have good posture
- Look straight into the video camera, not the screen picture, to emulate making eye contact
- Close other programs on your computer to eliminate distractions and potential noises
- Follow up with a thank you note

#### Don't

- Wait until the last minute to check your video and internet connection and technology
- Attempt to hold a video interview somewhere with a weak or slow internet connection
- Have distracting pictures, posters or clutter behind you
- Have an unprofessional Skype username or picture—this is the interviewer's first impression of you
- Dress sloppily expecting that the interviewer won't be able to see your whole outfit. You never know what might come up. They may request you to stand.
- Speak too quickly
- Read off your notes
- Be inexperienced with the software—make sure you understand how to use it through practice

You can schedule a mock interview with ACDC to practice and gain feedback on your interviewing skills. Call 402.554.3672 to schedule.

### THE "PAR" METHOD

Your past behavior is an indicator of your future success. For that reason, many interviewers ask you to provide specific examples in their questions. When asked behavioral interview questions, utilize this method to make sure you stay on point.

#### PROBLEM

Describe the problem or situation you faced. Be sure to describe a specific event or situation, not a generalized description of what you have done in the past, giving enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience or any relevant event.

#### **ACTION**

Describe the action you took, keeping the focus on you. Even if you are discussing a group project or effort, describe what you did—not the efforts of the team. Don't tell what you might do, tell what you did.

#### **RESULT**

What happened? How did the situation end? Was the problem fully resolved? What did you accomplish? What did you learn?

#### Take some time to practice using the PAR method.

Imagine you have been asked to tell the interviewer about a time you had to work with a team. Formulate your answer using the PAR method. Your response should be about one minute long.

Problem:	
Action:	
Result:	



"Remember that you are interviewing us, as much as we are interviewing you. Come interview us and join the Woodhouse Family!"

WOODHOUSE AUTO FAMILY



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### **INTERVIEW QUESTIONS**

#### **COMMONLY ASKED OUESTIONS**

- Tell me about yourself.
- What attracted you to this position?
- What do you know about our organization?
- Where do you see yourself in five years?
- What is your ideal position and why?
- What is your greatest strength? Weakness?
- What experiences have prepared you for this position?
- Are you willing to travel/relocate?
- Tell me about your greatest accomplishment.
- What motivates you?
- What qualifications do you have that will make our company more successful?
- Why should I hire you?
- What questions do you have for me?

#### **QUESTIONS YOU MIGHT ASK**

- What is your timeline for the hiring process?
- Can you describe for me what a typical day might look like in this role?
- What do you like best about working for this company?
- What opportunities and challenges do you foresee the person in this role will face?
- Can you describe your training process?
- What skills are you looking for a successful candidate to bring to this position?
- I am interested in staying with a company long-term.
   What opportunities for growth are there in this organization?
- Can you describe the organizational culture here?

#### **BEHAVIORAL QUESTIONS**

- Describe your involvement with extracurricular activities.
   How would you apply those activities to this position?
- Tell me about a time when you had to work under pressure. What was the result?
- Describe a situation where you took a leadership role.
- Give an example of how you worked with a team.
- Describe a time when you and a co-worker or group member had a conflict. How did you handle that situation?
- Tell me about the last time you learned something new. What was the situation and what steps did you take to learn it?
- How do you handle balancing multiple deadlines and projects?
- Provide an example of a time when you showed initiative.
- What's the most successful presentation you've given and why?

#### **MEANING BEHIND THE QUESTION**

Tell me about yourself.

**Intention:** Check your communication skills, see how well you can present yourself and find if you are a fit.

**Tips:** Try a concise, enthusiastic response that summarizes your fit for the position. This is also an opportunity to share information about your achievements and goals.

What are your weaknesses?

**Intention:** Employers want to see that you have self-awareness and honesty.

**Tips:** Be genuine. Don't say "my weakness is I care too much." After giving an honest weakness, follow up with how you manage it. "I sometimes procrastinate, but I have been using my calendar a lot more so I know exactly what my day consist of and when deadlines are approaching."

Where do you see yourself in five years? **Intention**: Show your career goals and ambition.

**Tips:** Focus on the skills and big picture accomplishments you hope to achieve, rather than positions and job titles.



"At Gallup, we start with your natural talent + your passions and match you with a career that allows you to thrive."

**DIRECTOR OF TALENT SOURCING**GALLUP



"The best candidates highlight their strengths and accomplishments with compelling stories and examples. They are honest about their weaknesses and failures without dwelling on them."

SENIOR MANAGER, RECRUITING KIEWIT

### **DRESS FOR SUCCESS**

Your first impression sets the tone for the entire interview.

Make sure you are dressed professionally and are well-groomed. A good way to determine appropriate apparel is to look at what people in the organization typically wear, then dress a step above that for the interview. Refer to the image at right for examples.

Generally, both men and women should wear a fairly conservative outfit in a neutral color, such as black, gray or navy. You may have more leeway in terms of casual attire in certain innovative organizations or industries, but it is always safest to stick with a basic suit for an interview. Avoid wild ties, trendy styles, loud colors, distracting jewelry and strong scents. Don't neglect to wear professional footwear. Be sure to wear dark colored dress socks with your dress shoes.



### **THANK YOU NOTES**

It is polite to send a thank you note after an interview, letting the interviewer(s) know you appreciated their time. Thank you notes also allow you to share how much you enjoyed meeting with them, reiterate how passionate you are about the position and how you are looking forward to hearing back. Your note reminds the employer of your interest and qualifications, while demonstrating that you are respectful and appreciative.

While a hand-written card is more personal, you may send an e-mail if you have been corresponding with the interviewer electronically. You want to ensure that the thank you note is received within 24 hours of your interview, so select your method appropriately.

Send a thank you note to each person on the interview committee. Personalize each note by referencing something specific from the interview. A thank you note should be brief. Proofread thank you notes carefully. Only use a hand-written note if your writing is easy to read.

#### **Hand-Written**

Dear Mirs, Jones.

Thank you for the opportunity to discuss with you and your staff my qualifications for the client consultant position. Having seen first hand the organization's committment to putting clients first. I am excited by the prospect of being a paint of your organization. I am confusent I can provide the communication, customer engagement and attention to detail you are seeking in this position.

If you have any additional questions, please feel free to contact me at 402-123-4561. Hock forward to hearing from you restweek.

Sincerely.

Durango Maverick

#### Email



### **DETECTING JOB SCAMS: SAFETY IN THE JOB SEARCH**

Job scams are a very real threat to job seekers in today's technological world. They can appear in many different places including online or print advertisements, career websites, Craigslist or even in your email inbox. Ask yourself these questions before you responding to any job posting, online or otherwise.

#### Are the company name and details provided in the ad?

If the posting is missing pertinent details like company name, website or location, it may be suspicious.

#### Does the email address match the name?

Sometimes scammers use a domain name that is similar to a legitimate company to try and fool victims. Most large companies have corporate email accounts and will not use personal email accounts such as gmail or hotmail.

### Are you asked for credit card or bank account numbers?

Job seekers should not have to provide financial information or pay a fee in order to complete a job application or view job postings.

### Are they offering a lot of money to perform little work or to pay you before you begin?

Scammers often boast huge earnings or use enticing phrases such as "Work at Home," "No Experience Necessary," "Make \$1000 a week," or "Work just one hour a week." While there are certainly legitimate work-from-home and entry-level jobs, ask yourself if the rewards being offered to you are realistic.

#### Did they offer you a job without meeting you?

No legitimate employer will make you a job offer without having first met you in person.

### **SALARY RESEARCH**

When you begin your job search, make sure to research salary rates of your field. Be sure to factor in differences among industries and specific organizations, as well as the cost of living in various regions. This website is a good starting point for identifying wages based on career field and location: **careeronestop.org/SalariesBenefits.** You may start your research online, but you should also utilize your network to gain more detailed perspectives for specific regions or organizations.

It is not ideal to start the conversation about compensation until you have received an offer. If the organization asks for your preferred salary prior to making an offer, try to have the interviewer put out the first number. If you must give your preference first, provide a salary range based on your research of industry standards.

## Did you respond to one job posting and the "employer" responded back to you with information on a completely different job?

If you responded to an ad for a data entry position and you receive a response about a job in which you would be paid for transferring money or signing up for "offers," you may have found a scam.

# Does the job involve transferring money from one account to another or are you being offered a large sum of money in exchange for the use of your bank account?

Legitimate companies have their own bank accounts. In other words, they don't need yours.

### What to do if you are contacted by a fraudulent organization:

If you have sent money to a fraudulent employer, contact your bank or credit card company to close your account or dispute the charges. If you have already become a victim of an online false job posting/scam, please file a complaint with the Internet Crime Complaint Center at ic3.gov and possibly the police.



"I am very impressed with candidates when they have done their research on the company they are interviewing for and talk about that in the interview."

**SR HR SPECIALIST**MUTUAL OF OMAHA



"At First Data, we are constantly developing & strengthening our knowledge and capabilities. Our successful interns and recent college graduates benefit from this approach and are able to contribute in a meaningful way."

**DIRECTOR, TALENT ACQUISITION** FIRST DATA



### **NEGOTIATING JOB OFFERS**

Once you accept an offer, it is not professional to back out if another offer presents itself. Come to an agreement with the employer on an acceptable decision date and follow through. Generally one week is acceptable.

If you are pursuing more than one opportunity, you can let the other organizations know you have received an alternate offer. This gives them a chance to make you an offer if they are seriously considering you as a candidate.

If you have more than one offer, you can carefully negotiate them against each other. Use language such as "Another company I have been talking to has offered \_\_\_\_\_\_, is it possible...."

Receiving a job offer can be very exciting, but remember that you can ask for time to consider the offer before making a final commitment. Don't forget to take into account the importance of benefits, time-off, educational opportunities, job growth potential, performance-based bonuses and other intangibles, such as work-life balance.

Before you negotiate the terms of any offer, ensure you have done research and used your network to make sure that negotiating is appropriate. In some fields, such as government, there is rarely room for negotiation. This can also be true in companies that hire for lots of entry-level positions.

After accepting an offer, make sure to save a copy of the job description. This can be beneficial in evaluating that you are meeting your goals and objectives, as well as adding your responsibilities to your résumé in the future.

According to NACE's 2014 Salary Survey, the average starting salary for new graduates with a bachelor's degree is \$48,707.



"Every interaction counts. Think about the impression you want to make your very first interaction with Union Pacific. Being prepared, confident and having a smile on your face tells me a lot."

**DIRECTOR-RECRUITING**UNION PACIFIC



"The most impressive candidates are the ones who possess strong verbal communication skills. The ability to interact face-to face in a technology-driven world is essential in today's work environment."

HR GENERALIST
INTERPUBLIC GROUP

NOTES		











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