



DRURY UNIVERSITY

# JOB SEARCH GUIDE

CAREER PLANNING & DEVELOPMENT

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# CAREER PLANNING & DEVELOPMENT RESOURCES



## Online

Career Planning & Development resources can be found at [drury.edu/career](http://drury.edu/career).

Be sure to connect with drurycareer on:



## Graduate School

Guidance and resources are available online and by appointment. Personal statements and other application materials can also be reviewed.



## Alumni Networking

Alumni networking assistance is provided. Career Planning & Development can help students connect to alumni for mentoring, job shadowing, and networking opportunities. Join the Drury Mentoring Network: [drury.edu/mentoring](http://drury.edu/mentoring).



## Events

Develop skills, gain information, and make connections through activities such as annual career fairs and a variety of workshops focusing on career planning and job search techniques.

On-campus recruiting gives students an opportunity to interview with employers on campus.



## Internships

Career Planning & Development offers assistance in securing internships. An internship is an opportunity to gain hands-on experience in your career interest area. It is supervised by a faculty member and an on-site professional and may carry college credit.

Visit [drury.edu/career/internshipinfo](http://drury.edu/career/internshipinfo) for more information.



## Career Assessments

Online assessments can be accessed at [drury.myplan.com](http://drury.myplan.com) to assist students with career exploration and insight. Get immediate results from four online assessments covering Personality, Interests, Skills, and Values. Schedule a follow-up meeting with a career coach, if desired.



## Job Search

Career Planning & Development offers cover letter and resume writing assistance and reviews, career fairs, mock interviews, on-campus interviews, and assistance with the job search process. Part-time, full-time, and internship positions may be found online at [collegecentral.com/drury](http://collegecentral.com/drury). Virtual mock interview assistance can be found at [drury.biginterview.com](http://drury.biginterview.com).

# THE JOB SEARCH PROCESS

Start your search early. On average, a job search takes **6** months.

1

Know the type of POSITION, COMPANY, and LOCATION for which you are searching.

2

Keep track of your search.

Online & Physical Folders

To-Do Lists

Employers of Interest

Copies of Applications & Submitted Documents

3

Dedicate your time and stay on task.

Unemployed? **40** hours/week

Employed or full-time student? **2** hours/day

4

Utilize Career Planning & Development

Campus & Mock Interviews

Job Fair

Workshops

Online Job Postings

Resume & Cover Letter Critiques

5

Network! Up to 80% of jobs are found via networking. See pages 7-8 for more information.

6

Identify and research companies

Mission Statements

Individual company sites

Goals

LinkedIn: Search & Follow

News

Glassdoor: Reviews & Tips

Annual Reports

BizJournals: News

7

Find out about job openings

Individual company sites

CCN (collegecentral.com/Drury)

Job Fairs

LinkedIn

Job Boards

Staffing Agencies

8

Following up shortly after applying is encouraged to ensure your materials were received, to reiterate interest and to find out when applications may be reviewed, if possible.

Consider taking the one-credit hour PDEV 493 Professional Senior Seminar class, taught by Career Planning & Development staff and offered most semesters.

# THE JOB SEARCH PROCESS

Toolkit Preparation: Ensuring you are adequately prepared is essential in the job search process. Tailor all materials needed to apply for each position, including:

**Cover Letter:** Serves as an introduction and is submitted with resume. Not always required, but can show you are making an extra effort.

**Resume:** Create a “master resume” with everything: education, coursework, jobs, internships, activities, skills, honors, publications, language skills, study abroad experiences and community-service projects. Use master to pull from to create one or more versions for particular industries or positions that showcase your best and most relevant information.

**Application:** Usually required, either online or written. As much care should be given to the application as to the resume.

**References:** Ask permission from an individual before using as a reference. Three to five references are typically listed. Good references could include current or previous supervisors, faculty members, coaches, sponsors of your activities/volunteer service, and coworkers. It is helpful to provide your reference with a copy of your resume. See example on page 20.

**30-second Commercial and optional Business Card:** Introduction shared with others about who you are, highlights of your resume, and what are you looking for. Helpful when networking and at job fairs. A business card can include your contact information, major and a link to your LinkedIn profile.

**Online Image:** Anything found about you online impacts the online image you portray. See the Self-Audit Form included in this guide. A LinkedIn profile is recommended as an important step in creating a professional online image.

**Interview Skills:** You may encounter multiple types of interviews. Prepare questions to ask the interviewer as well.

**Thank You Notes:** Sent by email or mail to follow up after an interview and to networking contacts.

**Acceptance Letter:** Written confirmation of job acceptance from you to the employer.

## WEB RESOURCES FOR A JOB SEARCH

Employers often advertise job openings on job search websites. Before applying, be sure to see if any of your networking contacts or DU alumni works or has connections there. Popular sites are listed below.

### For a variety of positions around the U.S.:

collegcentral.com/drury  
indeed.com  
careerbuilder.com  
jobs.mo.gov (or other state job sites)  
idealist.org  
internships.com

### For job outlook and salary information:

glassdoor.com  
salary.com  
bls.gov/ooh  
jobipedia.org  
missourieconomy.org

# JOB FAIRS

Drury and 4 other area colleges host an annual job fair open to all majors in late February/early March. Check our calendar for details. The Education majors job fair is held late March/early April.

Employers attend job or career fairs for a variety of reasons. Often they want to increase awareness of their company by distributing company literature, make contacts with candidates who may be a good fit, obtain

resumes for future openings, and fill their current position openings. Candidates need to do all they can to make a positive first impression. Some recruiters will not accept resumes at fairs and ask applicants to

apply online. If this is the case, you should take advantage of the opportunity to get your questions answered. You can get valuable information about the application process, employment needs, and more.

## BEFORE

- **Understand your goals** by asking yourself why you are going and what you hope to achieve. Do you want to gain more information about certain companies, obtain an internship, or find a full-time position?
- Obtain a **list of employers** attending the fair from the Career Planning & Development webpage. It helps to decide beforehand what companies you may want to speak with. Be sure to briefly research those companies online. You do not need to know everything about a company at this point, but some knowledge of their company will help you stand out in a positive way. We encourage you not to limit your interactions with companies that have recognizable names-be open to visiting with others once you are there.
- **Prepare or update your resume**, and then have it reviewed by Career Planning & Development; consider customizing your resume for specific companies you plan to visit with. Make at least 20 copies on professional paper.
- Prepare a **thirty-second “commercial”** about yourself. Introduce yourself, share your major/degree or job title (for alums), demonstrate knowledge about the organization, tell them what you seek (internship or job, for example), and let the recruiter know what you can offer them (e.g. related coursework, activities, leadership roles, internships, relevant work experience). Make sure to also ask a couple questions about their organization. Be aware that you might have to adjust what you say based on how busy the fair is at that time.
- Obtain a nice **padfolio, paper, and pen** to take along with breath mints. Consider creating a student business card, which includes your name; school; contact information; major; and often a link to your LinkedIn profile.

## DURING

- Wear **professional clothing**. Please see the “Interview Clothing” section of this guide for more information on this area.
- **Behave professionally**, even in parking lots, restrooms, and corridors. Don’t walk around with friends or bring family members!
- **Nonverbal communication** is important. Look professional, have a firm handshake for each recruiter, use good eye contact, stand up straight, and avoid distracting movements such as wringing your hands, rocking back and forth, or playing with your hair. Smile! Your tone of voice should be enthusiastic and conversational.
- Present your “commercial” to the employer, **highlighting your skills and experience**. Show why you would be the best candidate, let him/her know you are knowledgeable of the company through what you say and questions you ask, and answer questions with a good response. Obtain a business card, and ask about the time frame for hiring and how you can follow up about openings. Ask if he/she is the contact person for the positions.
- Ask **open-ended questions**, avoiding obvious or salary-related questions.
- Take **short breaks** to write down important information about the companies.

## AFTER

- Read or look up **information you collected** and review the notes you made.
- **Follow up** with companies/organizations in which you are interested through e-mails, phone calls, or letters. Make sure to submit any necessary applications in a timely manner.

# JOB FAIRS

## SAMPLE QUESTIONS TO ASK EMPLOYERS

1. What advice would you offer to someone who wants to work for your company?
2. What are the typical entry-level positions for which you hire?
3. What qualifications are you seeking in new employees?
4. Do you offer a training program? Could you please describe the training?
5. What would a typical day be like for a newly-hired graduate?
6. What are possible career paths within your company?
7. How can I receive further consideration for the positions you have described?
8. When do you expect to fill the available position(s)?
9. Can I provide you with any additional information?

Connect the

DOTS

Job & Internship Fair

Held annually each spring semester.

Check us out at:

[drury.edu/career](http://drury.edu/career) for details

# NETWORKING

Networking is connecting with people to gain information about your career field and to assist you in your career development. It is also the most common way to find a job. Networking is easier than you think:

- 1) **Get involved!** Find internships, do part-time work, and volunteer in the community. Find groups through LinkedIn and request to join them, if required. Join professional organizations in your field that allow student membership. Attend a local Chamber of Commerce meeting.
- 2) **Use social media.** LinkedIn is a powerful networking site, but you can also share your job skills and interests through other social media avenues. See more in this guide about both your online presence and LinkedIn.
- 3) **Develop a pool of contacts.** Start small. Choose a few people and work to expand your contacts. Participate in the Drury Mentoring Network by connecting with a DU alum: [drury.edu/mentoring](http://drury.edu/mentoring). Information interviews and job shadowing experiences can also be helpful. Remember, quality is better than quantity.
- 4) **Have a 30 second commercial.** Be prepared to talk about yourself but remember that networking is a give and take. Consider creating a student version of a business card with your contact information, school, major and a link to your LinkedIn profile or online portfolio to exchange at networking events.
- 5) **Have a positive attitude and a smile!** Body language, tone of voice, and eye contact impact your conversation and the impression you make.
- 6) **Research and record.** Write notes on collected business cards or elsewhere after a meeting or event. Think about the next step and the next conversation.
- 7) **Stay in touch.** Keep in contact periodically with those you have met.
- 8) **Know your limit.** Don't target one person, but also don't try to reach everyone. Make a targeted effort and focus on a few to engage in meaningful conversations.
- 9) **Always be professional.** Your appearance, behavior and written and verbal communication should all be professional.
- 10) **Have a resume ready!** You never know who will ask when, so be prepared to provide it.
- 11) **Show gratitude.** If a contact helps you, follow up with a thank you note or email.



# LINKEDIN

## What is LinkedIn?

LinkedIn is an online professional networking website/mobile app, often thought of as “social media from a professional angle.” It is the world’s largest professional network with hundreds of millions of members. Create a professional profile which is similar to a resume, highlighting accomplishments. Connect with other professionals and explore companies, news and articles, professional groups and other opportunities.

## How do I get started?

A number of LinkedIn resources can be found at <https://university.linkedin.com/linkedin-for-students>. Profiles can be created at [www.linkedin.com](http://www.linkedin.com), see the LinkedIn Profile Checklist on the following pages. Once you create a profile, start by connecting with students, professors and other contacts.

## What do I do now?

- **Keep your profile updated.** As you add more skills and experience, add it to your profile.
- **Connect with new contacts.** LinkedIn will suggest people you may know, but be proactive! If you meet someone at a networking event or a speaker comes to your class, connect with that person with a note to remind them of how you know them. Always personalize your invitations to connect. Consider connecting with DU alumni #dunetwork and once you graduate, you can join the Drury University Alumni group.
- **Join in!** Many professional organizations and groups are housed on LinkedIn. Search for groups related to your major/field and ask to join. This can allow you to discover “hot topics,” connect with new professionals, and even learn about job/internship opportunities.
- **Explore opportunities and career paths.** Many mid-size to large companies post positions on LinkedIn. You can also view profiles of professionals who may hold your dream job to gain information on potential career paths to reach your own goals.
- **Research companies.** LinkedIn is a great tool to learn about company culture, search for any Drury alumni working at a particular company, and conduct other company research.
- **Engage!** Share articles from time to time, congratulate peers, reach out to networking contacts you have not spoken with for a while. You get out of it what you put into it, and there are a lot of benefits of using LinkedIn to take advantage of!



# LINKEDIN



## LinkedIn Profile Checklist

**PHOTO:** It doesn't have to be fancy - just use your cellphone camera in front of a plain background. Wear a nice shirt and don't forget to smile!

**HEADLINE:** Tell people what you're excited about now and the cool things you want to do in the future.

**SUMMARY:** Describe what motivates you, what you're skilled at, and what's next.

**EXPERIENCE:** List the jobs you held, even if they were part-time, along with what you accomplished at each. Even include photos and videos from your work.

**ORGANIZATIONS:** Have you joined any clubs at school or outside? Be sure to describe what you did with each organization.

**David Xiao**  
Econ Major and Aspiring Financial Analyst  
San Francisco Bay Area | Financial Services

Previous Education | Berkeley Ventures | University of California, Berkeley

153 connections

www.linkedin.com/in/davidxiao/ | Contact Info

### Background

#### Summary

I'm a senior at Berkeley, starting to look for roles in the financial industry. As an economics major, I'm fascinated by the invisible forces that shape our world. Why does one company succeed and another fail? Is it possible to predict which idea will be the next big thing?

As such, I've taken lots of microeconomics coursework and have interned with a local venture capital firm. And now I'd like to put that experience to good use, analyzing tomorrow's up-and-coming companies.

#### Experience

##### Venture Capital Internship

Berkeley Ventures | BERKELEY VENTURES  
May 2013 – September 2013 (5 months) | Berkeley, CA

Conducted research on 20 startup companies and presented my findings to the fund's board, leading to a new \$1.5 million investment.

A presentation I gave to my classmates, based on what I learned at Berkeley Ventures

#### Organizations

##### Berkeley A Capella

Lead Singer  
March 2012 – Present

Schedule and perform at events for one of Berkeley's oldest a cappella groups, including last year's Cal-Stanford game.

# LINKEDIN

**EDUCATION:** Starting with college, list all the educational experiences you've had - including summer programs.

**VOLUNTEER EXPERIENCE & CAUSES:** Even if you weren't paid for a job, be sure to list it. Admissions officers and employers often see volunteer experience as just as valuable as paid work.

**SKILLS & EXPERTISE:** Add at least 5 key skills - and then your connections can endorse you for the things you're best at.

**HONORS & AWARDS:** If you earned a prize in or out of school, don't be shy. Let the world know about it!

**COURSES:** List the classes that show off the skills and interests you're most excited about.

**PROJECTS:** Whether you led a team assignment in school or built an app on your own, talk about what you did and how you did it.

**RECOMMENDATIONS:** Ask managers, professors, or classmates who've worked with you closely to write a recommendation. This gives extra credibility to your strengths and skills.

## Education

**University of California, Berkeley**  
Economics, B.A.  
2010 – 2014 (expected)

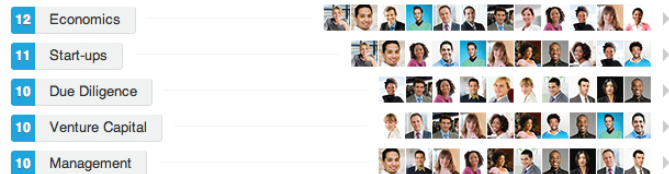


## Volunteer Experience & Causes

**Big Buddy**  
Skyline High School  
September 2012 – May 2013 (9 months) | Education  
Mentored an Oakland high school student through the college application process, helping him get into his dream school.

## Skills & Expertise

Most endorsed for...



## Honors & Awards



**The Achievement Award Program**  
UC Berkeley  
Four-year scholarship awarded to community-minded students with a proven track record of academic success.

## Courses

**University of California, Berkeley**

- Microeconomic Theory (Econ 101A)
- International Monetary Economics (182)
- Public Economics (230A)

## Projects

**Venture Capital Financing in India**  
May 2013  
For our international Monetary Economics course, Paul and I decided to study the emerging venture capital industry in India. By looking at data from the World Bank, we were able to understand the challenges and opportunities facing this nascent sector. And we developed a series of recommendations for overcoming these challenges, which we delivered to our professor in a final term paper.  
5 team members  
 **David Xiao**  
Econ Major and Aspiring Financial Anal...  
 **Paul Smith**  
Student at UC Berkeley

## Recommendations

Received (2) ▾

**Venture Capital Internship**  
Berkeley Ventures



**Tim Lee**  
Partner

“David spent the summer with us at Berkeley Ventures and made an immediate impact. He showed us a brand new technique for firm analysis that he had just learned in school and came through with recommendations that opened our eyes to a unique set of opportunities.

We don't normally hire undergrads as interns but after working with David, we will again!

November 13, 2013, Tim managed

# ONLINE IMAGE MANAGEMENT TIPS

Delete any **negative posts** and **pictures, shared** or **retweeted** items that either you or others have a connection with.

Take advantage of creating a **professional image on LinkedIn**. It can help build credibility.

Check your **grammar, spelling, and writing**. Highlight things like **volunteering** or **campus activities**.

**Personal Web sites** or **online portfolios** are great tools to help build a professional online image.

**Use caution** with groups, follows, likes, retweets, shares, and enabled applications.

Even with **strict privacy settings**, others may still find ways to view your content. Privacy restrictions change frequently.

## ONLINE IMAGE TIPS

Creating and maintaining a **professional online image** takes time! Use these tips to build a positive and credible online image that can help advance your career. Make an appointment for a one-on-one consultation.

# ONLINE IMAGE SELF-AUDIT

## Google Yourself

Have you used a search engine to see what information is available about you online?

Sometimes Regularly Never

If you have, were you comfortable with what you found?

Yes No

## Personal Information

If you have your own website or blog, would you be comfortable if everyone read its content?

Yes No I don't know

Do you have any of the following posted online?

Phone number(s) Address Schedule(s)

Do you use a different password for each of your online accounts and do you keep them private?

Yes No

## Social Media

Do you utilize any online sites including Facebook, Twitter, Youtube, Instagram, Pinterest, LinkedIn, etc.?

Yes No

Have you ever discussed a company, interview, previous/ current job, etc. on your blog or social media?

Yes No I don't know

For each site, would you be comfortable if an employer were to see your:

Photos Retweets Likes  
Posts Friend's comments  
Tagged Photos/ Videos Pins Boards

## Email

The email address you use on your resume is:

Professional or Unprofessional

Do you know what happens to your Drury email upon graduation?

Yes No

## What is digital dirt?

A negative online reputation; something negative connected to your name online that others can easily find: i.e. drunken pictures, extreme rants on message boards, complaints from exes, or talking smack about your boss. Extreme digital dirt is a digital dealbreaker.

- UrbanDictionary.com

# 54%

of recruiters have had a poor impression of candidates who used poor spelling or grammar in posts and tweets.

# 37%

of employers use Facebook to pre-screen applicants

# Profile Picture

A professional looking photo is best to use on your social media accounts when job searching.

# 89%

of recruiters have made a hire through LinkedIn.

# ONLINE IMAGE SELF-AUDIT

## Cell Phone

Do you have voicemail or an answering machine?

Yes No

Is your message:

Professional or Unprofessional

Are you able to leave your phone alone while you wait for an appointment?

Yes No

## Criminal History

Do you have any type of criminal history? (i.e. DWI, MIP, theft, traffic offense, etc.)

Yes No I don't know

If yes, do you know how this might impact your future career?

Yes No I don't know

## Credit Information

Do you have any credit?

Yes No I don't know

If yes, do you know your credit score?

Yes No I don't know

Do you know how your credit history might impact your future career?

Yes No I don't know

## LinkedIn

Do you have a LinkedIn profile?

Yes No

If yes, is your profile up-to-date?

Yes No

Does it include your current contact information?

Yes No

## Language

Do you use texting abbreviations or emoticons when corresponding with an employer, professor, or graduate school?

Yes No

## Watch what you post:

48% of hiring managers who screen candidates via social networks said they've found information that caused them not to hire a candidate such as inappropriate photos, drinking or drug use, bad-mouthing previous company or fellow employee, poor communication skills, discriminatory comments related to race, religion, gender, etc., or inappropriate posts, photos, or comments by friends.

# 92%

of recruiters use or plan to begin using social networks/ social media for recruiting.

## Action Plan:

Based on your responses, are you comfortable with the image you are projecting?

Yes No

If you answered "No," what steps might you take to decrease your digital dirt?

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If you answered "Yes," what steps might you take to continue a positive web presence?

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# APPLICATION FAQs

With the majority of positions, you will initially be asked to fill out a standardized application prior to proceeding in the hiring process. An application is used as a legal document that outlines experiences and qualifications for each candidate.

## **Do I have to fill out an application?**

If the employer's application instructions require you to fill out an application, either written or online, every applicant must fill out the standardized form.

## **What information should I include on my application?**

Your application should fully describe your personal information, education, training and work experience. Complete all sections of the application. It is very important that you provide detailed information about your qualifications and accomplishments so your job application can be evaluated.

## **Do I have to include all of my work history?**

Employment history on job applications relates to paid work (not volunteer experience). Follow the instructions, ("last three jobs", or "last 10 years") and if they are vague, go back only 10 years unless jobs before that are relevant.

## **Can I just submit my resume instead?**

No. If an employer asks for an application, this has to be submitted in order to be considered. Simply writing, "see resume", does not count as a completed application. Additionally, including a resume and cover letter help to strengthen your overall application but do not replace the legal steps that are set in place by the Human Resources department.

## **If I don't know the answer, can I leave a space blank?**

Prior to completing an application, make sure you have all the necessary information to fully fill out the form. In the case that an area or question does not apply to you, simply put "N/A" to show you've addressed the question on the form and it was not overlooked.

## **Is it acceptable to write "No" next to the question, "Can we contact your current employer?"**

It is okay to write "No" in reference to this question, or to write "contingent upon offer". Many employees do not want their current employer to know they are currently seeking employment elsewhere. However, stating "No" next to previous employers may raise questions with the HR department. In this case, try to add the name of a supervisory level employee as one of your references that would speak well of your work.

# COVER LETTERS

A cover letter should always be written when applying for a position unless the posting specifically says not to include one. The purpose of your cover letter is to help obtain an interview and introduce your resume. Think of what the employer would most want to know. Keep in mind that not every employer reviews cover letters, but many do. A cover letter can match your resume format/style or be in a standard business letter format. The format below is an example of a cover letter or letter of application. Include what you feel best represents you as a candidate. See Appendix I for a completed example. Note that an additional type of format for cover letters exists that is called the “T” style which is typically appropriate for candidates with extensive experience.

Return Address (address is optional)

City, State and Zip Code

[1 line space]

Current Date

[1 line space]

Name of Person directing letter to

Person’s Job Title

Name of Company or Organization

Street Address

City, State, Zip Code

[1 line space]

Dear (Mr., Ms., Dr.) last name:

[1 line space]

First Paragraph: State your purpose for writing and indicate the position or type of work for which you are applying. Indicate how you heard of the opening and mention, by name, any referring party.

Do your research and include your reasons for wanting to work for this particular company or organization, avoiding clichés. Change this each for each position, personalizing it for every employer.

[1 line space]

Middle Paragraph(s): Refer to your resume, summarizing what you have to offer by sharing the qualifications you believe would be the most interesting to the employer after analyzing the job description. Be careful to not rehash word-for-word your resume. Focus on what YOU can do for them. Avoid telling them how great the opportunity is for you. You may have up to two paragraphs in this section, if needed.

[1 line space]

Final Paragraph: Close by informing the reader of your next action. Common follow ups include stating you would be happy to meet with the employer at a convenient time for them. It is also appropriate, if a phone number is given, to mention you will be phoning to follow up with them.

[2 line spaces]

Sincerely,

(Your signature)

[3 or 4 line spaces between closing and typed name]

Your typed name

[2 line spaces]

Enclosure (add this only if mailing)

Address your letter to the person indicated on the job posting. If you do not have the person’s name, contact the company’s HR department when possible and obtain it. If unable to obtain, use the person’s most likely functional title such as Hiring Manager or Human Resources Manager.



# RESUME GUIDE

Your resume is a marketing tool that outlines your educational and employment experiences, activities, skills, honors, and projects. Your resume should concisely tell the employer what you can do specifically for them, which is why it's so important to customize your resume for various positions. There is no single prescribed format for resumes. It is important to understand what is common for your industry or desired field. Advisors and mentors can help advise you, along with CP&D staff. However, provided below are some basic guidelines to help you create an attractive and informative resume:

## GENERAL TIPS

- Include your cover letter with your resume, unless otherwise instructed.
- Design a resume that highlights your best qualifications for that specific employer or position.
- The average time spent looking at a resume by a hiring manager is only six seconds.
- Only one telephone and email address need to be listed.
- Consider including your LinkedIn URL if you have created a solid profile.
- Students and recent graduates generally should not exceed a one page resume, Graduates or CCPS students with significant amounts of relevant experience will often have a two-page resume. Include your name at the top of the second page, if applicable.
- Be consistent with formatting. For example, if your dates are right-hand justified for one section they should be right-hand justified for all sections.
- Your resume format may look different than the samples in this guide, especially for creative fields such as art and marketing. Check with your advisor or a professor in your field for additional advice on what is appropriate for your field.
- Experienced candidates typically do not need to go back more than 10 years for experience, but this can vary based on experience and position.

## FORMATTING DOS & DON'TS

- ∅ **Don't** use a font size smaller than 10-point.
- ✓ **Do** use standard font types such as Arial, Sans Serif, and Calibri to make the text easy to read.
- ✓ **Do** use margins that are between 0.5" and one-inch on the top, bottom, and side.
- ∅ **Don't** include personal information such as birthdate, social security number, marital status, religious/ethnic background.
- ✓ **Do** quantify your accomplishments/results (numbers, percentages, dollar amounts, etc.), if possible. Focus on relevant information to the person receiving your resume. Include key words from the job description.
- ∅ **Don't** begin with phrases such as "Responsible for" or "Duties include." Do not include supervisor names/phone numbers or street addresses.
- ∅ **Don't** use personal pronouns in your resume, such as I, me, my.
- ✓ **Do** make your resume easy to scan
- ∅ **Don't** assume the employer will take the time to read the document thoroughly.
- ∅ **Don't** include "References Available upon Request." Secure references and have them listed on a separate page, ready for interviews and employer requests.

**Resumes are routinely rejected due to errors in grammar and spelling! Do not rely only on spell check. Make sure to proofread and have a staff member in Career Planning & Development or others review your resume.**

# RESUME GUIDE

## SUBMITTING YOUR RESUME



Email: Convert it to a PDF to preserve formatting, and name your file so that it clearly identifies the resume as yours.



When printing, use professional resume paper. Do not staple your resume.



Follow application instructions exactly. You may be asked to upload cover letters and resumes separately or to copy and paste your resume or cover letter in plain text with no formatting.



When emailing a cover letter and resume, you can either include the cover letter in your email message itself and attach the resume, or make a two page PDF of your cover letter as page one and your resume as page two.



Take several copies of your resume to interviews to share if the need arises.

# GENERAL RESUME FORMAT

The basic chronological resume provides others with an easy-to-understand timeline—your education, work experiences and relevant activities. Some sections may be optional. Follow the general tips below. Headings vary based on the individual, but common ones are Profile, Education, Related Experience, Other Experience, Honors, Activities, Volunteer Service, Laboratory Skills, Languages, Computer Skills, and Projects.

|   |                                    |
|---|------------------------------------|
| <b>Chelsea Smith</b>  |                                    |
| 708 Good Drive<br>Springfield, MO 65807   | (417) 555-1234<br>csmith@drury.edu |
| <b>SUMMARY</b>  |                                    |
| <b>Extremely motivated individual with strong communication, leadership and creative marketing skills</b>   |                                    |
| <ul style="list-style-type: none"> <li>▪ Excellent oral and written communication skills. Successfully promoted a fundraising event with an increase in attendance by 50 participants.</li> <li>▪ Superior ability to organize and manage several tasks at once. Assisted in the planning and execution of two annual large scale events.</li> <li>▪ Solid negotiating skills. Cultivated relationships with community business that resulted in exceeding fundraising goals by 15%.</li> <li>▪ Proficient computer skills. Experience with a variety of software including Adobe Illustrator and Photoshop as well as Microsoft Office Suite.</li> </ul> |                                    |
| <b>EDUCATION</b>  |                                    |
| <b>Bachelor of Business Administration in Marketing and minor in Management</b>   |                                    |
| Drury University, Springfield, MO<br>GPA of 3.63/4.0; Trustee Scholarship   | May 2018                           |
| <b>Study Abroad</b>   |                                    |
| Rome, Italy   | Summer 2017                        |
| <ul style="list-style-type: none"> <li>▪ Studied marketing, sales, and other business concepts.</li> <li>▪ Participated in student events to become better assimilated to the culture.</li> </ul>   |                                    |
| <b>RELATED EXPERIENCE</b>   |                                    |
| <b>Vice President of Communications</b>   |                                    |
| Pi Beta Phi, Drury University   | Spring 2017 – Present              |
| <ul style="list-style-type: none"> <li>▪ Raise awareness and support for a local non-profit organization throughout campus.</li> <li>▪ Help promote a lip syncing event that raised \$8,000 to assist those with disabilities.</li> <li>▪ Created marketing campaign that resulted in an increase of 50 participants from previous year.</li> </ul>   |                                    |
| <b>Intern</b>   |                                    |
| ABC Marketing Company, Springfield, MO  | August – December 2016             |
| <ul style="list-style-type: none"> <li>▪ Marketed company and its services to potential clients.</li> <li>▪ Developed marketing plans for clients to maximize profitability.</li> <li>▪ Designed, created and distributed promotional material via Facebook, Twitter and Instagram.</li> </ul>  |                                    |
| <b>Volunteer</b>  |                                    |
| Equestrian Center, Springfield, MO  | March 2015 – May 2017              |
| <ul style="list-style-type: none"> <li>▪ Assisted in the planning and organization of logistics for annual event that involved 150+ participants.</li> <li>▪ Solicited sponsorships from local business and major corporations for raffle ticket items.</li> <li>▪ Coordinated the schedules of 20+ other volunteers to ensure adequate coverage during the event.</li> <li>▪ Oversaw that all marketing materials was completed and distributed on time.</li> </ul>  |                                    |
| <b>LEADERSHIP &amp; CAMPUS ACTIVITIES</b>   |                                    |
| Delta Mu Delta, National Honor Society in Business Administration   | August 2016 – Present              |
| Enactus (formerly SIFE)   | August 2016 – Present              |
| Breech Student Ambassadors  | January 2015 – May 2017            |

**NAME AND CONTACT INFORMATION**  
Name, Phone Number, E-mail, (Street Address, and City/State, Zip are optional)  
Keep your voicemail message and e-mail address professional.

**SKILLS**  
In general, use this to identify specific abilities, such as proficiency in specific software and language skills.

## ACTIVITIES

Although optional, this section may be very important. Activities can provide evidence you have key skills that will benefit you on the job. Holding an office in a sorority, participating in student organizations, volunteering, taking part in a theater production, or playing on a sports team all offer you the chance to show you have sought-after skills—leadership, teamwork, communications, and more. Many employers look at this section to see if the candidate is well rounded. You may decide to highlight your involvement in certain activities by including it in the Experience section. Or, you may simply list names of the clubs/organizations along with your title and the dates under the Activities section.

#### PROFILE , SUMMARY, OR OBJECTIVE

You may want to consider adding a Qualifications, Profile, or Summary area as the first section of the resume, customized for each position. An Objective statement may be suitable to include if you plan to distribute your resume to several employers at a job fair, otherwise this information will be included elsewhere (application or cover letter).

#### EDUCATION

Degree, Major, Name of Institution, City/State, Graduate Month/Year, GPA.  
Education typically appears near the top of the resume. Write out the full title of your degree and major. Include your anticipated date of graduation rather than the years attended. As a general rule, if your GPA is 3.0 or higher, include it. Only include your high school information through your college sophomore year, then remove it. If you have participated in a study abroad experience, include it in this section.

#### EXPERIENCE

Name of Organization, Job Title, City/State, Dates, Description of the experience (what you did, how you did it, what you accomplished).  
Internships, full-time and part-time jobs, and significant campus/off-campus activities can all be included in this section. However, some student resumes will feature a "Relevant Experience" section where just the experiences most relevant to the job target are detailed.

- o Overall, your goal is to make the information easy to find, read, and understand.
- o Use action verbs to describe what you did. Include keywords found in the job description.
- o Highlight your "transferable skills" in your descriptions.
- o Quantify your accomplishments when possible (facts, figures and numbers).
- o Within each section, use reverse chronological order.

#### HONORS/AWARDS

Include selected accomplishments that will help you stand out and that are the most relevant to the position.

# INTERVIEW FAQs

## **What should I wear to the interview?**

How you present yourself during an interview is an important aspect of your overall impression. Be sure to dress professional as this is an opportunity to look your best. The general rule is to dress “one notch above” the attire you would normally wear on the job. For notes and ideas on what to wear, be sure to read through the “interview attire” portion of the booklet.

## **When should I arrive?**

Arrive to an interview about 10 minutes prior to the scheduled interview time. This will show the employer that you are timely and prepared, without showing up too early that it distracts from what they may be working on.

## **Do I need to bring anything?**

Bring extra copies of your resume along with references and applicable portfolio items. Avoid bringing phone in.

## **What should I ask when I schedule my interview?**

You will likely speak to someone from human resources prior to the interview. During the scheduling of the interview you can ask who you can be prepared to meet with during the interview. Once there, collect any business cards for those individuals if you can to obtain their full name, title, contact information, etc. to follow up with a thank you. Additionally, be sure you know the building and location of the interview, and the length of time you can expect the meeting to last.

## **What are employers looking for during the interview?**

Everything from dress to confidence, and body language to the actual answers to the questions matter during the interview phase. Employers want to see that you can listen and respond well to their questions, and also carry yourself in a professional manner which is translated through your handshake, eye contact, posture, enthusiasm, etc.

## **What should I do**

## **before heading in for an interview?**

To prepare for the interview, research the company and position you’ve applied for. It is a good idea to practice the top interview questions and be prepared to speak in more detail about positions and projects listed on your resume. Carry with you a professional padfolio with the extra copies of your resumes, clean up your online profiles and refine your knowledge of the industry.

## **What if I don’t hear back after the interview?**

Before leaving the interview, ask what the timeframe is for their hiring process and when you might expect to hear from them. If you don’t hear back in that time period, wait an additional week and then contact them inquiring where they are in their process.

# INTERVIEW ATTIRE

Making a strong first impression is one of the most important aspects to an interview. With interviewers making up their minds about candidates with minutes of meeting them, a positive physical presence can play a key role as they continue down the path of hiring. Dressing appropriately gives you the confidence and credibility as you sit at the table during the question portion of the interview. Dress professionally, yet comfortably. You want to be able to focus on the interview or the job without either you or the interviewer being distracted by what you are wearing. You want them to remember you, not your outfit!

## MEN

- Choose a white or light colored button down shirt.
- Ties should be tasteful and conservative. Blues, grays, deep reds, and blacks work well.
- A nice leather belt that matches the shoes, with a small buckle, completes the outfit.
- Trim facial hair, keep to a minimum depending on the company and industry you are entering.
- Avoid cologne and strongly scented deodorant.
- Ensure nails are clean and trimmed.
- If wearing a suit jacket, keep it on throughout the interview. Unbutton it before sitting down and rebutton upon standing.

## WOMEN

- Dark pants are appropriate.
- Skirts should be approximately knee-length when sitting.
- Choose a blouse that is white or light-colored with a very modest neckline.
- Wear closed-toed shoes with a flat or moderate heel. Be sure shoes are polished and professional.
- Makeup should be light, nothing bold or excessive.
- Modest manicures work best, be sure nails are clean, trimmed and free of color or freshly painted. In modest colors.
- Perfume should be avoided.
- Subtle and conservative jewelry works best. Anything that jingles or is bold and clunky is too distracting during the interview.
- Choose a briefcase or portfolio in place of a purse.

## EVERYONE

- Clothes should not be too short, tight, baggy, distracting, revealing, or bold.
- Solid-colored clothes in standard colors, either black, navy, or gray is best.
- Shoes should match and be polished.
- Clothes should be pressed, free of stains, wrinkles, or any other visible distraction.
- Hair should be neat and tidy, don't over-do it on hairspray.
- Cover tattoos and take out any and all body piercings. Minimal earrings are acceptable.
- Bring a briefcase or padfolio, no backpacks.
- Brush your teeth and don't smoke before your interview.

# TOP INTERVIEW QUESTIONS

Tell me about yourself.

Why are you interested in this position?

Describe your current or most recent job role.

Why are you looking for a new opportunity now?

What is your greatest strength?

Describe one of your weaknesses.

Why do you want to work for us?

Where do you see yourself in five years?

Why are you the best candidate for this job?

Most interviewers allow you to ask a few questions. Have several in mind and ask 2-3. Consider some below as a starting place but remember, any questions you have about the role or job description would also be good to ask at this point.

1. What is a typical day like?
2. Why is this position open?
3. How would you describe the management style of the organization?

4. How is an employee evaluated?
5. What characteristics does a successful employee have at your company?
6. What is the next step in the hiring process?
7. Do you have any hesitations about my background or experience I can address?

# BEHAVIOR BASED QUESTIONS

Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.

Describe an instance when you had to think on your feet to extricate yourself from a difficult situation.

Give me a specific example of a time when you used good judgement and logic in solving a problem.

By providing an example, convince me that you can adapt to a wide variety of people, situations and environments.

Describe a time on any job that you held in which you were faced with problems or stresses that tested your coping skills.

Give an example of a time when you had to use your communication skills in order to get an important point across.

Give me an example of an important goal, which you had set in the past, and tell me about your success in reaching it.

Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).

Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.

Describe the most significant or creative presentation, which you have had to complete.

To answer behavior based questions, follow the STAR formula: Situation, Task, Action, Result. Additional interview preparation can be done through self-paced learning modules and online Interview Training practice on CP&D's Big Interview website.



# “BIG INTERVIEW” MODULES

## Fast Track

A self-paced interview training curriculum designed to take about three hours, including both text and video

## Mastery Track

An interview training curriculum designed for when you have a few weeks to prepare, including both text and videos

## Interview Training

This allows you to see all of the possible interview training materials; if neither of the tracks appeal to you, go here to pick and choose what you want to focus on.

## Practice Interviews

### Four Categories:



#### General

Covers 80% of the interview questions you might be asked.



#### By Industry

Start practicing mock interviews in over 20 industries.



#### By Competency

Practice interview questions sorted by competency and skillset.



#### Admission Interviews

Practice interviews by program type and school.

You can (and should) record yourself responding to different interview questions. You can save your videos to review later, either on your own or you can email to videos to an advisor, professor, career coach, parent, friend, or anyone else you choose.

*More detailed instructions are available in the Big Interview videos on the Career Planning & Development website.*

# INTERVIEW *THANK YOU*

Following an interview it is recommended you send a Thank You to **each person** you met with during the meeting. The purpose of the thank-you letter is to thank the interviewer for his or her time and information. This also provides you with another chance to remind the interviewer of your interest in the position and **helps you stand out**.

A Thank You should be sent promptly after the interview, within 24-hours.

The letter is a chance for you to remind the interviewer of a point or topic you discussed in the interview. This is a chance to be respectful, confirm your interest in the position, and briefly remind the recruiter of your qualifications.

A thank you can be sent via email or mail, each comes from a different school of thought. Email is faster and more convenient, this is an acceptable way to send a thank you in the tech industry or if you have previously been communicating via email. A hand-written thank you shows extra effort and is more formal in nature.

Regardless of how you choose to send the letter, below is the basic anatomy of **what you should try to include**.

Include the name of the person you met with. If you met with multiple people during an interview, send each individual a personalized letter.

Thank the interviewer for his/her time and make mention of the interview in the first paragraph.

Reiterate your interest in the position and remind the interviewer of your relevant skills and experience. This second paragraph is a great place to emphasize your “fit” with the company.

Extend the final thoughts and thanks and indicate where you can be reached in the final paragraph.

See an example of a completed Thank You in Appendix I.

# JOB OFFERS & ACCEPTANCE

**You received a job offer!** Thank the employer for the job offer and reiterate your interest in the position.

If needed, mention you would appreciate some time to consider the offer and establish a date by which you will follow-up with them. If you know you will need a specific amount of time (for example, if another employer has said they will let you know within a week), you can ask for that amount of time. Just know that it is up to the employer as to how long they will agree to.

It's important to remember that a job offer is often more than a stated salary—gather information!

Take into consideration the benefits that may also come with the job including: health insurance, retirement options, vacation time, etc. Be sure to request details on these additional benefits prior to making a decision about whether to accept a job or not. It may be helpful to run these details by your mentors, family or faculty members.

Now is the time to follow-up with other employers if you are waiting to hear from them about potential job offers. Let them know you have received an offer from another company, but you are very interested in the position you interviewed for with them. It is okay to say, "I am very interested in this position and organization—in fact, you are my first choice. Though I have received another offer, this position is the best match for my

strengths." Try to get an estimate of the timing involved. Maintain professionalism at all times.

**Do your research.** Know what salary you are willing to accept and what risks you are willing to take. Make sure to research the cost of living in that location and your budget requirements. CashCourse is an online resource for students that provides financial education on topics such as budgeting, renting an apartment, and financing/leasing a car. If you are attempting to negotiate on the salary it is important to identify three numbers: your ideal salary number, a smaller number that you would still be happy with, and the minimum you are willing to accept before walking away.

**Negotiating a Job Offer.** If the job itself sounds great, but you are concerned about the salary, you may be able to negotiate. As a recent graduate, you won't have a lot of wiggle room to negotiate salary, but it is okay to ask if there is room for negotiation if you have the skills and experience to back it up. Negotiate based on your skills, experience, and understanding of the salary standards for the specific field and location. Your negotiations will be most successful if you are well-prepared. Research the salary range for the field and location in advance so you can suggest a reasonable salary range. The NACE Salary Calculator, Glassdoor, and Salary.com are all helpful tools when it comes to researching salaries within particular fields or companies.

## Sample Text/Script for Negotiations:

"I am excited about the prospect of working for ABC Corporation and using my skills in this position. As you know from my resume and interview, I have direct experience in this area and I believe I bring significant skills to this position. Based on my background and my research on salary standards in this industry, I'd like to negotiate the salary and I am hoping something more in the \$\_\_ to \$\_\_ range is possible. Is there any room for negotiation?"

# JOB OFFERS & ACCEPTANCE

## NEGOTIATION TIPS

- It is best to give a range if attempting to negotiate.
- Never mention personal budget needs as part of the negotiation. This is your concern, not the employer's.
- If you've received other offers during this search that were higher, let the employer know and ask if it would be possible to match the best offer. Many employers will try to match

another offer if they can. Keep in mind that it will not always be possible to negotiate for a higher salary. If the employer cannot offer you more money, or if there are other terms of the job that you wish were slightly different, ask before making the final decision to accept the position. Sometimes employers will negotiate extra vacation time (or will allow

you to take unpaid leave time if extra vacation is not possible). In the business world, employers may be able to offer a signing bonus, stocks or other incentives, or an early first performance review that would enable you to be eligible for raises or promotions if you produce excellent work.

## ACCEPTING A JOB OFFER

When accepting a position, express your enthusiasm and request that the offer be confirmed in writing. Establish a starting date, and be sure to discuss any prior commitments already on your calendar. Share your good news with those who helped you along the way and don't forget to withdraw your name from other searches.

Only under extreme circumstances can a candidate accept a position, and then rescind their acceptance after. Receiving a better offer is not a good reason. There can be consequences to withdrawing from an acceptance. Accept a position only when you are truly ready to take the offer. Feel free to consult CP&D for guidance.

## JOB ACCEPTANCE LETTER EXAMPLE

A written job acceptance letter should be sent by email or mail, even if you have verbally agreed.

*Dear Ms. Brown:*

*I am writing to confirm my acceptance of your employment offer on April 17 and to tell you how excited I am to be joining ABC Corporation in Tulsa. I feel confident I can make a significant contribution to the corporation, and I am grateful for the opportunity you have given me.*

*As we discussed, I will report to work at 8:00 am on June 1 and will have completed the medical examination and drug testing by the start date. Additionally, I will complete all employment and insurance forms for the new employee orientation.*

*I look forward to working with you and your team.*

*Sincerely,*

*Julie Jones*

# APPENDIX I

## COMPLETE PACKAGE EXAMPLE – COVER LETTER

JACKIE JONES

Springfield, MO  
417.654.7890  
Jjones007@drury.edu

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November 20, 2017

Ms. Roslyn Smith, Director  
Children’s Advocacy Association  
345 S. Main Avenue  
Springfield, MO 65802

Dear Ms. Smith:

I am currently enrolled as a junior at Drury University majoring in Psychology and hope to obtain an internship in the spring of 2018 with the Children’s Advocacy Association.

As you will see from my enclosed resume, my work experience at this point includes jobs where I was directly responsible for children’s safety, education and entertainment. Also, as a campus tour guide at Drury University, I must communicate persuasively and clearly with both parents and students. All of these experiences have allowed me to develop a range of communication skills needed in children’s advocacy when dealing with everyone from children to guardians to law professionals. Additionally, I have already taken several classes in law and society as well as child and adolescent psychology and look forward to putting that knowledge to work for your organization.

I would appreciate the opportunity to discuss further how I can help you meet your goals. Please feel free to contact me at (417) 873-1111 or by email at [jjones007@drury.edu](mailto:jjones007@drury.edu) at your convenience.

Sincerely,

*Jackie Jones*

Jackie Jones

Enclosure

# APPENDIX I

## COMPLETE PACKAGE EXAMPLE – RESUME

**JACKIE JONES**

Springfield, MO  
417.654.7890  
Jjones007@drury.edu

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### EDUCATION

#### **Bachelor of Arts in Psychology**

May 2020

Drury University

Springfield, MO

GPA: 3.4/4.0; Dean's List and Presidential Scholarship

Relevant coursework completed:

Abnormal Psychology, Poverty and Inequality, Health Psychology, Cognitive Psychology

### RELATED EXPERIENCE

#### **Group Leader**

Summers 2015 & 2016

Kanakuk Kamp

Branson, MO

- Supervised a group of 10 middle school-aged campers for one week
- Organized outdoor team-building activities with other camp leaders
- Comforted and encouraged homesick campers to participate in events

#### **Lifeguard**

Summers 2013 & 2014

Chesterfield Family Center

Springfield, MO

- Certified in CPR and First Aid
- Ensured safety of all guests by enforcing the pool rules
- Assisted head lifeguard by creating materials for water safety outreach programs

### CAMPUS ACTIVITIES

#### **Admissions Tour Guide**

January 2017 - Present

- Guide campus tours to prospective students and their families as well as answer questions
- Represent Drury in a positive, upbeat, friendly manner

#### **Behavioral Science Club**

August 2016 - Present

- Participate and contribute ideas during bi-weekly meetings
- Volunteer at The Gardens Center to help the elderly create holiday crafts

### ADDITIONAL WORK EXPERIENCE

#### **Server**

August 2015 - Present

Pappo's Pizzeria

Springfield, MO

- Built relationships with customers and ensured positive guest experience
- Completed multiple tasks simultaneously while providing excellent customer service

### SKILLS

Prezi | Publisher | Excel | PowerPoint | Social Media | Intermediate Spanish

# APPENDIX I

## COMPLETE PACKAGE EXAMPLE – REFERENCES

JACKIE JONES

Springfield, MO  
417.654.7890  
Jjones007@drury.edu

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### References

**Kaitlin Green**

Associate Director, Admissions  
Drury University  
900 North Benton  
Springfield, MO 65802  
(417) 873-1111  
kgreen@drury.edu

**John Doe**

*Director*  
Kanakuk Kamps  
1353 Lake Shore Dr.  
Branson, MO 65616  
(417) 831-1234  
jdoe@kkamp.com

**Dr. Valerie Eastman**

*Professor, Behavioral Sciences*  
Drury University  
900 North Benton  
Springfield, MO 65802  
(417) 873-7251  
veastman@drury.edu

# APPENDIX I

## COMPLETE PACKAGE EXAMPLE – THANK YOU EMAIL

**Subject Line:** J. Jones Interview Thank You

Dear Ms. Smith:

Thank you for taking the time to discuss the children’s advocacy internship with me this morning. Your enthusiasm for your work is contagious and I hope to have the opportunity to collaborate with you and your team next semester on this important issue.

It is clear, after our conversation, that the challenge of connecting with children who have experienced such trauma is especially delicate, and I believe my experiences as a camp counselor and lifeguard will give me something to build on.

Thank you again for your time. This meeting has helped confirm my interest in the field. Please feel free to contact me at (417) 873-1111 or by email at [jjones007@drury.edu](mailto:jjones007@drury.edu) at your convenience.

Sincerely,

Jackie Jones



# APPENDIX II

**Maria  
MARTINEZ**

111-111-1111 [mmartinez@gmail.com](mailto:mmartinez@gmail.com)  
Chicago, IL [www.linkedin.com/in/mmartinez](http://www.linkedin.com/in/mmartinez)

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## ▲ GENETIC RESEARCH ▲ POLICY DEVELOPMENT ▲

PCR Analysis  
Multi-step synthesis, Separation, Purification  
Genomic Research

Exclusive Quantitative or Qualitative Analysis  
Field Experience  
Grant Writing

- Awarded the \$2,000 Joseph Breen Memorial Award to present research at the international Green Chemistry conference hosted by ACS.
- Presented original research project, *Biodiesel from Algae: How the Seas Can Save Us*, at the Drury Science Undergraduate Research Symposium in 2015.
- While president of Beta Beta Beta, received the Lloyd M. Bertholf Award for outstanding chapter.

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## Research Experience

### Research Assistant, Drury University

Springfield, MO, September 2016 - May 2017

The effect of inhibitors on the endocytosis of *Staphylococcus aureus* into MG-63 osteoblasts

Mentor: Dr. Beth Harville

### Summer Undergraduate Fellowship in Genetics, University of Georgia

Athens, Georgia, Summer 2016

Variation in an extended phenotype: burying beetle

Mentor: Dr. Allen J. Moore

### Grant Proposal, Drury University

Springfield, MO, 2015

Formulated a mock NSF grant proposal and presented the proposal to faculty and peers. The subject of the proposal was the gene *NOD2* in conjunction with the gut microbiome and the development of Crohn's disease.

Mentor: Dr. Kevin Jansen

### Intern, World Health Organization, Alzheimer's Treatment

Calcutta, India, Summer 2015

Interned as part of a team of three scientists to oversee a case study on effects of anti-inflammatory drugs on patients with early onset Alzheimer's disease.

### Research Assistant, Drury University

Springfield, MO, January–May 2015

Genetic toxicology through induced mutagenesis

Mentor: Dr. Kevin Preuss

### Research Assistant, Drury University

Springfield, MO, August–December 2014

Investigation of the molecular mechanisms of chemoreceptors in *Tribolium castaneum*

Mentor: Dr. Kevin Preuss

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## Education

### Drury University

*Bachelor of Science in Chemistry, Biology*

*Bachelor of Arts in Spanish*

Springfield, MO, May 2017

GPA 3.98 - Honors

# APPENDIX II

## ABIGAIL GATES

417-000-0000 | agates@drury.edu | www.linkedin.com/in/agates

**Junior computer science student** seeks part-time **software development** internship in Springfield, MO  
Two previous internships, advanced coursework, and strong interpersonal and leadership skills.

.Net | C# | SQL Server | HTML | Java Script | CSS | Apple | PC

### ACCOMPLISHMENTS

- Offered rehire positions at two previous internships.
- Rehired for second year as Resident Assistant for Drury University; responsible for hall of 54 freshmen.
- Technical aptitude demonstrated through repair/programming of multiple devices for six years.

### EDUCATION

**Bachelor of Science - Computer Science & Software Engineering** May 2018  
Drury University Springfield, MO  
Coursework completed: *Data Structures, Algorithms, Web and Mobile Application Development, Programming Languages, Database, Operating Systems, Calculus I & II*

### COMPUTER SCIENCE INTERNSHIPS

**Software Development Intern** May 2017 – August 2017  
Netchex Mandeville, LA

- Wrote and maintained SQL and stored procedures using SQL Server.
- Utilized unit test frameworks to properly unit test all code by deadline.
- Collaborated with five member team to design streamlined payroll process for Fortune 500 Company.
- Helped troubleshoot problems and solve issues using Test Driven Development.
- Served as a mentor for interns when learning how to use in-house development tools.

**Computer Engineering Intern** May 2016 - August 2016  
McKesson Springfield, MO

- Assisted lead software engineer to modify documentation of JavaScript code refactoring efforts.
- Drafted technical procedures for installation and maintenance of software for healthcare analytics.
- Assisted with root cause analysis for bugs found in system.

### LEADERSHIP AND ACTIVITIES

Association for Computing Machinery –Member 2015 - Present  
Student Government Association (SGA) –Member 2015 - Present

### ADDITIONAL WORK HISTORY

**Resident Assistant** January 2016 - Present  
Drury University Housing Springfield, MO

- Create successful programs for residents in order to improve floor community and grow as a whole.
- Analyze potential problems within the floor and correct them before they become an issue.

# APPENDIX II

## Jahmiah Stacey

417-555-5555 [jstacey@drury.edu](mailto:jstacey@drury.edu)  
[www.linkedin.com/in/jstacey](http://www.linkedin.com/in/jstacey)

### Education

Drury University Springfield, MO May 2020

#### **Bachelors of Business Administration: Economics**

3.7/4.0 GPA; Dean's list; Presidential Scholarship

University of Granada (Study Abroad) Grenada, Spain Spring 2019

Cross-Cultural Management, International Economics, International Marketing  
Spanish: Fluent

### Relevant Experience

Intern Fall 2018

#### *Northwestern Mutual*

- Assist clients in identifying goals, developing personal plans, and implementing financial strategies
- Utilize market research in order to match client needs to appropriate financial tools and services
- Perform scheduling of clients for self and other advisors as needed

Teller July 2017 – Present

#### *Central Bank of the Ozarks*

- Acquire and maintain thorough knowledge and understanding of compliance and regulatory issues relating to teller and customer service areas
- Maintain neat and orderly work area and ensure that all cash, negotiable and confidential records are secured and/or disposed of properly
- Consistently demonstrate proficiency in providing exemplary customer service in person and by telephone

### Leadership Experience

Treasurer Fall 2018 - Present

#### *Panhellenic Council*

- Collect and disburse all funds that are handled by the Panhellenic Council
- Prepare and present financial reports yearly and as called upon

Vice President: Operations Fall 2017 - Present

#### *Kappa Delta Sorority*

- Organize and facilitate events to advance the chapter's goals
- Gather and collate data to report on chapter's performance to the national group

Volunteer Coordinator June 2015 – August 2016

#### *Least of These*

- Recruited, scheduled, and trained up to 30 volunteers per month
- Led food drive campaigns resulting in up to a ton of a food at a time

### Campus Involvement

*Financial Management Association* September 2016 – Present

Attended monthly meetings on topics related to finance, banking, and investments, including interaction with local business executives

*Enactus* September 2018 - Present

Collaborated with Rare Breed, a local youth outreach organization, to create an afterschool program for at-risk students focusing on stress reduction techniques.

# APPENDIX II

## Dean Liu

[dliu@drury.edu](mailto:dliu@drury.edu) | 417-555-5555 | [www.linkedin.com/in/dliu](http://www.linkedin.com/in/dliu)

### EDUCATION

Bachelors of Arts in English and Secondary Education May 2018  
Missouri Certification in Secondary English  
*Drury University, 3.8/4.0 GPA*

### EXPERIENCE

Student Teaching, Hillcrest High School, Grades 9, 10, & 11 Spring 2018  
Substitute Teaching, Springfield R-12 District, Grades 7 – 12 June 2016 – December 2017  
Practicum, Ozark High School, Grades 11 & 12 Spring 2017  
Practicum, Central High School, Grades 9 & 10 Fall 2016

### TEACHING QUALIFICATIONS

#### **Planning**

- Worked with cooperating teachers to assist in creating overarching semester plan
- Designed and implemented daily lesson plans for six weeks of secondary classwork within semester plan framework utilizing project-based learning

#### **Communicating**

- Experience working with parents and IEP team to create and implement IEPs in a high school setting
- Established positive relationships with students, parents, fellow teachers and school administrators/staff
- Collaborated with teachers in order to be able to continue their lesson plans and learning goals while substituting in their classroom
- Native: English/Fluent: Mandarin

#### **Teaching**

- Utilized multiple channels (visual, aural) to address needs of multiple learner types
- Constructed reading intervention for 23 freshmen students to scaffold them to grade-appropriate reading level

#### **Classroom Management**

- Attended *Love and Logic Seminar* at Drury University, presented by Jim Fay
- Utilized and adapted current classroom management techniques in multiple classrooms to maintain positive learning environments for groups of 13 to 26 students
- Consistently commended for ability to redirect students exhibiting behavior problems by replacing disruptive, unproductive patterns with positive behaviors.

#### **Technology**

- Daily usage of Smart Board during student teaching
- Experience utilizing Google Classrooms to interact with students in order to provide feedback

### MILITARY

**Missouri Army National Guard** August 2010 – August 2016  
Crew Chief/Squad Leader Springfield, MO

- Communicated with pilots, managed crew and cargo on army helicopter missions.
- Directly supervised two NCO's and six soldiers during tours of duty in Iraq and Afghanistan.
- Developed soldiers for increased responsibility through counseling, mentoring and job shadowing.

# APPENDIX II

## Maya Franklin

### WORK EXPERIENCE

**Drury University Career Planning and Development**, Springfield, MO  
*Student Worker*, August 2017-May 2018

- Provide customer service and career service information to students and staff in positive, professional manner.
- Assist with over ten public relations and event planning activities.
- Manage CP&D twitter account: increased following by 38% in ten months.

**The Mudhouse, Barista and Chef**, Springfield, MO, June 2015 – July 2017

- Create and serve beverages and food from an extensive menu.

### LEADERSHIP ROLES AND ACTIVITIES

#### College

**Students Against Slavery – Secretary**, August 2018 -present

- Take minutes at biweekly meetings; update members on upcoming events through listserv.

**CO-ED Intramural Soccer Team Captain**, Fall 2017

- Recruited 12 Drury University freshmen to create a team for co-ed intramural soccer league.
- Communicated game times and places on weekly basis; organized field time system to ensure equal playing time.
- Maintained emotional maturity to resolve conflicts between genders due to competitive nature of sport.

**Leaders Who Lunch**, Fall 2017

- Participated in monthly sessions on professional development

#### High School

**Global Awareness Club**, Fall 2015 – May 2017

- Founded school club focused on promoting student awareness about and acting on global issues; 18 active members.
- Set meeting agendas, conducted meetings as club president, communicated club activities to school population.

### COMMUNITY SERVICE

**Rare Breed Youth Center**, Springfield, MO, Summer 2016

Sole math, science, and English tutor for 10-15 homeless and at-risk teens studying for the GED; managed assessment paperwork to track progress.

**Ozarks Counseling Center**, Springfield, MO, Feb. 2015 – Aug. 2016

Volunteer 6-8 hours /month in office of non-profit counseling center.

**Walnut Street Cider Days and Arts Fest**, Springfield, MO

Volunteer - 2015, 2016, and 2017

### CONTACT

#### Email

[mfranklin@drury.edu](mailto:mfranklin@drury.edu)

#### Phone

417-000-0000

#### LinkedIn

[www.linkedin.com/in/mfranklin](http://www.linkedin.com/in/mfranklin)

### EDUCATION

**Drury University** Springfield, MO  
Bachelor of Arts May 2021  
*English* GPA 3.98  
*Political Science, Pre-Law*

**Nixa High School** Nixa, MO  
Diploma May 2017  
GPA 4.0

### ACADEMIC AWARDS

Drury Presidential Scholarship  
Alpha Lambda Delta  
H.S. Debate Activity Award  
H.S. National Honor Society

### SKILLS

Social Media Savvy  
Writing, Editing, Tutoring  
Customer Service  
PowerPoint, Prezi, Excel  
65 WPM

### GALLUP STRENGTHS

Connectedness  
Analytical  
Individualization  
Responsibility  
Discipline

# APPENDIX II

## Diego Ramos

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### Summary

Current **college student** pursuing degree in **graphic design** and **communications** seeks a part-time position in **non-profit organization** to benefit social welfare either domestically or internationally. **Creative** employee with experience in **improving the community** through **design and communication**.

Positive | Adaptable | Responsible

**Adobe Photoshop | Digital Photography**

Professional | Team Oriented | Social Media Proficient

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### Education

Drury University Springfield, MO May 2020

#### Bachelors of Arts: Graphic Design and Communications

Relevant coursework:

- Commercial Photography
  - Form and Content
  - Audience and Format
  - Praxis Studio
  - Apex Studio
- 

### Relevant Experience

*Sephora*, Makeup Artist Springfield, MO January 2017 – Present

Assist customers in achieving the optimal color palette for the look they desire and their personal coloring; inspire confidence in the products customers are purchasing

*The Waterford*, Volunteer Springfield, MO May 2016 - Present

Create graphics and print text for marketing materials of up to five events per month increasing attendance of residents by 20%

*Least of These*, Volunteer Springfield, MO February 2016 – July 2017

Wrote press releases and created graphics for distribution in the community in order to promote awareness and increase donations

*Harmony House*, Volunteer Springfield, MO March 2015– April 2016

Researched information for and created pamphlets for the women; trained and organized volunteers

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### Work History

Aldi's, Cashier Springfield, MO June 2017 – December 2019

Pizza Hut, Delivery Driver Springfield, MO November 2015 – May 2017

# APPENDIX II

**DAVID WOLF**

Springfield, MO [dwolf@drury.edu](mailto:dwolf@drury.edu) 417-111-1111

Experience working with children (with/without psychological disorders)  
Short-term educational goal: Bachelor of Arts | Career goal: Juvenile Services  
Bilingual German/English | International, full-time student in Springfield, MO

## EDUCATION

**Drury University**, Springfield, MO Spring 2019

*Bachelor of Arts – Major: Psychology, Minor: Law & Society* GPA 3.9

Relevant Coursework: Psychology and the Law, Justice Punishment & Ethics, Social Psychology, Life Span Development, Psychology of Adolescence/Emerging Adulthood

## RELEVANT EXPERIENCE

*Internship* – Carl Yung’s Psychiatric Practice Berlin (Germany), June-July 2017

- Learned how to interact and communicate with children and adolescents with psychological disorders
- Administered objective diagnostic assessments to children and adolescents
- Documented observations during projective procedures with children and adolescents
- Assisted individual and group therapies for children and adolescents using both cognitive behavioral therapy and play therapy techniques

*Manager and Coach* - SC Frankfurt Tennis Camp Frankfurt (Germany), July 2015 and 2016

- Planned and provided tennis practice and conditioning for 20 children at a tennis club
- Taught children singles and doubles strategies as well as technical skills relevant to the game
- Communicated with parents about their children’s progress and disciplinary issues
- Advertised and promoted the camp locally

*Volunteer* - GS Stuttgart Elementary School Stuttgart (Germany), Summer 2013 - 2015

- Organized class trips, field trips, and project weeks for groups of 50 elementary school students working closely with supervising teachers to determine appropriate sites, coordinate transportation and insure proper paperwork was collected

*Volunteer* - Boys & Girls Club Springfield, MO, 2016 – present

- Big Brother program - Spend 3 hrs./week mentoring at-risk, 10 year old “little brother”

## HONORS & AWARDS

### *Academic:*

Drury University Dean’s List 2015, 2016  
Judge Warren White Scholarship Recipient, 2016  
Dean’s Academic Scholarship, 2016 – present  
Alpha Lambda Delta Honor Society, 2016 – present

### *Athletic:*

Drury’s Athletic GPA Award - Tennis, 2017 and 2018  
All-Conference First Team Award, 2017 and 2018  
GLVC Player of the Week, 2016 and 2018  
ITA Rookie of the Year, 2016

## APPENDIX III

# Top 8 Most Important Soft Skills for

# Workplace Readiness



### Attitude

This is where it all starts—Attitudes. The ability to respond to guidance, to control your emotions, and to keep your focus is so important in today's workplace. The importance of a positive attitude cannot be overlooked.



### Communication

Communication skills are something we often take for granted, but lack of communication is one of the biggest reasons teams and projects fail. It's important to know what to say and how to say it to get your point across.



### Planning & Organizing

Major accomplishments don't just happen. They require careful planning to make sure nothing is overlooked and mistakes aren't made. Prioritization, time management, and system creation skills are important.



### Critical Thinking

Now more than ever before, the ability to think critically about a problem and identify a solution is extremely important. Employers are looking for people who can think "outside the box" and solve complex problems.



### Interpersonal Skills

Interpersonal skills, like empathy for customer service responding to conflict, are extremely important in any people-based service business. You need to know how to present yourself in an acceptable manner.



### Teamwork

Many people think of sports when they think of teamwork, but the truth is teamwork is just as important in the workplace as it is on any sports field. You need to know how to work with others to achieve a common goal.



### Professionalism

Most businesses hold their employees to high standards of professionalism, and it's up to each employee to know and live up to those standards. "I didn't know" is not an acceptable excuse.



### Media Rules

Technology has made it easy to communicate, but there are right and wrong ways to do this in the workplace. You need to make sure to respect technology-based guidelines and restrictions in the workplace.



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