



**LETOURNEAU  
UNIVERSITY**

# RESUME GUIDE



TIPS FOR:

**JOB SEARCH  
NETWORKING  
INTERVIEWING**

EXAMPLES FOR:

**RESUMES  
COVER LETTERS  
CORRESPONDENCE**



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# PREPARING FOR THE JOB SEARCH

## MAINTAIN A PROFESSIONAL IMAGE

- Choose an email address that is some form of your name, such as your.name@mail.com, yourname@mail.com, or your\_name24@mail.com
  - Check your email regularly
  - Sync your email to your phone for quick access. Set up regular alert reminders to check it
- Set up your voicemail and record a professional message to replace the prerecorded one.
  - Check your voicemail frequently
  - Example: *“You’ve reached the voicemail of [Your Name]. I regret that I missed your call. Please leave your name, number, and a brief message, and I will return your call as soon as possible. Have a wonderful day!”*
- Choose a professional-sounding ringtone and professional-sounding alert tones for electronic devices. Do not use ringback tones for the caller waiting.
- Think through your self presentation. Some things to consider:
  - Hair style, color, and cut: While many offices are more lenient, consider a mild style while you are interviewing
  - Piercings: While some workplaces are more lenient, others may require removal of non-ear piercings
  - Tattoos: Be aware of any visible ink. Most appropriate interview attire would cover tattoos

## MAINTAIN AN APPROPRIATE ONLINE IMAGE VIA SOCIAL MEDIA

You can utilize social media not only to promote yourself professionally but also to find out about job opportunities and stay connected with professional contacts.

- Always represent yourself online as you would in person; even if you do not use social media as a job marketing tool, you can guarantee that potential employers will be using it to research you
- Check your security settings on all social media accounts
- Be aware that some social media information might be accessible even if you think it is secured. Consider before sharing whether or not you would want a future employer to see what you are sharing today
- Use a professional or casual headshot for your profile pictures while job hunting. Use the timer on your phone to take a "selfie" in business attire on a blank background is acceptable. You do not want to use “candid” shots or photos with other people in them.
- Utilize LinkedIn.com as a tool to maintain and build professional connections
  - LinkedIn is a great place to keep your work history records and skills for use in 2

application- and resume-building processes

- Interact with companies you are interested in
  - Find the companies' profiles on Facebook or LinkedIn to get instant information about news from their company. It could be helpful as you interview
- Follow professional associations and organizations (related to your field)
- Keep your Handshake profile active and up to date
  - Update your major, gpa, projects etc
  - You can choose to keep your profile private or public. If your profile is public, companies can search for you and connect about jobs or internships.

### **CREATE YOUR 30-SECOND INTRODUCTION**

This is an introduction that provides the person you are talking to with key information about you. It is often given in response to the question "Tell me about yourself." This should be conversational, not rehearsed. Include:

- Your name, year, and major
- What you desire in a future job, career, or internship
- How your skills/experiences relate to the position or would benefit the employer
- *Example: My name is Jessica Richards, and I'm a senior at LeTourneau University. I'm studying Professional Flight, with a Maintenance concentration. I'm seeking a summer internship in line maintenance. I have experience with servicing, repairing, and installing a variety of aircraft components, especially turbine engines and auxiliary power units. I'm aware this is primarily what [Company Name] focuses on, so I would be thrilled to help further your mission by interning for you.*

One place to utilize your 30-second introduction is LETU's Career Fair, held each Fall. Plan to attend, and visit the Career Services page to learn more.

[www.letu.edu/careerservices](http://www.letu.edu/careerservices)

# RESUME WRITING

The main purpose of a resume is to help you obtain a job interview. A resume does not need to include everything you have done, but it should highlight your skills and strengths as well as your professional experiences.

## INVENTORY YOUR EXPERIENCE

Catalog your experiences and what you have been involved in over the past 3-4 years. Do not include anything from high school after your freshman year of college.

Consider the following categories for things you *might* include:

- Education, trainings, certifications
- Research, relevant coursework, projects
- Previous employment, internships
- Military experience
- International experience
- Leadership experience
- Community service, volunteer work
- Activities, campus involvement
- Honors, awards
- Computer skills
- Language proficiencies
- Professional associations

Spend time and write down ALL of your experience and skills, then slowly begin to pull out what is the most relevant and applicable for your professional profile. Brainstorm about how you want your resume to appear to a potential employer.

## IDENTIFY AND COMMUNICATE YOUR SKILLS

Examine your experiences and determine what special skills, abilities, and knowledge you have gained from them. Communicate this information through bulleted action statements.

- Begin each bullet with an action verb  
-> *See a list of action verbs on pages 7-8*
- Make sure you are using the correct tense. Use present tense (develop) for current experiences, and past tense (developed) for previous experiences
- Use brief yet descriptive phrases to show how you have acquired and/or utilized your skills, abilities, and knowledge

Consider the following skills that employers value:

- Ability to work in a team structure
- Make decisions and solve problems

- Verbally communicate with persons inside and outside the organization
- Capacity to plan, organize, and prioritize work
- Aptitude to obtain and process information
- Analyze quantitative and qualitative data
- Technical knowledge related to the job
- Proficiency with computer software programs
- Skills to generate and/or edit written reports
- Talent to sell or influence others

Source: *Job Outlook 2015*, National Association of Colleges and Employers

## **TAILOR YOUR RESUME**

It is important to match your skills with the employer's needs. In order to make your resume stand out, you must tailor your resume to the position you are seeking.

- Utilize the job description; analyze it and identify key skills that the employer is looking for
- Make sure to incorporate the desired skills that you already have within your action statements
- Do not simply state that you have these skills; use examples to SHOW how you have demonstrated them
- Use any key words listed in the job description within your resume; modern computer programs scan resumes for matching words. Using their own words will help your resume match as a potential candidate.

## **ORGANIZE YOUR RESUME**

You want the information on your resume to be easily accessible. An employer should be able to find the information most relevant to the job description in the first 30 seconds of review.

- Name and contact information is always listed first. List your phone number, email, and LinkedIn link.
- Objective statements are optional and, if used, should be brief and specific
  - You may want to use an objective statement on your resume for a career fair to be clear regarding the type of position (full-time, internships, etc.) and the time-frame (Summer 2021, etc.) you are seeking
- Within your education section, you might also list study abroad/international experience and/or certifications that apply to your major
- Your experience section should include significant experiences, particularly those most related to your field; they do not need to be paid positions. Consider: jobs, internships, leadership positions, activities, volunteer work, significant class projects, etc.
- Construct your job time-line, putting the most recent positions at the top.

### Additional Tips:

- For most undergraduate resumes, the length should be one page
- Capitalization, punctuation, bolding, dates, etc., need to be formatted consistently
- Never exaggerate your experiences; always be honest
- Add numerical details when you can; this will help to quantify your experiences
- Avoid excessive white space
  - Margins can be 0.5 inches - 1 inch depending on the need. The structure of the resume should maximize white space throughout
- Your resume needs to be error-free—no typos, grammatical errors, etc.
- Ask someone with expertise to proofread your resume
- Pro tip: use something other than regular printer paper for your resume. 24-25lb bond paper is apparently the “sweet spot” for resumes. ALWAYS use 8.5” x 11”  
*Source: ResumeGenius.com, Mark Slack, Resume Aesthetics 2014*

-> See pages 9-16 for resume examples

## **ACTION VERBS**

### *MANAGEMENT SKILLS*

administered	delegated	improved	prioritized
analyzed	developed	initiated	produced
assigned	directed	instituted	recommended
attained	enhanced	managed	reorganized
chaired	established	motivated	reviewed
consolidated	evaluated	organized	scheduled
contracted	executed	oversaw	strengthened
coordinated	increased	planned	supervised

### *COMMUNICATION SKILLS*

addressed	directed	interpreted	publicized
authored	drafted	lectured	reconciled
collaborated	edited	mediated	recruited
composed	elicited	moderated	resolved
contacted	explained	negotiated	spoke
convinced	formulated	persuaded	translated
corresponded	influenced	promoted	wrote

### *RESEARCH SKILLS*

analyzed	diagnosed	interpreted	reviewed
clarified	evaluated	interviewed	solved
collected	examined	investigated	summarized
compared	gathered	located	surveyed
conducted	extracted	organized	systematized
critiqued	identified	researched	tested

### *TECHNICAL SKILLS*

adapted	designed	maintained	replaced
applied	developed	operated	solved
assembled	devised	overhauled	standardized
built	engineered	programmed	studied
calculated	fabricated	remodeled	upgraded
computed	installed	repaired	utilized

### *TEACHING SKILLS*

adapted	developed	facilitated	instructed
advised	empowered	focused	persuaded
coached	encouraged	guided	stimulated
communicated	evaluated	individualized	trained
coordinated	explained	informed	tutored

*FINANCIAL SKILLS*

administered	balanced	estimated	projected
allocated	budgeted	forecasted	reconciled
analyzed	calculated	managed	reduced
appraised	computed	marketed	researched
audited	developed	planned	

*CREATIVE SKILLS*

acted	developed	instituted	planned
adapted	directed	integrated	revised
composed	established	introduced	revitalized
conceptualized	fashioned	invented	shaped
created	founded	modified	solved
customized	illustrated	originated	
designed	initiated	performed	

*HELPING SKILLS*

advocated	counseled	facilitated	rehabilitated
aided	demonstrated	familiarized	represented
assessed	diagnosed	guided	resolved
assisted	educated	intervened	supported
clarified	encouraged	motivated	volunteered
coached	expedited	referred	

*CLERICAL OR DETAIL SKILLS*

approved	distributed	prepared	set up
arranged	executed	processed	standardized
catalogued	generated	purchased	specified
charted	implemented	recorded	systematized
classified	inspected	retrieved	tabulated
coded	maintained	reviewed	updated
collected	monitored	routed	validated
compiled	operated	scheduled	verified
dispatched	organized	screened	

*MORE VERBS FOR ACCOMPLISHMENTS*

achieved	completed	resolved (problems)	surpassed
expanded	improved	restored	transformed
pioneered	reduced (losses)	succeeded	won

## SENIOR EXAMPLE

# Thomas Johnson

www.thomasjohnson2.linkedin.com • (123) 456-7890 • thomasjohnson@letu.edu

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Senior electrical engineering student seeking a full-time position in the field of electrical engineering.  
Strong leader, with experience in hardware design, testing and research.

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## EDUCATION

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### LeTourneau University, Longview, TX

Dual Master of Science in Engineering Program; Electrical Specialization

Bachelor of Science in Engineering, expected May 2016

Master of Science in Engineering, expected May 2017

GPA: 3.92/4.0

## WORK EXPERIENCE

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**Biomed Intern:** *Good Shepherd Medical Center, Longview, Texas (August - December 2014)*

- Assessed troubleshooting and repaired medical equipment
- Developed skills in identifying source of errors

**Engineering Intern:** *Master Circuito, Venezuela (May - August 2014)*

- Internship abroad in Venezuela, via LeTourneau University Study Abroad program

## PROJECT EXPERIENCE

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**BME Research:** Testing and study of Platelet Aggregation using whole blood and Bovine Platelet Rich Plasma under static and dynamic conditions with chemical additives and without

**Hardware Design:** Designed and built a mechanism to adapt a remote control cart toy to be used by a handicapped child with limited arm motion. Light sensors were programmed with Arduino microcontroller to control speech and direction

**Biosignals Processing:** Built and designed filter using simulator and MatLab programming. Used and designed lowpass, bandpass, and high pass filters to process EMG, ECG, and EEG

**Digital Electronics:** Team Lead of a five-person team to design and build a system to control a DC motor's speed and direction. Utilized a CPLD to control the elevator with a four-button user interface. Programmed a CPLD in VHDL to perform necessary logic functions. Built smaller breadboard projects ranging from adders, dividers, and timers

**Programming:** Programmed in C++ and assembly language while integrating modules with a microcontroller in the Relative Positioning System and implementing M68HC12 microcontroller and digital proximity sensors. Also used LabView to program NXT-kit robots to perform a variety of functions

## SKILLS

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**Computer:** LabVIEW, Matlab, MultiSim, Microsoft Office, C++ programming, Quartus II, Maple, Xilinx software (ISE)

**Test Equipment:** Familiar with the use of oscilloscopes, spectrum analyzers, and function generators, millimeters to analyze circuits and signals, fluorescence microscope to analyze platelet adhesion, blood centrifuge, and microfabrication

## LEADERSHIP

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**Biomedical Engineering Society Vice-President (2014)** LeTourneau University

**Supplemental Instructor (SI) Leader and Tutor:** Assisted in supplemental instruction for students in Dynamics and Circuits I&II courses. Tutored students individually on provisional basis

## AWARDS

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Who's Who Among Students in American Universities & Colleges

Engineering Honor Society certified Member of EPSILON ETA SIGMA

Awarded to the "Dean's List" and "President's List" multiple semesters (FA '12, '13, SP '14, '15)

# SENIOR EXAMPLE

## JESSICA RICHARDS

www.jessicarichards4.linkedin.com • jessicarichards@letu.edu • (123) 456-7890

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Seeking a career in the field of aircraft electrical systems. Offering first-hand experience in line maintenance, manufacturing, and installation of aircraft modifications.

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### EDUCATION

#### **Bachelor of Science in Professional Flight – Maintenance Concentration**

LeTourneau University, Longview, TX

**Expected May 2016**

### LICENSES

- Private Pilot Certificate ( Summer 2013), Instrument Rating ( Fall 2013)
- Multi and Single Engine Commercial Certification, Complex Rating with Multi Engine
- Instructor Certification ( Fall 2015), A&P License (in progress; expected May 2016)

### FLIGHT TIME

Total Time: 220 hours

Pilot in Command: 13 hours

Cross Country: 53 hours

#### **Aviation Internship, Dynamic Aviation, Bridgewater, VA, May -Aug 15**

- Assisted in line maintenance through a summer internship at Dynamic Aviation.
- Performed oxygen system servicing, corrosion control, lubrication schedules, annual inspections, and manufacture and installation of modifications

#### **Electrical:**

- Collaborated with numerous aviation electrical components. Involved with overhaul and troubleshooting of Bendix and Slick magnetos with successful operational run-ups.
- Working knowledge of voltage and current regulators and inverters, and have built numerous operational electrical circuits

#### **Avionics:**

- Currently gaining experience with communication and navigation systems.
- Troubleshooting weather and traffic collision avoidance systems.
- Learning auto-pilot and flight management system integration and various data bus protocols

#### **Leadership:**

- Team leader of a three-person group that overhauled a Continental O-200
- Manage the team in all aspects of overhaul and subsequent run-up

#### **Teamwork:**

- Directed a three-person team which inspected, serviced, repaired, and installed turbine engines, fuel metering systems, auxiliary power units, ice and rain control systems, and related components

### HIGHLIGHTS

LeTourneau University Presidential Scholarship (SP 14)

LeTourneau University Aeronautical Science Award (2013)

Civil Air Patrol Member (2009-2012)

LeTourneau Spring Break Missions: Aircraft Maintenance, Alaska (14,15,16)

# JUNIOR EXAMPLE

## Mark Darrell Carey

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**LinkedIn:** www.markdcarey.linkedin.com

**Phone:** 555-125-5456

**Email:** markcarey@letu.edu

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### Education

**LeTourneau University**

Longview, TX

GPA 3.5/4.0

**Bachelor of Science in Engineering, Materials Joining Concentration**

Expected May 2017

**LaGuardia Community College**

Long Island City, NY

GPA: 3.81/4.0

**Associate of Science in Engineering Technology**

Graduated: May 2014

### Relevant Experience

**Research and Design - LeTourneau University**

**Fall 2014 - present**

- Researched different ways to eliminate liquidation cracking during stud welding process
- Analyzed and tested the benefits of stainless steel studs on stainless base versus the steel studs and HPS base currently used for bridges
- Customized welded fixtures capable of hybrid welding. Implemented welds of the GMAW and the GTAW combination
- Assisted in research methods in Nondestructive Evaluation while designing and programming a soundproof chamber that was capable of recording real time cracking in a weld
- Designed a Winrobo device for ASME student design competition; device was able to clean the outside of a double-hung sash window by remote control
- Collaborated on a three-person team that researched, designed, and implemented a vacuum chamber that would saturate sandstone at constant rate; the results were utilized by an energy company needing improved testing methods for detonations used in oil excavating
- Served on a three-person team that designed, built, and programmed a robot with the capability of six degrees of freedom; used inverse kinematics to achieve fluent motion by multiple servers running simultaneously

### Leadership Experience

**Team Lead - LeTourneau University Materials Joining Competitive Design Team**

**Spring 2015 - present**

- Lead three-person group which designed and built the frame and braking system for an off-road vehicle that was entered in a competition through SAE Baja; project placed in top 30 out of 100 plus entries

**Grader - LeTourneau University Machine Design course**

**Spring 2015**

- Employed to assist course instructor provide constructive feedback to students; gained experience in meeting deadlines, multitasking, and helping underclassmen understand how to work through problems they missed

**Team Co-Lead - LETU Materials Joining Research Team**

**Fall 2014 - Spring 2015**

- Researched the effects of DDC with Inconel 625 filler and 52MSS on a stainless steel plate; worked with on-campus team, local machine shops, and several long distance co-workers

### Technical Experience

**Welding Processes:** Hands-on experience in metallography, micro and macro hardness testing, SEM analysis, and various welding processes (SMAW, GMAW, GTAW, SAW, Oxyfuel, RSW, FSW, HFIW, Ultrasonic Welding, Atomic Hydrogen, Plasma Welding). Have knowledge of weld preparation, design, and structure. Performed arc-welding, flux core welding, oxy-acetylene welding and cutting. Experienced with lathe, drill press, and band saw

**Communication:** Developed sound skills in understanding design, teamwork process, project management, and problem solving. Ample experience in team work and team building by serving on numerous team projects

**Computer:** Experience with AutoCAD, Solid Works, Labview, Matlab, Maple, Basic C++, Microsoft Excel, Word, and PowerPoint

### Activities and Achievements

**Eagle Scout** - Awarded Spring 2009

**United Methodist Campus Ministry**

**Institute of Electrical and Electronic Engineers** - Member 2013-present

# SOPHOMORE EXAMPLE

## JAMES G. KARLSON

www.JamesGKarlson.Linkedin.com  
(123) 456-7890 • jameskarlson@letu.edu

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### OBJECTIVE

To obtain a finance and economics-related internship for Summer 2017 with JP. Morgan Chase

### EDUCATION

**LeTourneau University**, Longview, TX  
*Bachelor of Science in Business Administration* - December 2018  
Concentration: Accounting                      Minor: Management  
**GPA: 3.7/4.00**

### RELEVANT EXPERIENCE

**Sabatka Financial Advisory Services**, Tyler, TX  
*Research Analyst and Portfolio Manager*, May 2014 - Present

- Manage and evaluate clients' stock portfolios
- Gather and analyze research of companies in the technology sector
- Develop and institute an improved process for tracing clients' portfolios
- Execute stock trades and assist with administrative duties
- Train a new employee to assist with the above duties

**Karlson's Specialty Music Company**, Longview, TX  
*Owner*, January 2013 - Present

- Supply customers with quality music products through exclusively online store
- Communicate with customers, research current market and demand, and purchase products
- Maintain accurate records of all financial activities

**Deiter's Tree Farm**, Silver Lake, TX  
*Arborist/Assistant Manager*, Seasonal 2011 and 2012

- Supervised three employees during the summer of 2012
- Evaluated employees and gave progress reports to the owner

### SKILLS

**Personal:** Organize, communicate, lead, manage time, accurate  
**Language:** English, Spanish intermediate  
**Leadership:** excellent communication, conflict management, team organization

### ACTIVITIES AND SERVICE

- Volunteer Income Tax Assistance, United Way, Longview, TX (2015 - Present)
- Golden Key National Honor Society (2015)
- ENACTUS Student Business club (2014 - Present)
- Debate and Forensics judge (2012 - Present)

### HONORS

- Honors College member (2014, 2015)
- Business Is Mission Scholarship recipient (2014, 2015)
- Dean's List (Fall 2014, Spring 2015)
- All-American Scholar Collegiate Award (2014)
- U. S. Achievement Academy National Collegiate Award (2014)
- The National Dean's List (2014)
- Havley Economics Scholarship recipient (2014)

<b>Objective</b>	To obtain a full-time position in human resources or entry-level management.	
	<b>LeTourneau University, Longview, TX</b> - Expected Graduation May 2016	
<b>Education</b>	<ul style="list-style-type: none"><li>• Bachelor of Science in Business Administration, Human Resource Management Concentration</li><li>• Bachelor of Arts in Psychology</li></ul> <p><b>Cumulative GPA: 3.35/4.0</b></p>	
<b>Internship</b>	<p><b>Avail, Inc., Dallas TX</b> Human Resources Intern - <i>June 2015 - August 2015</i></p> <ul style="list-style-type: none"><li>• Assisted with recruiting, interviewing; hosted orientations for volunteers</li><li>• Resolved problems in paperwork and corrected issues with processing</li><li>• Updated various databases and lists connected with volunteer information</li><li>• Restructured company safety orientation procedure and literature</li></ul>	
<b>Relevant Courses</b>	Conflict Resolution, Cross-Cultural Communication, Dynamics of Leadership, Human Resource Management, International Business, Management and Leadership, Managing Innovation and Change, Strategic Management, Social Psychology, Staffing	
<b>Work Experience</b>	<p><b>Sears, Roebuck &amp; Company, Longview, TX</b> HUB Support Associate - <i>August 2015 - Present</i></p> <ul style="list-style-type: none"><li>• Coordinated sales with associates, delivery personnel, and customers</li><li>• Trained in customer service and cash flow procedures</li><li>• Filed and distributed reports</li><li>• Assisted managers and other associates when needed</li></ul> <p><b>University Photography, Dallas, TX</b> Office Manager - <i>October 2013 - January 2015</i></p> <ul style="list-style-type: none"><li>• Calculated business deposits and payroll reports</li><li>• Organized office materials and inventory</li><li>• Scheduled employees and events</li><li>• Communicated with corporate headquarters</li></ul>	
<b>Activities</b>	<ul style="list-style-type: none"><li>• Society for Human Resource Management (2014-Present)</li><li>• Boys &amp; Girls Club Volunteer (2012 - Present)</li><li>• ZOE Christian Fellowship (2015)</li><li>• LETU Missions Trip to Mexico (Spring 2015)</li><li>• Kappa Psi Delta Club Member (2013)</li></ul>	
<b>Honors &amp; Awards</b>	Psi Chi National Honor Society State of Texas Scholar	Business Is Mission Scholarship Frances Mann Hall Award
<b>Computer Skills</b>	Completed Courses: Microsoft Word, Microsoft Excel, Principles of Information Systems Other Experience: Adobe Photoshop, Microsoft PowerPoint, Sears Corporation Databases	

# SENIOR - GRADUATED

## Kara Grace Campbell

karacampbell@gmail.com

www.karagcampbell.linkedin.com

903-555-698-8474

### EDUCATION

LeTourneau University, Longview, Texas

Bachelor of Science in **Interdisciplinary Studies, Early Childhood - 6th Grade Certification**

Minor: Reading

Supplemental Certification: Special Education Certification

GPA: 4.0/4.0

Graduation: May 2016

### OBJECTIVE

Seeking to obtain a position as an educational instructor to work with elementary age students. Desire to inspire learning and cooperation between students and teachers, and trained to instruct students as well as motivate them. Highly self-motivated and caring.

### TEACHING/ CAREER-RELATED EXPERIENCE

**Student Teacher**, Grades 4 & 5

Spring 2016

*Washington Elementary, Longview ISD, Longview, TX*

- Collaborated with teachers and staff to plan lessons, units, and activities
- Wrote and taught fourth grade lessons in social studies and spelling
- Wrote and taught fifth grade lessons in spelling, reading, and mathematics
- Implemented a fifth grade unit on measurement and a social studies unit on exploration

**Private Reading Tutor**, The Carter Family, Allen, TX

May 2015 - July 2015

- Provided individual instruction to a seven-year-old boy to increase his reading fluency, speed, and comprehension

**Practicum Experience**, Grades 2, 3, & 6, LeTourneau University

Spring 2015 & Fall 2015

*Carson Elementary, Harmony Elementary, Houston Elementary, USD 123, Longview, TX*

- Created and taught second grade mathematics lessons over money, fractions, and patterns based on math standards for the state of Texas
- Developed and executed several third grade lessons consisting of integrated social studies and language arts content
- Wrote and implemented sixth grade science lessons over liquid density and chemical reactions

**Child Caretaker**, The Pearson Family, Allen, TX

May 2014 - August 2014

- Supervised the care and wellbeing of a two-year-old boy and a four-year-old boy

**Religious Education Instructor**, Saint Joseph Catholic Church,

September 2012 - May 2015

### OTHER EXPERIENCE

**Hostess**, On The Border, Frisco, TX

May 2013 - August 2013

- Organized and facilitated the seating order and arrangement of restaurant customers

**Office Assistant**, ABC Auto Insurance, Longview, TX

May 2012 - August 2012

- Fulfilled customer needs through communication with administrative team
- Organized and maintained company papers and filing system

### CAMPUS LEADERSHIP

**Student Ambassador**, LeTourneau University

September 2013 - present

**Orientation Volunteer**, LeTourneau University

September 2014 - May 2015

**Chaplain Intern**, LeTourneau University

September 2013 - May 2014

### HONORS AND AWARDS

LeTourneau University Serve Scholarship

Kappa Delta Pi Education Honor Society

LeTourneau University Presidential Scholarship

Phi Kappa Phi Sophomore Scholar Winner

Phi Kappa Phi Honor Society

LeTourneau University President's List

# ANDRÉ BRANCH-OSBORNE

123-456-7890 - andrebranchosborne@yahoo.com - www.andrebranch.linkedin.com

## PROFESSIONAL SUMMARY

Creative, self-motivated, knowledgeable professional with broad system experience seeking to obtain a computer or technology internship with an emphasis in network or systems administration. Capable of applying the latest methodical and analytical techniques, while utilizing best industry practices.

## EDUCATION

*Bachelor of Science – Computer Science*

LeTourneau University, Longview, TX

Cumulative GPA: 3.66/4.0

Expected Graduation -- May 2017

## EXPERIENCE

### **Technical Assistant, Information Technology, LeTourneau University**

Fall 2013 - Present

- Assist students and faculty with hardware and software problems.
- Resolve technical problems with faculty and computer lab workstations.

### **Student Systems Administrator, Longview ISD, Longview ,TX**

Fall 2015 - Spring 2016

- Configured and maintained Macintosh server and student accounts
- Installed computers and software throughout the school system
- Troubleshoot computers, computer network, and performed system updates
- Assisted teachers, librarians, and school administrators with technical problems
- Diagnosed and solved system and network security issues

### **Computer/Network Technician, AZ Tech Works, Goodyear, AZ**

Summers 2014, 2015

- Coordinated and oversaw the Sylvan Schools Internet and Internet Networking Project
- Consulted with customers on the purchasing and installation of computer technology
- Built, installed, and troubleshoot computers
- Conducted one-on-one trainings for inexperienced computer users

## EXTRACURRICULAR ACTIVITIES

*Student Steering Committee for LeTourneau Homecoming/Family Weekend*

Fall 2015 - Spring 2016

- Coordinated with Alumni Association to plan and prepare for large visitor weekend for 50th LeTourneau Homecoming
- Provided student insights and representation for events and activities
- Event coordinator weekend of event; in charge of student volunteers and welcoming guests
- Programmed event music and sound system; designed online fliers and pamphlets

*Vice-President, LeTourneau Society for Christian Computer Enthusiasts*

Spring 2014 - Spring 2015

- Society founding member, drafted charter and completed university approval process
- Chairman of event planning committee
- Organized outreach events to other students and community members

*Logistics Coordinator, National 4-H Technology Conference, Chandler AZ*

Spring 2012 - Summer 2015

## TECHNICAL SKILLS

- Operating Systems – Windows 7/8/8.1, Linux, Mac OS X 10.7 - 10.11
- Software – Microsoft Office, Internet, email, web design applications, and Adobe products
- Programming Languages – C, C++, C#, Java, Objective-C, Perl, and Visual Basic
- Experienced in network design topology, physical implementation of networks, TCP/IP, and firewalls

## SENIOR - GRADUATED

### ELIZABETH E. STAFFORD

www.elizabethstafford3.linkedin.com  
eestafford@gmail.com • 123-456-7890

#### **Professional Summary**

Self-motivated researcher seeking full time lab position in ecological or zoological setting. Recognized for personal commitment to excellence and learning and motivated to connect to an organization that is committed to excellence and global influence.

#### **Education**

B.S. (Biology): LeTourneau University, Longview, TX (May 2013); GPA: 4.0

#### **Experience**

*Independent Research Student: Rocky Mountain Biological Laboratory, Gothic, CO (Summer 2011)*

- Designed and performed an independent ecological research project.
- Independently managed schedule to monitor squirrel and chipmunk activity in various meadows, collect data on presence and meadow size, and analyze data.
- Learned various aspects of field work in wildlife biology, such as various trapping methods, bird and tree identification, and survey methods.
- Organized and presented results at a student symposium to RMBL researchers and fellow students

*Exotic Animal Intern: Cleveland Amory Black Beauty Ranch, Murchinson, TX (Summer 2012)*

- Collaborated on a team of four to care for a variety of exotic animals, including tigers, deer, ostrich, iguanas, coyotes, pigs, and more.
- Maintained enclosures and improved animal habitats, involving fence repair, mowing, weed whacking, and habitat enrichment.
- Care included daily diet preparation, food distribution, and habitat cleaning.
- Observed safety protocols with animals, including tigers, coyotes, and wolves.

*Supplemental Instructor: LeTourneau University, Longview, TX (Fall 2012, Spring 2013)*

- Presented information in interactive sessions.
- Interacted with students in groups and individually.

#### **Computer Skills**

- Accustomed to utilizing various Microsoft and Apple office productivity applications.
- Introduced to MATLAB and its potential applications.

#### **Other Experience:**

*Research Student: LeTourneau University, Longview, TX (Fall 2010, Spring 2011)*

- Studied the effects of boldenone undecylenate on male lab rats resulting in new data.
- Worked on a project to transform E. coli for the purpose of producing biodiesel.

*Lab Assistant: LeTourneau University, Longview, TX (Spring 2012, Spring 2013)*

- Set up and coordinated materials for University Physics and Integrative and Comparative Anatomy and Physiology Lab.

*Veterinary Maintenance: Judson Road Animal Clinic, Longview, TX (Summer 2008)*

- Performed daily care for boarding and visiting animals, including feeding and cleaning.

#### **Awards**

- Natural Science Academic Excellence Award at LeTourneau University
- Awarded to student who exhibits academic excellence and a desire to learn.

## FRESHMAN EXAMPLE

### Professional Summary

College freshman seeking to enhance experience in the Communications field. Strong written and verbal communication skills, basic graphic design knowledge, extensive and varied volunteer experience, and student leadership experience. Experience working frequently under tight deadlines, provided excellent customer service, and demonstrate initiative and follow through with projects.

**Brittany  
Carol**

Graphic Designer



www.britcarol.linkedin.com



321.654.0987



brittanycarol@letu.edu

### Education

#### LeTourneau University • Longview, Texas

Bachelor of Arts in Communication, Minor: Psychology  
Midterm GPA: 4.0/4.0

anticipated graduation: May 2019

### Career-Related Experience

#### OwLet Tutor, LeTourneau University • Longview, TX (Fall 2015)

- Employed as a teacher's assistant in two weekly remedial university-level English classes to tutor students one-on-one
- Provide critical feedback and tips for improvement for papers submitted online

#### Office Assistant, Hockinson Community Church • Brush Prairie, WA (Spring - Summer 2015)

- Performed secretarial duties such as answering and making phone calls, updating and modifying website, preparing for events, creating and printing bulletins, and communicating with church and community members
- Fulfilled duties of office manager during her three-week absence

#### Worship & Media Team, Hockinson Community Church • Brush Prairie, WA (2013 - 2015)

- Created and formatted slides for worship services and operated digital equipment during worship services and weekly Bible studies

#### Interpretive Guide, Fort Vancouver National Historic Site • Vancouver, WA (2012 - present)

- Volunteered at Fort Vancouver National Historic Site for a total of 555 hours. Dressed in historic costumes and led and participated in historic skills demonstrations and reenactments
- Events included small and large group tours, field trips for school groups, production of a historic film, and large-scale events attended by several hundred visitors
- Worked with youth volunteer leadership group to select new Youth Interpretive School candidates, planned activities for and instructed in the schools, and wrote scripts for interpreters' use

#### Project Coordinator, NPS Ranger Volunteer Appreciation Project • Vancouver, WA (Summer 2014)

- Coordinated, produced, and presented thank-you letter/photo books for two outgoing National Park Service Rangers.
- Worked with other members of the Fort Vancouver National Historic Site staff to solicit thank-you letters from park volunteers and to carefully select photos; digitally compiled and formatted letters and photos for professional printing and binding

### Activities & Service

- Senator - LeTourneau University Student Senate (Fall 2015)
- Junior Staff - The Refuge Retreat and Conference Center (Summer 2014)
- Club Secretary - Generation Joshua of Clark County (2014)

### Honors & Awards

- LeTourneau University Heritage Scholar
- LeTourneau University Honors College Member
- National Merit Scholarship Commended Student

### Digital Portfolio

www.brittanycarol.digitalportfolio.com

# Phillip Sherman

(555) 867 5309

www.phillipTsherman.linkedin.com

psherman@letu.edu

## EDUCATION

**LeTourneau University 4.0 GPA****May 2017**

BS Engineering Conc. Electrical Engineering | Minor in Math

### Scholarship:

- Heritage Competition Participant
- Presidential Scholarship
- Ingenuity Scholarship

### Leadership & Service:

- Served in Student Senate
- Member of ACM
- Disc Golf Club President
- Robotics Club President
- Member of IEEE

## SKILLS

- **Programming:** C++, Assembly, Java, MATLAB
- **Design Software:** Solidworks, Cadsoft Eagle, Multisim, LTSpice, Adobe Creative Suite
- **Relevant Classes:** Circuits 1&2, Electronics, Microcontrollers, Linear Algebra, Calculus I,II,III, Differential Equations, Mechatronics & Control Systems, Advanced Electronics, Digital Signal Processing, Advanced Control Systems
- **Experience With:** FPGAs, CPLDs, VHDL, Python, C, OpenCV (computer vision)
- **Other:** Embedded Linux, 3D Printing, Subversion, Git

## EXPERIENCE

**Firmware Engineering Intern, AMX****Richardson, TX ~ May 2015 || Aug 2015**

Responsible for ongoing projects and bug fixes for embedded linux machines. Worked extensively with C++ and C in an embedded linux environment. Worked specifically on audio/visual equipment. Worked closely with product verification team to troubleshoot.

### Accomplishments:

- Streamlined Daylight Savings time subroutine
- Completed all assignments well before deadlines

**3D Printer Lab Instructor, LeTourneau University****Longview, TX ~ Aug 2014 || Current**

Instructing freshmen engineering students through the process of building, tuning, and using a 3D printer as well as learning the basics of design engineering. Selected by professor for outstanding work in previous years.

**Intern, Muratec America****Plano, TX ~ May 2014 || Aug 2014**

Database entry and file transcription with the responsibility of managing >\$100,000 in accounts, and several companies credit history files. Office communication and exposure to a workplace environment alongside regular meetings and deadlines.

## PROJECTS

**Lab Bench Equipment Design****Spring 2016**

Design and validation of a 90 Watt dual rail power supply, adjustable digital function generator, 10 watt amplifier, and modulator circuit.

### Responsibilities:

- Circuit Design & Simulation
- Circuit Fabrication & Validation
- Enclosure Fabrication

**LARC Team Member****Fall 2015 || Spring 2016**

University robotics design team, participating in the IEEE region 5 robotics competition. The team will design, build, and test an autonomous robotic system which will have to complete a series of tasks without human intervention.

**Responsibilities:**

- Computer Vision Programming
- Control System Tuning and Design

**Children's Educational Toy: The Egg****Spring 2016**

A project to design and implement an educational toy for children to use during after school programs in the local community. The project was sponsored by Buckner International and involved several disciplines. The final design was an egg shape, interactive card game with an LED matrix display and RFID quiz cards. The shell was 3D printed nylon and the whole system was driven by a microcontroller and rechargeable battery.

**Responsibilities:**

- Team Lead of 4
- Documentation & Scheduling
- CAD Design
- System Design
- Product Research
- Electrical & Program Implementation

**Project Senshi: Fighting Robots****Spring 2014**

Microcontroller powered fighting robots built from scratch with a small, select, team of 3. Robots have force sensors, 2-axis movement, and player interactivity.

**Responsibilities:**

- Programming
- CAD Design
- PCB Design
- Product Research

**\*\*NOTE:** Page length for resumes is relegated to the amount of experience and information you have. You should design a resume that uses the space of the pages well and is attractive to the reader. Eliminate all unnecessary wording. If you have enough experience to justify more than one page, it is fine to include it. However, a second page should never be used to due formatting or unnecessary lengthy text.

# John Doe

www.johndoe.linkedin.com • 123-456-7899 • johndoe@letu.edu

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## Education

### LeTourneau University – Longview, TX

Engineering (Computer Concentration), Expected Graduation: May 2016

- GPA: 4.0
  - Academic Honors: President's List (6 Semesters), Who's Who Among Students (2013), Engineering Honor Society (2015)
- 

## Internships

### Garmin International, Inc. – Olathe, KS

*Software Engineering Intern* (May – September 2015)

- Created module tests in C to certify the low-level interface for a new Garmin avionics module
- Used Python to automate managerial tasks for new software releases
- Found solutions for various reported software issues

### STARCO – Longview, TX

*Computer Engineering Intern* (June – August 2014)

- Developed embedded system for real-time signal analysis, wireless communication, and serial communication
  - Designed, prototyped, and performed device troubleshooting, including PCB, microcontroller software, and plastic housing
  - Worked on entirety of project from planning phase to functional prototype
- 

## Projects

### LeTourneau University – Longview, TX

Senior Design Engineering Project – Software Lead (in progress)

- Led a 9 person team to develop a lightweight, low-cost ADS-B Out transmitter for consumer drones
- Manage 4 person software sub-team, delegate tasks, schedule goals and objectives, and correspond with team lead
- Collaborate with engineers at Rockwell Collins to create a device according to company standards

Microcomputer Design (Spring 2015)

- Designed original single-board computer
- Selected components, created schematic, designed custom PCB, soldered components to board, and programmed operating system

Senior Design Engineering Project – Junior Member (Spring 2015)

- Collaborated in 13 person team to use autonomous quad-copters to measure output of radio antennas and plot 3D data in Google Earth
- Developed software to convert data and flight path to Google Earth 3D overlays in Python

### Engineering Project Management Course Project – Team Lead (Spring 2014)

- Created functional light and water show device synchronized to music using FFT algorithms to time RGB LEDs
- Produced technical document to describe the engineering processes and accomplishments of the project
- Scheduled and planned meetings, assigned tasks to team members, ensured device compliance with requirements, created and maintained project schedule, oversaw budget and spending for 5 person team

## Highlights

- Skills: C, C++, Java, Python, XML, Git, Atlassian Jira, Atlassian Confluence, Hardware Emulator Testing, TI MSP430, Microsoft Visual Studio, UML, LabView, Android Development, 68K Assembly, VHDL, EAGLEPCB Design, Digital Logic Analyzer, Soldering
  - IEEEExtreme Programming Competition – 13<sup>th</sup> in U.S. & 111<sup>th</sup> in World (October 2014)
  - LeTourneau University-sponsored Programming Trip to Colorado Springs, CO to produce Android app for non-profit organization (Spring 2013, 2014, 2015)
- 

## Work Experience

### LeTourneau University – Longview, TX

#### *Assistant Resident Director (August 2015 – Present)*

- Supervise 5 resident assistants, schedule monthly on-duty shifts, help plan and organize meetings with Resident Director
- Coordinated freshman move-in day events by decorating building, motivating returning residents to assist in hall preparation and move-in work, and assumed full responsibility while Resident Director was on leave
- Gained experience in personnel management, leadership in large groups, and tackling large tasks

#### *Resident Assistant (August 2013 – May 2015)*

- Planned, organized, and ran floor and all-hall events, coordinating with five other resident assistants
- Gained valuable conflict resolution, time management, creative thinking, and leadership skills

## **PREPARE YOUR REFERENCES PAGE**

When selecting references, be sure to ask people who are willing and able to provide positive, specific feedback. Always ask if they are comfortable serving as a reference before you share their information; never assume.

- References should be listed on a separate piece of paper with the same header as your resume
- Reference information should include: reference name, job title, company name, address, email, and phone number
- Organize the list by listing your best reference first or listing the references alphabetically by last name
- If you are unsure of who to ask to be a reference, consider: advisors, mentors, faculty, current or former supervisors, and/or other professionals who have observed your work

*-> See the references page example on page 23*

## **APPLY FOR THE JOB**

Submitting your application materials might seem like a small task compared to creating your resume, but everything connected to your resume is a reflection of you. In order to make a good impression:

- Carefully follow the instructions in the job listing
- If submitting via mail, use professional paper and envelopes
- If submitting via email, the subject line should include the job title or reference number. Include a short cover letter in the body of the email, and send your resume, references, and cover letter as attachments. Consider submitting your resume as a PDF file to ensure your formatting is retained

*-> See the section on cover letters for cover letter examples*

- If submitting via an online system, copy and paste text from resume into data fields to ensure correct spelling
  - Be aware that electronic applicant tracking systems (ATS) may search key words to pre-screen your resume. Use key words from the job description in context; do not just include them as a list of skills
- Review the requirements and set aside adequate time to complete application. Some applications will ask you to provide diversity information, such as your race, gender, and any disabilities. It is up to your discretion to provide these.
- Some applications have expirations after a certain period of inactivity, and all of your entered information will be lost. Have all of your information ready before you begin the application.

# Jacob Clark

123 College St., Longview, TX 75607  
123.456.7890 | jacobclark@letu.edu

## REFERENCES

### **Ms. Carol Carson**

Big Brothers Big Sisters  
4321 N 2nd St.  
Somewhere, TX 32145  
222.222.2222  
c.carson@website.org

### **Mr. Frederick Meredith**

Tutoring Program Supervisor  
Ogden Friendship House  
3412 Washington Ave.  
Someplace, TX 32154  
333.333.3333  
frederickmeredith@site.org

### **Dr. Thomas Erikson**

Faculty Internship Supervisor  
School of Psychology and Counseling  
LeTourneau University  
2100 S Mobberly Ave.  
Longview, TX 75602  
111.111.1111  
thomaserikson@letu.edu

# COVER LETTER WRITING

Applications for professional positions often require both a resume and a cover letter. Your cover letter should not simply restate your resume in paragraph form; it should connect your skills and experiences to specific aspects of the job description of the position for which you are applying.

## USE THE JOB DESCRIPTION

Just as you tailor your resume, you should always tailor your cover letter by using the job description. Identify three main skills the employer is seeking and communicate how you have demonstrated or developed these skills through your experiences.

## ORGANIZE YOUR COVER LETTER

Cover letters should be kept to one page, and have a standard, four-paragraph structure.

- Use the same header as is on your resume
- Always try to address the letter to a person; avoid using “To Whom It May Concern” if possible
- Paragraph 1: Briefly introduce yourself, how you found out about the position, why you are interested, and what skills you can contribute
- Paragraphs 2 & 3: Describe how your experience (in work, volunteer, or school) relates directly to the requirements of the specific position to which you are applying
- Paragraph 4: Restate your skills in a summary statement, indicate when you will follow up on your application, provide your contact information, thank the employer for his/her time and consideration
- When it is not possible to follow up on your application, consider changing your conclusion to resemble the example on page 25

*-> See pages 25-26 for cover letter examples*

# Carl Jenkins

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111-111-1234  
carljenkins@letu.edu

789 College Street  
Longview, TX 75607

April 12, 2015

Ms. DiAnne Nicholson  
Corporate Recruiter  
Echo Global Logistics  
456 Somewhere Avenue  
Suite 89  
Chicago, IL 54321

Dear Ms. Nicholson:

Please find my resume attached for the Inside Sales position that Echo Global Logistics has advertised with LeTourneau University's Career Services. Upon graduating in May, I am looking to relocate back to the Chicago area. I was excited to learn of this sales opportunity in which I could further Echo's goals by utilizing my background in marketing along with my leadership experience.

My experience at Bended Knee Graphics of Chandler, AZ has given me ample experience, an understanding of marketing, and a picture of what proper product marketing requires. Some of my responsibilities and duties included graphic design, product customization and acquisition, as well as delivery. I worked closely with customers to ensure that their orders were correctly processed and designed to their specifications. On multiple occasions I was asked to acquire and prepare gifts for suppliers and valued customers. This continued experience has given me the opportunity to learn and become well-versed in small business management and organization, and also allowed me to grow and expand my marketing experience and in the trust of my employer.

I have further enhanced my leadership abilities in the following areas as the Vice President of the College of Business Marketing Club:

- **Communication:** As the key leader in charge of communications between club members and third-party entities, it was my task to effectively pass information between the other leaders, and ensure that all were ready to complete the tasks assigned to them.
- **Teamwork:** Any successful project or enterprise requires teamwork and good leadership motivation, and through my leadership, our team became more like family and good friends.

I am excited to share how my creative marketing abilities, communication, and leadership skills can, through the Echo Global Logistics Inside Sales position, contribute toward building Echo's market share as a third-party logistics supplier. I will contact you the week of April 20 to follow up on my application. If you would like to contact me prior to this, I can be reached by email at [carljenkins@letu.edu](mailto:carljenkins@letu.edu) or at 111-111-1234.

Thank you in advance for your consideration.

Sincerely,

Carl Jenkins  
[www.linkedin.com/in/carljenkins](http://www.linkedin.com/in/carljenkins)

# Kelsey G. Harrison

www.kelseygharrison.linkedin.com | 555-555-5555 | kelseyharrison@letu.edu

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February 11, 2015

Pamela Jones  
Senior Talent Manager  
VML  
450 Waterfront Road  
Someplace, TX 54321

Dear Ms. Jones:

I was fortunate enough to meet with you at LeTourneau University's Career Fair in October. Our meeting was brief, but I left that day thinking that a internship with Barkley would be an excellent fit for my career goals. I am currently a junior at LeTourneau University majoring in civil engineering, with a minor in business marketing. After participating in an informational interview with Hannah Sawyer and Jeremy Ford, I am confident that my skills in sales and marketing would be an asset to Barkley.

During my time at LETU, I have discovered a passion for the advertising industry that I am eager to put to work in the professional area. I was recently promoted to the position of Advertising Coordinator at the Yellowjacket Activity Council, LeTourneau's events planning committee. During my first semester as an Advertising Coordinator, I consistently exceeded my set advertising goals and have been recognized by my superiors on multiple occasions. I excel at this position because I have a passion for people and I enjoy advertising. My strong communication skills and knowledge of effective advertising have also guided my success.

Another way I have gained valuable experience is through my previous internship with Special Olympics of East Texas. This unique position allowed me to see what marketing was like from a nonprofit standpoint. I learned how to make the most out of a small budget and about the importance of effective fundraising. I also increased my knowledge and abilities in the field of public relations. As a show of appreciation for my contribution, I was asked to continue my work with the organization even after my internship was over. I now serve as the Chairman of the Tyler, Texas, Special Olympics Media Committee. I have already made strides in this position by increasing student participation in the annual Polar Plunge fundraising event. This year's event drew a record number of participants and raised over \$21,000 in proceeds benefiting Special Olympics.

I am confident that my skills, attitude, and passion will be the perfect fit at Barkley. Through my education and experience, I truly believe that I have what it takes to help Barkley add something good to the world. Thank you for considering me for a internship opportunity. I will be following up with you next week regarding this application. I look forward to speaking with you.

Sincerely,

Kelsey Harrison

# NETWORKING

Networking is talking to people about your career goals and objectives. Networking is not asking someone for a job; it is working your connections and leads to get your foot in the door of your potential employment. Good networking begins with those closest to you (family, friends, church acquaintances, school contacts), and expands outward beyond your circle of experience.

## 1. DEVELOP A PLAN

Identify people you will contact and decide how you will connect with these individuals.

- Create a list of contacts: mentors, professors, advisors, classmates, previous employers, etc.
- Search for people with your desired position
- Use LinkedIn as a way to connect with others virtually
- Determine your preferred mode of communication (phone, email, etc.)

## 2. COMMUNICATE WITH A NETWORKING CONTACT

When seeking to connect with a networking contact, you may want to send a networking letter or email to set up an informational interview.

-> See the networking letter example on page 29

The purpose of an informational interview is for you and the employer to exchange information and get to know one another without reference to a specific opening. During an informational interview, make sure to:

- Prepare and ask specific questions about the field and the company; you will need to do some research on the company
- Remember the specific topics you discuss with the employer; you can share your appreciation of these topics in your thank-you
- If the potential employer wants to see your resume, be prepared to offer a hard copy or ask for a business card to email it. If email is preferred, send it within 24 business hours
- Send a thank you within 24 hours of the interview

-> See the networking thank you example on page 30

## SAMPLE QUESTIONS:

- What path led you to the position you are in today?
- What kind of preparation is needed for this job?
- What do you like most about your current position?
- What is your vision for your current position?
- What challenges you the most in your current position?

- Can you describe your company's culture?
- What are the top three things you spend your time doing?
- Who else do you recommend I talk to?
- What could I be doing now to prepare to work in this field?
- Where would you suggest I volunteer or intern to get relevant experience for this type of job?

## NETWORKING LETTER EXAMPLE

January 5, 2015

Kellen Martin  
Account Manager  
P & R, LLC  
555 Lions Drive  
Dallas, TX

Dear Mr. Martin:

Dr. Bob Warton, a professor at LeTourneau University, suggested I connect with you regarding gaining entrance into the accounting industry in the metro Dallas area. I will complete my bachelor's in May and am hoping to learn more about entry level accounting. I would also love to hear about your career path and any advice you have for young professionals.

I would appreciate the opportunity to introduce myself over a cup of coffee, through a 10-minute phone conversation, or during a short meeting at your office. I will follow up with a phone call this Friday. In the meantime, feel free to contact me at (123) 456-7890 or [johncraig@letu.edu](mailto:johncraig@letu.edu).

Sincerely,

John Craig  
P.O. Box 7001, CPO # 786  
Longview, TX 75607  
(123) 456-7890

## NETWORKING THANK YOU EXAMPLE

Samantha White  
456 College Street  
Longview, TX, 75607

July 14, 2014

Mr. Cary Morris  
Associate Vice President  
Tran Corporation  
123 SW 1st St.  
Someplace, TN 12345

.....  
: *If sending via email, exclude all* :  
: *the contact information and begin* :  
: *with the greeting, which can be* :  
: *slightly more informal:* :  
: *“Hello Mr. Morris,”* :  
: .....  
: .....

Dear Mr. Morris:

Thank you for the opportunity to meet with you regarding your role at Tran. It was very helpful to hear your perspective on the current job market and your ideas about Tran’s global positioning.

As we discussed, I am including my resume for your review and/or to pass on as you see fit. I certainly appreciate your time and consideration in meeting with me and look forward to continued communication.

Sincerely,

Samantha White  
samanthawhite@letu.edu  
www.linkedin.com/samanthawhite

# INTERVIEWING

The interview is a critical aspect of a successful job search. You must be able to effectively sell yourself and your skills to a prospective employer.

## HOW TO PREPARE

Before the interview, you will want to prepare by researching the employer and practicing your interview skills. You will also want to plan appropriate interview attire.

## RESEARCH THE EMPLOYER

Review the company website, read literature and press releases, search for news articles, visit with current employees, and contact a career advisor or professor:

- Locations
- Products and services
- Mission of the company/organization
- Major failures/major accomplishments
- Financial records
- Reputation
- Major competitors
- Office culture and structure
- Current news

## PRACTICE INTERVIEWING

Review your skills and experiences, and practice interview questions aloud. Be familiar with the material on your resume.

- In each practice scenario, practice interviewing in professional attire to realistically simulate an interview experience
- If you need help with interview skills, schedule with an appointment with Career Services
- Participate in employer mock interviews. This is a great way to practice without the pressure of having a job on the line
- Practice with a friend or family member

## DRESS TO IMPRESS

How you choose to visually present yourself makes a lasting impression. Here are some tips to help you dress appropriately for your interview:

### For Women:

- Suits: Wear a conservative pant or skirt suit in a neutral color; the skirt should be at least knee-length. Make sure clothing is not too tight or too loose
- Blouses: Keep it simple. Avoid flashy colors and styles, low-cut necklines, strapless tops, halters, and tank tops
- Shoes: Flats or low heels up to 2 inches are appropriate. If you cannot walk normally in a pair of shoes, do not wear them. Avoid bright colors, sparkles, lace, bold patterns, and prints
- Consider every detail, including your tights, stockings, or nylon/hosiery choices. Have someone approve your choices prior to the interview

### For Men:

- Suits: Wear a dark-colored, two-piece suit; jacket and slacks should not be contrasting colors. Dark blue, gray, brown, black, or muted pin-stripes are all acceptable
- Shirts: White, solid-colored, or simple patterned button-down shirt with a collar is appropriate. It should always be ironed. Wear a plain white t-shirt underneath light-colored dress shirts
- Ties: Always wear a tie. Keep it simple, conservative, and complementary to your suit
- Shoes: Wear brown or black dress shoes; match your belt and shoes. Dress socks should cover your calf and match your suit color; no white or colorful athletic socks

### General Tips:

- Avoid excessive jewelry, excessive makeup, and strong cologne or perfume
- Make sure you are clean and well-groomed
  - Shoes are polished
  - Fingernails are neatly trimmed and clean
  - Appropriately shaved/trimmed facial hair for men
  - Clean teeth and facial features
- Instead of a casual purse or backpack, carry a professional bag or portfolio
- Dress one step above the office culture. Even if they say “casual interview,” dress a step up

Expectations regarding appropriate interview attire can vary by industry/organization. Consult with Career Services for any questions about dress and presentation. You can also view sample interview outfits on the Career Services webpage.

## DAY-OF-THE-INTERVIEW CHECKLIST:

- Know how to get to your interview location; arrive 10 minutes early
  - If traffic may be an issue, plan to be even earlier
- Check your appearance before you enter
- Take a pen, notepad, and other relevant documents (extra resumes, reference pages, letters of recommendation, writing samples, portfolios, etc.)
- Turn your cell phone and all other electronic devices off completely; a vibrating device can be just as distracting as a device that is making noise
- Your interview starts as soon as you enter the building. While in the waiting room, smile and ask the names of everyone you meet, including the receptionist
- During the interview, you should smile, refer to the interviewer by name, give a firm handshake, sit up straight and make appropriate eye contact
- Show your interest and excitement for the job to the interviewer
- Take a business card from every employee you talk to, and save them in a folder

## INTERVIEW FORMATS

Interviews may be conducted in several different formats.

### 1. VIRTUAL/PHONE INTERVIEW

Employers often use these interviewing methods to screen candidates for on-site interviews. If you have applied for a position, be prepared at all times to get a call.

- Prepare just as you would for an on-site interview
- Be sure you are in a quiet location and will not be interrupted (there are designated rooms available in the Career Services office)
- Make sure your signal is strong

#### **Virtual:**

- Dress exactly as you would for an on-site interview
- Maintain eye contact with the camera, not with the screen

#### **Phone:**

- Keep your resume close by and take notes
- Speak directly into the phone

### 2. GROUP INTERVIEW

Employers will interview a group of candidates at the same time in order to get a sense of your leadership potential and style.

- Observe the group dynamics and try to offer valuable input; if you are unsure of what is expected from you, ask for clarification from the interviewer
- Treat others with respect; avoid overt power conflicts, as engaging in them will make you look uncooperative and immature

### 3. PANEL/ SEARCH COMMITTEE INTERVIEW

A panel involves only one interviewee but multiple interviewers.

- Shake the hand of each interviewer
- Bring extra copies of your resume
- When answering a question, begin by looking at the person who asked the question; also make eye contact with the other panel members
- Thank everyone at the end and send a thank-you note to each interviewer

### 4. ON-SITE INTERVIEW

The on-site interview occurs at the company's location and is often the final step in the interview process. It is also your final opportunity to evaluate the company and determine if it is the right fit for you. Do not be afraid to ask your contact within the company (typically, the person who conducted the initial interview) some of the following questions:

- Who will I be meeting with?
- Will there be any other activities scheduled?
- What more can I do to prepare myself for this visit?

### **DURING THE INTERVIEW**

You are being evaluated on three things while interviewing: (1) what you say, (2) how you say it, and (3) how you present yourself (body language).

### WHAT YOU SAY

The behavioral style interview is one of the most commonly used; it is based on the idea that your past performance predicts your future behavior. Behavioral interview questions are open-ended inquiries that may start out with the following phrases:

- Tell me about a time...
- Describe a situation in which...
- Give me an example...

Interviewers are looking for specific examples from your experience. Your answers can come from work, classroom, personal, and volunteer experiences.

-> See pages 37-39 for behavioral and academic interview questions

### Answering Behavioral Interview Questions:

The STAR Method is a great way to answer most interview questions:

- Situation: Describe the event or situation you were in
- Task: Explain the task you had to achieve or complete
- Action: Explain what YOU did, what YOUR specific role was, or what steps YOU took in the situation
- Results: Share how the situation turned out

**Question:** *Tell me about a time when you faced a challenge as a team leader.*

**SITUATION:** *Last year, I was the team leader for a major class project. I assigned tasks to each of my team members. One member approached me to be reassigned since he lacked faith in his ability to perform the task.*

**TASK:** *I thought about why this member was asking me this and what my role was in this group project as the team lead.*

**ACTION:** *After discussing the problem with this member and then the entire group, I identified that no one on our team had the ability to execute the technical requirements of the project. I then found a technology consultant willing to assist us with our project.*

**RESULT:** *Outsourcing to compensate for our team's weaknesses allowed us to focus on our strengths. With this renewed focus, we were able to effectively prepare, and the project far exceeded the expectations of the professor. I also received positive feedback from other groups and their respective leaders.*

### Asking Questions:

Toward the end of the interview, you will be asked if you have any questions.

- Always prepare one or two questions prior to the interview. Do research on the company so that you can demonstrate your interest
- Be genuine and intentional with your questions
- If the questions you prepared were answered during the interview and you have no others, respond by highlighting the questions you already had answered. (i.e. "I had questions about \_\_\_\_\_, but I feel like I have a much better understanding now that we discussed it.")
- This is not the time to negotiate, share vacation plans, ask about additional benefits, etc. Those should be saved until after an offer of employment

-> See pages 39 for a list of questions you can ask

### HOW YOU SAY IT

It is important to keep your body language open and positive while interviewing. Here are some tips to keep in mind:

- Firm handshake
- Direct eye contact
- Relaxed facial expressions
- Stand tall and sit tall
- Nod attentively
- Smile

Be sure to:

- Listen intently to the interviewer and ask questions
- Use gestures to emphasize main ideas or key words
- Take a brief pause before you response to each question
- Use a positive tone of voice, and speak at a volume that all can hear, yet not too loudly

Be sure NOT to:

- Fold your arms across your chest
- Fidget or play with objects on the table, bounce your leg or foot
- Chew gum or eat/drink (if they provide a water bottle, this is acceptable)
- Let a mishap influence the rest of your opportunity to impress
- Inquire about salary or benefits, unless the topic is introduced by the interviewer(s)
- Share negative stories about your previous employment

## **AFTER THE INTERVIEW**

### **FOLLOW UP WITH A THANK YOU**

Interviewers expect it! Use the most appropriate method from the following:

- Thank you Letter: You can either type the thank you letter or handwrite a thank you note. Send in the letter/note/email within 1-2 business days of your interview
- Email: If your correspondence with the employer before the interview has been via email, then it is acceptable to follow up with a thank you note via email within 1-2 days of your interview

## INTERVIEW QUESTIONS

### BEHAVIORAL INTERVIEW QUESTIONS

- Describe how you organize your work day and week.
- Give an example of your leadership experience.
- Give an example of a time when you were able to communicate with another person or group even though they may not have liked what you were saying.
- How do you ensure someone understands what you are saying? Give an example.
- Give examples of some decisions that you have had to make rapidly and those that took more time.
- Describe a major project in which you needed help. What did you do? Why did you ask particular people to help?
- How do you measure success? Give an example.
- Describe a situation where you had to adapt to an initially uncomfortable environment.
- Tell me about a time when you had a personality conflict or disagreement with a co-worker. How did it resolve?
- Tell me about a time when you had to manage multiple projects simultaneously.
- Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
- Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
- Give a specific example of when you used good judgment and logic in solving a problem.
- Give an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your presentation skills to influence someone's opinion.
- Give a specific example of a time when you had to conform to a policy with which you did not agree.
- Describe how you learn a new technical skill.
- Describe the most significant technical report or presentation you have completed.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and were required to prioritize your tasks.
- Give me an example of a time when you had to make a split-second decision.
- What is your typical way of dealing with conflict? Give an example.
- Tell me about a difficult decision you made this last year.
- Give an example of a time when something you tried to accomplish failed.
- Give an example of when you motivated others.

- Tell me about a project that you delegated effectively.
- Tell me how you handled an ethical dilemma.

## COMMON INTERVIEW QUESTIONS

- Tell me a little bit about yourself.
- What are your greatest strengths? Weaknesses?
- How would you describe your best day?
- After attending this school, what single most important statement conveys your experiences while enrolled?
- What do you think determines an individual's success in a work situation?
- Do you consider yourself a leader or a follower? Why?
- Do you prefer working with others or by yourself? Why?
- How do you work under pressure?
- Why are you interested in this organization? What about this job do you find the most attractive? Least attractive?
- What are your short-term goals? Long-range plans?
- What major problem(s) have you faced in the workplace?
- How long would it take for you to make big contributions?
- What do you consider to be your most significant accomplishment? Why?
- Tell me about an accomplishment you are most proud of and why.
- What will be the most difficult aspect of making the transition from college to your career? Why?
- Are you willing to relocate? To travel?
- What would your references say about you?
- Why should we hire you over the other candidates?

## ACADEMIC INTERVIEW QUESTIONS

- Tell us about your dissertation/research and interests.
- How does your research relate or compare to what has been written already? How did you contribute to the field?
- What has been the most difficult challenge you have faced?
- If you were going to begin again, what changes would you make in your dissertation?
- What are your future research plans? What resources do you need to conduct that research?
- What is your most important publication? Do you have plans for others? Why don't you have any publications?
- What makes you a good teacher?
- What's your teaching philosophy?

- What about teaching has been challenging? Enjoyable?
- How would you teach a survey course in your field?
- What special seminars could you offer?
- Having not taught a large lecture course, how would you?
- What would be your favorite course to teach?
- What are your strengths outside of the classroom, such as in volunteer/community service projects?
- What contribution can you make to the department? Why are you interested in this school?
- If you have more than one job offer, how will you decide?

### QUESTIONS YOU CAN ASK

- What specific skills or personal characteristics do you believe are important for successful performance in this position?
- What are the things you like most/least about working here?
- What qualifications are most important to a person's advancement within your company?
- What type(s) of training programs will be made available to me as a new employee?
- What do you consider to be the biggest challenge(s) I would face if I am hired?
- What would a typical day be like?
- How often will my performance be evaluated?
- Why are you looking to fill this position? Is it a newly created position?
- Can I let you know why I want this job?
- What has been your career path in this organization?
- What will be the measurements for my success in this position?
- What business problems keep you awake at night?
- What would you consider to be exceptional performance from someone in the first 90 days in this position?
- What is your vision for your department over the next two to three years?
- What are your organizational values?
- When can I expect to hear from you on your decision?
- How would you describe your organizational culture?

### IMPROPER/ILLEGAL QUESTIONS

Improper interview questions are those that do not pertain to the nature of the job or to the applicant's ability to perform that job or those which are not asked of every candidate. They are illegal when the information is used in a discriminatory manner to make a hiring decision. Federal, state, and sometimes even local laws exist which prohibit employment discrimination based on race, religion, national origin, sex, citizenships, and disabilities.

The follow are examples of some of the specific areas that employers cannot ask or inquire about during an interview:

- Race: any question related to complexion, color of skin, or other inquiries directly or indirectly indicating race or color
- Religion: any question related to religion or religious preferences or affiliations
- National Origin/Citizenship: questions related to your nationality, lineage, ancestry, national origin, birthplace, descent, or parentage
- Disabilities: general inquiries about disabilities or health conditions that do not relate to job performance
- Criminal Record: directly asking “Have you ever been arrested?” is not allowed; employers can ask if you have ever been convicted of a crime that is reasonably related to the performance of the job
- Family Obligations: questions regarding marital status (married, single or otherwise), family plans, children, elder care

Unfortunately, there are no easy answers to improper and illegal interview questions. Should you be asked a question on one of the above topics, you may tell the employer that you are uncomfortable answering because it may reveal your membership in a protected group. If you prefer a less direct approach, you might instead try one of the following strategies: answer in brief and move on to a new topic area, or ignore the question altogether and redirect the discussion to a new topic area.

If you have encountered questions from an employer that fall into these categories, we encourage you to share your concerns with Career Services.

For a more extensive overview of prohibited employment practices, visit the Equal Employment Opportunity Commission website:

*<http://www.eeoc.gov/laws/practices/index.cfm>*