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# WELCOME TO CAREER DEVELOPMENT

The Career Development staff is available to assist you with your major, career, and job/graduate school search and planning. Our office is located in the Conaton Learning Commons, Room 530. We are open 8:30 a.m. to 5:00 p.m. Monday through Friday. Contact us!

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PH: 513 745-3141 • Web: [www.xavier.edu/career](http://www.xavier.edu/career) • Email: [cdo@xavier.edu](mailto:cdo@xavier.edu)

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## Services

### Individual Career Counseling

One-hour appointment with a professional career counselor who can help with major exploration, career planning, job/internship search and graduate school preparation.

### Walk-in Advising

Five-to-fifteen minute drop-in career consultation and résumé critique.

Monday & Tuesday: 1:30 p.m. – 3:30 p.m.

Wednesday, Thursday, Friday: 11:00 a.m. – 1:00 p.m.

### Student Employment

Putting your Federal Work Study or University Employment award to use. Start with the CDO!

### Workshops

Offered throughout the academic year on various career planning topics. You may also request a custom workshop for your student organization or class!

### Career Resource Library

Browse our collection of resources on various occupations, graduate/professional schools, industries, and career development in a comfortable setting. Check out the resources for a few days to further explore.

### Career Assessments

Discover your career interests and personality preferences as they related to career decision-making. Meet with a professional counselor for further information.

### On-Campus Interviewing

Organizations often schedule first-round interviews each semester with XU students on campus.

### Job/Internship Listings (eRecruiting)

Employers hoping to recruit Xavier University students and alumni will post jobs and internships for application. All students have access to eRecruiting. Alumni may request access at any time.

### Mock (Practice) Interviews

Schedule an appointment and let us know your career interest or job opportunity and your career counselor will develop a list of customized practice questions just for you!

### Mentoring

Xavier University has one comprehensive mentoring program, which services all three colleges: Williams College of Business, Colleges of Arts and Sciences and Social Sciences, Health, and Education. For more information: <http://www.xavier.edu/career/mentor/>

### Career Fairs

Meet face-to-face with recruiters from various corporate, government, education, and non-profit organizations. Career fairs are a great way to begin networking for a job or internship.

### CDO Website: [www.xavier.edu/career](http://www.xavier.edu/career)

Offers information on career planning, student employment, internship preparation, mentoring, job search assistance, graduate school information, and more.

## OTHER SERVICES

Résumé /Cover Letter/Curriculum Vitae Critiques

What Can You Do with a Major/Degree

Job Search Ethics

# JOB AND INTERNSHIP SEARCHING

It is impossible to prepare a perfect plan for all types of job searches. Every person's situation varies in terms of employment objectives and available alternatives. However, the checklist below provides a general plan of action.

**Remember:** Career Development can help you throughout the process.

**1**

## SELF-ASSESSMENT

- Review your strengths and weaknesses, likes and dislikes, and personal job satisfaction needs. Think through your career plans and decide where you would like to be 1 year, 5 or 10 years from now. Are your plans realistic? Then, formulate your immediate job search goal.

**2**

## GATHERING INFORMATION

- Gather information on your chosen profession by researching careers and employers through the Career Development advisors and resources, McDonald Library, professional associations, world wide web, faculty and advisors, and Wetfeet (xavier.experience.com).

**3**

## INFORMATIONAL INTERVIEWS

- Conduct informational interviews. Arrange a meeting with professionals who work in your field of interest. Be prepared for these meetings! **Note: See page 6 for more information on Informational Interviews!**

**4**

## MARKETING PLAN

- In a job/internship search, your role is to market your skills, characteristics, and experiences. Establishing a plan of action is key. What will your plan include? Suggestions include networking (including face-to-face interactions and social networking sites), creating marketing tools such as résumés, cover letters, and portfolios, identifying opportunities, and finding job leads.

**5**

## TOOLS

- Choose a résumé format and prepare drafts of résumés for your various positions of interest. Have a staff member in Career Development review for recommendations. Solicit feedback from multiple people.
- Prepare standard cover letters for the different positions you are pursuing. Personalize each letter and check to see that content is related to the specific position you are applying for before sending. Do this for your résumés too.
- Consider developing a portfolio or even an E-portfolio (electronic option in Optimal Resume) which can help you stand out from other candidates.
- Check your references. Update information as necessary and create your References document. If it has been some time since asking individuals to be references, contact again to be sure they are still comfortable with that responsibility.

# JOB AND INTERNSHIP SEARCHING *continued*

**6**

## NETWORKING

- Identify your contacts including family, friends, neighbors, parents of your friends, professors, clergy, mentors, etc. Contact these individuals to let them know your career goals and that you are job/internship searching. Include your résumé if appropriate.
- Participate in organizations and events that provide a forum for networking such as clubs, professional organizations, career fairs, and community organizations.
- Write a thank you letter/email and connect on LinkedIn with your new contacts. Restate your interests.

**7**

## OPPORTUNITY IDENTIFICATION

- List organizations for which you want to work based on your research, informational interviews, and networking. Contact these organizations for job/internship openings. Bookmark frequently visited job posting sites for efficiency.
- Don't forget to check Xavier University's eRecruiting system, professional organization job boards, and Chamber of Commerce websites for lists of employers in a specific geographic area. Visit the Career Development for additional help.

**8**

## RECORD KEEPING

- Keep track of your contacts, emails, phone calls and job applications and follow-up periodically.

**9**

## INTERVIEWING

- Prepare for interviews by identifying your most important skills and experiences relevant to the specific job. Practice articulating these prior to the interview. Schedule a mock interview with a Xavier University career counselor.



# 5 JOB AND INTERNSHIP SEARCH STRATEGIES

## 1. Networking

- Talk to people you know; ask for advice and obtain referrals
- Discuss career goals with faculty, staff, and career counselors
- Conduct informational interviews
- Attend career and networking events
- Join professional and student organizations
- Develop a professional profile on LinkedIn and develop a positive online persona



## 2. Internships and Mentoring

- Search for internships through eRecruiting and other sources
- Request a mentor through the Career Development office

## 3. Internet

- Review eRecruiting
- Search job boards specific to your field of interest
- Identify potential employers through chamber of commerce websites, eRecruiting, internet searches, and major/career specific links through the Career Development's website
- Utilize Google alerts. This is a great tool to gather additional information about the organizations you are interested in. The information you find can potentially set you apart from your competition.

## 4. On Campus Recruiting and Career Fairs

- Attend employer panels and information sessions
- Participate in the On Campus Interview Program
- Schedule a résumé critique and/or a mock interview with employers
- Attend career fairs hosted by the Career Development (Fall, Spring, Education), Center for Faith and Justice (Post Grad Volunteer Fair), and the community

## 5. Alumni and XU Parents

- Contact an XU Alumni Chapter in your geographic area
- Join LinkedIn alumni groups. Post your résumé to your profile and ask for job/internship search support
- Contact parents of students in your geographic area

### DO

- +** Utilize several job search strategies
- +** Tailor your résumé and cover letter
- +** Research the employer
- +** Dress professionally

### DON'T

- Procrastinate
- Get discouraged
- Apply to jobs that you're not interested in
- Continue to search/interview for a job after you have accepted another offer

# TOP 5 REASONS WHY YOU SHOULD PURSUE INTERNSHIPS

Curious why internships are all the rage? Here are the top 5 reasons why you should not miss out on an internship.

**1**

You get to experiment! Real world experience helps you make more educated career choices.

**2**

You'll be more attractive to employers!

**3**

Connect the classroom to the “real world” to enhance your academic experience and performance.

**4**

Networking! Developing professional contacts in the field can help you get hired and get ahead in your career.

**5**

Get your foot in the door! Most companies will hire successful interns over candidates they've just met or who apply online. Every organization is different but it is estimated that most industries convert 50-90% of their interns to full-time workers.

## JOB SHADOWING

Spend a day or more with a professional working in a field of interest.

See what “a day in the life” is like and gain the opportunity to ask questions and receive mentoring advice from a working professional.

Not sure who to ask? Why not visit your college career center?

We have access to contacts through a variety of resources:

- Mentors involved in the Xavier University Mentor Program
- Employers who recruit on campus
- Alumni
- Parents of current XU students
- Members of XU LinkedIn Groups
- And more

Don't have time to job shadow? Why not schedule a job shadowing experience during fall, winter or summer break?



# INFORMATIONAL INTERVIEWING

Informational interviews are one aspect of networking in which you, the interviewer, are asking for information, *not a job*. The knowledge gained from an informational interview can help you determine which courses and qualifications are necessary for specific career paths, the types of jobs or companies best suited for you, etc.

Informational interviewing can also aid your job search by:

- Discovering jobs that are not publicly advertised.
- Expanding your knowledge of the job market in the field you want to explore.
- Learning about how to make yourself a more qualified candidate.
- Building support for your job search.

## Know What You Want To Accomplish

1. Investigate a specific career field.
2. Uncover career options you never knew existed.
3. Assist in narrowing (or expanding) options.
4. Obtain advice on where your skills might be applied.
5. Learn about important issues in a career field.
6. Broaden your own network of contacts for future reference.



## Prepare For the Interview

1. Research the organization.
2. Prepare your questions.
3. Learn about the career field in general.
4. Be yourself and relax. You are the interviewer, and this is not a job interview.
5. Keep your purpose in mind.

## Use the Information You Obtain

It is important to keep in mind that you are investigating a career and trying to establish a network at the same time. Therefore, all the protocol of a professional job search, as well as the curiosity of a diligent job seeker, should be followed.

1. Ask for the names of others you can contact.
2. Keep the door open for further contact by asking if you could connect on LinkedIn and maintain communication.
3. Take notes during the interview.
4. Send a typed thank you letter within two days.



# SAMPLE EMAIL REQUESTING AN INFORMATIONAL INTERVIEW

There are a number of ways to schedule an informational interview, limited only by your creativity and initiative. However, it is important to remember most professionals prefer appointments. Therefore, it is strongly recommended to telephone a person to schedule an appointment or request an informational interview by email. The sample below:

1. Names the person to whom you are writing
2. Tells the person why you are writing,
3. States you are not asking for a job interview, and
4. Keeps the initiative with you.



# SAMPLE QUESTIONS FOR AN INFORMATIONAL INTERVIEW

- What are the most interesting aspects of your job?
- What do you do in a typical day?
- How did you enter this job/career?
- What part of your work do you consider dull or repetitious?
- How would you recommend someone break into this field?
- What educational background is required?
- What kind of experience would help in this career?
- Are there specific courses a student might take that would be particularly beneficial in this field?
- What are the disadvantages and advantages to this career?
- Is a great deal of travel connected with this job?
- What types of training do companies give to people entering this field?
- What technologies are integrated into this career?
- What recommendations would you have for an entry-level person considering this career?
- What special advice would you give to a young person entering this field?
- How do you see the jobs in the field changing over the next ten years? What can I do to prepare myself for such changes?
- As a female or male, would I have any special challenges in a career in this field?
- How can I learn more about this career/job?
- What professional organizations are active and responsive in this career field?
- Who would you recommend I contact for more information about this career?
- Do you have any career literature that contains job descriptions and job specifications for positions in this field?



# SAMPLE EMAIL OF THANKS AFTER AN INFORMATIONAL INTERVIEW

Thank you correspondence should convey the following:

- Appreciation for their time, referrals, and information
- Compliments regarding their knowledge, expertise, helpfulness, and/or company of business
- Information about your follow-up or use of the information and/or referral or how their information or the meeting assisted you
- Keeping the contact door open with them – keep them apprised of your progress



Send	To...	<a href="mailto:ProspectiveEmployer@greatjob.com">ProspectiveEmployer@greatjob.com</a>
	Cc...	
	Bcc...	
Subject:		Thank You
<p>Dear Dr. Smith:</p> <p>Thank you for taking time to meet with me last Thursday to discuss a career in psychotherapy. I was impressed by your comprehensive knowledge of the different aspects of this field. Additionally, your advice and information will help me select classes and experiences that will enhance acceptance into a competitive graduate program.</p> <p>I appreciate the referral to Mr. Joseph Bandit, Director of Mental Health Services, and have already called his office to arrange a time to meet briefly with him. I will follow-up with you after I meet with him.</p> <p>I would like to stay in touch with you and keep you posted on my career research. If you have further questions for me and additional advice, I welcome you to contact me at <a href="mailto:freudj@xavier.edu">freudj@xavier.edu</a> or 513 888-1234. Thank you again for your time and valuable assistance.</p> <p>Sincerely,</p> <p>Jung Freud</p>		

# JOB SEARCHING AND INTERNATIONAL STUDENTS

As an international student seeking employment in the United States, your job search has a few special considerations. The diversity that your employment would offer to a U.S. workplace coupled with specific job search strategies will maximize your potential for a successful job search. It is recommended that you become familiar with:

**Employment laws imposed by U.S. Immigration • Your eligibility for work in the U.S. • Cultural issues affiliated with the U.S. job search • Resources available to help you in your search**

There are several offices at Xavier University that can assist you including Career Development and Center for International Education.

## JOB SEARCHING WITH YOUR DISABILITY

The job market is competitive and having a disability can make this huge task even more challenging. Sometimes, however, having a disability can be an asset! When you are applying to proactive companies who have a reputation for hiring people with disabilities, they may have a specific interest in applicants with disabilities. If you're a person with a disability, learning your rights and knowing when, how or if you will disclose of a disability will serve you well.

There are several offices at Xavier University that can assist you including:  
Career Development • Learning Assistance Center • TRiO/Student Support Services

## JOB SEARCHING AND DIVERSITY

There are many organizations who contact Xavier University with the hope of recruiting future interns and employees. Many of these organizations also seek to add diversity to their places of employment. The Career Development office aims to unite students and employers who embrace and support diversity in the workplace by providing networking opportunities, career-preparation events, and resources to facilitate interaction. In addition, Xavier University offers a number of resources to aid the global-minded citizen to compete for jobs in a global economy.

### Networking Events

- Diversity Reception
- Career Events with Employers
- Xavier University Mentor Program
- Career Fairs

### Career Preparation Services

- Career Counseling
- Leadership Programs
- Career Workshops
- Uncensored Program

### Resources

- Online Job Board, eRecruiting
- Study Abroad
- Cultural Student Organizations
- Going Global
- Career Resource Library within the Career Development Office
- CDO website:  
[www.xavier.edu/career](http://www.xavier.edu/career)
- Wetfeet (accessed via eRecruiting)

# RÉSUMÉS

*Because...* An employer spends an average of 15-20 seconds reviewing a résumé...

*Try to...* Provide the most relevant information for the job on the first half of the page!

*Your goal...* A visually appealing, concise, informative and compelling resume.

## When Do You Need a Résumé?

- ☑ Internship Searching
- ☑ Job Searching
- ☑ Networking
- ☑ Career Fairs
- ☑ Job Interviews
- ☑ Graduate School Admission (often called curriculum vitae or CV)
- ☑ Application for awards and campus/community involvement
- ☑ Letters of Recommendation (often professional references will ask for a copy of your résumé to help them draft a reference letter)



## Effective Résumé Writing Tips:

- ☑ Be honest and accurate with the content of your resume. Remember it is a reflection of you. Include only the information that you are willing and able to talk about in an interview.
- ☑ Be concise. Most entry-level résumés are one page though some professions can be longer.
- ☑ Resume building is a process not a one-time event. Keep track of your accomplishments and update your resume on a regular basis.
- ☑ **Write with the reader in mind.** Each résumé should be **tailored** to the job for which you are applying. Therefore, the skills and qualifications listed are relevant to that position. **Generic résumés are not effective.**
- ☑ When emailing your resume, be sure to mark the document Read-Only or convert to a PDF.
- ☑ When printing out your resume, use quality paper – preferably simple white paper.
- ☑ Avoid using resume templates.
- ☑ Avoid the use of personal pronouns (such as “I” or “my”).
- ☑ Avoid the use of trite phrases, slang, or clichés.
- ☑ Unless the employer states otherwise, always accompany each résumé with a strong, personalized cover letter.

# RÉSUMÉ BASICS

We have identified essential content and formatting standards to help you create a competitive resume.

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## CONTACT INFORMATION

- Your name should stand out: bolded and largest point size on page (up to 18)
- List an appropriate professional email address
- List only one phone number including area code (recommend listing your cell phone number)
- Address includes numbers and street name, city, state, and zip code
- If using two addresses: clearly label current and permanent/home; especially if they represent different geographical areas

## OBJECTIVE (optional however required for WCB students)

- Up to two lines:
  - First part succinctly identifies target position (by functional area and optionally industry sector)
  - Second part includes key skills/strengths that you will bring to the prospective employer
- May have “Profile” or “Summary” statement instead of objective highlighting areas of expertise; up to 5 lines

## EDUCATION

- List degrees in reverse chronological order
- Name of university spelled out with city/state on same line
- For business students: include “Williams College of Business” on line with university name
- Degree title and major(s) spelled out with anticipated or date of degree completion, including month and year
- GPA (major or overall) listed appropriately if complementary (3.0 or higher); if alumni resume, GPA not required
- If applicable, minor(s) is included
- Optional information to include, if aligned with career objective: relevant coursework – maximum of two lines; course projects with brief descriptions; meaningful honors and awards listed in reverse chronological order including dates
- High School information is omitted unless freshman or first semester sophomore (exceptions may apply if school name promotes networking)

## EXPERIENCE

- Present in reverse chronological order with accurate company name and location, job title and dates
- May group experience into categories to organize in alignment with career objective (e.g. Internship Experience, Marketing Related Experience, Professional Experience, Relevant Experience, Other Experience, Volunteer Experience, Leadership Experience, Laboratory Experience)
- Use easy to read concise bulleted statements (not in a paragraph/narrative form) to describe your experience
- The bullet points are “accomplishment statements” that are one to two lines highlighting skills, leadership opportunities, problem-solving abilities and other unique experiences that are relevant to the position for which you are applying. Provide enough detailed information that the reader clearly understands what you are capable of doing.
- Begin each statement with a powerful skill-based action verb and reflecting strong descriptive phrases with outcomes, quantifying them wherever possible.
- Accomplishment statements should be ranked with the most significant/relevant bullets on top. When applying for different positions rearrange ranking to best meet the qualifications
- Be consistent in how you list your months and years (ex: September 2009 or 09/09 is acceptable)

# RÉSUMÉ BASICS continued

## LEADERSHIP/COMMUNITY/VOLUNTEER ACTIVITIES (optional section)

- List recent meaningful experiences in reverse chronological order
- Format is consistent with experience section; identify leadership titles and organization names
- Use short bulleted statements that highlight the contribution and transferable skills; quantify outcomes, if applicable

## SKILLS (optional section)

- Include hard skills, specialized skills, relevant and detailed transferable skills related to career objective
- Language skills should be listed with skill qualifiers: literate, conversational, proficient, fluent
- Computer skills listed go beyond basic Microsoft applications—list proficiency level when applicable
- List information not previously mentioned on resume

## OTHER RELEVANT INFORMATION (optional section)

- Include special licenses, certifications, outside training or tests passed, conferences, presentations, publications that are relevant to career objective
- Organized either in reverse chronological order or functionally grouped, with accurate dates
- Short and concisely presented – This information should not overshadow other sections

## FORMAT AND STYLE

- Margins should be between ½ inch to 1 inch
- Font size for text is between 10pt to 12pt; larger headings are no larger than 18pt
- Readable typeface: i.e. Times New Roman, Calibri, or Arial
- Use simple bolded symbols for bullets
- Consistent and appropriate use of indenting, margins, bolding, caps, underlining, line spacing and alignment - should help sections stand out
- Do not mention availability of references
- No personal information (i.e. pictures, marital status, date of birth)

## OVERALL PRESENTATION

- Positive first impression: easy to read; clear subheadings that separate information; and professional
- Most relevant and compelling information listed first (i.e. Education section should appear near top of resume)
- One page, unless industry allows. If two pages, significant relevant information filling up at least half of the second page with name and page number in header
- Good balance between text and white space
- Correct spelling, no typos, and proper use of grammar



# ACTION VERBS

For more powerful skill-based action verbs, go to [www.quintcareers.com/action\\_skills.html](http://www.quintcareers.com/action_skills.html).

Be sure your verb tense is in agreement with each experience: past tense with past experiences and present tense when describing current positions.

## Clerical/Detail Skills

approved	compiled	implemented	prepared	recorded
arranged	documented	inspected	processed	systemized
catalogued	finalized	monitored	organized	tabulated

## Communication Skills

addressed	corresponded	formulated	negotiated	recruited
arbitrated	developed	influenced	persuaded	spoke
authored	directed	interpreted	presented	translated
collaborated	drafted	lectured	promoted	wrote

## Creative Skills

acted	customized	fashioned	instituted	originated
composed	designed	founded	integrated	planned
conceived	developed	illustrated	introduced	revitalized
conceptualized	directed	initiated	invented	shaped

## Financial Skills

administered	audited	computed	forecasted	planned
allocated	balanced	decreased	managed	projected
analyzed	budgeted	developed	marketed	researched

## Helping Skills

advised	contributed	empowered	expedited	motivated
assessed	counseled	enabled	facilitated	referred
clarified	demonstrated	enhanced	familiarized	rehabilitated
coached	diagnosed	ensured	guided	represented

## Management Skills

administered	consolidated	evaluated	oversaw	recommended
allocated	contracted	executed	planned	scheduled
analyzed	coordinated	improved	prioritized	spearheaded
assigned	delegated	led	produced	supervised

## Research Skills

clarified	eliminated	identified	investigated	surveyed
collected	evaluated	inspected	organized	systematized
diagnosed	examined	interpreted	reviewed	wrote

## Teaching Skills

adapted	coached	encouraged	facilitated	mentored
advised	coordinated	evaluated	guided	stimulated
clarified	developed	explained	instructed	trained

## Technical Skills

assembled	computed	engineered	installed	overhauled
built	converted	expanded	maintained	programmed



# WRITING POWERFUL MARKETING BULLETS

The best resumes do more than just describe the job tasks you performed. A resume should market your skills and accomplishments related to the job you want. When you create your resume, you want to write to the intended reader and include only relevant information that will tell them you are the best candidate for the position. With that in mind, you need to look at your experience through the lens of a potential employer and then translate your experience so you are convincing them you have the skills, knowledge and attributes to help them meet their business goals.

A little research is required to gain a clear understanding of the skills, knowledge and attributes that are most desirable in candidates for a particular position. A good source of information is O\*Net ([www.onetonline.org](http://www.onetonline.org)). Another option is to look online for job descriptions for positions similar to the one you are pursuing. Conducting informational interviews with industry professionals can be a great source of information as well.

Once you know what a potential employer wants, create a resume that matches the key skills and competencies required for the job. Bullet points on a resume should tell a complete story beginning with a skill-based action verb (see suggestions below) and ending with some kind of a result. Readers want to know how well you performed your skill, so try to provide specific results or at least explain your goal (Why did it need to be done? What did you hope to accomplish? Did it work?). Qualifying, quantifying and providing enough relevant details of the scope of your experience can give you more credibility (How many? How much? How did you do it?). Really reflect on how you contributed to your place of employment and how it translates to the role you are pursuing.

## Example:

**Good:** *Wrote press releases*

**Better:** *Wrote press releases about upcoming events to enhance publicity and increase participation*

**Best:** *Wrote 15 press releases detailing upcoming events which were sent to 100 local media outlets to raise publicity and attract up to 2,000 community members to a movie premiere*

## Organizational Skills

- Streamlined process for collecting late accounts, securing \$5000 in past-due accounts.
- Organized and inventoried company's merchandise and office supplies to increase the accuracy and speed of intercompany orders

## Analytical Skills

- Audited season parking passes which resulted in a complete and organized record for the 2010 season
- Researched 21 dimensions of taxation in 12 counties and compared taxes based on dollar assumptions which helped county commissioners compare level of efficiency in tax collection

## Teamwork Skills

- Trained and coached six new associates on store software, procedures and products to promote a positive customer experience and increase sales

## Project Development & Implementation

- Initiated redesign of office management systems resulting in easier access to information.
- Evaluated and updated internet site as it grew to over 2000 pages and images that generated 200 hits daily.
- Surveyed over 500 households through response cards and interviewed 35 veterinary customer service receptionists to collect market research for a customer satisfaction survey campaign for over 20 animal hospitals

## Written & Oral Communication Skills

- Presented research findings to panel of 8 faculty and students at undergraduate research symposium.
- Persuaded university administration to grant permission for event with anticipated attendance of 200 students

## Overview of Accomplishments

- Voted "Team Player" by co-workers and supervisors based on a reputation for working well with others.

# TYPES OF RÉSUMÉS

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## Chronological

A chronological (or reverse chronological) résumé organizes information by jobs/positions/experiences in *reverse chronological* order, with the most recent experiences first. It is the most commonly used format and is the easiest to write. Recruiters typically prefer the chronological resume therefore; this is the style we recommend.

This résumé format works well when:

- You are seeking an entry-level position
- You have a steady history of employment related to the position you are seeking

---

## Functional

A functional (or skills based) résumé organizes information into *functional* groupings of skills or accomplishments.

This résumé format works well when:

- You want to demonstrate a clear relationship between your skills listed and the position you are seeking
- Your specific jobs or internships are not easily related to the position you are seeking
- You have gaps in your employment history

This format is not commonly used by college students or for applying for entry-level positions.

---

## Combination

A combination résumé organizes experiences in *reverse chronological* order within the *functional* categories. Experiences and skills can be tailored to fulfill the specific requirements of a position.

This résumé format works well when:

- You want to highlight skills related to specific jobs
- You want to emphasize relevant skills and information that connect your experiences



# SAMPLE FRESHMAN RÉSUMÉ

## TINA TUTOR

tutort@xavier.edu  
(513) 111-9999

256 Lotus Park  
Cincinnati, OH

**OBJECTIVE** Eager to leverage strong time management, interpersonal and writing skills to secure a summer opportunity with a law firm.

**EDUCATION** XAVIER UNIVERSITY Cincinnati, OH  
**BACHELOR OF ARTS** Anticipated May 2017  
Double Major: English & Psychology  
GPA: 3.6/4.0

WINTON WOODS HIGH SCHOOL Cincinnati, OH  
GPA 3/9/4.0 June 2013  
Class Rank 3/267

**HONORS** Xavier Scholar  
Milton Ryker Scholarship

*Using the "Tabs" feature in  
Microsoft Word is helpful  
when aligning dates!*

**EXPERIENCE** XAVIER NEWWIRE Cincinnati, OH  
*Staff Reporter:* Fall 2013 to Present  
• Researched and wrote 10 features articles for the student newspaper with a daily circulation of over 3,000

**BOYS & GIRLS CLUB** Cincinnati, OH  
*Tutor:* Summer 2013

- Developed promotional materials for three educational programs including print and social media
- Simplified math and science concepts to enhance comprehension and motivated children ages 8-12 to stay focused despite setbacks
- Improved level of reading and writing skills for adults learning English as a second language by role modeling study strategies and providing encouragement

**CINCINNATI PARKS DEPARTMENT** Cincinnati, OH  
*Head Lifeguard:* Summers 2013, *Lifeguard:* 2011, 2012

- Supervised 6 lifeguards, coordinated schedules and trained new lifeguards on procedures to optimize staff performance and best meet the needs of the center
- Monitored up to 100 patrons to ensure safety and responded quickly and calmly to emergencies; documented accident and incident reports accurately and timely

**ACTIVITIES** Treasurer, Pre-Law Society, 2013 - Present  
Participant, Intramural Sports including Co-ed Softball and Basketball, 2013-2014  
Secretary, National Honor Society, 2012-2013

**SERVICE** Relay for Life, 2010-2013  
AVOC (Aids Volunteers of Cincinnati), 2012-2013  
Literacy Council of Cincinnati, 2012  
World Hunger Coalition, 2011

**SKILLS** Computer: Word, Access, Excel, HTML, PowerPoint

# SAMPLE RÉSUMÉ

## INGA INTERNATIONALE

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13 Oak Drive, Apt. #45 • Cincinnati, OH • (513) 787-4567  
10445 East 196<sup>th</sup> Street • Bronx, NY 10468 • (718) 933-5931  
internationalei@xavier.edu

**EDUCATION** Bachelor of Arts in **Political Science**, May 2013  
Xavier University, Cincinnati, OH  
Minor: Spanish

*If applying for positions overseas do not  
assume an American résumé style will work.  
Visit the Career Resource Library for help.*

**HONORS** **La Esperanza Honor Society, Fall 2010 to Present**  
Study Group Leader, Pontificia Universidad Catolica Madre y Maestra, Dominican Republic, 2011  
Kellogg Latin American Area Studies Program Internship Award, Summer 2009

**RESEARCH**

- **Labor Inequities faced by Latin American Women**, Xavier University Honors Thesis, Ongoing
- **The Relationship Between Dominicans and Haitians**, Pontificia Universidad Catolica Madre y Maestra, Winter Break 2011
- **A Perspective on Cuban-Americans**, North American Congress on Latin America (NACLA), New York, NY, Summer 2011
- **Latino Identity in the U.S.**, NACLA, Summer 2010
- **The Economic History of Chile**, Micro/Macro Economics, Spring 2009

**INTERNSHIPS** **Intern, Washington Office on Latin America**, Washington, D.C., Summer 2010

- Prepared technical reports comparing and contrasting foreign policy changes for the Senators' Committee on Trade and Markets in South America.

**Intern, NACLA Report on the Americas**, New York, NY, Fall 2009

- Collected research and created PowerPoint presentations for a lecture series on the sociology of Cubans immigrating to the United States.

**EXPERIENCE** **Guide, African, Latin, Asian and Native American Cultural Center**, Bronx, NY, Summer 2010

- Facilitated daily tours and prepared six special presentations for educational group visits to increase understanding and reduce cultural barriers.

**Sales Assistant, Self-Help Center**, New York, NY, Summer 2009

- Inventoried and designed sales floor display of crafts and arts from over 60 developing nations to better promote the unique identity of each culture.
- Exceeded sales goal for the season by engaging customers and offering personalized service.

**LEADERSHIP** **President**, Latin American Student Organization, Fall 2010 to Present  
**Captain**, Hall Soccer Team, Fall 2009 to Present  
**Vice-President**, La Esperanza Honor Society, Fall 2009 to Fall 2011  
**Co-Director**, Potawatomi Indian History Program, Spring and Fall 2010

**RELEVANT COURSEWORK** Comparative Politics • International Relations • Microeconomics  
Macroeconomics • International Trade and Business Environment

**SKILLS** **Language:** Fluent in Spanish; Proficient in Portuguese; Conversational in Italian  
**Computer:** Microsoft Word, Excel, PowerPoint; Lotus 1-2-3; PageMaker

# SAMPLE SALES RÉSUMÉ

## *Samuel Sales*

100 Drenth Drive • Cincinnati, OH 45205 • (513) 631-9999 • Sales1@xavier.edu

<b>SUMMARY</b>	Dynamic and confident individual with experienced in sales and marketing and leadership positions demanding strong organizational and communication skills.	
<b>EDUCATION</b>	<b>Bachelor of Science in Psychology</b> Xavier University Major GPA: 3.5/4.0   Overall GPA: 3.1/4.0 Concentration in Marketing	Anticipated May 2013 Cincinnati, OH
<b>EXPERIENCE</b>	<b>XYZ MEDIA COMPANY</b> Sales Intern	Cincinnati, OH 2012 to present
	<ul style="list-style-type: none"><li>• Design and develop advertising websites to promote new book titles generating on average 5,000 book sales per week</li><li>• Implement new strategies for selling specific niche book genres by improving existing website designs and image content (visit <a href="http://www.xyzbooks.com">www.xyzbooks.com</a> for sample work)</li></ul>	
	<b>THE NEWSWIRE</b> (campus newspaper) Advertising Manager	Cincinnati, OH 2011 – 2012 academic year
	<ul style="list-style-type: none"><li>• Sold over 3 advertisements to local retailers for each edition generating over \$1,400 per edition</li><li>• Created a high touch marketing strategy to promote advertising options to student clubs and organizations; increased advertisements by 23%</li><li>• Organized layout of ads for print, electronic and social media to improve marketing</li><li>• Collaborated with team to create and organize weekly publication consistently meeting deadlines</li></ul>	
	<b>RICHMOND BROTHERS</b> Sales Representative	Mason, OH Summers 2010, 2011, 2012
	<ul style="list-style-type: none"><li>• Generated sales revenue of \$6,000 per shift on average by regularly converting quick sales into larger sales, earning recognition as the top salespersons for sporting goods</li><li>• Created new strategies for store product layouts to produce higher sales volumes, consistently selling out of merchandise within three hours</li><li>• Coached other Sales Representatives to develop personable selling strategies, increasing overall store productivity by 30%</li><li>• Advised departmental buyer on inventory of in demand merchandise and provided recommendations on purchasing decisions</li></ul>	
<b>ACTIVITIES</b>	Chess Club, <i>President</i> , 2012-13 Xavier University Delta Sigma Pi, <i>Internship Coordinator</i> , 2011-12 Intramural Sports (football and basketball), <i>Participant and Team Capitan</i> , 2010-11	
<b>SKILLS</b>	Proficient in Microsoft Word, Excel and PowerPoint, Publisher, and Adobe Photoshop	
<b>VOLUNTEER WORK</b>	Madison Center, Student Volunteer Neighborhood Study Help Program, Tutor Big Brothers and Big Sisters of Cincinnati, Volunteer	

# SAMPLE LEADERSHIP FOCUSED RÉSUMÉ

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## Mallory Muskie

muskiem@xavier.edu | (513) 745-2222  
3800 Victory Parkway  
Cincinnati, OH 45207

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### EDUCATION

Bachelor of Arts, May 2013  
Xavier University, Cincinnati, OH

- *Majors:* History and International Affairs, GPA: 3.5/4.0
- *Honors:* Academic Dean's List, University Scholars Honors Program, St. Francis Xavier Scholarship Recipient

### LEADERSHIP

#### Xavier University Alternative Breaks

Board Chair

April 2012 – April 2013

- Communicated as a liaison between the Alternative Breaks Board and University Officials, Student Government Association, Faculty and Staff, and the national organization Break Away
- Oversaw the planning of 22 domestic and 3 international quality Alternative Breaks trips with over 250 active members
- Monitored a budget of \$200,000 and revised budgeting to generate over \$40,000 in rollover
- Facilitated weekly board meetings and created a team-based environment to ensure a productive and collaborative atmosphere; addressed and resolved conflicts to restore positive group dynamics
- Educated site leaders and participants about Break Away, the Active Citizenship Continuum, Eight Quality Components, and the Triangle of Quality Community Service
- Planned a weekend Alternative Break Executive Board Retreat to Spencer, West Virginia which included communicating with the host organization, making travel and sleeping accommodations, organizing team bonding, preparing service, and creating a schedule outlining each day's activities
- Recruited students for participant, site leader, and executive board positions through the use of presentations, social media, and personal emails
- Redesigned the applications to present information in a more organized and concise manner
- Created application criteria, customized interview questions, interviewed and selected the Alternative Breaks Executive Board from 25 possible candidates

Fundraising Chair

April 2011 – April 2012

- Designed a fundraising points system to reward Alternative Breaks groups for completion of fundraising and to promote friendly competition and motivation
- Created best practices guide on how to plan a fundraiser and implemented the use of calendars outlining timelines of all fundraising events to improve the time management organization of site leaders
- Implemented new fundraising ideas that created over \$5,000 in additional revenue
- Maintained a positive relationship with the Office of Student Involvement and made sure that all paperwork was completed and submitted in a timely fashion
- Monitored over \$75,000 in fundraising money generated by Alternative Breaks groups

Site Coordinator—Board Member

May 2010-May 2011

- Located and arranged service site organizations; ensured housing, food, and transportation for four trips
- Recruited qualified candidates; interviewed candidates; participated in selection, pairing, and placement of Site Leaders
- Planned and lead an off-campus overnight training retreat for 44 Co-Site Leaders.
- Selected to represent Xavier University at San Francisco HIV/AIDS *BreakAway Alternative Break Citizenship Schools*

### OTHER EXPERIENCE

**Administrative Assistant;** *Office of Financial Aid* - Xavier University, Cincinnati, OH

July 2009 - Present

**Barista;** *Victory Perk*, Cincinnati, OH

September 2009 - November 2010

**Peer Tutor;** *Learning Assistance Center* - Xavier University, Cincinnati, OH

September 2009 - May 2010

# SAMPLE NURSING RÉSUMÉ

**Nancy Nurse**

5555 Cleneay Avenue Cincinnati, OH 45208 | (513) 123-4567 | nursen@xavier.edu

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## EDUCATION

**Bachelor of Science in Nursing**, Expected May 2013

*Xavier University*, Cincinnati, OH

- GPA: 3.6/4.0; Dean's List: every semester of college career
- Sigma Theta Tau, Member

## CLINICAL EXPERIENCE

**Community Health:** *Taft Elementary*- Spring 2013

- Performed hearing, vision, and BMI assessments for school aged children in an urban elementary school
- Taught 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> graders on the importance of hand hygiene

**Mental Health:** *Lindner Center of Hope* - Fall 2012

- Established therapeutic relationships with patients and monitored unit safety, participated in group therapy, and attended interdisciplinary team meetings to understand patients' plan of care

**Labor and Delivery/Mother-Baby:** *Good Samaritan Hospital* - Spring 2012

- Assisted nurses in positioning intrapartal patients maintaining the comfort and dignity of patients; conducted general, fundal and perineal assessments with preceptor's guidance; coached families on the proper technique of swaddling newborns, educated families about circumcision care and participated in discharge instruction
- Administered temperature checks; perform full and partial assessments, feedings, baths, diaper checks and changes, positioning changes, and immunized newborns with faculty advisor

**Pediatrics:** *Cincinnati Children's Hospital Medical Center* - Fall 2011

- Implemented care plans including tracheostomy care, suctioning, urinary catheterizations, and g-tube feeds for patients requiring specialized ventilations support on the Transitional Care Center unit; performed pediatric assessments, administered medications, and monitored age appropriate growth and milestones

**Medical-Surgical:** *Jewish Hospital* - Spring 2011

- Assessed patients for changes in preoperative and postoperative care; administered oral, intravenous, subcutaneous, and g-tube medications, supported patients in coping to new medical diagnoses; performed wound care and catheterizations with preceptor's guidance, observed orthopedic and abdominal surgeries

**Nursing Therapeutics:** *Season's Nursing Home* - Fall 2010

- Honed therapeutic communication, visual assessment, vital signs, patient history, and analyzing lab value ranges with long-term geriatric population
- Educated patients on testicular and prostate care and early detection of symptoms

## ADDITIONAL EXPERIENCE

**Patient Care Technician,** *Miami Valley Hospital (Heart & Vascular)* - June 2011 to Present

- Document vital signs, report abnormal values or changes in appearance or mood of patients, position patients with decreased mobility, assess patients in daily living activities, observe for skin breakdown, assist patients with chest tubes to ambulate with required equipment

**Personal Care Assistant,** *Private Healthcare Provider* - 2008-2011

- Provide personal care and daily assistance to a female with spinal muscular atrophy

## COMMUNITY INVOLVEMENT

**Relay for Life** (2009-2012)

- Participated in group fundraising activities to raise money for organization in the fight against cancer

**Emergency Department Volunteer;** *University Hospital, Cincinnati, OH* (2009-2010)

- Guided visitors/family members in locating trauma patients in fast paced ER of a level I urban trauma hospital

**Community Action Day** (October 2009)

- Served as a mentor and role model for children with special needs

## SKILLS

- Familiar with **computerized charting** within Tri-Health hospital community
- Basic **Spanish language** and conversational **Italian language** skills

# SAMPLE TEACHING CANDIDATE RÉSUMÉ

**Teacher Tim** 321 Smith Street, Cincinnati, OH | 45242 (513) 222-2222 | timt@xavier.edu

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## OBJECTIVE

Seeking an Elementary Teacher (K-5) position utilizing my creativity, experience with differentiated instruction, and commitment to a holistic educational experience for each student. Willing to coach softball and advise student groups.

## EDUCATION

**Master of Education, Elementary Education**, Expected May 2013

Xavier University, Cincinnati, OH

- GPA: 3.8/4.0

**Bachelor of Arts, Spanish**, May 2009

Xavier University, Cincinnati, OH

- Honors: Dean's List (2007, 2008, 2009), Presidential Scholarship (2009)
- Study Abroad: Universidad del Pais Vasco, San Sebastian, Spain (Summer 2008)

*It is very common for an Education major pursuing teacher positions to have a 2-page résumé.*

## LICENSURE

**State of Ohio Four-Year Resident Educator License: Elementary Education (K-5)**, July 2013

## TEACHING EXPERIENCE

**Student Teacher (1<sup>st</sup> Grade)**, Spring 2013

Cheviot Elementary School, Cincinnati, OH

- Created and delivered unit on butterflies which taught students about butterfly life cycle while incorporating art projects and writing
- Assessed student learning through a pre and post-test as part of LAMP (Learning Assessment Model Project)
- Designed grading rubrics and course activities including learning stations, group work, and worksheets
- Organized and helped facilitate after-school tutoring program 3 days a week for an average of 35 students
- Participated in 27 parent teacher conferences and designed monthly parent newsletter
- Attended professional development training on curriculum, reading recovery, and lesson differentiation

**Practicum Teacher (5<sup>th</sup> Grade)**, Fall 2012

William H. Taft Elementary School, Cincinnati, OH

- Taught 23 fifth grade students in math, reading, social studies, and science
- Planned daily lessons including content standards, objectives, procedures, and materials
- Developed and instructed unit plans over solar system, rainforests, and women in history
- Used technology in the classroom in the form of supervised Internet-based research

**Practicum Teacher (3<sup>rd</sup> Grade)**, Spring 2012

Quebec Heights Elementary School, Cincinnati, OH

- Developed and taught multi-week unit on problem solving for 18 third grade students

**Practicum Teacher (2<sup>nd</sup> Grade)**, Fall 2011

Carson Elementary School, Cincinnati, OH

- Created an interactive bulletin board on the topic of weather and observed second grade class

## OTHER EXPERIENCE

**Server**, Longhorn Steakhouse, Cincinnati, OH

October 2010-present

**Lifeguard**, Florence Aquatic Center, Florence, KY

Summers 2006-2010

## ACTIVITIES & SERVICE

Student Council for Exceptional Children, Education Club (Secretary), Intramural Softball, Race for the Cure, Habitat for Humanity, Dance Marathon, Alternative Spring Break (Biloxi, MS)



# SAMPLE SCIENCE RÉSUMÉ

## Research Ryan

111 Dana Ave, Cincinnati, OH 45207 • ryanr@xavier.edu • 444-444-4444

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### EDUCATION

**Bachelor of Science in Chemical Science**, December 2012

*Xavier University*, Cincinnati, OH

Minors: Natural Science and Criminal Justice

Relevant coursework: **Physical Chemistry, Analytical Chemistry, Organic Chemistry, Instrumental Analysis, Calculus, and Statistics**

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### RESEARCH EXPERIENCE

**Xavier University Chemistry Department**, Cincinnati, OH, Spring 2012

*Research Assistant*

Research focused on determining the figures of merit including the limits of detection (LOD) and linear range for analysis of certain metals using the flame and graphite furnace.

- Prepared and analyzed standard solutions containing copper, iron, manganese, and zinc on the Varian 240 FS-FAAS. Determined limits of detection.

**Instruments used in Instrumental Analysis:** UV-Vis spectrophotometer, A.A.S., Infra-red Spectrometer, NMR Spectrometer, GC/MS, Fluorimeter Spectrometer, and HPLC.

**University of Cincinnati Division of Research and Graduate Education**, Cincinnati, OH, Summer 2011

*Summer Undergraduate Research Fellowship Department of Physiology and Systems Biology*

- Presented a poster detailing summer research data at the annual Capstone Poster Symposium and received an Honorable Mention at the Awards Ceremony
- Addressed the Department of Molecular and Cellular Physiology and presented research using PowerPoint
- Developed skills involving the following research techniques immunohistochemical staining, western blots, Bradford Assays, tissue preparation for Luminex Assay, mouse tumor measurements, immunoprecipitation, bacterial plate preparation, and urease confirmation test

### ADDITIONAL EXPERIENCE

**Xavier University Information Resource Center**, Cincinnati, OH, 2010 – 2012

*Xavier University Hardware Technician Assistant*

- Diagnosed computer hardware problems; installed hardware devices and software applications

**Xavier University Chemistry Stockroom**, Cincinnati, OH, 2009 – 2010

*Chemistry Stockroom Assistant*

- Devised interactive databases that organized every chemical in the stockroom dating back to 1930's.
  - Prepared and setup the chemical materials necessary for Organic Chemistry, General Chemistry, Instrumental Analysis and Analytical Chemistry Labs; coordinated laboratory instruments and materials exchange in lab
- 

### LEADERSHIP

**Xavier University Leadership Committee**, Cincinnati, OH, 2010 – 2011

- Organized the largest and most popular school event "Hip-Hop Culture Explosion"
- Prepared a presentation and facilitated exercises about leadership skills that are applicable in academic, professional and social settings

**Black Student Association Community Service Committee**, Cincinnati, OH, 2011 – present

- Mentored first-year students in adjusting to academic and residential life
- Tutored middle school students with science homework
- Created and delivered a presentation on the importance of AIDS prevention

**National Organization for the Profession Advancement of Black Chemist and Chemical Engineers (N.O.B.C.Che.)** *Secretary*, Cincinnati, OH, 2011 – 2012

- Customized a series of chemistry experiments on National Chemistry Day to stimulate and inform children about the amazing world of science
- 

### SKILLS

**Language** – Proficient in Spanish

**Computer** – Basic HTML; Photoshop; Microsoft Office applications including Word, Excel, and PowerPoint

# SAMPLE ATHLETE RÉSUMÉ

## BARRY BASKETBALL

100 Drenth Drive • Cincinnati, OH 45207 • (513) 631-9421 • bball@xu.edu

### PROFILE

Goal oriented individual with extensive leadership experience targeting opportunities in the engineering industry. Strength areas:

- Team player with excellent communication and analytical skills
- Self-motivated and able to perform under pressure
- A strong work ethic combined with time management and problem solving skills

### EDUCATION

**Bachelor of Science, Computer Science**

Xavier University

Major GPA: 3.1/4.0

May 2013

Cincinnati, OH

### RELEVANT COURSES

Software Engineering

Statistics

Data Structures & Algorithms

Operations Systems

Language Automata

Machine Organization & Assembly Language

### SKILLS

**Programming Languages:** BASIC, SQL, ASP.NET, C/C++, Java, Python, PHP, HTML, JavaScript, SML, ActionScript, and VB.NET

**Operating systems:** Windows, UNIX, LINUX, and MacOS

**Applications:** Visual Studio.NET, Dreamweaver, Fireworks, Flash, Photoshop, Remedy

### HIGHLIGHTED PROJECTS

*News Delivery System Upgrade, Spring 2012*

- Integrated old code with new for web application delivering custom tailored web news
- Coded in Java using Model-View-Controller architecture

*Custom Ebarter Program Development, Summer 2011*

- Created new functionality for online bartering system run on Apache Tomcat
- Designed application to create custom surveys to determine end users' needs

### RELATED EXPERIENCE

**DELPHI AUTOMOTIVE**

Cincinnati, OH

*Shadowing Intern, Summer 2010*

- Week long shadowing assignment in Delphi's automotive sound unit
- Observed Sound Testing, Electrical Design, Research & Development, Manufacturing, and Marketing Departments

### NCAA ATHLETICS

**XAVIER UNIVERSITY VARSITY BASKETBALL TEAM**

*Full Scholarship Athlete 2009-2013, Captain 2012-20013*

- Four Year Letter Winner 2009-2013
- Team Most Valuable Player, 2012
- Academic All-American, 2011, 2012
- 2012 NCAA Tournament Elite 8 Team

### ACTIVITIES

*Member, Xavier Ballroom Competition Club, 2010-Present*

*Planning Committee Member, Freshmen Retreats (Group #2), 2009-Present*

*Eucharistic Minister, Sacred Heart Basilica and Stanford Hall, 2009-Present*

*Volunteer, Urban Plunge (New York, NY), December 2010*

*Volunteer, Habitat for Humanity, Spring Break 2009*

# SAMPLE COMMUNICATIONS RÉSUMÉ

## IZZY EXPERIENTIAL

3800 Victory Parkway • Cincinnati, Ohio 45212 • 123.765.4321 • experiential@xu.edu

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### EDUCATION

**Bachelor of Arts in Communication Arts** – Public Relations & Advertising Expected May 2014  
*Xavier University, Cincinnati, OH*  
Current GPA: 3.70/4.0; Major GPA 3.9/4.0

### COMMUNICATIONS EXPERIENCE AND ACTIVITIES

**Strata-G Communications:** Cincinnati, OH January 2013 – present  
*Public Relations Intern*

- Promote and build awareness of clients' special events and promotions utilizing social media and other interactive marketing strategies targeted to market population
- Develop public relations plan for non-profit client's largest fundraiser forecasting 25% increase in donations from previous year
- Write and develop industry award entries for both the agency as well as clients

**Project U:** Cincinnati, OH September 2010 – present  
*Account Supervisor*

- Compete in intercollegiate competition against 15 Ohio universities to implement research-based tobacco counter-marketing campaign at Xavier University; work in conjunction with regional leading communications agency Northlich and client, Ohio Tobacco Prevention Foundation
- Manage \$8000 budget, facilitate biweekly conference calls with Northlich, oversee all stages of campaign implementation
- Supervise eight leadership team members and 20 support team members
- Conduct student research, produce written plan, implement campaign, evaluate and analyze final results and present to Northlich in May 2011

**Public Relations Student Society of America (PRSSA):** Cincinnati, OH August 2010 – present  
*Chapter Vice President; May 2009 – present;*  
*Chapter Secretary; December 2008 – May 2009*

- Organize and lead chapter meetings to motivate and build unity of more than 20 members
- Write monthly news releases for professional affiliate, Public Relations Society of America (PRSA) and serve as contributing editor for national PRSSA student newspaper, *FORUM*

**Fox Sports Ohio,** Cincinnati, OH October 2011 – March 2012  
*Digital Content Production Intern*

- Developed video and written content from 18 Xavier basketball games and campus events for website
- Increased site traffic by evaluating missing interactive elements and creating user-friendly experience

**TriHealth Corporate Communications:** Cincinnati, OH June 2011 – December 2011  
*Public Relations Intern*

- Edited multiple in-house publications; Circulation: 12,100; formulated Employee Forums for dialogue with CEO
- Collaborated with PR Director to plan and execute grand opening events for new hospital towers
- Wrote biographies on more than 40 employees for annual Employee Service Awards brochure

**PR-Link Public Relations:** Taylor Mill, KY August 2010 – May 2011  
*Public Relations Intern*

- Pitched client events to local media and analyzed media coverage, researched client backgrounds, analyzed competitors, client

# SAMPLE STUDY ABROAD RÉSUMÉ

## TOM ABROAD

3800 Victory Parkway • Cincinnati, OH 45212 • 123.765.4321 • abroadt@xxavier.edu

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### Education

#### **Bachelor of Science in Psychology** - May 2013

Xavier University, Cincinnati OH

GPA: 3.82

#### **Study Abroad Program, Pacific Rim** - May 2012

- Studied the economy and business practices in China, South Korea and Japan
  - Participated in site visits to Procter & Gamble, Deloitte & Touche, Papa John's and General Electric
- 

### Academic Highlights

#### **Summer Business Institute, University of Michigan** – July 2012

- Six-week course offered to non-business majors by the Ann Arbor School of Business
- Studied the impact of outsourcing on the supply chain process
- Conducted a SWOT analysis on Toyota Manufacturing
- Toured Total Quality Logistics and Toyota Manufacturing

#### **Senior Capstone** – May 2013

- Researched and presented potential solutions to a committee of international scholars
- Placed 3<sup>rd</sup> in the state of Ohio in case competition

#### **Research Project, Xavier University** – Summer 2011

- Conducted a research project on consumer advertising and presented at several professional conferences
  - Created a poster presentation for project and was award, "Outstanding Poster Presentation"
  - Submitted paper to peer reviewed journals
- 

### Leadership and Involvement

#### **Psychology Club**, September 2011-Present

*Member*

- Help organize club events and fundraising opportunities
- Attend weekly meeting and lead group discussions on current topics related to psychology

#### **TRIO**, January 2011-Present

*Participant*

- Participate in personal, educational and career building activities

#### **X-Action Day**, April 2010-2013

*Participant*

- Annual event where a day is spent performing community service around the Cincinnati community

# SAMPLE SPORTS MARKETING RÉSUMÉ

## Samuel Sports

3800 Victory Parkway

Cincinnati, OH 45207

(513) 222-3333

[sports@xavier.edu](mailto:sports@xavier.edu)

### Education

#### Xavier University

Bachelor of Science in Sports Management and Marketing  
Cumulative GPA 3.2/4.0

Cincinnati, OH  
Expected August 2013  
Major GPA 3.6/4.0

Worked on average 30 hours per week during college career to pay for expenses

### Related Experience

W&S Open Manager, Sales Associate

May 2007 to Present (seasonal)

Midwest Sports Supply

Cincinnati, OH

- Oversee the daily operations of the retail tent at the Western and Southern Tennis Tournament including merchandising and supervising team of 15 employees to ensure effective operations; typical sales of \$10,000 per day
- Oversee and conduct all online sports apparel product returns to ensure customer satisfaction

Ball Park Operations Intern/Fielder

March 2012 to October 2012

Cincinnati Reds

Cincinnati, OH

- Organized and operated the fan zones activities to engage and guarantee customer satisfaction before, during and after games
- Directed and distributed promotional giveaway items to fans before and after games
- Supervised 40 member cleaning crew before games, inspected all seating and fan areas of ballpark, prepared a formal evaluation of their performance and reported to the Director of Ball Park Operations to ensure the ball park was in the best possible condition

Marketing Intern, Women's Basketball

September 2010 to March 2011

Xavier University Athletic Department

Cincinnati, OH

- Implemented all game day promotions, including Dads and Daughters Special, Kids Zone, Mascot Race and much more
- Collaborated with team to ensure the game log was fully executed accurately and on schedule

Student Manager

September 2009 to December 2009

Xavier University Women's Volleyball

Cincinnati, OH

- Prepared and planned distribution of uniforms and other equipment for game day and practices
- Managed audio-visual equipment and recorded team matches to assist coaches in evaluating performance

### Other Experience

WAL-MART

Cincinnati, OH

Front End Associate

December 2009 to Present

- Provided customer service through identifying customer needs and recommending appropriate product solutions
- Familiarized new employees with the store equipment, technology, and procedures. Exhibited high degree of product knowledge contributing to inventory control and management
- Awarded Employee of the Month three times for excellent customer service, highest scanned items per hour (IPH), punctuality and increased responsibility

### Volunteer Experience

Student Caller, Xavier University Phonathon

2011

- Raised over \$44,000 in pledge donations, which was in the top 5 among new callers for the Annual Fund's 2011 fiscal year

Volunteer, Redsfest

2010-2011

- Greeted and directed fans, answered general event questions and managed the wall-catch photo attraction

Volleyball Coach, Xavier Women's Club

2011-2012

- Organized practices, made lineup decisions, and formulated strategies for game days

### Computer Skills

Microsoft: Word, Excel, PowerPoint, Publisher Adobe: InDesign CS3, Photoshop

# SAMPLE PPP RÉSUMÉ

## Paul P. Politician

1111 Herald Avenue  
Cincinnati, OH, 45207  
513-234-1212 | ppp@xavier.edu

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### Education

#### **Honors Bachelor of Arts in Philosophy, Politics and the Public**

May 2014

Xavier University, Cincinnati, OH

- Minors: History and Peace Studies
- GPA: 3.7/4.0
- Recipient of the competitive Chancellor Scholarship
- **Public Policy Course Project**
  - Researched the public policy issue of Form Based Codes and actively participated in the city of Cincinnati's initiative to implement the new codes
  - One of two students to accompany the city of Cincinnati's delegation to Nashville, TN, to study urban planning
  - Traveled to Washington, D.C., to further research urban redevelopment policies

### Relevant Experience

#### **Intern**

5/2012 – 7/2012

**Office of Vice Mayor Roxanne Qualls**, Cincinnati, OH

- Researched and wrote talking points to address constituent concerns, including legal concerns and council policy matters
- Organized and analyzed records in databases to better monitor expenses; was commended for attention to detail and accuracy
- Attended city council meetings, as well as meeting of local political organizations

#### **Deputy Campaign Manager**

**Re-elect Councilwoman Laure Quinlivan**, Cincinnati, OH

8/2010 – 11/2011

- Collaborated with campaign team to develop a marketing plan resulting in winning the re-election
- Extracted and analyzed voter demographic data to determine the most beneficial streets to canvas in targeted neighborhoods
- Implemented campaign strategy by canvassing and engaging voters in key Cincinnati neighborhoods
- Recommended changes to the campaign strategy based on qualitative data collected from door-to-door canvassing
- Fundraised for campaign donations and surpassed total goal of \$100,000 through phone calls and fundraising events
- Organized and trained volunteers on the best practices for campaign canvassing and calling in order to ensure consistent communication of campaign message

**Xavier University College Democrats**, Cincinnati, OH

8/2010 – present

- Coordinate political forums on campus to increase student political awareness and understanding
- Distribute voter registration forms to encourage non-partisan political involvement
- Solicit voter signatures for petitions in order to raise awareness about current public issues and communicate the Democratic Party's position and ideals

### Additional Experience

#### **Youth Counselor**

**Northeast Family YMCA, Louisville, KY**

5/2011-8/2011

- Mentored 15 to 20 campers ages 11-14 year old, providing them with a structured and safe environment
- Collaborated with counselors to create weekly schedules that incorporated activities designed to both interest campers and develop their team-building skills; Improvised plans when necessary
- Identified behavioral concerns and resolved issues based on the best solution for individual camper; Informed parents of campers' daily progress and activities to establish a trusting relationship

### Activities

Pre-Law Society, Secretary

2010 – present

Alternative Breaks Club, Member & Participant

2010-2012

Community Action Day, Participant

2010

# SAMPLE MARKETING RÉSUMÉ

## MARY MARKETER

3800 Victory Parkway • Cincinnati, OH 45212 • marketm@xavier.edu • 400.400.0001

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### CAREER OBJECTIVE

Looking for an extraordinary career in the field of marketing that will allow me to utilize my understanding of world commerce, specifically with a company that prides itself on innovation, creativity, and leadership within the field.

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### EDUCATION

#### **Xavier University, Williams College of Business, Cincinnati, OH**

Anticipated Graduation August 2013

Bachelor of Science in Business Administration in Marketing

- Cumulative GPA 3.7/4.0
- Xavier Achievement Award Scholarship

#### **Universidad San Ignacio de Loyola- Lima, Peru**

August 2012- December 2012

Study Abroad Program in International Marketing

- Near-fluent Spanish

### PROFESSIONAL EXPERIENCE

#### **General Merchandise Company – Cincinnati, OH**

May 2012 - August 2012

*Marketing Communications Intern*

- Responded to 300 consumer complaints in a 5-day cycle improving customer service resolution rate by 15%
- Collaborated with team to develop and execute on-line marketing programs and internet advertising which increased traffic to website by 18%
- Redesigned the store inventory order sheet by consolidating the information requested which simplified the order process and reduced order time by 33%
- Designed company Wikipedia page, conducted competitive analysis of corporate website, and analyzed focus groups as part of a strategic internal marketing initiative for North America branding
- Strengthened company's green initiative by organizing and promoting company-wide transition from print product catalogs to online interactive catalogs, reducing overall printing by up to 50%

#### **Coca-Cola Refreshments, Great Lakes Regional Headquarters – Blue Ash, OH**

May 2011 - August 2011

*Distribution Route Specialist*

- **Logistics** – Analyzed and dispatched product ensuring maximum efficiencies and lowest possible cost delivery methods were applied to all loads. Shipped an average of 96,000 cases of product per week leaving from Greensburg, PA and Evansville, IN distribution centers
- **Time Variance Analysis** – Analyzed and interpreted variance of dispatched routing and actual routes taken, while recommending and implementing more efficient routes.
- **Project Management** – Implemented a project using Visual Basic (VBA) in excel to automatically send e-mails to supervisors based on date.
- **Interdepartmental Cooperation** – Established relationships with distribution center managers within Coca-Cola Refreshments, while working cooperatively on a daily basis.
- **Computer Aided Analysis** – Maximized the efficiency of each routed truck by analyzing opportunities to improve distribution channels through effective use of advanced computer programs such as BASIS, Shortrec, and SAP.

#### **Xavier University Television Association**

January 2011 - May 2011

*Traffic Coordinator*

- Managed, promoted, and publicized content views to 23,000 by sending lip dub video through social media websites and posting content information on web user's blogs
- Organized, edited and produced student video content to create awareness of television club on campus resulting in 15 new students joining organization
- Collaborated with creative team to develop and deliver weekly news shows and programs to a targeted audience

#### **Target- Cincinnati, OH**

July 2009- October 2010

*Cashier/Guest Service Team Member*

- Led front-end team in promoting RedCard applications and maintaining expedited checkout service
- Analyzed guest concerns and made quick and courteous decisions to resolve them
- Implemented corporate brand guidelines to ensure positive and accurate image of Target's brand and feature products

# SAMPLE BUSINESS RÉSUMÉ

## BEN BUSINESS

100 Drenth Drive • Cincinnati, OH 45207 • (513) 631-9421 • bbiz@xu.edu

### Objective

Targeting an analyst position with a market research firm specializing in consumer products, where I can utilize my database experience and statistics and data modeling skills.

### Education

**Xavier University, Williams College of Business**  
Bachelor of Science in Business Administration

**Cincinnati, Ohio**  
May 2013

- Major in Economics
- GPA 3.63; Dean's List
- Courses include Econometrics, Labor Economics, International Economics, and Money and Banking, Calculus, Linear Algebra
- Empirical Senior Projects:
  - The Effects of Body Mass Index and Yearly Income: A Longitudinal Approach
  - The Effects of European Union Expansion on GDP per capita and CPI

**University of Maastricht, Maastricht, Netherlands**  
Study Abroad

May 2011-June 2011

### Work Experience

**Storopack Inc.**

**Cincinnati, Ohio**

Data Analyst Intern

May 2012-August 2012

- Analyzed sales and cost structure using Excel and SAP in order to implement a more accurate budgeting system.
- Aided executives and human resources in compensation analysis for all production employees in North America to create a more uniform compensation structure for Plant Managers.
- Updated and expanded detail for SAP entries to enable accurate analysis of inventory items.

**Xavier University Department of Counseling**

**Cincinnati, Ohio**

Office Assistant

August 2009-January 2012

- Assisted professors in preparing materials for current and future courses.
- Implemented new filing systems to increase efficiency and organization of student records.
- Handled confidential student and counseling client information on a daily basis.

### Activities

**Xavier International Business Association**

President

February 2012-May 2013

- Increased recruitment by 15% by utilizing social media and networking.
- Organized club functions including cultural dinners, informational sessions, and public speakers.
- Coordinated with Xavier University officials in order to ensure the club was operating within guidelines and contributing to the Xavier University community.

### Skills

- SAS
- Stata
- Microsoft Excel and Access
- Conversationally fluent in Spanish



# SAMPLE ACCOUNTING RÉSUMÉ

## Xavier Accountant

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accountantx@xavier.edu  
(314) 600-1111

4000 Ridge Lane  
St Louis, MO 63128

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### SKILLS SUMMARY

Conscientious, detail-oriented business student seeking an accounting or finance position utilizing my technical, analytical and critical thinking skills.

### EDUCATION

Xavier University, Williams College of Business  
Bachelor of Science in Business Administration  
Majors: **Accounting and Finance**

Cincinnati, OH  
May 2013  
GPA: 3.6/4.0

### RELATED EXPERIENCE

XYZ Company Inc, Columbus, OH

May 2012-August 2012

#### **Financial Analysis and Planning Intern**

- Spearheaded a six-sigma project with a team of nine to make financial dashboard for mid-range operations to help drive understanding of current business performances
- Developed a self-updating monthly dashboard that consolidates data from more than 16 different reporting sources saving 12 hours of monthly employee time
- Improved the budgeting and forecasting planning process by initiating a new process to determine market data more accurately

A Great Company, St. Louis, MO

May 2011-August 2011

#### **Accounting Intern**

- Assessed compliance to Sarbanes-Oxley by testing internal controls for 130 branch locations and at the corporate level to determine where remediation was necessary
- Utilized Microsoft Excel and JD Edwards system to make daily, month-end, and quarter-end journal entries totaling over \$30 million
- Compiled daily transactions from six month period to reconcile the obsolete inventory reserve account
- Create standard operating procedures for processes to ensure consistency and accuracy in the future

ABC Materials Company, Cincinnati, OH

May 2010-July 2010

#### **Accounting Intern**

- Revised the processing flow chart for the Account Receivable with Senior Accountants, resulting in a 10% efficiency improvement on cash collection process for the Finance Department
- Created and compiled monthly financial statements

### ADDITIONAL EXPERIENCE

Xavier University, Cincinnati, OH

August 2012 – May 2013

#### **Resident Assistant**

- Managed a budget of \$4000 and supervised residence hall floor of 50 men, enforced university policy, and motivated residents to comply with rules
- Developed, promoted and implemented 10 education and social programs a semester for residents of a 300 bed residence
- Communicated ideas and plans to faculty and university staff; gained permission for events and programs
- Initiated and implemented a recycling program; program planned to be adopted by other resident halls

### SKILLS

- Proficient in Microsoft Office Suites, Apple iWork, and SQL; advanced at Microsoft Excel
- Conversational in American Sign Language

### ACTIVITIES

- Tax Preparer, Volunteer Income Tax Assistance (VITA) 2011-present
- Treasurer, Xavier University Club Football Team 2010-present
- Xavier Accounting Society and Ohio Society of CPAs 2009-present

# SAMPLE ALUMNI RÉSUMÉ

## *ALAN ALUM*

123 Third Street  
Cincinnati, OH 45242

513.333.0000  
alan.alum@gmail.com

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### *CAREER PROFILE*

Results-oriented professional with extensive experience in human resource consulting focusing on identifying and leveraging individuals strengths to increase productivity and achieve business objectives. Open and honest communication style with a focus on driving quality results. Excellent client relations skills used to build lasting business partnerships. Key skill areas include:

- Training & Program Development
  - Career Consulting
  - Project Management
  - Relationship Management
  - Assessment Interpretation
  - Resource Management
  - Executive Coaching
  - Process Improvement
  - Evaluation & Analysis
- 

### *PROFESSIONAL EXPERIENCE*

**Company Name**, Cincinnati, OH

**1997 – Present**

*\$500M global career management and human resource consulting firm.*

VICE PRESIDENT, CONSULTING SERVICES	(2004-present)
DIRECTOR OF OPERATIONS	(2000-2004)
VICE PRESIDENT, CLIENT SERVICES	(1997-2000)
CLIENT SERVICES ASSOCIATE	(1994 –1996)
JOB DEVELOPMENT PROJECT ASSISTANT	(1993 –1994)

Lead the career transition practice of a \$2.5M consulting business with six direct reports. Manage two departments with nine consultants and administrative staff. Key role in developing programs for global clients to improve retention, increase employee engagement, and enhance executive assimilation. Hire, train and develop staff to meet the business needs of the organization. Facilitate training sessions, conduct service orientations, and make client presentations. Coordinated marketing events and job fairs. Sample of engagements include:

- Lead project manager for a global company-wide reduction-in-force affecting over 10,000 people and generating over \$6M in sales revenue.
- Client relationship manager for global executive coaching project.
- Created, facilitated, and managed an internal management development program for high potential employees.
- Strategy coach for individuals at all levels.
- Implemented two new curriculum design and delivery models of all services utilizing one-on-one consulting, group training and on-line interactive learning.
- Managed out-of-territory business and exceeded sales plan by 33%.

**Company Name, Cincinnati, OH** **1996 –1997**  
Cleveland-based recruitment advertising agency specializing in multimedia campaigns for various industry sectors.

REGIONAL MANAGER

Managed a four state regional sales office with six professional staff. Maintained relationships with over 200 existing clients while acquiring 26 new accounts.

- Full profit and loss responsibility of sales exceeding \$6.7M.
- Exceeded sales plan by 27%.

**Company Name, Bowling Green, OH** **1988 –1993**

**ASSISTANT DIRECTOR, ALUMNI AFFAIRS** (1990 –1993)

**GRADUATE ASSISTANT, UNIVERSITY PLACEMENT SERVICES** (1988 –1990)

Worked in partnership with University Placement Services to create career resources for alumni and students. Recruited, trained, and managed steering committees of nine alumni chapter areas totaling 15,000 people. Liaison with Admissions Office to coordinate marketing events for prospective students. Coordinated social, programming, and fundraising activities for University alumni.

- Organized recruiter interview schedules and presentations. Conducted mock interviews and résumé critiques.
- Assisted in the execution of a comprehensive career fair involving over 100 employers. Created and presented workshops on interviewing techniques.

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***EDUCATION***

Master of Arts in Higher Education Administration, *Bowling Green State University*, Bowling Green, OH, 1990

Bachelor of Arts in Business Management, *Xavier University*, Cincinnati, OH, 1987

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***COMMUNITY SERVICE***

Greater Cincinnati Human Resource Association, 1997 – present

Urban League Workforce Development Committee, 1998 – present

Junior Achievement, 1994 - present

# COVER LETTER FORMAT

Your present address  
City, State, Zip Code

Date

Mr./Ms. \_\_\_\_\_, Title  
Name of Company  
Street Address  
City, State, Zip Code

Dear Mr./Ms. \_\_\_\_\_:

## Paragraph #1: Statement of Interest

Demonstrate your employment interest by expressing the specific position you are interested in, and mention how you heard about the opening. Express your motivation/appeal for applying for this position at this specific company. Generate reader interest by mentioning knowledge you have gained through your research about the company. If you have a personal contact within the company, include it in this introductory paragraph.

## Paragraph #2: Background Summary & Value-Selling

Introduce yourself briefly. Provide a synopsis of your relevant education and experience. Do not simply list what is covered in your résumé, but highlight specific skill sets, personal and professional strengths, and areas of education that are most relevant to the position for which you are applying. In this paragraph, incorporate statements addressing the value you can bring to the hiring organization. Mention specific qualifications, experiences, or achievements you have that will be pertinent to the position. Focus on the real needs of the employer as you explain why you are qualified for this position.

## Paragraph #3: Statement of Appreciation & Contact Information

Express your interest in an interview, and tell the employer how you can be best reached. Take the initiative to indicate to the employer that you will be following up with them and include a specific time period (within two weeks is standard) or exact date that you will follow up by. Indicate the method by which you will contact the employer (phone is preferred, email is acceptable if necessary) to ensure that your résumé was indeed received, determine interest, and, if appropriate, arrange for an interview. Close the letter with a simple statement of appreciation for the employer's time in reviewing and considering your credentials.

Sincerely,

(Handwritten signature)

Typed signature

- A résumé should always be accompanied by a cover letter
- Keep your cover letter precise and to the point. Be straightforward.
- Focus on what you can do for the employer, not what the employer can do for you.
- Prepare each cover letter individually targeted to that specific position at that specific company.

# COVER LETTER EXAMPLE I

## Cover Letter Cory

Address | City, State | Zip  
Phone Number | Email Address

1807 Construction Road  
Apartment #18  
Cincinnati, OH 45207


December 8, 2011

← 4 blank lines here

Mr. Phillip Sorrel  
Director of Sales  
ABC Corporation  
1 Industry Plaza  
Farmington, NJ 20589

Dear Mr. Sorrel:

← 2 blank lines here



*Match your Cover Letter heading to the heading on your résumé to create your own professional brand.*

I recently spoke with Mr. Connors at the Fall Career Fair at Xavier University regarding career opportunities within the pharmaceutical industry, and he suggested that I contact you. ABC Corporation's recent market expansion and use of the most current biotechnology in its products is particularly impressive. I am very interested in a Healthcare Representative position with your company and have enclosed my résumé for your review.

My Business major and Science minor have exposed me to principles of business – marketing, accounting, finance, and management – while also establishing the strong science foundation necessary in the pharmaceutical industry. As a marketing intern last summer, I applied and developed these skills in a corporate environment. Through interaction with clients ranging from computer hardware businesses to local grocers, I fostered strong communication skills and the ability to work with diverse customers. Additionally, I am committed to achieving results. For example, my new approach to marketing an on-campus community service program increased student participation by 25%. Given my goal-driven nature and desire to succeed, I am confident that I can make a positive contribution to your Sales Department.

I would like the opportunity to further discuss my qualifications and any sales opportunities within ABC Corporation. I will call you during the week of December 20th to see if we might schedule a convenient time to meet. I look forward to our conversation and thank you in advance for your time and consideration.

Sincerely,

← 4 blank lines here

Cory Addington

Enclosure

← Include if sending a hard (not electronic) copy of resume and letter

# COVER LETTER EXAMPLE II

**PETER SMITH**

address, city, state, phone number(s), professional email address

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August 22, 2011

Ms. Kim Dean  
University Relations Specialist  
CIGNA Corporation  
900 Cottage Grove Road, A-122  
Hartford, CT 06152

Dear Ms. Dean:

Please consider my enclosed résumé for the CIGNA Leadership Development Program. Currently, I am a senior majoring in history with a business minor at Xavier University. The qualities I have to offer CIGNA in this program include:

- **Outstanding interpersonal skills and work ethic:** While working as an intern at XYZ Company, I was selected for the marketing strategy team that partnered to increase revenue by 41% and customer base by 20%. Prior to attending Xavier, I volunteered for a local non-profit organization where I worked with clients from different cultures. Based on my contributions and commitment to the organization, I earned recognition as “Volunteer of the Month.”
- **Demonstrated leadership and teamwork:** I co-founded a student organization aimed at increasing community service involvement campus-wide. Over the past three years, we generated a 32% increase in student participation and have made valuable contributions within the community. I also served as a Resident Assistant in one of the University’s largest residence halls while achieving a 3.59/4.0 GPA in my classes.
- **Excellent analytical and quantitative abilities:** In a team-based business simulation, I continuously analyzed the market and our competition for a financial services firm throughout the semester. The professor acknowledged our final project as being “an outstanding example for future classes.” Last summer as an intern, I participated in a cross-functional team to assess a proposed business venture expanding customer product offerings.

CIGNA’s mission to help people lead healthier, more secure lives aligns with my own personal values and interests, as demonstrated through my community service efforts. I hope to add continued value and contribute to CIGNA’s current global expansion.

Please consider placing me on your interview schedule during your campus visit. Thank you in advance for your consideration. Should you have questions prior to your visit, please feel free to contact me at (513) 258-5555.

Sincerely,

Peter Smith

# PROFESSIONAL REFERENCES

Professional references can make or break your career job search. It is therefore important to select your references with care to ensure that the feedback they give to your potential employer is positive.

Employers assume references will be provided upon request, so don't list them in your résumé.

When job/internship searching, be sure to inform your references so that they can be prepared if contacted. Follow-up with a thank you note after they have provided the reference and be sure to keep them informed of your success.

## Sample Format

**Rhonda Reference**  
111 Dana Ave, Cincinnati, OH 45207 • ryanr@xavier.edu • 444-444-4444

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### Professional References

Name #1  
Company/Organization Name  
Position/Title  
Address  
Phone  
Email

Name #2  
Company/Organization Name  
Position/Title  
Address  
Phone  
Email

Name #3  
Company/Organization Name  
Position/Title  
Address  
Phone  
Email

*Match your References heading to the heading on your résumé to create your own professional brand.*

# THE ART OF INTERVIEWING

The interview for job seekers is a chance for applicants and employers to mutually evaluate the fit between the applicant's qualifications and the position being considered.

Because interviewing can be a nerve-wracking process, Career Development encourages you to learn as much as possible about interviewing do's and don'ts so that hearing the question, "Would you like to join us for a job interview?" will be exciting instead of scary!

## Interview Types

**Screening Interviews** – The screening interview is generally used to determine whether or not you are qualified for the position. This type of interview is generally short (20-30 minutes). Many on-campus interviews are this type. Selected candidates are then offered the chance to move on to the next stage of interviewing – generally at a later date.

**Phone interviews** – Employers generally use a phone interview as a type of screening procedure. It is employed when it is not convenient or possible to meet in person. Preparation for a phone interview is the same as a screening interview. Remember to find a quiet place (without the chance for interruptions) to participate. Smile even though it won't be seen. Explain pauses to the interviewer so that they do not think that the phone has been disconnected. Also see the Career Development Phone Interviewing handout in the Career Resource Library.

**On-Site/Selection Interviews** – These interviews are longer and more comprehensive than other types of interviews. Generally, this type of interview takes place inside the workplace. It may include a series of several one-on-one meetings, meetings with a small-to-large group of people, meal, tour, and more.

## What are Employers Seeking?

According to the National Association of Colleges and Employers Job Outlook 2009, **communication** and **strong work ethic** are key. Each year, this professional organization surveys hiring employers to rank order the qualities they seek in candidates. Among the other highly rated qualities, teamwork, initiative, interpersonal skills, problem-solving, analytical, flexibility/adaptability, computer skills, technical skills, ranked in the top ten.



*Don't forget to mention some of the common skills employers seek and how you have demonstrated a mastery of these qualities!*

## Preparing for an Interview

**Do your homework ON THE ORGANIZATION** – This is often overlooked but recruiters believe research is key to interviewing success. Find out as much as you can about the organization including the history, sources of pride, current happenings (i.e. new product; new service). At a minimum visit the organization's website, review recruiting materials, and even consult local periodicals and newspapers. To go the extra mile, try talking to a current employee.

**Do your homework ON YOURSELF and ON THE POSITION** – Review your history thoroughly. What are the top three to five skills or experiences you can offer the employer? Prepare examples of these skills/experiences so that you can effectively communicate them during an interview.


**Practice the route** – To ensure that you will arrive 10 minutes prior to the interview, practice the route you will take. Research the parking situation so that you not only know where to park, but also are prepared for costs and the time it will take to walk from the parking lot to the interview. You cannot be late for an interview!



# DRESS FOR SUCCESS

Should your clothes and appearance be a consideration for whether you can perform the duties of a particular job? NO! Will your clothes and appearance be considered in evaluating you for a particular job? YES!

Your primary goal in dressing for an interview is to feel good about the way you look while projecting an image that matches the requirements of the position and company.

GUIDELINES FOR WOMEN		GUIDELINES FOR MEN	
<b>Suit:</b> Conservative business suit, pantsuit, or dress of natural or woven-blend fabric; skirt length should be to the bottom of the knee at least. Choose a color that complements your skin tone and hair color; beige, black, navy, gray, or brown.	<b>Shirt:</b> Simple style; white or soft colors. Avoid low-cut necklines or very frilly styles.	<b>Shoes:</b> Highly polished pumps or medium heels in color that matches your outfit. Save the three-inch heels for another time.	<b>Stockings:</b> Wear sheer hosiery – avoid patterns and lace.
<b>Jewelry:</b> Keep simple and minimize. A watch is often helpful during an interview. Nose rings, etc. will not be viewed positively by all employers.	<b>Suit:</b> Preferred dark blue, gray, or muted pin-stripes. Don't buy a size 40 regular off the rack; get alterations for a tailored fit!	<b>Shirt:</b> A good quality white button-down or white classic collar is preferred. Be sure it is ironed.	<b>Shoes and socks:</b> Choose highly polished slip-ons or laced dress shoes. Dark colored shoes (brown, cordovan, or black) should be worn with dark pants. Choose socks that match your suit.
	<b>Hair and facial hair:</b> Should be neatly groomed.	<b>Jewelry:</b> A watch and a wedding ring or class ring are suitable. Some employers will not view earrings positively.	<b>Ties:</b> Conservative stripes or paisleys that complement your suit. Silk or good quality blends only. Don't shop for a deal, shop for a good tie.
GUIDELINES FOR WOMEN AND MEN			
	<b>What to bring:</b> Bring copies of your résumé, a padfolio, and a nice pen. Possibly bring a portfolio if you have one. Don't bring your backpack.	<b>Perfume/Cologne:</b> Use perfume/cologne sparingly.	



*Collect the business cards of the persons you meet during the interview. This will help you send your thank you notes!*

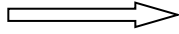
# THE PSYCHOLOGY BEHIND COMMON INTERVIEW QUESTIONS

Adapted from the book *Money Jobs*

## WHEN INTERVIEWERS ASK YOU...

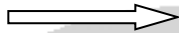
## WHAT THEY REALLY WANT TO KNOW IS...

Describe yourself. What in your background qualifies you for this job?



Can you take an incredible amount of information, organize it quickly in your head, and present it in a concise and articulate fashion?

What are your greatest strengths and weaknesses?



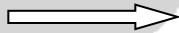
Are my perceptions of your strengths and weaknesses the same as yours? How mature are you in dealing with your weaknesses? Can you identify methods for self-improvement?

Where do you want to be five years from now?



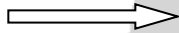
What motivates you and what do you want out of life? Is this job merely a stepping stone to something better?

Why this job? Why this organization?



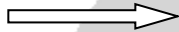
Have you done your homework? Are you analytical?

How would your peers describe you?



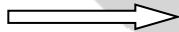
How do you see yourself? Are you a leader or follower? (A quiet confidence is needed here, not arrogance or egotism.)

What makes you think you'll succeed in this organization?



Have you accurately identified the skills and expertise needed to succeed? Can you prove you have them?

Why should we hire you?  
What do you bring to this job?



How are your promotion and persuasion skills? Are you believable? If you can't sell yourself, how will you be able to sell our products/company/ideas?

# INTERVIEW QUESTIONS

## Questions Interviewers May Ask You

- Why are you interested in our organization?
- What work experience has been the most valuable to you and why?
- Give an example of a problem you have solved and the process you used.
- Describe a situation in which you had a conflict with another individual and how you dealt with it.
- What idea have you developed and implemented that was particularly creative or innovative?
- How did you choose to attend Xavier and how did you select your major(s) in \_\_\_\_\_?
- How do you think you have changed personally in the past 5 years?
- Tell me about a team project of which you are particularly proud and your contribution.
- What types of situations put you under pressure and how do you deal with the pressure?
- Tell me about a situation when you had to persuade another person to your point of view.
- Describe a leadership role you have held and tell me why you committed your time to it.
- What challenges are you looking for in a position?
- In thinking about a past position you have held, what did you do to make your duties more effective?
- What steps would you take to terminate an employee who is not performing adequately?
- What three trends do you see in the future for our industry?
- Tell me about yourself.
- Why do you want to work in (career field)?
- What experiences have directed you toward pursuing your degree?
- Why do you feel you will be successful in this program?
- What is your greatest strength/weakness and how will it affect your performance in this program?
- Describe a team-oriented accomplishment in which you participated as a member of the team. What did you find to be the most difficult issue or process in becoming a successful team?
- Have you ever received a grade lower than you expected? If so, what did you do about it?
- Describe one of the toughest competitive situations you have faced and how you handled it.
- What are some of the most creative things you have done?
- What has been one of your greatest disappointments and how did you respond?
- Describe a time when you added value to an existing work process.
- What characteristics do you think are important for this position?
- Describe a situation in which you were criticized and how you responded.
- How has your education at Xavier University prepared you for a \_\_\_\_\_ position?
- Where do you see yourself in 5 years?
- What has been your biggest accomplishment in your life?
- What salary are you expecting?
- Why should I hire you?



## Questions to Ask Your Interviewer

- To what extent will I be responsible for determining my work objectives?
- Describe the rotational training program associated with this position/internship. How is employee performance evaluated during the training period?
- What career paths have others generally followed after completing the program?



- As an intern, what kind of projects will I receive?
- What characteristics best describe individuals who are successful in this position?
- Where could a person advance who is successful in this position? Within what time frame?
- In what ways has this organization been most successful in terms of products/services over the past several years?
- How is job performance evaluated?
- What has been the professional growth track for other students who have been recruited by your company over the past 3-5 years?
- How would you describe the culture of your organization?
- If I work hard and prove my value to the company, where might I find myself in five years?

- What is a typical work week for a (position) in your company?
- How much decision-making authority is given to new employees?
- Does your organization encourage its employees to pursue additional education?
- What other positions/departments will I interact with the most?
- What are the key business reasons driving the need for this position?
- Describe the three top challenges that I'll face in this job.
- What has to happen for you to know you've hired the best person?
- What are the key deliverables and outcomes that this position must achieve?
- Describe the top three initiatives for your company/department and how this position is linked to these initiatives.
- What are the key metrics for measuring success in this position?
- How do you feel my style will complement the team culture?



# STAR IN A SUCCESSFUL INTERVIEW

Answering questions in a job interview is often daunting. The key is anticipating questions and practicing how you will respond. The best interviewees are those who can respond completely and succinctly to questions while highlighting their strengths and skills.

A framework to help you answer interview questions is **STAR** (Situation, Task, Action, Results). Using this model when answering interview questions will enable you to organize your answers in a way that showcases your skills and gives the employer the essential information needed.

<b>Situation:</b>	Describe the situation
<b>Task:</b>	Task involved in the situation.
<b>Action:</b>	Action you took to solve or complete the task.
<b>Results:</b>	What was the end result of your action?

**S**ITUATION (Class project, student activity, volunteer experience, job, ...)

Example: ***As a member of the American Society of Mechanical Engineers student chapter ...***

**T**ASK (Goal, problem to be solved, improvement to be made, ...)

Example: ***... I suggested establishing a mentoring program for area junior high school students to increase their interest in math and science and as a way for engineering students to explore careers in teaching.***

**A**ACTION (Planning and implementation done to reach goal, solve problem, ...)

Example: ***I formed a committee to research the topic and then developed procedures, policies, and marketing ideas. To recruit participants, we designed a direct-mail postcard to send to all mechanical engineering students. After presenting our proposal to a local middle school science teacher, we were welcomed into the classroom.***

**R**ESULT (The outcome, influences, changes, ...)

Example: ***Ten pairs of students were active in the mentoring program last year. As seniors, two engineering graduates entered the teaching profession, and the junior high students started an engineering club after school. We have already started organizing this year's program with the same teacher.***

# BEHAVIORAL INTERVIEW QUESTIONS

The premise behind behavioral interview questions is that past performance will predict future behavior. With this in mind, it is important that you anticipate questions that will ask you to provide concrete examples of times when you demonstrated a skill or behavior. Ideally, the examples you provide will convince the interviewer that you have the skills, experiences and behaviors that are a match for the position and the culture of the organization.

Using the STAR method can be particularly helpful when responding to behavioral interview questions.

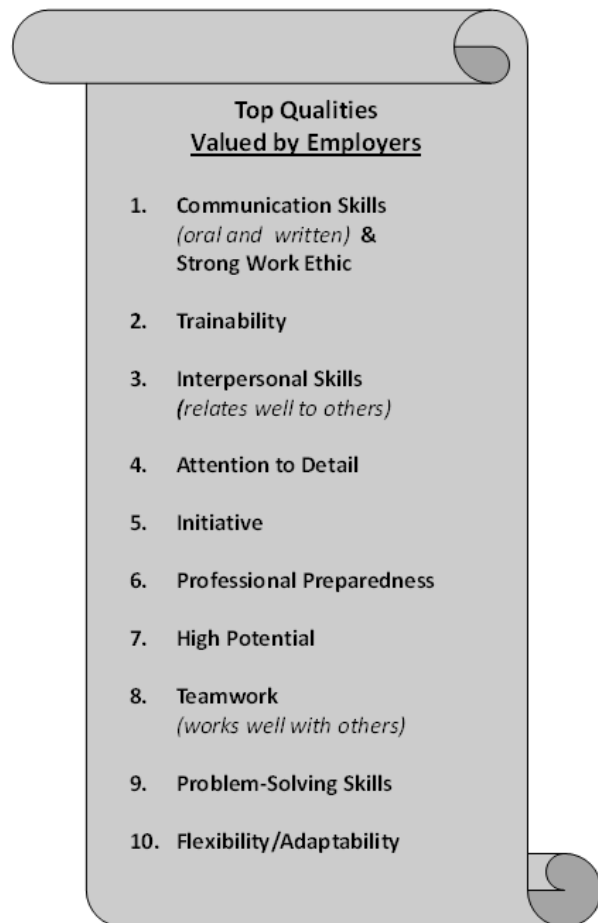
## Sample Behavioral Interview Questions

- Tell me about a time when you went above-and-beyond the call of duty in your position.
- Please provide an example of a time you had to meet a quick deadline.
- How do you deal with conflict?
- How do you manage stress?
- Tell me about the characteristics of your favorite supervisor.
- Tell me about a time when you failed.

## TOP QUALITIES VALUED BY EMPLOYERS RECRUITING AT XU

The Career Services Center contacted over 450 representatives who recruit on campus and asked them to rank the importance of several professional skills and characteristics.

Developing and marketing these qualities during an interview can help you get hired as well as help you be successful once you're on the job.



*Think about how your liberal arts degree has helped you foster these skills. Practice how you talk about these experiences for an upcoming interview.*

# SALARY INFORMATION

Do you find salary negotiation to be challenging and stressful? Salaries depend on a variety of factors, such as education, experience, job description, location, etc. The following links should serve as a resource to help you research how job salaries or offers compared to those surveyed.

## SALARY CALCULATORS

- NACE Salary Calculator ([www.jobsearchintelligence.com/NACE/salary-calculator-intro](http://www.jobsearchintelligence.com/NACE/salary-calculator-intro))
- Salary.com ([www.salary.com](http://www.salary.com))
- Career Builder ([www.salary.careerbuilder.com](http://www.salary.careerbuilder.com))
- Homefair.com ([www.homefair.com](http://www.homefair.com))

## SALARY NEGOTIATION

Being a new college graduate, it can be overwhelming trying to figure out the appropriate compensation for your first job. The following are some tips to remember.

1. Plan ahead – Prior to your interview, research the company’s salary ranges and keep in mind your level of education and experience.
2. Don’t agree too quickly – Employers occasionally offer the job and salary simultaneously. Do not feel obligated to say yes right away. If you are unsure about the offer, let them know that you will think about everything and get back to them within a specified amount of time.
3. Consider everything – When determining your salary, remember to include the value of benefits, such as health insurance, flexible spending accounts, bonuses, tuition reimbursement, advancement opportunities, paid vacation, and stock offerings.
4. Don’t get personal – The employer does not need to know about your student loans or current financial situation.

## ***“I have an offer but I’m still waiting to hear back from my first choice – now what?”***

1. Stall
  - Take time to really think about the opportunity before you make a final decision
  - Ask for additional time or get the offer in writing. Employers should give you time to do your due diligence to make the right decision but they are also trying to get the position filled in a timely manner.
2. Contact the other employer
  - Inform them of the situation and see if they can speed up their process or let you know where you stand
3. Don’t burn bridges
  - Ethically, it is not appropriate to renege on an offer. Once you accept an offer with an organization, do not continue to search for a better opportunity. Keep in mind that you represent your peers and Xavier University.

# THANK YOU LETTERS/NOTES/EMAILS

It is a good practice to send thank-you notes to those who give you their time, either in person or over the phone.

- Always write thank-you notes within a day or two.
- Sending an email thank you note is advisable—especially if the hiring manager is set to make a fast decision. Following-up with a handwritten note demonstrates further initiative.
- It is especially important to write a thank-you note after an employment interview to at least the primary interviewer. If you are interviewed by more than one individual, it may be helpful to write to each person. When writing individual notes, it is important to personalize them as much as possible. This requires more time and effort but is an impressive touch.

A typical thank-you note after an interview may have the following format:

**Paragraph 1** shows gratitude and makes specific reference to the job.

**Paragraph 2** reiterates interest in the position and stresses key points working in the candidate's favor. When writing to more than one interviewer, you may want to note a particular question asked by the interviewer or thank them for a specific kindness that was extended.

**Paragraph 3** stresses the "fit."

**Paragraph 4** restates gratitude and closes on a positive note.

## Sample Post Interview Thank You Letter

1234 LedgeWood Drive  
Cincinnati, Ohio 45207

Ms. Joanna Jones  
Personnel Department  
Consumer Products Company  
100 Commerce Street  
Any Town, Ohio 40000

Dear Ms. Jones:

I enjoyed speaking with you during your recent visit to the campus of Xavier University. The sales position you described certainly is a good match with my current career goals.

As we discussed, my summer internship with Clairol Products, Inc., provided practical application of my marketing coursework in a consumer products environment. In particular, I know the experience I gained while shadowing store managers will prove to be an asset to Consumer Products Company.

I am anxious to pursue this sales opportunity in more detail and look forward to your early response. I can be reached via telephone at 745-0000 or email at [sharpd@xavier.edu](mailto:sharpd@xavier.edu)

Sincerely,  
Doris Sharp



# ACCEPTING AN OFFER

Most employers will send you a letter confirming their offer of employment. After affirming your acceptance of the offer, your letter should include words of appreciation for the time the primary interviewer and other interviewers spent reviewing your application. You should also note your pleasure about the prospect of your new position and joining the company. The second paragraph should reiterate the title of the position you were offered as well as salary. Contingencies such as physical exams, degree completion and background checks should be noted as well as the agreed upon start date. The closing should reflect your enthusiasm about starting the job.

## Sample Accepting an Offer Letter

234 Ledgewood Drive  
Cincinnati, Ohio 45207

Mr. Jack Bryan  
Director of Corporate Recruitment  
Products Unlimited Corporation  
5555 Commerce Lane  
Anytown, Ohio 40000

Dear Mr. Bryan:

Thank you for the time you and Ms. Smith have invested while considering my qualifications for the position of staff accountant. From all that I have learned, I am convinced that employment with Products Unlimited is the right choice for me.

I am, therefore, pleased to accept your offer as an accountant in the finance department at the agreed upon salary of \$32,000 per year. I understand that joining your staff is contingent upon completion of my degree and a routine medical examination. I will report to work on June 1. Please advise me of any additional details that require my attention.

I am eager to begin what I consider a most challenging career.

Sincerely,

Jan Storey

# DECLINING AN OFFER

Courtesy dictates that you decline an offer in writing as well as on the phone. Thank the interviewer(s) for their time in considering you for the specific position. In a second paragraph, graciously decline the offer, noting something positive about the interview experience and the company. Your reason for declining the position should relate to your personal career needs and not reflect negatively on the company. Close with appreciation for their consideration.

## Sample Declining an Offer Letter

1234 Ledgewood Drive  
Cincinnati, Ohio 45207

Ms. Tracy Magee  
Vice President  
Sales and Marketing  
Widgets International  
443 Flagstaff Street  
Columbus, Ohio 40000

Dear Ms. Magee:

Thank you for the time and effort you spent in considering me for the sales associate position with Widgets International.

After a great deal of deliberation, I must respectfully decline your invitation to join Widgets. While I was very impressed by your operation and the professionalism displayed by your staff members, I believe that another opportunity more closely matches my current interests and qualifications.

Thank you again for your generous consideration.

Sincerely,

Matthew T. Cline

# THANK YOU FOLLOWING A REJECTION

Accept an employer rejection graciously. You never know when another terrific opportunity from that employer might come along. Keep the lines of communication open. If you are anxious to work for the company, ask them to keep your application on file in case a position opens that better matches your qualifications. Close by again expressing appreciation for the time that was spent considering you for the job.

## Sample Thank You Following a Rejection Letter

192 West Circle Drive  
Cincinnati, OH 45231

Mr. Charles J. Jordan  
Human Resources Manager  
Sterling Silver Company  
2121 Holmes Street  
Cincinnati, OH 45202

Dear Mr. Jordan:

Thank you for the opportunity to interview with the Sterling Silver Company for the position of manager trainee. Although another candidate was chosen for the position who more closely met your requirements, I would like to request that my resume remain on file for other positions at Sterling that might become available.

Likewise, during our conversations, you indicated that you would be willing to refer my resume to Mr. Bob Jones at Myers, Inc. I appreciate your offer to assist me in the job search and would encourage you to forward my resume.

The opportunity for me to interview with the Sterling Silver Company was important to me in my job search and career pursuits. Again, thank you for the opportunity and for your offer of job search assistance.

Sincerely,

Tom Westerly

