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Welcome to the Career Center!

**Our Career Center Handbook:** Tools and Tips for Career Search Success will provide you with an excellent introduction to the career development process and to the services provided to you through the Career Center and our satellite offices. This guide is specifically designed to meet the needs of the students at California State University, Sacramento. Each of the articles and samples were written by the Career Center staff, campus colleagues, and employers based on questions and concerns that students have frequently expressed throughout the years.

Through the use of several tools and articles included in this Career Center Handbook, the staff will assist you with developing concepts and skills that help you to move toward your career goals.

We know that whether you are just starting a job search, or you are in the process of self-discovery, it is a difficult yet rewarding journey. We want to assure you that it is never too late to start. The Career Center staff also provides direct services to all students needing assistance with choosing a major. The career counselors not only work one-on-one with students, they interact everyday with employers: learning the latest information on what they are looking for, what jobs will be opening up, and how they all relate to Sacramento State majors and student interests.

The Career Center Handbook outlines the career development process and a few of our services that are available to every Sacramento State student. A full listing of our services and satellite offices can be found on our web site: [www.csus.edu/careercenter](http://www.csus.edu/careercenter). We encourage you to visit any one of our locations to meet with our professional staff.

**We wish you the best in pursuing your degree and career.**

Career Center staff
We offer a full range of programs and services that support your personal, academic, and work development throughout your Sacramento State experience. It is never too late to come to the Career Center. Whether you are a first year student seeking a part-time job, a graduating senior wanting to know what occupations fit your major, or alumni changing careers, the following services are available to you.

**Drop-in Career Counseling**

No appointment necessary! Drop-in career counselors are ready to introduce you to the Career Center. They will critique your resume, review cover letters, help you research occupations, explore academic majors, administer basic assessments, identify internship and cooperative education opportunities, connect you to on-line job announcements, and expand your Internet search options. They are also here to support you in your transitions to college life and future work, or whenever you need to talk with someone.

**Career Counselors**

After you have been through a drop-in session, you may decide to schedule a 50-minute individual appointment with a Career Counselor. These appointments are driven by your needs and where you are in your academic and/or career planning. Working with a Career Counselor can help you get to know yourself better: your personality, skills, strengths, values, joys, and interests. Knowing yourself better can help you make better choices, better decisions, and to set attainable academic and work-related goals.

**Career Library and Computer Guided Information Systems**

What do you need to know? Whether working with a drop-in career counselor, or on your own, you have access to resources in the Career Center library and technology area. We have five computer work stations for job search-related correspondence, including online applications, cover letters, and resumes.

Want to do some self-assessments on your own and link that information to possible academic programs and occupations? Try EUREKA, Choices, or California Career Zone for assessment exercises and occupational databases, including videos of people working in different jobs.

**Career Connection**

Career Connection is the Career Center’s free online job listing system that you can access from home, 24/7. Register to use Career Connection through the website: csus.edu/careercenter. The username is your Saclink ID and the password can be obtained by visiting: csus.edu/careercenter.

Employers can list full-time, part-time, on-campus, professional, internship, cooperative education, seasonal, and volunteer opportunities. To apply, follow the employer’s application procedures as stated on Career Connection.

**Experiential Education**

There are many ways to find out if that “dream” job, career, or major is right for you. One of the best ways is to experience it. Career Center staff members are here to help you get real information through informational interviews, job shadowing, mentoring, community service, internships, cooperative education, part-time or full-time work. Employers are looking for candidates with experience in their chosen field and/or relevant skill sets. You can demonstrate your commitment and focus by participating in a paid or unpaid internship or a paid cooperative education experience that relates to your academic program. Going the extra step to get experience can make your resume shine.

**On-Campus Recruitment Program**

Each semester graduating seniors, graduate students, and alumni who have graduated within the last two years are able to interview through the On-Campus Recruitment program for entry-level career positions with employers recruiting on campus through the Career Center. Opportunities to interview for internships are also available through the On-Campus Recruitment Program for all students and class levels. Attending a mandatory On-Campus Recruitment orientation workshop will provide you with the necessary steps to participate in the OCR program. For more information on this orientation please visit tinyurl.com/fall2013ocr.

In addition, you can meet employers and hear about their companies as well as their opportunities through the Employer Lecture Series and Company Information Sessions. This is a great way to ask questions and begin preparing for your interview in an informal setting. Attend the Etiquette Dinner to practice your networking skills and polish your business dining etiquette to perfection. We can help with your professional attire questions at this event as well.
Career Planning Process

Self-Exploration
Explore Who You Are and What You Enjoy
- What are your interests?
- What classes have you enjoyed?
- What activities/skills have you enjoyed doing the most?
- What are your hobbies or things you like to do for fun?
- What types of jobs or careers are people involved in around you?
- What have you dreamed about doing?

Research Careers / Academic Programs
Identify What You Want to Do
- Faculty/Program Advisors
- Social media/Online career videos
- Career fairs
- EUREKA and Choices
- Employer lectures / panels
- Professional associations
- Graduate school research
- Major career options
- Internet research
- Company web sites

Goal Setting
Identify Your Goals and How to Achieve Them
- Identify your career and/or education goals
- Develop an action plan to achieve your goals
- Obtain help with choosing or changing your major
- Learn how to relate your major to the world of work
- Obtain assistance when you are having difficulty identifying or achieving your educational or career goals

Experiential Education
Gain Experience in Your Fields of Interest
- Informational interviews
- Job shadowing
- Internships
- Mentoring
- Career Connection
- Part-time / Full-time jobs
- Cooperative education
- Volunteer positions
- Community service positions
- Career Center events

Job Search or Advanced Study
Plan for Your Job Search or Graduate/Professional Schools
- Interview practice sessions
- Part-time / Full-time job listings
- Job search information
- On-campus recruiting
- Resumes / Cover letters
- Company information sessions
- Resume Makeover
- Career Connection
- Etiquette dinner
- Mock interviews by employers
SECTION I:
JOB SEARCH TOOLS & TIPS

Job Search Strategies: An Overview
Education and Career Planning Research Links
Marketing Your Liberal Arts Degree
Getting the Most Out of a Career Fair
Informational Interviews
Job Search for International Students
Job Search Strategies: An Overview

The purpose of this publication is to assist you in putting together all the components of a rewarding job search campaign. The successful job hunter uses a combination of job search resources and strategies.

Traditional job search techniques include:
Contacting companies directly, whether they currently have openings or not; applying online; Internet job posting sites; employment agencies; trade and industry-specific websites; and networking.

Non-traditional strategies include:
Attending local professional association meetings; trade and industry-specific conventions or conferences; conducting informational interviews; and/or job shadowing prior to your job search. Internships, volunteering or co-op positions, while in school, provide you with excellent experience to put on your resume and an opportunity for employers to get to know you and your work. The Sacramento State Career Center offers numerous opportunities to connect with employers and job listings, including: career fairs, employer panels, resume critique events, mock interviews, on-campus recruiting, Career Connection, and internship and cooperative education listings. Be patient and creative. Looking for work is a process. Jump in. Don’t take rejection personally. Learn from your experiences and seek assistance from staff in the Career Center when you need a job search boost.

1. **Know Yourself:** Begin your job search by taking a thorough inventory of your interests, values, skills, and accomplishments. Be sure and include experiences from college, including projects, group work, research, major assignments, and technical skills pertinent to your field. Make a detailed list. The key to a successful job search is what makes you unique and communicating this effectively to a prospective employer.

2. **Research the Company/Organization:** Interviewers like candidates who are familiar with the industry as well as the company’s mission, products/services, and competitors. Study the position description and how it functions within the company. Research the company’s anticipated growth, and career paths within the industry. Professional associations, informational interviews, job shadowing, the Internet, and the Sac State Library are all excellent resources for this type of research.

3. **Consider Transition Experiences:** Consider positions that may be a stepping stone to the one you are seeking. Research what the career ladder is for a position and what the realistic path is for a new student just completing a degree. Often your dream job is one or two positions away. Be realistic, ask for assistance and research the company/industry to obtain suggestions from professionals.

4. **Narrow Your Options:** Identify what you want in a job and specifically what your target occupation and industry is going to be. Your job search plan should include your preferred geographic areas, selected industries and functions within each industry, as well as specific positions of interest. You may prefer to target a specific company or industry first and learn what occupations are available later. Some companies decide where you will be placed after learning about your skills and experiences.

5. **Prepare Your Paperwork:** Tailor your application packet, including your resume and cover letter to the requirements of the job. In addition, it is important that your application packet be presented professionally, free of spelling and grammar mistakes. Your reference page should include people that can address your skills, attitude, and abilities in relation to
the position for which you are applying.

6. Practice Your Interview Skills: Consider fine-tuning your interview skills by scheduling a practice for interview session in the Career Center or by attending the Career Center’s Speed Interviews event. Getting feedback on how you interview is a valuable way to learn what not to say and do during the interview, as well as a service to learn new interview techniques and strategies.

7. Be Organized, Proactive, and Assertive: Organize yourself during your job search. Keep careful records. Maintain a calendar, a binder or file to organize your materials, including copies of all the paperwork you submit to each employer. Be prepared with a job search contact list, stamps, a conservative, business-like email address and voice mail message, resume paper/stationary, your job search business card, and a traditional interview suit and accessories. You will need access to a computer, email and printer to complete your application materials. Remember to follow-up on every employer contact and to send a “Thank You” letter to the interviewer.

### Education & Career Planning Research Links

**Academic Advising and Career Center**: The Career Center offers programs and services, including walk-in and follow-up career counseling sessions, for students and alumni who are in the process of making a decision about a major or career path, exploring the world of work, wanting to gain experience, or planning a job search. The Academic Advising Center helps students with questions about general education, graduation requirements as well as University requirements, policies, and procedures. Drop-ins available.

csu.edu/acad • www.csu.edu/careercenter

**Sacramento State Catalog**: Read about University policies, academic programs, course requirements and descriptions, programs, services and more.

catalog.csus.edu

**Sacramento State Academic Departments**: Most academic departments have career-related information on their websites. Stop by the department office to schedule an appointment with a faculty advisor to discuss a major and what alumni are doing with that major.

csu.edu/academics

**Savvy Intern Blog**: A “Top Blog” by YouTern that provides up-to-date job search, internship and employment information through their blog posts.

youtern.com/thesavvyintern

**California Career Zone**: Information and video clips on industries and occupations. Site includes a Self-assessment Module of values and interests. Also, use the Reality Check Module to find out how much money you will need to live the lifestyle you prefer and which occupations might provide that level of income.

careerzone.org

**Occupational Outlook Handbook**: Produced by the U.S. Bureau of Labor Statistics, the OOH provides occupational information on hundreds of occupations and industries.

bls.gov/oco

**The Sloan Career Cornerstone Center**: Is an ever-expanding resource center for anyone interested in exploring career opportunities in science, technology, engineering, mathematics, computing, and medicine.

careercornerstone.org

**O*Net Online**: Explore the Nation’s primary source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations.

online.onetcenter.org

**Sacramento State Student Clubs and Organizations**: A great way to meet students who share common interests! Search student clubs according to categories such as sports, hobbies, cultures, academics and professional fields.

csu.edu/soal/

**Career InfoNet**: This website sponsored by the Department of Labor allows you to explore career options and other information, including industry overviews, in-demand occupations, emerging occupations, educational requirements, and videos of people in the professions.

careerinfonet.org
Marketing Your Liberal Arts Degree

For the very same reason that a liberal arts education is valued, namely for its breadth of scope, many liberal arts students report that it is a difficult degree to translate into employment opportunities.

Many counselors who work with students in liberal arts degree programs repeatedly hear questions like, “Yes, but what kinds of jobs can I get with this degree?” or “My skills are so broad, how do I choose a given field or industry?” The answers can seem overwhelming without a better understanding of the intention of liberal arts curricula. The majority of majors offered at Sac State are considered to be within the realm of liberal arts, including communications, arts and design, and social sciences. Your peers, who majored in applied programs; e.g., engineering, computer science, nursing, accounting, and teacher education, may seem to have an edge in the job market. However, many employers, including the federal government, would argue that a liberal arts education better prepares you to apply critical thinking, analysis, and communication skills to many areas. Adding a minor to your degree program only enhances your marketability.

According to the book, Keys to Liberal Arts Success (2002), some of the primary benefits of a liberal arts education include (but are not limited to): learning how to learn, learning how to write, and discovering the interconnectedness of all knowledge. In other words, you become more adept in the art of learning. These are the very skills employers are seeking when they emphasize the importance of “soft” skills.

Liberal arts graduates are gainfully employed in every area of the world of work. And because liberal arts programs include both science courses and arts courses, those who graduate from these programs gain knowledge that will help them succeed along every step of their career path. Take a look at the titles of the four categories under which general education (GE) requirements at Sac State are categorized: the Physical Universe and Life Forms, the Arts and Humanities, the Individual and Society, and, Basic Subjects (the ones that place emphasis on your oral and written communication skills, and your critical thinking skills). Now include additional coursework that enhances your understanding of each of these areas and you have a good description of a typical liberal arts degree program.

To more effectively narrow your job focus, and simultaneously make it a little less overwhelming, you can use the following delimiters: 1) Start with where you want to work. Let’s say that you are sure that you want to stay in the Sacramento region. You have already narrowed your job search by choosing a geographical area in which to focus your job search. 2) Next, think about identifying fields or industries that particularly interest you. It may help to think about what classes within your program specifically piqued your interest. Choose one or two fields or industries that utilize the skills you have used in those classes and that have a good representation of companies within the Sacramento region. 3) Finally, make sure that you have identified enough positions within those companies so that you are likely to find a healthy number of openings in the next 3-6 months (the average amount of time for a targeted job search to yield a position that interests you).

When your resume does its job and gets you an interview, go in and sell yourself as the well-rounded, well-versed, and well-read individual that you are!

Figler, Carter, Bishop, & Kravitz, Keys to Liberal Arts Success, 2002
Careers are an excellent place for students to gather information about companies and organizations that interest them. These fairs offer an opportunity for students to meet employers and learn about the fields in which they work. Students will also be able to obtain information about current and future career opportunities.

Before the Fair
1. View a list of companies attending the Career Center event by visiting the Career Center website at csus.edu/careercenter and viewing our events page.
2. Select companies that interest you and research them by visiting their website. For additional information on related fields and industries, visit the Career Center.
3. Prepare a resume that provides an overview of your education and experience. Visit the Career Center for a resume review. Once your resume has been updated, make several copies to bring to the fair.
4. Prepare a short background statement on your education and experience. In addition, develop questions to ask employers at the fair. Express an interest in the company and relate your background to the company’s needs.
5. The Career Center recommends that students consider professional dress (suit and tie for men; pant or skirt suit for women) or business casual (slacks with a shirt and tie for men; pants or skirt with a blouse for women) when meeting employers. Keep accessories to a minimum.

During the Fair
1. Register and obtain a map with the location of the employer tables. You are encouraged to speak with employer representatives and gather company literature during the fair.
2. Ask for a business card and leave your resume.
3. If you are interested in a company after speaking with them, ask about the hiring process and any deadlines that may be approaching.

After the Fair
1. Send a cover letter along with a copy of your resume to the representative of the companies that interest you.
2. Follow-up a week later with an email or phone call regarding a specific position or other career opportunities within the company.

Questions You Can Ask Employers at the Fair
1. What types of career opportunities do you offer?
2. Can you describe the qualifications and skills you look for in an applicant?
3. What types of projects might I expect to work on in my first year with the company?
4. What is a typical career path with your company?
5. What is a typical day like?
6. What makes someone successful with your company?
7. What advice would you give someone seeking work with your company?
8. What type of entry-level positions, internships or co-op positions exist within your company?
9. Are there opportunities for ongoing training in your company?
Informational Interviews

What is an Informational Interview?

- An informational interview is a great way to gather first-hand information about an occupation or a field you’d like to know more about.
- Talking with someone who has knowledge of the field, or is already working in the profession, can be helpful in obtaining current information.
- The information you obtain can also assist you in making a more informed decision about the type of education you need for the career you are considering.
- Career Center staff can help you identify occupations and/or fields you may wish to explore. We can help you relate your major to different areas of interest; assist you in the process of deciding on a major or career field; and help you identify potential people to interview.

The Benefits of Informational Interviewing

- Gather up-to-date, first-hand information and perceptions to help you evaluate personal goals and career paths.
- Discover what is done on a daily basis by someone in the field; relate your individual skills and personal qualities to the functions performed.
- Discover how people feel about their work and relate this information to your individual values and skills.
- Test your assumptions and expectations against the reality of what you are seeing and hearing.
- Make contacts for future reference.
- Become well informed about trends in the field.
- Meet with potential employers in a non-stressful situation.
- Develop self-confidence.
- Make an informed career decision.

Getting Started

- Brainstorm
  Devote some quality time to “brainstorming” people you already know on campus or in the community: faculty, friends, co-workers, family members and their connections. You may also consider speakers you have heard, people in the news, or past employers.
- Research
  Identify companies or organizations in the areas employing people doing work that interests you. Use business journals, annual reports, internet sites, Chambers of Commerce, and other reference guides that detail businesses and professions. Career Center staff can help you with this type of research.
- Notebook
  Keep a notebook of the names of potential people to interview, their contact information, details of conversations, additional resources, and referrals.

Arranging the Interview

- Contacting the Person
  Call the contact person directly and explain you are gathering information regarding a particular career field. Ask for thirty minutes or less, and be courteous.
  You might say:
  “Hello, my name is ____________. I’m a junior at California State University, Sacramento, majoring in ____________. I am in the process of researching and exploring the ____________ field. At this point in my research, I am interested in speaking with someone currently employed in the field. Would it be possible to meet with you to ask you some questions about the ____________ field? Or, is there someone else that you would recommend I talk to?”
- Preparing
  Prepare for the informational interview by jotting down specific questions in advance of the interview. Remember to include the individual’s name, title, and company/organization, address, office number, and phone number.
Conducting the Interview

- Be on time! Take notes and consider asking some of the following types of questions:
  - What is a typical day like in your line of work?
  - How did you get started in this field?
  - What is your specific background and experience?
  - What entry-level jobs are best for learning as much as possible in this field?
  - What skills must someone absolutely have to succeed in this field?
  - What is the typical career path for advancement?
  - What do you like best about your work? Least?
  - How many hours per week do you usually work?
  - Can you describe your working environment?
  - What are the obligations outside of work?
  - What salary can someone expect at entry level?
  - What types of changes do you see occurring in this field?
  - What is the employment outlook in this field for the next five to ten years?
  - As you look back on your first few years after college, what would you do differently?
  - What other occupations are closely related to this one?
  - Are there other people you suggest I should talk with?
  - What general advice would you have for someone considering this field of work?
  - Does your company offer an internship program?

- At the end of the interview, ask them for their business card.

After the Interview

- To get the full benefit from your informational interview experience, take a few minutes to reflect on your impressions of the visit. Ask yourself the following questions:
  - What did I find most interesting about my experience?
  - What new information about the field or occupation did I learn?
  - How does what I learned today relate to my values, skill preferences, and interests?
  - How does what I learned relate to my education and/or career goals?
  - What was the most significant information that I learned about this field?
  - What new positive impressions do I have about this field of work?
  - What new negative impressions do I have about this field of work?
  - What special skills and qualifications do I already have to contribute to this profession?
  - What additional skills and qualifications do I need in order to enter this field?
  - What information do I still need and how can I acquire it?

- You may want to record your answers to the questions above in writing to assist you in future educational and/or career decisions.

- Use the person’s business card and contact information to send a brief “Thank You” letter to them. They are now a part of your network. It is important to acknowledge their part in helping you to make an informed decision.
Job Search for International Students

In addition to technical skills, soft skills are essential for success in the workplace.

Working in the USA

Soft Skills Matter!
Employers like to hire applicants with technical and job related skills. However, technical skills alone are not enough. Soft skills are what make it possible for an employee to be successful in the workplace! The good news is that soft skills can be picked up almost anywhere. You are gaining soft skills by being an international student, and through internships and work experience, no matter what type of work you are doing! Soft skills are transferable. Here are some examples of soft skills:

Strong Work Ethic: Are you motivated and dedicated to getting the job done and doing your best work?

Positive Attitude: Are you optimistic and upbeat? Will you generate good energy and good will?

Good Communication Skills: Can you listen to others and express your needs in a way that builds bridges with colleagues, customers and vendors?

Problem-Solving Skills: Are you resourceful and able to creatively solve problems that will inevitably arise? Will you take ownership of problems and not leave them for someone else?

Acting as a Team Player: Will you work cooperatively in groups and teams? Will you take a leadership role when appropriate?

Self-Confidence: Do you truly believe you can do the job? Will you project a sense of calm and inspire confidence in others? Will you have the courage to ask questions that need to be asked and to freely contribute your ideas?

Ability to Accept and Learn from Criticism: Are you open to learning and growing as a person and as a professional?

Flexibility/Adaptability: Are you able to adapt to new situations and challenges? Will you be open to new ideas?

Working Well Under Pressure: Can you handle the stress that accompanies deadlines and crises?

Adjusting to a New Job in the USA
You will be experiencing many unexpected changes when you begin working in the USA. Realize that this is normal and it takes time and work to make the adjustment. Things to think about include: balancing your personal cultural background, values, and beliefs with your new work culture; i.e., ways of doing things, expectations, norms, and work values; learning the expectations that your boss and co-workers have for you and how to communicate with them; the new complication of paying taxes; learning about your rights; and finding a mentor to teach you about the company and about being successful as a professional in your given field.
Resume

What is a Resume?

A resume is a summary of your academic qualifications, work-related experience and achievements. It is not a complete history, rather a compilation of relevant information that markets you for a specific job.

The resume is used to get an interview with an employer. Most employers do not hire students off of their resume alone. However, the resume is your way of getting an employer’s attention, so you need to market yourself!

In many countries a curriculum vita (or C.V.) is the standard job application document. The curriculum vita is also used in the United States, but usually only by those who have a PhD. In most fields, a resume is standard.

The Basics

The structure and content of a resume varies and there is no form you can use or buy that is required by all employers. You need to be creative in your layout and content to best represent your skills and qualifications to each employer. Refer to the resume examples contained in this publication for ideas.

An American style resume has limited personal data. The standard is to only provide contact information. Data such as age, religion, weight, and marital status are inappropriate for the resume.

An American style resume has unique grammatical allowances and requirements: you do not have to use complete sentences; you should not use personal pronouns (I, my, mine); it should always be typed and printed on resume paper; do not use abbreviations unless they are industry standards; and, use action words to describe your experience – VERBS.

Selling Yourself

Employers expect and want you to tell them about your accomplishments and describe to them why your unique skills and experiences qualify you for the job. A career counselor can assist you in identifying and marketing your strengths to employers in a way that is most comfortable to you.

Focus on:

- Paid and unpaid experience directly related to the job you are seeking. Your technical and job specific skills should be listed
- Important strengths and skills outside of work that make you an excellent candidate
- What makes you unique
- Using information and words that grab the employer’s attention. Tip – use the words that THEY use on the job posting and other materials about their company or the position

Market your status as an international student!

- Diverse cultural background and ability to speak multiple languages
- Skills it takes to study abroad include responsibility, resourcefulness, risk-taking, decision making, overcoming challenges, understanding complex processes, independence

Interview Process

Research the Company

Has this company hired international students in the past? Are they familiar with the process of sponsoring an H-1-B visa? Look at what the company says about itself on their website and in their recruiting materials. This tells you what is important to them, and you should market those skills and qualities that you have that match up to their interests.

How to Talk About Yourself

Although it is difficult, employers like it when you to tell them about your strengths and convince them that you have what it takes to do the job. They do not assume anything, just because they see you have done a certain job or internship. You need to tell them about the skills you gained AND tell them how those skills make you a great candidate for the position! This takes practice for everyone. Whenever you talk about your strengths, you want to do so in an organized manner (“First, second, and then…”) and you should always give examples from your own experience. See the article on “Acing the Behavioral Interview” for tips on how to tell about your experiences in a clear and effective way during the interview. Be honest if they ask you about weaknesses and tell them how you have made progress in that area.

Don’t Forget to Network

For a definition of networking see this useful site: rileyguide.com/network.html

Networking is essential in the job search. Good places to network, or good people to network with, include current
fairs, conferences, professional organizations, student clubs, websites or list servs, and other international employees working in your field.

Talking About Visa Status

Never withhold your visa status from an employer. It is recommended that you make your status clear during the first or second interview after you have had a chance to show them how skilled you are. If the company tells you that they would like to hire you but have concerns about your visa status, if you are a F-1 student, help them consider the following options:

CPT (Curriculum Practical Training): Allows you to do an Internship or Cooperative Education Program (program administered by the Career Center) off campus for academic credit while you are a student. Please visit your or former employers, colleagues/classmates/professors, job fairs, conferences, professional organizations, student clubs, web sites or listservs, and other international employees working in your field.

OPT (Optional Practical Training): 12-month period of off campus employment (generally post-degree completion) that is related to the F-1 international student’s major field of study. The university OGE provides all application support for this benefit. The employer is not required to invest either time or financial resources on your behalf to process this work permit. During this time period, if you are interested in extending your period of post-degree completion employment in the U.S., you should begin talking with your employer about the possibility of applying for H1-B visa status after you finish your OPT.

Both CPT and OPT are great ways for you to “get your foot in the door” with a company. The Career Center and the OGE provide a number of workshops that will prove helpful to you as you seek to locate practical work experience in the U.S.

Resources

Always check with the Office of Global Education, www.csus.edu/oge, before making decisions based on outside information. The following web sites may be helpful:

ice.gov/services/employment
flcdatacent.com/caseh1b.aspx
internationalstudent.com
uscis.gov
foreignlaborcert.doleta.gov
SECTION II: TOOLS FOR LOOKING GREAT ON PAPER

Resume Basics
How to Identify and Showcase Your Skills
Soft Skills: Two Perspectives
Action Verbs for Resumes
Combination Resume Sample: Human Resources
Chronological Resume Sample: Teaching
Combination Resume Sample: Accounting
Chronological Resume Sample: Business
Combination Resume Sample: Science
Chronological Resume Sample: Science
Chronological Resume Sample: Nursing
Combination Resume Sample: Engineering
Chronological Resume Sample: Engineering
Cover Letter Format
Cover Letter Sample A
Cover Letter Sample B
Thank You Letter Sample
THE WINNING RESUME

- Is 100% honest.
- Presents your most important data first.
- Emphasizes assets and avoids information which might eliminate you from consideration.
- Utilizes white space for a format that is consistent and visually attractive.
- Is brief, concise, and easy to read.
- Avoids the use of personal pronouns.
- Is free of grammatical and spelling errors.
- Is limited to a maximum of two pages.

FORMAT/LAYOUT

- Your resume should be brief, well organized, and neatly printed on 8 1/2” X 11” white or off-white resume paper.
- The resume format you choose should highlight your strengths and underplay your weaker areas.
- There are two basic resume formats: the chronological and the combination.

Chronological:
- Is the most common format.
- Is especially good for a person with relevant work experience.

Combination:
- Organizes your most relevant experiences into skill areas.
- Provides employment history in a brief format.
- Works very well for career changers, gaps in employment, or little or no work experience.
- Is especially good for a person with a strong history of directly relevant work experience.

Both formats usually include the following information.

PERSONAL INFORMATION

- The only required information is your name, telephone number(s), and email.*
- No other personal information should be included on a resume.

* Note: Use a professional voicemail, and a conservative email address for job search purposes.

CAREER OBJECTIVE

- Stated beneath your personal information, preferably including the position title.
- Should be brief and concise.

EDUCATION

- Include degree, major, minor, concentration, institution, city, state, and date of graduation.
- You may also include scholarships, honors, awards, special training, relevant courses, internships, and extracurricular activities, especially those that have added to your skills and experience.

WORK EXPERIENCE

- Describe your most recent job experience first.
- Include both paid and unpaid experiences.
- Include your job title, the company name, city, state, and dates of employment.
- Provide more detailed information about your experience that most relates to the work you are seeking.
- Use strong, descriptive action verbs to describe your responsibilities and accomplishments.

ACTIVITIES AND INTERESTS

- Include memberships, offices held in clubs or organizations, community involvement, and anything else that is related to your career objective or reveals something unique about you.

ADDITIONAL INFORMATION

- Include qualifications on equipment, licenses, certificates, language ability, computer skills, travel, publications, awards, and other achievements relevant to the desired position.

REFERENCES

- Do not list your references on the resume.
- List three to five employers and/or faculty members on a separate sheet of paper. (Be sure you have permission to use them as references.)
- List each reference’s name, title, professional address and telephone number.
How to Identify and Showcase Your Skills

People often feel uneasy speaking about what they do well. However, when looking for a job, it is important to identify your unique skills and qualifications, as well as the skills and qualifications a potential employer or industry is seeking. Employers like to know what skills and experiences you have that set you apart from others. Identifying your skills is essential to successfully complete applications, resumes, and cover letters, as well as answer interview questions. When discussing your skills it is important to give examples of where, when and how you demonstrated your skills and qualifications.

Students acquire skills through education and other life experiences. The word “skill” is commonly used to describe an ability to perform an activity in a competent manner. There are three types of skills:

<table>
<thead>
<tr>
<th>Functional or Transferable Skills</th>
<th>Personal Attributes</th>
<th>Work content skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>actions taken to perform a task, transferable to different work functions or industries. Based upon ability and aptitude. Expressed as verbs, such as: Analytical, communication, problem-solving, attention to detail, writing, public speaking, customer service, time management, project management, supervising, training.</td>
<td>qualities, traits or characteristics that contribute to performing a task or work. They measure how we come across to others. Developed primarily from childhood and life experiences. Expressed as adjectives, such as: ambitious, confident, creative, innovative, adaptive, flexible, careful, sensitive, assertive, confident.</td>
<td>are specific knowledge, procedures, or information required to perform a particular task or activity. Acquired through education, training and on the job experiences. Expressed in nouns, such as: C++ programming, accounting, counseling strategies, contract management, laboratory procedures, economic models, GIS, personnel administration.</td>
</tr>
</tbody>
</table>

To effectively target your skills to a particular position, analyze the three types of skills from a job announcement. Example:

**Campus Director:** Seeking a high energy, ambitious, detail oriented person with exceptional management and motivational skills; customer services minded and capable of exceeding established goals. Interview and evaluate students for a variety of technical programs. Organize and coordinate class schedules and promotional events. Must be a leader and team player. Budgeting, forecasting and computer skills necessary. College degree required.

**Transferable/Functional skills** (verbs)
- motivate
- manage
- lead
- interview
- organize
- coordinate

**Personal Traits** (adjectives)
- high energy
- detail oriented
- customer service minded
- team player
- ambitious

**Work Content Skills** (nouns)
- budgeting
- forecasting
- computer skills
- college degree

Next, identify skills from your experiences that closely relate to the skills, traits, and knowledge required for the position. Write accomplishment or action statements to provide a summary of your skills. Employers evaluate these statements to determine if you have the skill sets required for the job. Examples of accomplishment/action statements:

- Organized the 2007 Little Valley Marathon Fundraiser - over $20,000 raised.
- Interviewed and coordinated activities of 25 volunteer staff and five committees.
- Utilized Excel, Publisher, and PowerPoint software for budget management, publicity, and training purposes.
Soft Skills: Two Perspectives

Critical Competencies for Job Success
By Ryan Sharp, Sacramento Regional Research Institute, 2008

Becoming a successful worker in a high level occupation generally requires three sets of skills, including: general skills, job-related skills, and what are known as soft skills. A college education provides graduates with a set of general skills, which are valuable to nearly all employers. These general skills include critical thinking, problem solving, communication, and the ability to effectively and quickly learn new skills.

To enhance the knowledge acquired in coursework, employers typically teach specific job-related and technical skills in the workplace. The foundational general skills give college graduates a critical advantage in developing these new competencies. Additionally, employers across all industries regularly stress the importance and critical need for soft skills.

The concept of soft skills refers to a traditional group of personal qualities that make someone a good employee, including aspects such as: strong work ethic; positive attitude; time management and organization; adaptability and flexibility; personal accountability and responsibility; attention to detail; and capacity to accept and learn from work-related criticism.

Employers cannot teach soft skills and have increasingly noted a lack of these skills in job applicants. In many cases, employers have begun to consider soft skills more important than educational and professional credentials. Because soft skills complement the specific job-related and general skills developed through a college education, graduates must learn to acquire these core traits and demonstrate soft skills through resumes and interviews. It is important that all graduates understand that these three skill sets are the foundation for becoming a successful employee.

The Importance of Soft Skills
Interview with George Gutierrez: Corp IT - Team Lead, Corporate IT Division, Chevron Corporation, 2008

George Gutierrez and his team recruit CSU, Sacramento students for both summer internships and full-time opportunities in IT. George emphasized that it is crucial for candidates to acquire soft-skills in addition to technical abilities to compete and succeed in today’s job market. The following five “soft” skills are at the top of Chevron’s list and often come up during interviews:

Communication Skills: “This is critical. We are looking for candidates who can get their points across without a lot of extra elaboration during conversations. The type of question we might ask during an interview to test the candidate’s competency in this area is, ‘Have you done presentations in front of large groups?’”

Teamwork: “Teamwork is another critical skill. First, we ask them if they enjoy working in teams. If they don’t, that wouldn’t be a good fit for our office environment. Next, we want to know what type of role the student has played on a team.”

Leadership: “We really probe for leadership experience; if not at school then we want to know about any experience they have had outside of it. Are they in a student club? Have they shown leadership at a non-related job or volunteer position? They could be shipping supervisor at their company. Regarding leadership, we’re looking for people who are proactive, take initiative, and assume a leadership role readily.”

Problem-Solving: “This doesn’t have to be IT-related problem solving. It can be about decision-making.” Even if students made decisions that they later regretted, George said they are looking for stories about how they solved problems. The employers also want to know how students tend to prioritize tasks when they are faced with conflicting responsibilities.

Honesty/Integrity: “We’re looking for people with honesty and integrity. Generally, in an interview, an honest answer to a tough question is much better than a song and dance around the question.”
### Communication Skills
- Accommodated
- Advertised
- Arranged
- Articulated
- Authored
- Clarified
- Collaborated
- Communicated
- Composed
- Consulted
- Constructed
- Corresponded
- Debated
- Developed
- Directed
- Discussed
- Drafted
- Edited
- Explained
- Explored
- Formulated
- Incorporated
- Influenced
- Interacted
- Interpreted
- Interviewed
- Judged
- Lectured
- Marketed
- Mediated
- Moderated
- Negotiated
- Observed
- Officiated
- Outlined
- Participated
- Presented
- Promoted
- Proposed
- Publicized
- Reconciled
- Recruited
- Referred
- Reported
- Resolved
- Solicited
- Spoke
- Suggested
- Summarized
- Synthesized
- Translated
- Wrote

### Organizational Skills
- Added
- Amended
- Approved
- Arranged
- Brainstormed
- Catalogued
- Categorized
- Charted
- Classified
- Coded
- Collected
- Commissioned
- Corrected
- Correlated
- Corresponded
- Designated
- Distributed
- Executed
- Filed
- Found
- Generated
- Incorporated
- Inspected
- Logged
- Maintained
- Minimized
- Monitored
- Obtained
- Operated
- Ordered
- Organized
- Prepared
- Processed
- Provided
- Purchased
- Recorded
- Reformed
- Registered
- Remedied
- Reserved
- Responded
- Reviewed
- Scheduled
- Screened
- Submitted
- Supplied
- Updated
- Validated
- Verified

### Data/Financial Skills
- Administered
- Adjusted
- Allocated
- Amended
- Analyzed
- Appraised
- Assessed
- Audited
- Balanced
- Budgeted
- Calculated
- Computed
- Corrected
- Determined
- Developed
- Estimated
- Forecasted
- Managed
- Marketed
- Measured
- Planned
- Prepared
- Procured
- Programmed
- Projected
- Qualified
- Reconciled
- Reduced
- Researched
- Retrieved

### Teaching Skills
- Adapted
- Advised
- Authored
- Certified
- Clarified
- Coached
- Communicated
- Conducted
- Coordinated
- Critiqued
- Developed
- Enabled
- Encouraged
- Evaluated
- Explained
- Facilitated
- Focused
- Guided
- Individualized
- Informed
- Installed
- Instructed
- Licensed
- Motivated
- Officiated
- Persuaded
- Reinforced
- Simulated
- Stimulated
- Taught
- Tested
- Trained
- Transmitted
- Tutored

### Creative Skills
- Acted
- Adapted
- Begun
- Combined
- Composed
- Created
- Customized
- Designed
- Developed
- Displayed
- Drew
- Entertained
- Established
- Formulated
- Founded
- Illustrated
- Initiated
- Introduced
- Invented
- Modified
- Performed
- Planned
- Revised
- Solved

### Technical Skills
- Analyzed
- Authoried
- Collected
- Complied
- Conducted
- Critiqued
- Detected
- Determined
- Diagnosed
- Evaluated
- Examined
- Explored
- Formulated
- Gathered
- Inspected
- Interviewed
- Invested
- Investigated
- Measured
- Organized
- Queried
- Researched
- Reviewed
- Reviewed
- Submitted
- Summarized
- Surveyed
- Systematized
- Tested

### Research Skills
- Analyzed
- Authoried
- Clarified
- Compared
- Conducted
- Critiqued
- Detected
- Determined
- Diagnosed
- Evaluated
- Examined
- Explored
- Formulated
- Gathered
- Inspected
- Interviewed
- Invested
- Investigated
- Measured
- Organized
- Queried
- Researched
- Reviewed
- Reviewed
- Submitted
- Summarized
- Surveyed
- Systematized
- Tested

### Helping Skills
- Accommodated
- Adapted
- Advocated
- Aided
- Answered
- Arranged
- Assessed
- Assisted
- Clarified
- Coached
- Collaborated
- Contributed
- Counseled
- Demonstrated
- Diagnosed
- Encouraged
- Ensured
- Expedited
- Facilitated
- Guided
- Helped
- Insured
- Instructed
- Motivated
- Prevented
- Provided
- Referred
- Represented
- Resolved
- Supported
- Volunteered
Mary L. Student  
2222 Mountain Court  
Sacramento, CA 99999  
(916) 444-3333 • studentm@csus.edu

Objective  
To be accepted into the Master of Social Work Program at California State University, Sacramento.

Education  
Bachelor of Arts in Social Work  
California State University, Sacramento, December 2015

Honors:  
Golden Key National Honor Society  
Dean’s List 2011 – Present

Certificates:  
Crisis Counselor  
Chemical Dependency Counselor, Expected: January 2016

Language Skills:  
Spanish

Research:  
Returning to the Self, California State University, Sacramento, Spring 2014  
Homelessness in Graniteville, California State University, Sacramento, Fall 2014

Relevant Skills and Knowledge  
Crisis Intervention and Counseling  
• Effectively interviewed, assessed and counseled individuals and families in crisis over the telephone and in person.  
• Demonstrated proficiency in providing comprehensive case management services and formal documentation.  
• Utilized crisis intervention strategies with adults and children who were suicidal, mentally, physically, and terminally ill, addicted, elderly, and isolated.  
• Provided hospice care for severely challenged children and elderly individuals.

Cross-Cultural Experience  
• Provided counseling services to clients from a wide range of ethnic and religious backgrounds in cooperation with other human service professionals.  
• Co-facilitated an in-service training for 10 staff on community resources in the Sacramento area for Native American clients.  
• Acquired awareness and knowledge of issues affecting the African American community as a result of educational training and work experience.

Project Development  
• Facilitated and implemented a toy drive for homeless children.  
• Researched and co-produced a slide show about the homeless shelters in Sacramento.  
• Recognized for successfully reorganizing a program that distributes food and material goods to clients in the Sacramento area.

Work History  
Crisis Counselor, Rainbow Social Services, Inc., Sacramento, CA 2013 – Present  
Big Sister, Adolescent House, Sacramento, CA 2011 – 2013  
Social Work Intern, Caring Emergency Services, Sacramento, CA 2011

Professional Development  
Battered Women’s Syndrome, Sampson Hospital, Sacramento, CA 2015  
Addiction in the Workplace, University of California, Davis, CA 2015

Affiliations  
National Social Work Association, Sacramento Chapter
I'm a Teaching Resume Sample. I have a Bachelors of Arts in English from the California State University, Sacramento in May 2009 with a GPA of 3.9. I have a SB 2042 Single Subject Teaching Credential in English with English Learner Authorization from California State University, Sacramento, May 2013. I have passed exams such as RICA, CSET, and CBEST.

I have teaching experience as a Student Teacher in 7th and 8th grade at River View Unified School District in West Sacramento, CA in 2013. I taught one 7th grade and one 8th grade language arts class comprising of over 50 students. I utilized active participation strategies to ensure student engagement, analyzed data to improve instruction and enhance student learning, and attended professional development trainings to expand my curriculum knowledge base.

I have also been a Student Teacher at Valley River Unified School District in Sacramento, CA in 2012. I taught a 8th grade language arts class to 32 students. I designed and delivered engaging lesson plans incorporating the use of technology, provided at-risk, socio-economically disadvantaged teens with literacy skills, and encouraged and fostered positive relationships with students, colleagues, administrators, and community to nurture a successful academic culture.

I have supportive experience as an Instructor at Creative Studio of Dance in Elk Grove, CA from 2010 to present. I created a healthy and positive classroom environment for students, choreographed creative and interactive routines for students ages 7 to 18, and served as a positive role model and mentor for young children in the community.

I have also worked as a Server at Valley Steakhouse in Elk Grove, CA from 2008 to 2011. I effectively communicated with people of all ages, ethnicities, and cultures, demonstrated excellent memory and interpersonal communication skills, and exhibited a positive attitude and a hard work ethic.

I have been an Instructor at Green Dance Studio in Sacramento, CA from 2007 to 2009. I taught jazz, hip-hop, and other dance techniques to students ages five and older, worked closely with students with physical and mental disabilities.

I have community involvement as a Mentor at Cascade Creek High School in Elk Grove, CA in 2012, Book Club Founder at Valley Middle School in Sacramento, CA in 2011, and Talent Show Coordinator at Causeway Village in West Sacramento, CA in 2010.
Combination Resume Sample: Accounting

SUZANNE STUDENT  
0000 Sac State Lane  
Sacramento, CA 95800  
(916) 000-0000 • astudent@sacstate.com

**OBJECTIVE**  
To obtain the Staff Accountant I position with Valley Accounting, LLP

**EDUCATION**  
Bachelor of Science, Business Administration, Accountancy  
California State University, Sacramento, December 2013  
Major GPA: 3.75 • 150 units • Candidate for Uniform CPA Exam: April 2014  
**Honors:** Dean’s Honor List  
**Computer Skills:** Microsoft Excel, Word, PowerPoint; Quicken  
**Language Skills:** Chinese (Mandarin and Cantonese)  
**Achievement:** Student Athlete of the Month, Tennis, May 2012

**SKILLS AND QUALIFICATIONS**  
**Accounting**  
• Processed biweekly payroll and verified timesheets for up to 10 restaurant employees.  
• Reconciled and audited payroll information for a local small business project.  
• Provided timely and accurate bookkeeping services for private clients’ small businesses.  
• Verified incoming A/P invoices and paid vendors.  

**Communication**  
• Interacted with all levels of personnel in a restaurant from the owner to the servers.  
• Conducted several presentations to groups of 50 on motivation and persuasion techniques.  
• Wrote a research paper on American foreign policy and how it influenced the economy.

**Client Relations**  
• Assisted customers in the selection of food items in a Chinese restaurant.  
• Resolved customer issues by listening to concerns and offering reasonable solutions to problems.  
• Offered excellent customer service to customers with special needs and catering requirements for banquets, large parties, and specialized food preparation.

**EMPLOYMENT HISTORY**  
**Manager,** Peking Restaurant, El Dorado Hills, CA  2012 – present  
**Bookkeeper,** private clients, Sacramento, CA  2011 – present  
**Waitress,** Posh Bistro, Sacramento, CA  2009 – 2011

**COMMUNITY INVOLVEMENT**  
**Outreach Volunteer,** Cure for Cancer, Roseville, CA  2013  
**Volunteer,** Animal Rescue, Sacramento, CA  2012

**AFFILIATIONS**  
**Member,** Beta Alpha Psi  2013  
**Treasurer,** Accounting Club  2011
Heather B. Student
0000 College Town Drive • Sacramento, CA 95800
(916) 000-0000 • student@sacstate.edu

OBJECTIVE
Blue Shield of California internship with the Operations Management Trainee Program.

EDUCATION
Bachelor of Science in Business Administration
Concentrations: Entrepreneurship and General Management
Minor: Spanish
California State University, Sacramento, May 2012
Cumulative GPA: 3.1 • Financed 85% of College Education

Computer Skills: Microsoft Office, Adobe Breeze/Connect Enterprise, TechSmith Snag-it
Language Skills: Fluent in Spanish
Scholarship: McDonald’s Scholarship 2010
Honors/Awards: Designated Hitter Award 2011 and Dean’s Honor List 2012
Achievements: Developed a Forecasting Model for Per Capita Income (Data Analysis for Managers)

WORK EXPERIENCE
Program Assistant, MESA Engineering & Computer Science Program (MEP), Sacramento, CA 2012 – Present
• Aided in the organization of program events such as Day in the Life of an Engineer, Career Fair, and Freshman Orientation Dinner.
• Accessed confidential student information through the University’s database.
• Managed the WebCT database for the MEP Orientation and Problem Solving course for the academic year and helped with classroom instruction.
• Facilitated the coordination of the outreach and recruitment program in absence of recruitment counselor.
• Assisted in increasing the average MEP class size by roughly 23% in 2012.
• Communicated directly with over 400 prospective students.
• Created databases and spreadsheets with students’ information.

Instructional Design Intern, Blue Shield of California, El Dorado Hills, CA Summer 2012
• Designed, developed, and implemented two web-based training modules for specific processes that had been encountering quality errors for Claims and Installation & Membership.
• Compiled Dash Board Reports used as snapshots of how the company’s training was being utilized by upper management.
• Created an administrative user guide for Adobe Connect Enterprise server and manager uses.
• Assisted trainers by organizing materials for 15 employees and helping during their training classes.

ACTIVITIES & AFFILIATIONS
Member, Crossroads, Sacramento, CA 2013
Member, People in Business, CSUS 2012
Participant, Education Prospects Program, CSUS 2012

COMMUNITY INVOLVEMENT
Volunteer, Bikes for All, Rocklin, CA 2013
Volunteer, Teens in Crisis, Sacramento, CA 2013
Volunteer, California Lung Association, Folsom, CA 2012
Combination Resume Sample: Science

Stellar Student
2400 Success Road · Sacramento, CA 95819
(123) 456-7891 · stellarstudent@yahoo.com · www.linkedin.com/in/stellarstudent

SUMMARY
Microbiology, Cell and Molecular Biology student with 2 years Stem Cell research experience in a private laboratory setting; active in campus and professional organizations

Leadership • Research • Bioinformatics software: BLAST, RStudio • Client relations

EDUCATION
Bachelor of Science, Biological Sciences
Concentrations: Microbiology, Cell and Molecular Biology, Clinical Lab Science
California State University, Sacramento (CSUS), Expected: December 2014

Associate of Science, Natural Science
Sierra College, Rocklin, May 2008

Related Coursework: Diversity of Microorganisms, Pathogenic Bacteriology, General Genetics, Molecular Cell Biology, Organic Chemistry I & II, Quantitative Chemistry, Organic Chemistry Laboratory

Achievements: William J. Donor Academic Honors Recipient, 2013

Computer Skills: Microsoft Word, Excel, Powerpoint; Bioinformatics Programs (BLAST, RStudio)

TECHNICAL SKILLS AND KNOWLEDGE
Laboratory Techniques:
• Cell stain
• Polymerase Chain Reaction
• Gel electrophoresis
• Polyacrylamide gel electrophoresis
• Fungal/Bacterial cell culture
• Antibiotic production assays

Equipment Proficiencies:
• Gas chromatograph
• Mass spectrometer
• Flow Cytometer
• FTIR spectrometer

RELEVANT EXPERIENCE
Intern, Stem Cell Partners, Chapman Labs, CSUS, CA October 2012 – Present
• Analyze viability of mesenchymal stem cells (MSCs) in a hypoxic environment; assist in isolation and characterization of MSCs from adipose tissue.

Laboratory Assistant, Department of Biological Sciences, CSUS, CA August 2012 – Present
• Prepare various media for cell culture; prepare equipment and appropriate reagents for scheduled experiments; safely dispose of biohazardous material.

Volunteer, Valley Laboratory, Department of Plant Biology, Finhorn University, CA July 2012 – Present
• Assist in determining phenotypic variations of tomato species containing specific introgression lines; attend workshops on microscopy, phylogeny, and bioinformatics.

Volunteer, Cardiac Cath Lab, Greenberg Hospital, Sacramento, CA, April 2012 – Present
• Act as key support for multiple R.N.’s with duties including patient transport, stocking, IV monitor replacement, and performing EKG tests.

AFFILIATIONS
President, American Society for Microbiology, Student Chapter, CSUS
Member, Student Association for Laboratory Sciences, CSUS
DOC Grant Procurement Officer, Chemistry Club, CSUS
Member, Science Equity and Equality Program, CSUS

PROFESSIONAL DEVELOPMENT
Academic Research Presentation at the Natural Sciences and Mathematics Symposium, 2012
California Association of Medical LabTechnology, Spring Seminar 2012
Northern California American Society for Microbiology, Spring Meeting 2012 and Fall 2012
American Society for Microbiology, General Meeting 2012
Chronological Resume Sample: Science

Sample Student
123 College Drive
Sacramento, CA 95819
(916) 278-XXXX • sample@csus.edu

OBJECTIVE
To obtain a position as a Pharmaceutical Sales Representative with X Corporation.

EDUCATION
Bachelor of Science, Biological Sciences, Concentration in Microbiology
California State University, Sacramento, Expected: December 2013
Major GPA: 3.4

Honors: Dean’s Honor List, Spring 2009 – Spring 2013

Relevant Courses: Pharmacology, Organic Chemistry, Biochemistry, Nutrition, Molecular Biology, Systemic Physiology, Immunology/Serology, Economics

Computer Skills: Microsoft Word, Excel, Access, PowerPoint

WORK EXPERIENCE
Pathology Assistant, Pathology Services, Inc., Sacramento, CA, 2011 – Present
- Established and maintained effective communication with pathologists, ER physicians, and other UC Davis Medical Center staff.
- Fostered long-term business relationships with clients that resulted in increased sales and workflow.
- Prepared tissue and fluid samples for toxicology analysis.

Medical Supply Associate, Bradford Medical Center, Sacramento, CA, 2010 – 2011
- Interacted with physicians and nurses to facilitate the delivery of emergency medical supplies.
- Utilized knowledge of medical terminology, medical equipment and supplies to track and monitor the hospital’s entire medical supply inventory.
- Created new product supply procedures and systems that resulted in increased efficiency in the delivery of medical supplies to the hospital.

Insurance Agent, Applied Insurance Company, Sacramento, CA, 2009
- Advised and educated clients on their automobile insurance policies.
- Established new policies for eligible clients in California, Nevada, Alaska, and Hawaii.
- Resolved complaints by using problem solving techniques and providing grace periods and fee waivers.
- Regularly chaired unit meetings with groups of 15-20 people.

- Promoted products by using extensive product knowledge and effective marketing strategies.
- Developed new merchandising strategies that increased both sales and business efficiency.

COMMUNITY INVOLVEMENT
Toastmasters International, Sacramento, CA 2012 – Present
Jackson River Parkway Foundation, Roseville, CA 2010, 2011

INTERESTS
Golf, tennis, cycling
Chronological Resume Sample: Nursing

John G. Student
0000 College Ct. Sacramento, CA 95841 • (916) 529-3889 • jstudent@gmail.com

OBJECTIVE
To obtain a student nurse internship with Kaiser Permanente

EDUCATION
Bachelor of Science, Nursing
California State University, Sacramento, expected May 2014
Major GPA: 3.78

Certifications
American Heart Association ACLS, Expires January 2014
Basic Life Support: January 2012 – January 2013

Clinical Experience
Basic/Advanced/Medical/Surgical/ICU (225 hours); Valley Medical Center, Davis, CA
• Medical/surgical floor, Surgical ICU, Medical ICU, Cardiac Step-down unit

Mental Health (90 hours); Oak Tree Psychiatric Hospital, Sacramento, CA
• Acute care psychiatric facility

Pediatrics and Obstetrics (144 hours); Valley Medical Center, Green Oaks Hospital, Roseville, CA
• Postpartum, Perinatal, and Pediatric units

RELATED NURSING EXPERIENCE
Critical Care Lab Assistant, Nursing Education Consortium, Sacramento, CA 2012 – present
• Set up scenarios for Essentials of Critical Care Orientation classes
• Prepare simulation manikins with various tubes, lines, and drains, including pulmonary artery catheters, endotracheal tubes, chest tubes and external ventricular drains

Emergency Medical Technician, Bay Medical Response, San Jose, CA 2009 – 2010
• Provided patient care in a pre-hospital setting in a metropolitan area
• Worked with hospital based PICU/NICU critical care transport trams

RELATED WORK EXPERIENCE
Family Adoption Counselor, River Tree Adoption Agency, Sacramento, CA 2008 – 2009
• Counseled families on issues regarding adoption including legal qualifications and procedures.
• Developed parent training courses delivered to new adopting families
• Created a safe and confidential environment for perspective parents

VOLUNTEER WORK
Medical Volunteer, Valley Medical Center, Sacramento, CA 2011 – 2012
• Assisted in nursing activities such as bed baths, linen changes positioning, and answering call lights
• Volunteer through ROP health careers for over 200 hours

AFFILIATIONS AND ACTIVITIES
Legislative Director, CSUS chapter of California Student Nurse Association
Member, Beta Kappa Phi honor society
Combination Resume Sample: Engineering

SAM E. STUDENT
0000 Sac State Lane • Sacramento, CA 95800 • (916) 000-0000 • astudent@sacstate.com

OBJECTIVE
To obtain an internship position with Itech involving circuit/logic design, verification, validation, computer architecture, and VSLI.

EDUCATION
Master of Science, Electrical and Electronics Engineering
California State University, Sacramento, CA Current GPA 3.3

Bachelor of Engineering, Electrical and Electronics Engineering
Anna University, India

Related Course Work:
Computer Architecture Design
CMOS & VLSI Design
High Speed Digital Design

Hierarchical Digital Design
Analog & Mixed Signal IC Design
Digital System Design

Electron Devices
Linear Integrated Circuits
Integrated Circuits

Microwave Devices and Circuits
Numerical Methods for Engineers
Digital Signal Processing

SKILLS
Hardware Description Languages: Verilog, System Verilog

Scripting/Programming Languages: C, C++, Perl, HTML, Matlab, Python, SQL

Engineering Tools:
Xilinx ISE, L Edit

Tools/Packages:
Synopsys VCS, ModelSim, Pspice 9.1, MS Office 2003, AutoCAD

Platforms/systems:
DOS, Windows (Me, 2k, XP, Vista), MS-DOS, UNIX, Linux

Organization and Communication:
Strong technical report writing and attention to details, commended on ability to communicate with teammates and members of the public, proven leadership qualities, ability to adapt to new environments quickly

RELATED PROJECTS
Computer System Design
• ISA Bus Steering Logic: Design and simulate using Verilog, a 64-bit bus steering logic with bus based control logic circuitry interfacing Pentium Processor with ISA Memory and I/O Device.

• PCI Memory Card: Design and simulate using Verilog, data transfer between two PCI memory devices under different conditions such as retry, incorrect address, special cycle.

Hierarchical Digital Design
• Pipelined 50*50 Matrix Multiplication: Model a Control and Data path using Verilog, to read data from memory to registry file; do the matrix multiplication process and then write back to memory.

• Sequence Detector: Model a sequence detector RTL style using Verilog HDL and Synopsys VCS and synthesize it.

CMOS and VLSI
• Layout of a 4 Bit Serial Adder: Gate level and transistor level design of a 4 bit serial adder using Verilog and L-Edit.

Analog and Mixed Signal IC Design
• Two Stage Miller Op-amp: Model a schematic for a two stage Miller Op-amp and determine the 3dB frequency, phase margin, and study the output voltage for AC, DC and transient sweep.

WORK EXPERIENCE
Computer Lab Assistant, CSU Sacramento, CA 2012 – Present
Student Assistant, Graduate Studies, CSU Sacramento, CA 2011 – 2012
Electrical Maintenance Assistant, R&D Intern, Delphi-TVS, India 2008 – 2009

ACCOMPLISHMENTS
President, Sacramento State Student Relief Team, New Orleans, LA Spring 2013
Lisa C. Student
999 River Oak Way • Sacramento, CA 99999 • (916) 333-2222 • lisa_c_s@csus.edu

OBJECTIVE
To obtain a Student Engineer position with Acorn Consulting, Inc.

EDUCATION
Bachelor of Science, Civil Engineering
California State University, Sacramento, Expected: May 2014
Major GPA: 3.85

AWARDS/CERTIFICATIONS
Dean’s Honor Roll, Fall 2010 – Spring 2013
EIT Certification, April 2013
American Society of Civil Engineering, Women's Engineering Scholarship, 2012

RELEVANT COURSES
- Fluid Dynamics
- Design Water Resources
- Mechanics of Materials
- Theory of Structures
- Open Channel Flow Hydraulics
- Hydrology*
- Engineering Economics
- Computer Applications
- Statistics & Probability
- Transportation
- Environmental Engineering
- Senior Project*
- *Fall 2013

SKILLS
Computer Experience:
- Microsoft Office: Word, Excel, Power Point • Visual Basic (VBA)
- AutoCAD • StormCAD • WaterCAD

Communication/Organization Skills:
- Excellent writing skills, experience in writing technical lab reports
- Excellent verbal skills, experience in presenting in front of colleagues, supervisors, government officials, and members of the public

SENIOR PROJECT
Participated in a team of 5 to prepare an outreach plan to increase the amount of water that is recycled in an urban area. This provided the potential for recycling the ground water aquifer with highly treated water for Zimmerman’s Water Treatment Plant, 2013.

WORK EXPERIENCE
Student Engineer
JBC Engineers, Sacramento, CA 2012 – Present
- Utilized AutoCAD to create storm drain and sewer system drawings
- Designed portions of storm drain, water, and sewer systems
- Graded sites for drainage and ADA (Americans with Disabilities Act) compliance
- Corresponded with local agencies during approval process of project
- Prepared cost-estimates
- Wrote a VBA program to generate cost-estimates

Student Engineer
Valley Engineering, Sacramento, CA 2011 – 2012
- Assisted in SAFCA assessments
- Utilized AutoCAD to develop and modify designs of turbine combustors
- Prepared cost-estimates

ACTIVITIES
- Working part-time with a full-time course load while maintaining a 3.85 G.P.A
- Student Leader for the Young Adults Ministry, River Community Church, 2010 – 2011
The Cover Letter

Cover Letter Format
The cover letter is your introduction to the prospective employer. It should be addressed to a specific person and always in business letter format. It identifies the kind of position that you are seeking, and why you would be an asset to that particular organization. In addition, a cover letter allows you to expand upon any experiences and skills that do not appear on your resume. It should be written in a clear, concise, professional manner. The following suggested format may help you get started.

---

**James D. Student**
1111 University Street
Sometown, CA 00000
(999) 999-9999 • studentjd@email.com

Date of Writing

Contact Name, Title
Department
Name of Organization
Street Address
City, State ZIP Code

Dear Mr. or Ms. ____________:

State the purpose for writing: the name of the position or field, or the general vocational area about which you are asking. Be as specific as possible. Tell how you heard of the opening or organization. To gain the attention of the reader, information such as who referred you, previous contact with a representative of the company or relevant information pertaining to the company, may be included.

Summarize your qualifications which you think would be of greatest interest to the employer, choosing examples of experiences/skills that may be of interest to the employer and/or relate to the position to which you are applying. Cite relevant education and any leadership experience, including relevant projects or assignments. Also, participation in related student clubs and organizations may also be added, including whether you held a leadership position in the club.

Sincerely state your interest in their organization, position, and/or type of work. Describe why you would like to work for their company based on the company’s mission, values, and/or other unique characteristics.

Express your appreciation for being considered for the position to which you are applying, and thank them for taking the time to review your enclosed resume and/or application. Let them know you are looking forward to the next step in the process and the opportunity to meet with them in person. Also, indicate how you can be reached if they have any questions or need further information.

Thank you for your time and consideration.

Sincerely,

Your Signature in Black Ink

Your Typed Name (Legal Name, No Abbreviations)

Enclosure: Resume
John L. Student  
2222 Campus Lane #34  
Rosemill, CA 99999  
(916) 222-2222 • studentj@cccc.edu

September 28, 2013
Ms. Maria Chen, Coordinator  
College Recruiting Department  
Bank of Fortune  
2006 Securities Drive  
Port Town, CA 00000

Dear Ms. Chen and Members of the Hiring Committee:

It is with pleasure that I submit my application for the Computer Analyst position with Fortune Bank. I recently learned about this exciting career opportunity through Ms. Chen, Fortune’s College Recruiting Department Coordinator, at the Fall 2013 Career Fair held at California State University, Sacramento. After speaking with Ms. Chen, I researched the company and the details of the position in depth and believe that this would be an amazing opportunity to combine my advanced skillsets in Computer Sciences and Finance. I hope that you will agree that my educational achievements, personal qualities and work experience make me a uniquely qualified candidate for this position.

The range of skills necessary to do well in this position fits my desire to work in an environment that embraces change and challenges me to stay on the cutting edge of technology. In three months I will graduate from California State University, Sacramento with a Bachelor of Science degree in Computer Science. This program emphasized C, C++, Visual Basic, Assembler, Java, SQL, and Perl. For the past year and a half I have been a student assistant with the State Department of Finance Population Research Division. In this position I have created programs using the department’s software packages. In my spare time, I help friends develop their websites using Adobe Illustrator, Photoshop, and Dreamweaver. Friends and co-workers frequently remark on how easy it is to understand my verbal explanations and written instructions for using various programs and learning new software applications.

Working in the finance department, I decided to take two finance classes along with my major courses. I enjoyed the classes and that led me to begin researching opportunities within the banking and finance industry.

Bank of Fortune’s Computer Systems Analyst position seems like the perfect blending of my background and career objectives with your needs. If you have any questions about my qualifications or interest in this position please contact me at (916) 222-2222 or studentj@cccc.edu. I look forward to speaking with you and have the opportunity to join the Bank of Fortune’s team.

Sincerely,

John L. Student

John L. Student

Enc: Resume and Application
Mary L. Student  
2222 Mountain Court  
Sacramento, CA 99999  
(916) 444-3333 • studentm@csus.edu

November 21, 2013

Judy Johnson, Manager
Human Resources Department
Riverside Products, Inc.
4444 N.E. 44th Street
Seasonville, WA 95666

Dear Ms. Johnson:

I am writing to express my interest in the Analyst position in your Finance Department. Ms. Kimberly Jacob, the college recruiter from your firm suggested that I contact you.

I received my Bachelor of Science in Business Administration with a concentration in Finance in December 2013 from California State University, Sacramento. I also have a minor in Economics. I am involved with my campus and am a member of the Finance Club at Sacramento State, where I serve as Treasurer.

Through my college work, previous employment, and two internships, I have gained valuable hands-on experience using Microsoft Office. As a student assistant with the California Department of Health Care Services, I utilized Excel to track total yearly expenditures for contracted service providers. Additionally, I have experience in both financial and economic research through my college coursework. My work at Credit Consulting Services, Inc. provided me with additional finance experience investigating discrepancies and preparing resolution reports.

I am excited about Riverside Products’ involvement in the community, including your commitment to sponsor the 6th Annual River Walk Fun Run held in Sacramento this year. As President of the Finance Club last semester, I also had the opportunity to volunteer at one of your other community outreach events, Tax Assistance Now. It was a pleasure to be part of such an innovative program.

I appreciate the opportunity to be considered for the Analyst position within your Finance Department. My resume is enclosed for your review. If you have any questions or need further information, I can be reached at (916) 444-3333 or student@csus.edu.

Thank you for your time and consideration.

Sincerely,

Mary L. Student

Mary L. Student

Enclosure: Resume
February 17, 2013

Judy Johnson, Manager
Human Resources Department
Riverside Products, Inc.
4444 N.E. 44th Street
Seasonville, WA 95666

Dear Ms. Johnson:

Thank you so much for meeting with me yesterday. Kimberly Jacob was correct when she said I would be able to experience the positive energy generated by the people at Riverside Products, Inc.

I enjoyed meeting and talking with the Chief Financial Officer, Jeff Briggs, and his Executive Assistant, Marcy Williams. They were both very generous with their time and their questions allowed me to demonstrate the range of knowledge and skills I will bring to the Finance Department. Ms. Williams gave me an informative tour and introduced me to many of the people with whom I would work. The values of honesty and commitment expressed in Riverside Products’ “Our Vision” booklet were evident in the project teams I observed and the rapport between co-workers throughout the facility.

I have written to Mr. Briggs and Ms. Williams expressing my appreciation for their time, as well as the dynamic department they have created. More than ever, I am excited about the possibility of joining Riverside Products, Inc. and adding my energy and commitment to that of the people in the Finance Department. Thank you for setting up such an interesting and informative day. I am looking forward to moving to the next step in this process.

Sincerely,

Mary L. Student

Mary L. Student
SECTION III: TIPS AND TOOLS FOR SHINING IN PERSON

Interview Basics
Acing the Behavioral Interview
Disability Disclosure and the Interview Process
Appearances Do Count
Business Dining Etiquette: Survival Tips
You Have an Offer! What’s Next?
Social Networking Sites: Making Yours Employer-Friendly
Interview Basics

Be Prepared
Now is the time to bring all your abilities, knowledge, experience and personality into the light! Take time to reflect on who you are, what you want from work, what you need, and what you have to offer. Review some of the questions frequently asked in interviews. How would you respond? Will your answers demonstrate the kind of attributes employers seek?

Ten Personal Characteristics Employers Seek
- Integrity
- Motivation/Initiative
- Communication Skills: Verbal and Written
- Self-Confidence
- Flexibility
- Interpersonal Skills
- Strong Ethical Standards: Personal and Work
- Teamwork Skills
- Leadership
- Enthusiasm

Frequently Asked Interview Questions

Personal
- Tell me about yourself.
- What are your long-range and short-range goals?
- What are your major strengths? Weaknesses?
- What two or three accomplishments have given you the most satisfaction? Why?
- What are your salary expectations?
- What qualifications do you have that make you feel that you will be successful in this field?
- What personal characteristics are necessary for success in your chosen field?
- How do you determine or evaluate success?
- What qualities should a successful manager possess?
- Are you willing to relocate?
- How do you spend your spare time? What are your hobbies?
- What motivates you to put forth your greatest effort?

Company and Position
- Why are you interested in our company?
- What do you know about our company?
- What type of position are you most interested in?
- What position in our company do you want to work toward?
- What qualifications do you have that will allow you to be successful with this company?

Work Experiences
- What jobs have you held? How were they obtained and why did you leave?
- What did you learn about yourself from some of the jobs you have held?
- What jobs did you enjoy the most? Least?
- Do you prefer working with others or by yourself?
- With what type of management style do you work with best?

Education and Campus Activities
- Why did you choose your college major?
- Why did you select your college or university?
- What subject did you like best? Why?
- Do you have plans for continued study? An advanced degree?
- Do you think that your grades are a good indication of your academic achievement?
- How has your college experience prepared you for a career?
- What school/community activities have you participated in? Why?
- Which did you enjoy most?
- What extracurricular offices have you held?
The Career Center offers practice interview sessions and tips on interviewing.

Interview Basics

Your Turn

Questions for You to Ask Employers

- What do you feel are the essential factors for success in this position?
- What kind of assignments might I expect in the first six months on the job?
- What characteristics do the achievers in this company seem to share?
- You asked a lot of questions concerning____________. Tell me more about the specific expectations you have for the successful candidate regarding this area.
- You have described your training program. What would you like me to accomplish in the job as a result of that training?
- Does your company encourage further education?
- Is there a lot of team/project work?
- Will I have the opportunity to work on special projects?
- What do you enjoy most about working for this company?
- What is the next course of action? When should I expect to hear from you or should I contact you?
What is a Behavioral Interview?

“Tell me about a time when you were on a team, and one of the members wasn’t carrying his or her weight.”

If this is the type of question being asked in your job interview, you might be in the middle of a behavioral interview.

A behavioral interview is designed to get you to reveal more about yourself, how you think, solve problems, and interact with others. The questions are more open-ended than the types of questions asked in traditional interviews. Behavioral interview questions provide an opportunity for you to share examples of how you have behaved in actual situations rather than how you think you would behave.

The behavioral interviewer has been trained to objectively collect and evaluate your information. He or she works from a profile of desired behaviors that are needed for success on the job. The interviewer expects detailed responses, including results from your actions in a particular situation. Canned, vague, or hypothetical answers are viewed negatively.

Sample Behavioral Questions

- **Communication Effectiveness:** “Describe a situation where mistakes were made because your classmates (associates) misunderstood the intent of your e-mail.”
  
  **Tip:** Mention the components of an effective e-mail. Cite how you follow up with questions to ensure your message is understood.

- **Interpersonal Effectiveness:** “Describe a time when you put the needs of an associate ahead of your own.”
  
  **Tip:** Cite an example where you were concerned with the well-being of others as you were in reaching your goals.

- **Strategic/Critical Thinking:** “Give me a specific example of a time when you anticipated the possible consequences of a plan of action and came up with a better solution.”
  
  **Tip:** Give an example showing how you evaluated potential problems and identify solutions.

- **Creativity and Imagination:** “Tell me about the most creative thing you have done outside of school or work.”
  
  **Tip:** What motivated you to do this? What was the outcome?

- **Team Building:** “Describe a time when you were the team leader and had to coordinate the efforts of the other team members.”
  
  **Tip:** How did you decide which members received which duties? How did you establish accountability? Results.

- **Time Management:** “Tell me about a time when you had to put in long hours or work weekends to meet a deadline.”
  
  **Tip:** Working long hours could mean you are truly dedicated to helping a team/company meet a deadline or that you procrastinate and don’t manage your time well. What could you have done differently?

Preparing for Behavioral Interviews

Because your previous behavior is a good indication of how you will perform in the future, you will be asked to share situations that demonstrate the desired behaviors the interviewer is seeking. Advanced preparation is vital to your success during the interview.

- Recall situations that show favorable behaviors or actions, especially those involving course work, work experience, leadership, teamwork, and initiative.

- Don’t be afraid to share a challenging experience; no one is 100% successful in every situation. Just let the interviewer know what you learned from the experience and what you do differently now.

- Prepare a short description of each situation and be ready to give additional details if asked.

- Be sure each story has a beginning, middle, and end.

- Practice responding to behavioral questions using the S.T.A.R.* Concept:

  - Situation
  - Task(s) to be accomplished
  - Action(s) taken
  - Results or outcome of action(s)

*The S.T.A.R. Concept is a registered copyright of Development Dimensions International, Inc., Pittsburgh, PA.
Acing the Behavioral Interview

The Behavioral Interview: Summary
It is up to you to use the opportunity provided by behavioral questions to display your accomplishments and skills, and to set yourself apart from other candidates.

- Come to the interview prepared: know yourself and the value of your experiences.
- Know about the company and industry.
- Be an excellent listener. Listen without interrupting and answer questions specifically.
  **Tip:** It is perfectly acceptable to take some time to evaluate the question and identify the example that best illustrates the attributes being sought.
- Be positive.
- Don’t ramble. The interviewer will ask if more information is required.
- Cite specific examples and results.
  **Tip:** Don’t generalize about several events; give a detailed accounting of one event.
- Be honest. Don’t embellish or omit any part of the story. The interviewer will find out if your story is built on a weak foundation.
- Be sure the outcome or result you describe reflects positively on you.
  **Tip:** Even if the result itself was not favorable, what did you learn and how have you changed your behavior.
- Identify company challenges and offer solutions.
- Ask great questions.
  **Tip:** Don’t ask about salary, benefits, or vacation. Do ask about company challenges, goals, and new products.
- Tell the interviewer you really want the job.
- Write a thank you note.
Disability Disclosure and the Interview Process

To Disclose or Not to Disclose

One of the issues that you will face during your job search is whether or not to disclose your disability to potential employers. It is important that you are aware of your rights regarding employment and the interview process. Under the Americans with Disabilities Act (ADA, Title I), it is illegal for an employer to ask if you have a disability. You are not legally obligated to disclose your disability unless you will require accommodation, and then only after a position has been offered to you. The best way to determine whether or not you will need any accommodations on the job is to learn as much as possible about the position for which you are applying. This will allow you to make a confident decision about disclosing information concerning your disability. When deciding at what point, or even if you will disclose, weigh the risks and benefits involved. Consider such factors as: the type of employment you are seeking, if any accommodations are needed in the work place or during the interview process, how your disability might affect an employer’s perception of your ability to perform on the job, and how comfortable you are discussing your disability. Also, consider your functional limitations and what corresponding accommodations you may need; e.g., alternative or flexible work schedule.

When to Disclose

If you decide that it is appropriate to disclose information about your disability, then it is largely up to you when that takes place. Remember, you have the right to establish yourself as a qualified candidate before discussing any aspect of your disability. That does not mean, however, that you should feel discouraged from disclosing earlier if you feel comfortable doing so. A willingness to discuss your disability candidly might demonstrate your understanding of accommodations and your ability to perform on the job. Consider the following guidelines when deciding on a suitable time for disclosure.

<table>
<thead>
<tr>
<th>Disclosing Prior to the Interview:</th>
<th>Disclosing During the Interview:</th>
</tr>
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<tbody>
<tr>
<td>It is not recommended that you disclose your disability on your cover letter or resume. Doing so will make it difficult to determine whether or not an employer has fully considered your qualifications.</td>
<td>The main objective of any interview is to discover who you are, what you can do, and why the employer should hire you. Keep the focus of the discussion on your ability to perform the essential functions of the position, not your disability.</td>
</tr>
<tr>
<td>It is illegal for employers to ask if you have a disability. However, an employer may ask if you are able to perform the essential functions of the job either with or without reasonable accommodations.</td>
<td>There are two factors to consider when deciding whether or not to disclose during the interview: If your disability is readily apparent and if you will require any accommodation.</td>
</tr>
<tr>
<td>If you know that you will require an accommodation prior to or during an interview, then you will need to disclose when you are called to schedule the interview. This will allow the employer to make any necessary arrangements.</td>
<td>Whether or not your disability is readily apparent, if you know that you will require an accommodation on the job, you may choose to discuss this in a proactive manner during the interview rather than waiting until the job offer has been made. First, identify the functions of the position that will require an accommodation. Then, provide specific information concerning the accommodation strategies and/or resources required, and how they will result in your productivity and effectiveness.</td>
</tr>
<tr>
<td>There are some advantages to early disclosure. A visible or otherwise obvious disability will be evident at the time of the interview so you may choose to acknowledge it in advance. Early disclosure may also eliminate anxiety.</td>
<td></td>
</tr>
</tbody>
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Resources

- Career Center, California State University, Sacramento, www.csus.edu/careercenter, (916) 278-6231.
- Services to Students with Disabilities, California State University, Sacramento, www.csus.edu/sswd, (916) 278-6955.
- Job Accommodation Network (JAN), is funded by the U.S. Department of Labor to provide advice on accommodating employees with disabilities. (800) 526-7234 (Voice), (877) 781-9403 http://askjan.org/.
- American’s with Disabilities Act (ADA) information line for publications, questions, and referrals. (800) 514-0301 (Voice), (800) 514-0383 (TTY), www.ada.gov.
- Equal Employment Opportunity Commission (EEOC) offers technical assistance on the ADA provisions applying to employment and also provides information on how to file ADA complaints. (800) 669-4000 (Voice), (800) 669-6820 (TTY), www.eeoc.gov.
Appearances Do Count

• First Impressions  • Second Interviews  • Higher Salaries

In a mere 30 seconds, quick and potentially lasting impressions are made based on appearance. According to Susan Bixler, CEO of The Professional Image, Inc. (2005), before you speak a word, your clothes, hairstyle, grooming, carriage, smile and eye contact have made a silent impression on your interviewer. In only moments, your appearance communicates information about your education level, career competence and success, personality, level of sophistication, trustworthiness, sense of humor, and social heritage.

**Put Your Best Self Forward:**

*Basic Guidelines for Traditional Business Dress*

**FOR WOMEN**

**Suit**
- Cut: Two piece, long sleeve, professional suit (either skirt or pants are acceptable)
- Fabric: 100% wool for winter or polyester blend year round
- Color: Navy, dark gray, black, winter green, plum
- Skirt: Skirt length: knee or 1/2" below the knee

**Blouse**
- Color: White or variety of colors that blend in with skin tone
- Style: Tailored, long-sleeved, cuffed blouse, or jewel-neck shell
- Fabric: Silk, fine knit, or polyester blends

**Jewelry/Accessories**
- Necklace: Pearls, single strand, gold or silver
- Earrings: Small and close to the ear, gold, silver or pearl (one per ear)
- Rings: Wedding set, or conservative gold, silver, platinum, one per hand, no pinke rings or oversize dinner rings
- Watch: Analog, slim, gold, silver, or leather band
- Handbag: Small, conservative style, not over-stuffed
- Glasses: Flattering to your coloring and face shape

**Hose/Shoes**
- Hose (optional): Natural tone
- Shoe style: Closed toe, closed heel, dress pump or flat heel, leather, in good repair and polished

**Binder/Briefcase**
- Binder or portfolio: Dark color, slim
- Briefcase: Not recommended

**Cosmetics**
- Perfume: No perfume
- Makeup: Light application
- Hair: Neatly groomed, professional cut, long hair should be pulled back away from face
- Nails: Clear or neutral color, not too long
- No visible tattoos or piercings (other than pierced ears)

**FOR MEN**

**Suit**
- Cut: Two-piece, single-breasted, traditional cut
- Fabric: Tropical-weight wool
- Texture: Matching color, texture, pattern
- Color: Navy, dark gray, or dark olive (faint pinstripe optional)

**Shirt**
- Color: White
- Style: Straight or button-down, long-sleeved
- Fabric: 100% cotton or cotton-polyester blend

**Tie**
- Color: Burgundy, deep greens, stripes, small geometric patterns

**Belt**
- Color: Black, dark brown, cordovan to match shoes
- Material: Leather

**Jewelry**
- Watch: Slim, analog watch and leather or metal band
- Ring: Wedding band and/or signet ring, no more than one per hand
- Glasses: Flattering to face shape, close to hair color, follow natural line of eyebrows

**Socks/Shoes**
- Socks: Black, navy blue over the calf, fine-ribbed cotton or wool (no white socks)
- Shoe style: Tie shoe, all leather, wing-tips dress slip-ons, polished and well-maintained
- Shoe color: Black, dark brown, cordovan to match belt

**Binder/Briefcase**
- Binder or portfolio: Dark color
- Briefcase: Not recommended

**Grooming**
- Cologne: No cologne or aftershave
- Hair: Neatly groomed, professional cut
- Facial Hair: Clean-shaven preferred
- No visible tattoos or piercings
Business Dining Etiquette: Survival Tips

• Sit up straight • Keep your elbows off the table • Don’t talk with your mouth full • And other words of wisdom when dining out for business

Make a Good Impression:

■ When meeting your interviewer at a restaurant, be early or on time
■ If wearing a name tag, wear it high up on the right side
■ Do not order alcohol, smoke, or chew gum
■ Do not exchange business cards during the meal

Basic Table Manners

■ Unfold your napkin all the way when you sit down and keep it on your lap throughout the meal. If it is extra large, fold it in half. If you leave the table during the meal for any reason, put the napkin on the seat of your chair
■ Study the placement of your flatware; begin with pieces on the outside and work inward toward your plate
■ When not eating, rest your hands in your lap or place your wrists on the edge of the table
■ Cut only one or two pieces of meat at a time
■ When you take a bite, bring your food to your mouth, not your head to the plate
■ Spoon soup away from you and sip it, without slurping, from the side of the spoon
■ If the soup is too hot, let it cool, don’t blow on it
■ Break bread into bite-sized portions, one at a time, to butter and eat
■ Pass food to the right: pass serving bowls and platters with serving utensils with the utensil handle ready for the next person
■ Pass an item with a handle with the handle toward the next person
■ Always pass both the salt and pepper together, even when asked for only one
■ When speaking, rest your utensils on the plate, tines down

■ When finished eating, place your fork and knife on the plate, next to each other, sharp side of knife facing in, and handles in a four o’clock position on the plate
■ When the meal is over and everyone stands up to leave, lay your napkin to the left of your place setting. Do not refold the napkin
■ If you make a mistake, don’t get hung up on it; correct it as quickly as possible and go on with your meal

Top Three Dining Tips:

1. Always follow the host’s lead
   a. Wait for the host to sit or to invite you to sit
   b. Wait for the host to open the menu
   c. Notice what the host is ordering and make sure your meal is not more expensive
   d. If asked to order first, ask the host for recommendations
   e. Wait for the host to begin eating
   f. Wait until everyone at the table is served before beginning

2. Take small bites
   a. Make your bite sizes manageable, and swallow before you speak
   b. Select food that is easy to eat; avoid spaghetti, sauces, food that has to be boned
   c. Avoid foods with which you are unfamiliar

3. Don’t eat too fast
   a. The meal isn’t a race; pace yourself with other guests
   b. Never take a drink while you still have food in your mouth
   c. If there is food left over, leave it. Don’t ask for a doggy bag

Remember, the word “etiquette” is derived from the French word for “ticket,” and the etiquette skills you demonstrate to an employer could very well be your ticket into the job for which you are interviewing! Try to enjoy the experience, the wonderful food in front of you and most of all, the company.
IN PERSON

You Have an Offer! Now What?

The whole point of interviewing is to get that job offer. Your first instinct might be to accept immediately with joy and relief. Finally, you can stop job hunting and get on with your life! Not so fast. Job offers come in a wide variety of packages. You have to be prepared to consider your needs in relation to the options presented in an offer. Once again it is time to put your research and analytical skills to work. This is not just about salary; it’s about how you will spend your days working for this particular company, the assets you bring to the table, and what you will receive in return.

ANALYZE your finances: What are your expenses each month? Consider rent, loans, car insurance, food, health coverage, professional wardrobe, utilities, and entertainment. Plan a realistic budget. What is the absolute minimum compensation you will accept?

RESEARCH the marketplace: Use Career Center staff, salary surveys, industry reports, and business publications to gather information on salaries for similar jobs. What is happening in the industry, area economy, and region? What is involved in the job? What are people in this position, in this geographical area, typically being paid to do the kind of work you will be doing?

ASSESS your selling points: Focus on the needs of the employer. What is important: Your GPA? Major? Education level? Problem-solving skills? Technical expertise? Experience? Soft skills? Is the employer looking for social skills, leadership, teamwork, project management, and business acumen? What do you provide that adds value to the company?

DETERMINE an acceptable salary range: Once you know your baseline and typical starting salaries, create a salary range using a $6000 spread. You don’t want to undersell yourself, just as you don’t want to price yourself out of the market.

SHOW your enthusiasm: When an offer is made, let the employer know that you are excited about the job and company. Let them know you appreciate the offer. Then…

ASK for details: Salary is only one component of a compensation package. Basic non-wage benefits to be considered are: health coverage, insurance, vacation, sick leave, and retirement plans. This is an area that varies widely between employers. It pays to fully understand what is included in an offer. And…

TAKE time: Give yourself at least 24 hours to consider the offer before you make your decision. Analyze what is important to you. Does this opportunity relate to your interests and goals? Is this position and company a good fit for you?

ACCEPT the offer: Only if and when you are satisfied that it is right for you.
If you are like most students, you have a profile on a social networking site like Twitter, Facebook, or LinkedIn. Whether you are looking for a part-time job, internship, or a full-time position, it is important to consider how social networking sites may impact your job search. Because social networking sites are designed primarily for socializing and networking, you may not have considered that employers can view information on social networking sites. Legally, any information that you put on your site can be viewed by anyone, including employers. Many employers are beginning to conduct internet searches on candidates during the recruitment and hiring process. What an employer sees about you online, will form an impression that may influence a hiring decision or promotion. In addition to your social networking site, you are encouraged to consider the impression that an employer may form of you during any contact you have with them, including your email address, voicemail, and blog postings.

The following are some helpful tips concerning social networking sites:

- Review your privacy settings, profiles, and postings.
- Review the words, phrases, and sentences on your site. Ask yourself: “Would I want to hire this person?”
- Remove any pictures or delete information that may not be viewed positively by an employer. Remember, some managers may not have the same “acceptance level” for information or pictures as you might, e.g. visible piercings and tattoos.
- Blogs are fair game also. Remove any content that may be offensive to employers.
- Check to see that your profile information is truthful.
- Search the major social networking sites and the internet using your own name.
- Be aware of the content friends post on your pages.

You are encouraged to begin shaping your business persona even before you graduate. Use social networking sites to influence your job search in a positive way to communicate with professionals, company representatives, or hiring managers. Start now and be prepared. Don’t let your online “image,” or the attitude you project online, be the reason an employer passes you over for an interview or withholds an offer.
SECTION IV: LIST OF RECRUITERS
The Sacramento State Career Center enjoys the support of employers representing local, national, and global companies. This support continues today because of the relationship between our students and the need for employers to access a high-performing pool of applicants. Employers recruiting at Sacramento State consistently provide material and human resources to help us prepare the workforce of tomorrow. The companies listed below are loyal supporters of the Career Center, our programs, and our students. Employees of these companies donate their time to critique resumes, conduct mock interviews, sit on informative panels, sponsor events, and participate in career fairs. Many of these employers are Sac State alumni and they know that our graduates are a great resource. It is our pleasure to acknowledge their support and to thank them for their continued commitment and generosity.

List of Recruiters

ADP ........................................ www.sbs.adp.com
Aerojet ........................................ www.aerojet.com
Allied Insurance Company ........ www.alliedinsurance.com
Apple, Inc ........................................ www.apple.com
AT&T ........................................ www.att.jobs
Bloodsource ................................ www.bloodsource.org
Blue Shield of California .............. www.blueshieldca.com
Bowman & Company ..................... www.cpabowman.com
Brown Fink Boyce & Astle .............. www.bfbca.com
CA Department of Business Oversight .... www.dbo.ca.gov
CA Department of Corrections and Rehabilitation ........ www.cdcr.ca.gov
CA Department of Developmental Services .......... www.dds.ca.gov
CA Department of Finance ................ www.dof.ca.gov
CA Department of General Services ........ www.dgs.ca.gov
CA Department of Health Care Services ........ www.dhcs.ca.gov
CA Department of Motor Vehicles ........ www.dmv.ca.gov/
CA Department of Social Services ...... www.dss.ca.gov
CA Department of Toxic Substances Control .................. www.dtsc.ca.gov
CA Department of Transportation ........ www.dot.ca.gov
CA Department of Water Resources .... www.water.ca.gov
CA State Air Resources Board .......... www.arb.ca.gov
CA State Auditor ................................ www.sba.ca.gov
CA State Board of Equalization .......... www.boe.ca.gov
CA State Controller’s Office ............. www.sc.ca.gov
CA State Employment Development Department ........ www.edd.ca.gov
CA State Energy Commission .......... www.energy.ca.gov
CA State Franchise Tax Board ............ www.ftb.ca.gov
CA State Governor .......................... www.gov.ca.gov/intern/
CA State Highway Patrol ................. www.chp.ca.gov/recruiting
CA State Housing Finance Agency .......... www.calhfa.ca.gov
CA State Office of Emergency Services .... www.oes.ca.gov
CA State Office of the Inspector General .... www.oig.ca.gov
CA State Public Utilities Commission .... www.cpuc.ca.gov
CA State Treasurer’s Office .............. www.treasurer.ca.gov
CA State Water Resources
  Control Board ................................ www.swrbc.ca.gov
CA Teacher Recruitment Program .... www.teachingcal.org
CalPERS .................................. www.calpers.ca.gov
CarMax ................................ www.carmax.com
CGI ........................................ www.cgi.com
Chevron .................................. www.careers.chevron.com
CINTAS Corporation ...................... www.cintas.com
Cohn Reznick ............................. www.cohnreznick.com
Consolidated Electrical Distributors .... www.cedcareers.com
Consolidated Graphics ................. www.cgxncampus.com
Crowe Horwath ....................... www.crowehorwath.com
Deloitte ................................ www.deloitte.com
Deloitte Consulting ............... www.careers.deloitte.com/
Dignity Health ...................... www.dignityhealth.org
E. & J. Gallo Winery ................. www.gallo.com
Eli Lilly & Co .......................... www.lilly.com/careers
Enterprise Holdings ................. www.enterprise.com
Ernst and Young ................. www.ey.com
Farmers Insurance Group ................ www.farmers.com
Fastenal ................................ www.fastenal.com
Federated Insurance ............. www.federatedinsurance.com
Foster Poultry Farms ............. www.fosterfarms.com
Franklin Templeton
  Investments ..................... www.franklintempleton.com
Frito Lay ................................ www.frito.com
GE Energy - Bently Nevada .... www.gepower.com
Gilbert Associates, Inc ............. www.gilbertcpa.com
Glumac ................................ www.glumac.org
Google ................................ www.google.com
Granite Construction ............. www.graniteconstruction.com
Grant Bennett Associates ............ www.gbacpa.com
Hartford Financial Services Group .... www.thehartford.com
HealthNet ......................... www.careersathealthnet.com
Hispanic Association of Colleges and Universities .... www.hacu.net
Intel ................................ www.intel.com/jobs/jobsearch/index.htm
Kaiser Permanente ................ www.kaiserpermanentejobs.org
Kiewit Pacific Co ........................................... www.kiewit.com
KPMG LLP ........................................... www.jobs.kmpgcareers.com
Lawrence Livermore National Laboratory ...................................... www.jobs.llnl.gov
Macias Gini and O’Connell LLP ......... www.mgcopa.com
Mass Mutual ............................................. www.massmutual.com
Moss Adams LLP ........................................... www.mossadams.com
NEC Electronics America, Inc......... www.necelam.com
Oakland Police Department ............... www.opdjobs.com
Pacific Coast Companies, Inc .......... www.paccoast.com
Pacific Gas and Electric Company ...... www.pge.com/college
Perry-Smith LLP ...................................... www.perry-smith.com
PMC ...................................................... www.pmcs.com/careers
PWC ...................................................... www.pwc.com
Progressive Insurance ....................... www.jobs.progressive.com
Richardson & Company ..................... www.richardsoncpas.com
Sacramento Business Journal............... www.bizjournals.com/sacramento
Sacramento Kings .................................... www.nba.com/kings
SMUD ..................................................... www.smud.org
Southern Wine & Spirits .................... www.southernwine.com
Stanford Youth Solutions ................. www.youthsolutions.org
State Street ............................................ www.statестreet.com
Stockton Police Department .......... www.stocktongov.com/police
Sutter Health IT ...................................... www.sutterhealth.org
Swinerton Incorporated ................. www.swinerton.com
Target ................................................... www.target.com/careers
Travelers ................................................. www.travelers.com
US Army ................................................. www.goarmy.com
U.S. Army Corps of Engineers ............ www.usace.army.mil
US Department of Agriculture ............ www.usda.gov
US Department of Veterans Affairs .... www.vacareers.va.gov
US Food & Drug Administration ......... www.fda.gov
US Internal Revenue Service ............... www.jobs.irs.gov
US Marine Corps ............. www.marines.com
US Navy ............................................. www.navy.com/careers
US Peace Corps .................................... www.peacecorps.gov
US Social Security Administration .... www.socialsecurity.gov/careers/
USS-POSCO Industries ....................... www.usposco.com
Verizon Wireless ..................... www.verizonwireless.com/careers
Walgreens ............................................. www.careers.walgreens.com
Wells Fargo ........................................www.wellsfargo.com