“I’m fresh out of college, but I’m aware of how important my job is to our investors.”

Anna
Senior Shareholder Account Representative

The Capital Group Companies is among the most experienced investment management organizations in the world. For more than 75 years, bright and engaged people like you have contributed to the well-being of our investors and our associates.

We believe in hiring college graduates with a variety of life, work and academic experiences. We also want you to develop new skills and to maintain a healthy balance between work, life and your community. This is the key to your continued success and ours.

Positions are available in accounting and finance, administration, customer service, human resources, information technology, facilities/operations and marketing. Each comes with a competitive salary, two performance-based bonuses annually, and accrues more than three weeks of vacation in the first year.

The Capital Group has become a world-class investment management organization for many reasons. You could be one of them.

capgroup.com/greatjobs
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The University of Texas at San Antonio

CAREER SERVICES
www.utsa.edu/careerservices
1604 Campus
University Center
Room 2.02.04
Phone: (210) 458-4589
Fax: (210) 458-4117
Office Hours: Monday-Friday 7:30 AM - 5:30 PM

Downtown Campus
Buena Vista Building
Room 1.304
Phone: (210) 458-2910
Fax: (210) 458-2915
Office Hours: Monday-Friday 8 AM - 5 PM

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Alloy Education/Career Recruitment Media
Welcome to

UTSA Career Services

Main Campus—U.C. 2.02.04

Downtown Campus—Buena Vista 1.304

The Mission of Career Services is to assist students and alumni in identifying and developing the skills necessary to pursue lifelong career goals.

Services provided:

- CAREER PLANNING
- CAREER ASSESSMENTS
- CAREER EXPLORATION
- INDIVIDUAL CAREER COUNSELING
- ONLINE JOB BANK
- CAREER & JOB FAIRS
- ON-CAMPUS INTERVIEWS
- WALK-IN COUNSELING
- INFORMATIONAL WORKSHOPS
- VIRTUAL CAREER CENTER
- RESUME DEVELOPMENT
- RESUME REVIEWS
- MOCK INTERVIEWS

GETTING STARTED

The UTSA Career Services Office uses a dynamic online system that enables students and alumni to easily register their demographic information, upload resumes and cover letters, search for jobs and select interview times—all at one secure web site, 24 hours a day 7 days a week. In order to take full advantage of the services and resources, you must register and create a profile with the Career Services Office.

Registering is EASY, FREE, and SIMPLE as 1 - 2 - 3

1. Go to the Career Services Homepage (www.utsa.edu/careerservices) and complete your profile.
2. Sign release and no show policy and send to Career Services.
3. Get started exploring resources and jobs.

START EARLY. FINISH AHEAD!
Qualities Desired in New College Graduates


Employers Rate the Importance of Candidate Skills/Qualities

Communication skills (verbal and written) ......................... 4.7
Honesty/integrity .................................................. 4.7
Interpersonal skills (relates well to others) ......................... 4.5
Motivation/Initiative .............................................. 4.5
Strong work ethic ................................................. 4.5
Teamwork skills (works well with others) ......................... 4.5
Computer skills .................................................. 4.4
Analytical skills .................................................. 4.3
Flexibility/adaptability ........................................... 4.3
Detail-oriented .................................................... 4.2
Organizational skills ............................................. 4.0
Leadership skills ................................................ 4.0
Self-confidence .................................................... 4.0
Friendly/outgoing personality .................................... 3.9
Tactfulness ......................................................... 3.9
Well-mannered/polite ............................................. 3.8
Creativity ............................................................ 3.7
GPA (3.0 or better) .............................................. 3.6
Entrepreneurial skills/risk-taker .................................. 3.3
Sense of humor .................................................... 3.2
Bilingual skills ..................................................... 2.3

(5-point scale, where 1=not important, 2=not very important, 3=somewhat important, 4=very important, and 5=extremely important)

Employers Rate the Influence of Attributes of Equal Candidates

Has held leadership position ...................................... 4.0
Major 4.0
High GPA (3.0 or above) ........................................ 3.7
Has been involved in extracurricular activities (clubs, sports, student government, etc.) 3.7
Has done volunteer work ....................................... 3.2
School attended .................................................. 3.0

(5-point scale, where 1=no influence at all, 2=not much influence, 3=somewhat of an influence, 4=very much influence, 5=extreme influence)

Employer Hiring Preferences Relative to Experience, by Percent of Respondents

I prefer to hire candidates with relevant work experience .......... 74.3%
I prefer to hire candidates with any type of work experience. (Doesn’t matter if it irrelevant of not, just some type of experience) .................................................. 18.9%
Work experience doesn’t typically factor into my decision when hiring a new college graduate ......................... 4.2%
Other ............................................................... 2.6%

Employers Rate the Effectiveness of Recruiting Methods

On-campus recruiting ............................................. 4.2
Organization’s internship program ................................ 4.2
Employee referrals ............................................... 4.0
Organization’s co-op program .................................. 3.9
Career/job fairs .................................................. 3.7
Internet job postings (campus web site) ......................... 3.6
Faculty contacts .................................................. 3.6
Internet job postings (own company web site) .................. 3.5
Student organizations/clubs .................................... 3.5
Internet job postings (Commercial career web site) ........... 3.4
Internet resume databases ...................................... 3.3
Job postings to career offices (printed) ......................... 3.0
Request resumes from career offices ............................ 3.0
Recruitment advertising (print) ................................ 2.6
Newspaper advertising (Campus and/or local newspapers) .... 2.5
Career/job fairs (virtual) ....................................... 2.4
Internet banners .................................................. 2.4
Video interviewing ............................................... 2.0

(1=not at all effective, 2=not very effective, 3=somewhat effective, 4=very effective, 5=extremely effective)
JOB SHADOWING

One of the best ways for a student to learn about the work force is job shadowing. Job shadowing is a short-term activity that allows you to really explore those careers and/or opportunities that may interest you. By “shadowing” someone in their job for a day, you get a first-hand, insider’s look into what that person’s job involves. The shadowed person can show you just what are the benefits, and challenges, of their position. By seeing how the person interacts with their co-workers, participating in the activities that they face every day, and seeing what it takes to “be that person”, you will gain valuable insight into whether their job or career is something you might want to pursue yourself.

CAREER PLANNING

Career planning is a very personal process that takes time and effort. Essentially, it involves figuring out what type of professional work you want to pursue after college, identifying the academic and practical preparation you will need to develop important skills, experience and knowledge to achieve that goal, and understanding occupational options that the world of work provides. So career planning is all about making informed choices; knowing yourself, your interests, values, abilities, personality traits, as they relate to occupational situations, and then CHOOSING among many possible options. Here are some tips for career planning:

1. **You don’t have to plan your whole career at once.** Start by identifying what you would like to pursue first (or next), over the next 5-10 years.

2. **Identify career interests:** Identify your skills, interests, values, and goals. Career assessment, also known as “career testing”, can be helpful and is provided free of charge to UTSA students and alumni.

3. **Explore career fields:** Many students are undecided or undeclared at first! Give yourself time to obtain information about occupations and the world of work during your first year. Career Services can help!

4. **Consider doing an internship or working part-time** to obtain experience and clarify your interests.

5. **Your college major is not a job title!** There are many different occupations that you can pursue that may be related to your academic major or unrelated to your field of study! The important thing is that you will develop many skills in college that have broad application to the professional world of work.

6. **Visit Career Services** and meet with a career counselor to clarify your choices!

Today we flew around a tornado . . .

. . . designed a satellite, studied backdrafts in a burning building, and advanced intelligent traffic systems.

What did you do today?

Every day we work on a variety of projects at Southwest Research Institute®, including putting a new spin on technology to better understand weather. We’re a behind-the-scenes partner in major research and development.

Join us on our 1200-acre facility in San Antonio, Texas where more than 3,000 men and women, with a variety of educational and cultural backgrounds, provide creative solutions to diverse technical requests from all over the world. We’re problem solvers in all areas of technology: automotive engineering, space exploration, automated manufacturing, probabilistic analysis, fire technology, electrical engineering, chemistry, computer science, software engineering, and more. Set the pace for your career and explore the opportunities at SwRI. Join us and continue a more than 58-year tradition.

To view our employment opportunities please visit our website at www.swri.org

Southwest Research Institute
An Equal Opportunity/Affirmative Action Employer MF/D/V Committed to Diversity in the Workplace
RESUMES AND LETTERS

RESUME BUILDING: PROGRESSIVE STRATEGIES FOR MAKING YOURSELF A Viable CANDIDATE

FRESHMAN
- Visit Career Services to take advantage of free self-assessments designed to help you explore your skills and interests in efforts to help you decide on a career plan.
- After the plan is determined, the first steps toward building your resume should begin.
- At the freshman level, joining and participating in registered student organizations should be a priority (e.g. Society for HR Management, Bilingual Education Student Organization-BESO).
- Begin part-time work experience.

SOPHOMORE
- Visit Career Services to talk with a career counselor about your career development.
- At this point, you have decided on a major and are participating in student organizations to develop a network and gain some exposure to various fields.
- It is time to start seeking out useful information and knowledge from actual professionals in various fields which may serve to mold future career plans (and provide a useful network).
- The best strategy is to focus on informational interviewing - these are interviews that are designed to provide a platform to ask position specific questions and receive insight as to how to enter the profession, what education can provide versus experiences, what skills hiring managers are looking for and how to best obtain those skills.
- To best put this information to use, it is important to try to mirror your class work as if you were completing an assignment for the company, not simply to make a grade.
- If your plans are of a more tentative nature, job shadowing (the process of following a mentor around for a typical day in the field to gain some insight as to what their daily responsibilities entail.) may be a more efficient educational tool.

JUNIOR
- Visit Career Services for assistance in obtaining an internship and for professional job skill development workshops such as resume writing and interviewing.
- In conjunction with the relevant experience you gained from being involved in student organizations and the knowledge base the informational interviewing, you can begin expanding your professional network.
- Join and participate in local professional organizations as opposed to student organizations (e.g. South Texas Counseling Association).
- With a solid field specific knowledge base, a beneficial network, and some relevant experience, it is time to seek out some actual hands on experience the field you have chosen.
- The recommended strategies for obtaining such experience are interning, volunteering, and job shadowing.
- Interning is an effective strategy for determining what you want from employment, and more importantly, what you don’t want. You gain hands on experience that is directly relevant to the field.
- In a recent survey conducted by employers, relevant experience is the most sought after aspect of a marketable candidate. These internships are the best strategy for gaining this experience.

SENIOR
- Visit Career Services for the final touches on perfecting your resume and practicing a mock interview. Sign up for on-campus interviews.
- Ideally, with the relevant experience you gained from organizations, network, and intern/volunteer/shadowing, you would qualify to gain some part-time employment in your field of choice.
- If not at the same location you interned and volunteered at, you should attempt to secure employment that is relevant to your career goals.

In summary, the progression evolves from determining what you want to do (use of career, interest, and personality assessments), to getting a foot in the door of the field you are interested in. It is important to gain contacts, educate yourself further through networking and informational interviews, and to seek out opportunities in order to gain relevant experience.

Written by: UTSA Career Services
Writing the Resume Step by Step

Your main purpose in writing a resume is to obtain a job interview. The resume is the marketing tool or personal advertisement that you use to achieve this goal. Follow these guidelines when creating your resume.

- Determine what the employer is seeking.
- Stress the skills and qualifications you possess (not just past job duties) that relate to the employer’s needs.
- List information in the order of importance to the employer.
- Communicate clearly what you want to do and can do for the company.

How do you do all of that? Here are the steps.

**Step One: Self-Evaluation**

Take time to really think about all of the things you have done in past jobs and during your education. The process below will help you identify the marketable skills that you have to offer employers.

- Write down every job you’ve ever had.
- Include both paid and volunteer positions.
- List school-related organizations, particularly if you held an office or were actively involved.
- Include relevant classroom projects or presentations.
- Now, use phrases that begin with action verbs to describe tasks you did in each position, organization, or project. (Refer to the list of action verbs on page 7 to stimulate your thinking.)

Keep this information handy to refer to when you begin writing your resume.

**Step Two: Research**

Now that you have identified your marketable skills, find out which of these are relevant to the types of positions you seek. By identifying the essential skills used in your field, you will know which ones to highlight in your resume. For example, list cash handling experience to apply for a bank teller position. Job market research is the best way to identify key skills. Below are some research suggestions.

- The Career Services office has books of occupational descriptions, journals with the latest job market trends, as well as hotlinks to web sites relevant to your career search. Contact your career counselor to learn which sources would work best for you.
- Consult the Occupational Outlook Handbook, which is available in print or online to learn about the skills needed for various types of jobs, as well as information on a variety of other job-specific topics.
- Call the companies in which you are interested to find out what their needs are.

**Step Three: Writing the Resume**

After completing your preliminary self-evaluation and job market research, answer these important questions: What kind of job do I want? What kind of company do I want to work for? Do I have the skills that they need? Use these answers to begin writing your resume, which will contain the following sections. (See sample resumes on pages 8 - 11.)

**Objective**

The objective is a brief statement that informs the employer about the type of position you are seeking.

- Read advertisements for jobs that interest you. What skills are they looking for?
- NETWORK. Talk to employers, alumni, professors, other students, and people you meet who are doing what you would like to do.
- Attend the "Job Search Overview" Workshop held in the Career Services office.

During your job market research, you may find that some employers are less interested in your specific degree than in the skills you bring to the workplace. Some skills are universally desired by employers, regardless of the position.

**Skills Universally Desired by Employers**

- Interpersonal
- Leadership
- Teamwork
- Flexibility/adaptability
- Work ethic
- Motivation/initiative
- Organizational
- Honesty/integrity
- Computer
- Analytical/problem-solving
- Communication (both verbal and written)

In developing your objective, complete the following:

“I would like a job where I can use my (ability, education, or skills) _______ in (kind of position you are looking for) _______.”

Now take this statement and turn it into your Objective:

**EXAMPLE:**

- Management trainee position that will utilize my customer service experience and organizational skills.
- Technical writer position in a software company.
**RESUMES AND LETTERS—CONTINUED**

- Make it work-centered, not self-centered.
- Make it clear, concise, and focused.
- Target what the employer is seeking, **NOT what you want the employer to do for you!**

**Education**
In most cases, the education section follows the objective. However, if you have work experience or other information that supports your objective more strongly, then give it priority. Rule of Thumb: Always place your strongest selling points first.

- Include your degree, your major, the name of your college or university, graduation date and your GPA if 3.0 or higher. Be sure to spell out your degree.
- List coursework only if it’s relevant to the position for which you are applying.
- Briefly describe relevant classroom accomplishments, such as research projects and/or presentations.
- Include campus activities that are relevant to your objective.

**Experience/Employment**
- Focus on jobs and tasks that pertain to what you want to do in the future.
- Remember, you don’t have to mention every job that you have ever held. A resume is NOT a work history—that’s for the application. Generally, employers are interested in what you have done in the last three to five years.

- Include relevant skills and experience gained through volunteer, internship, or organizational activities.
- Demonstrate your effectiveness by quantifying job duties and responsibilities. Instead of saying, “Handled cash,” say, “Handled cash drawer with an average of $2,500 sales daily.” “Supervised and trained 15 employees annually” tells more about the level of your responsibility than just “Supervised employees.” Stating that you were the “Membership Chairperson of the D.I.S.K. Club” tells more about your skills than just listing the organization. If you can add “increased membership by 10% in one year,” that’s even better.

**Additional Information**
Include anything not previously mentioned in your resume that you believe is relevant to the position.
- List computer and language skills, if you have not already done so.
- Mention leadership training and experiences. These might have occurred as a member of various campus and community organizations, or as part of a structured class.

**Step Four: Formatting Your Resume**
The physical appearance of your resume establishes the first impression of you before the employer reads it. A resume containing spelling or grammatical errors or which is poorly organized is often rejected. Following the expected formatting guidelines for resumes is essential to your success.

**Formatting Your Resume for Success**

Employers will spend only a few seconds reviewing your resume. Make sure that the most important points can be found quickly.

- **One page only, unless you have significant previous experience.**
  - A resume should **never** exceed two pages.
- **Accurate grammar and spelling. NO EXCEPTIONS!**
  - Have several people review your resume for errors and make corrections as needed.
- **Font size: 10 or 12 point size. No more than two fonts or two sizes.**
- **Margins no less than .75” and no more than 1.5”**
- **Written in phrases, starting with action verbs.**

- Eliminate the pronoun “I” in your resume. The reader already assumes that you are providing information about yourself.
- Avoid repeating words, especially the first word of phrases within the same section.
- **Highlight important information.**
  - Use bolding, italics, underlining, CAPS and bulleted to highlight important features such as headers, sub-headers, and lists.
- **Printing.**
  - Print your resume on bond resume paper using a high-quality laser printer.
  - Make additional copies using a duplicating machine which is clean and produces a clean copy, free of streaks and dots.
**Power/Action Verbs for Your Resume**

- accelerated
- accomplished
- achieved
- addressed
- administered
- advised
- allocated
- answered
- appeared
- applied
- appointed
- appraised
- approved
- arranged
- assessed
- assigned
- assured
- audited
- awarded
- bought
- briefed
- broadened
- brought
- budgeted
- built
- cataloged
- caused
- chaired
- changed
- collected
- combined
- commented
- communicated
- compared
- compiled
- completed
- computed
- conceived
- conducted
- considered
- consolidated
- continued
- controlled
- coordinated
- corrected
- counted
- created
- dealt
- decided
- defined
- delegated
- delivered
- demonstrated
- described
- designed
- determined
- developed
- devised
- directed
- discussed
- distributed
- earned
- edited
- eliminated
- ensured
- entered
- established
- estimated
- evaluated
- expanded
- experienced
- explained
- filled
- filed
- financed
- focused
- formulated
- found
- gathered
- generated
- graded
- granted
- guided
- handled
- helped
- identified
- implemented
- improved
- increased
- influenced
- initiated
- innovated
- inspected
- installed
- instructed
- insured
- interpreted
- introduced
- investigated
- involved
- joined
- launched
- learned
- led
- listed
- logged
- maintained
- managed
- matched
- measured
- met
- modified
- monitored
- motivated
- named
- negotiated
- observed
- opened
- operated
- ordered
- organized
- oversaw
- participated
- performed
- persuaded
- planned
- prepared
- presented
- processed
- programmed
- promoted
- provided
- raised
- rated
- realized
- received
- recommended
- recorded
- redesigned
- reduced
- related
- reorganized
- repaired
- replaced
- reported
- represented
- researched
- responded
- restored
- reviewed
- saved
- scheduled
- selected
- served
- serviced
- showed
- simplified
- sold
- solved
- sorted
- spoke
- started
- streamlined
- strengthened
- submitted
- succeeded
- suggested
- supervised
- taught
- tested
- traced
- tracked
- trained
- translated
- traveled
- treated
- turned
- uncovered
- understood
- updated
- used
- utilized
- verified
- visited
- weighed
- won
- worked
- wrote

**Some Other Power Words to Use**

- ability
- capable
- capability
- capacity
- competence
- competent
- complete
- completely
- consistent
- contributions
- demonstrated
- developing
- educated
- effective
- effectiveness
- efficient
- enlarging
- equipped
- excellent
- exceptional
- expanding
- experienced
- increasing
- knowledgeable
- major
- mature
- maturity
- nationwide
- outstanding
- performance
- positive
- potential
- productive
- proficient
- profitable
- proven
- qualified
- record
- repeatedly
- resourceful
- responsible
- results
- significant
- significantly
- sound
- specialist
- substantial
- substantially
- successful
- stable
- thorough
- thoroughly
- versatile
- vigorous
- well-educated
- well-rounded
- worldwide

---

**Internship Opportunities Available**

**GET YOUR CAREER IN GEAR!**

Fascinating. Challenging. And very, very rewarding. If you're looking for a career where you’ll have the responsibility and decision-making power to impact an international company’s future — and your own — then check out ALDI.

**$65K Starting Salary**

We’re looking for smart, confident, dynamic leaders to grow with us as District Managers. You’ll motivate. You’ll empower. You’ll transform management potential into leadership experience while overseeing 4 to 6 of ALDI’s 800+ U.S. stores.* And you’ll do it all while enjoying a generous compensation and benefits package:

- 10 days of vacation first full calendar year
- 20 days of vacation second year
- A company car (Toyota Camry)
- Disability and life insurance
- Medical, Dental & Vision insurance
- A retirement savings plan

*International Opportunities Also Available

Visit our booth at the 2007 Fall UTSA Career Expo on September 20 • The ALDI Dinner/Information Session is scheduled for Tuesday, October 2 • The On Campus Interviews are scheduled for Wednesday, October 3 • Contact Career Services for details.
MANUEL GARZA
123 Anywhere Boulevard :: San Antonio, TX 78249
(210) 555-3333 :: yourname@lonestar.utsa.edu

OBJECTIVE: An internship in finance

SUMMARY

EDUCATION
The University of Texas at San Antonio, GPA: 3.65/4.0
Bachelor of Business Administration, Finance
Graduation: May 2008

RELATED COURSEWORK
• INVESTMENTS: Created portfolio as class assignment, which had a 20% return on investment in a 3-month period.
• MONEY AND BANKING: Discussed Federal Reserve policies and its impact on economy and types of banks.
• INTERNATIONAL FINANCE: Researched global economy, rate exchanges and their impact and future trends.

ACTIVITIES
• FINANCIAL MANAGEMENT ASSOCIATION, Membership Chairperson: Restructured organization’s recruiting structure and increased membership from 15 to 30 members.
• UTSA AMBASSADORS: Represented the University at official functions as a member of a highly selective campus organization. Escorted dignitaries, participated in formal events, ensured visitors’ needs were met.
• PHI CHI THETA, Treasurer: Business Co-ed Professional Fraternity.

ACCOMPLISHMENTS/HONORS
• Golden Key National Honor Society. Member, 2004 - present.
• Dean’s List, National Dean’s List. Numerous semesters.

SKILLS
COMPUTER: Proficient in MS Excel, MS Access and QuickBooks. Familiar with Word and PowerPoint.
LANGUAGE: Bilingual - Spanish/English

EXPERIENCE
Six Flags Fiesta Texas, San Antonio, Texas, Summers 2003-2005
Sales Associate
Marketed items to patrons. Received sales award two years in a row. Trained new staff members.

A summer job highlights transferable skills.

Mary Sample
53435 UTSA Boulevard, Apt. 00 :: San Antonio, TX 78249
CELL: (210) 555-1111 :: msample@lonestar.utsa.edu

OBJECTIVE
Seeking an entry-level position in information technology

COMPUTER SKILLS
• Languages - HTML, VBScript, ASP, JavaScript, Visual Basic 6.0, SQL, COBOL, Shell and PERL Script
• Software - Dreamweaver 4, Photoshop 5.0, Flash 5, Visio 2000 Pro, Microsoft Project 2000, Secret, LOpint 2.5, PGP
• Operating Systems - Windows 98/ME/2000/XP, Linux

EDUCATION
Bachelor of Business Administration, Information Systems
Overall GPA 3.75
The University of Texas at San Antonio · Graduation: May 2008

RELATED SKILLS AND EXPERIENCE
Technical
• Successfully completed a security course emphasizing encryption and stenography.
• Utilized UNIX and NT systems to crack passwords.
• Performed spoofing attacks including email spoofing.
• Developed PERL and Shell script to perform basic utility functions.
• Implemented SQL and Microsoft Access to develop a database to support organizational functions that aided in the record keeping of organizational membership.

Interpersonal/Team Leadership
• Guided and led five student team members on a database development project.
• Contributed as a Project Manager in the development of an electronic commerce application for the video game industry (developed with Dreamweaver 4, Flash 5, Photoshop 5.0, HTML, and ASP).
• Assumed a team leadership role in the programming of a DSS using Visual Basic 6.0 enabling various search criteria of housing data to match the buyer’s requirements.
• Trained and consulted with students and faculty members on various applications in Computer Lab including Microsoft Office.
• Developed excellent customer service skills and work ethic while working in retail environment for three years.

PROFESSIONAL MEMBERSHIPS
Information Systems Security Association (ISSA), Fall 2005-Present

ACTIVITIES
Member of UTSA Softball Team for three years
Golden Key National Honor Society, member three years

WORK EXPERIENCE
Wal-Mart
Sales Associate · San Antonio, TX · 2004-2005

Lyon’s Interiors
Technician · San Antonio, TX · 2003-2004

Athletics can demonstrate strong teamwork and leadership skills—important skills in the IT field.

Though unrelated, this does demonstrate that Mary has worked.

Prioritize computer skills when seeking a technical position.

Include skills developed in class projects or volunteer projects if work experience is lacking.

A summary demonstrates his strengths especially as they relate to the financial market.

Manuel’s focus is on his academic schoolwork, accomplishments, and activities since he has limited work experience.

Mary emphasizes skills developed in coursework by using action verbs.

A summer job highlights transferable skills.

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Manuel’s focus is on his academic schoolwork, accomplishments, and activities since he has limited work experience.

Mary emphasizes skills developed in coursework by using action verbs.

A summer job highlights transferable skills.

Prioritize computer skills when seeking a technical position.

Include skills developed in class projects or volunteer projects if work experience is lacking.

A summary demonstrates his strengths especially as they relate to the financial market.

Manuel’s focus is on his academic schoolwork, accomplishments, and activities since he has limited work experience.

Mary emphasizes skills developed in coursework by using action verbs.

A summer job highlights transferable skills.
IRINA P. KAYA
4321 Anyplace Court
San Antonio, TX 78249
(210) 555-4444
yourname@lonestar.utsa.edu

JOB OBJECTIVE: Work study position in academic/student service office.

SUMMARY OF QUALIFICATIONS
- Eager, hardworking, and reliable.
- Willing to learn and accept constructive criticism.
- Highly motivated for career advancement.
- Enjoy contributing to team environment.
- Help create a pleasant, clean working environment.

OFFICE EXPERIENCE

GENERAL OFFICE SKILLS
- Answered phones
- Filed documents
- Made appointments
- Typed correspondence
- Proofread
- Ran errands

BUSINESS SKILLS
- Entered orders into database.
- Calculated and handled payments by check and cash.
- Filled customer orders.
- Provided customer service at busy theme park.

COMPUTER KNOWLEDGE
- Basic knowledge of Microsoft Office (Word, Excel)
- Familiar with IBM PC; Windows 2000 and XP

EMPLOYMENT HISTORY

Office Assistant
Smith Business Supplies 2005 – present
Sales Associate
Fiesta Texas Summer 2004

EDUCATION
The University of Texas at San Antonio, 2006 – present
Currently taking 12 credit hours
Skyline High School, McAllen, TX, graduated May 2006

Maria McPhysics
444 Astrophysics Drive
San Antonio, Texas
(210) 111-2222
lasers@aol.com

OBJECTIVE
To obtain a Physicist position with a nuclear utility

EDUCATION
Bachelor of Science in Physics
The University of Texas at San Antonio
May 2007
3.60 G.P.A.

RELEVANT COURSEWORK
Quantum Mechanics I & II
Electromagnetic Waves
Numerical Methods
Astrophysics

RELEVANT EXPERIENCE
Nuclear Physicist Internship
May - August 2006
U.S. Nuclear Regulatory Commission
Rockville, MD
- Shadowed various members of the Regulation and Assessment Team.
- Gathered preliminary reports and information for audit of active reactors.
- Analyzed preliminary audit reports against previous reports for consistency and accuracy.
- Assisted in the development of the final audit assessment report for the Point Beach Nuclear Reactor facility.

Professor’s Assistant
August 2005 - May 2006
Department of Physics, UTSA
San Antonio, TX
- Assisted Professor X, Associate Professor of Physics
- Prepared course syllabus and handouts for Introduction to Physics course.
- Facilitated study groups and tutored students in preparation for exams.
- Assisted in grading tests, papers and projects.

COMPUTER SKILLS
MS Excel, Access, & PowerPoint - C++ - Java - FORTRAN

ACTIVITIES
Society of Physics Students - Member, 2004-Present
High School of Sciences, Volunteer Tutor, Physics, 2005 - 2006

Adapted from CollegeGrad.com Physics Template 2004-2005 (www.collegegrad.com/resumes)
ROMANA QUIMBY
123 Anywhere • San Antonio, TX  78450 • (210) 123-4567 • romanaquimby@lonestar.utsa.edu

OBJECTIVE
Seeking an EC-4 teaching position preferably in first grade.

CERTIFICATION
Pedagogy and Professional Responsibilities EC-4, Passed
Generalist ECE-4, Pending Results

EDUCATION
The University of Texas at San Antonio
Bachelor of Arts in Interdisciplinary Studies
Graduation: December 2007
• Dean’s List 2005-2006/Overall 3.6 GPA
• Excellence in Teaching Scholarship 2006

TEACHING EXPERIENCE
Student Teacher, Daniel Boone Elementary School, Northside Independent School District Grade 2, May 2007
• Taught 22 children using a variety of instructional methods including cooperative learning and learning centers.
• Created several learning centers as well as instructional games.
• Planned and taught a unit on transportation that included a field trip to the Witte Museum.

Substitute, Teach Me ISD, All Grade Levels, 2004-2007
• Taught various subjects, including English, Math, Social Studies, Science, and Language Arts.
• Followed lessons as instructed by teacher.
• Maintained discipline in the classroom.

FIELD WORK
San Antonio ISD, San Antonio Elementary, 3rd grade, Fall 2006
Tutored students one on one in reading. Used various instructional methods to help students resolve learning obstacles.

Harlandale ISD, Harlandale Elementary, 1st grade, Spring 2006
Developed and taught a lesson in math. Incorporated hands-on activities for all lessons.

RELATED EXPERIENCE
Camp Counselor, Care for Me Camp, Summer 2004
• Taught water sports including swimming and diving.
• Facilitated emotional and social growth of 15 pre-teen campers.

EMPLOYMENT
Waitress, Fill Your Belly Restaurant, 2001-2003
• Trained new hires.
• Communicated with customers.
• Ensured excellent services were received.

SKILLS
Bilingual English/Spanish, Proficient in Microsoft Word, PowerPoint, Excel, Internet Research

Even her volunteer work can support her application.

Iwanna B. Engineer
112233 State Street, San Antonio TX 78249, 210-555-1212 ibengineer@hotmail.com

Professional Objective: Seeking a civil engineering internship

Education
• The University of Texas at San Antonio
• Bachelors of Science in Civil Engineering Proj Grad Dec 2008
• Pharr Police Academy Training, Pharr TX une 1997

Engineering Skills
• Computer Skills: AutoCad, Haested Methods: CulvertMaster, FlowMaster, StormCad, WaterCad, Sewer Cad Microsoft Office Suite, Excel, PowerPoint, Internet Research
• Technical Skills: Blueprints, surveying, design development
• Personal Skills: Excellent communicator, public speaking, exceptional negotiator and problem solving abilities, Bilingual in English and Spanish

Relevant Engineering Projects
• AutoCad: Developed Residential and Commercial subdivision from assigned plot of land, Used San Antonio Development guidelines and TX Dot Hydrology Manual to design roadways and culverts. Designed retention pond to alleviate drainage issues.
• CE Computer Design: Using Haested Methods to designed model for Laredo TX Tanquecitos II subdivision for water system, storm sewer system, and sanitary sewer systems. All systems were designed using gravity flow.

Employment History
The Moonlight Café, Edinburg TX May 2004-present
• Self Employed, Assist in family business for restaurant management and marketing.

Palmview Police Department, Palmview TX Feb 1998-Feb 2000
• Police Officer and K9 Handler for highway drug trafficking interdiction and patrol.

Hildago County Sheriffs Department, Edinburg TX Feb 2000-present
• Deputy Sheriff
• Fulltime sheriff deputy for 6 consecutive years, Reserve since 2005.
• Community Oriented policing and public relations for La Blanca Texas, Hargil TX and La Villa TX

Associations/Honors
• Narcotic Enforcement Officer of the Year 2002
• USDA Award for Interdiction of tainted produce into the United States
• Texas Army National Guard, 1993-2001
Objective: Position as Program Director/Administrator

Skills Summary: Strong background in administrative support, training and teaching. Fluent in Spanish and English. Excellent written and oral communication, problem solving and multi-task management. MS Word, Access, Excel and PowerPoint.

Experience

UTSA Enrollment Center, San Antonio, TX
Supervisor
June 2005 - present

• Provide excellent customer service and accurate information consistently to university visitors. Hire, train and supervise volunteers assigned to area high schools. 
• Assist Center director with enrollment data analysis. Compile accurate reports in a timely manner.
• Trained on BANNER, DEFINE, and other university specific procedures.

RANS/STAR/ITHE PSYCHOLOGICAL CORP, San Antonio, TX
Project Coordinator (seasonal)
Jan 2004 - May 2005

• Served as liaison between Research and Development Team and Field Test Examiners, ensuring timely data collection and that proper testing guidelines were followed.
• Detail oriented job with heavy use of bilingual telephone and e-mail communication skills.

STEPHEN F. AUSTIN STATE UNIVERSITY
Huntsville, TX
International Programs — Assistant Coordinator
Oct 2002 - Jan 2004

• Progressed to Assistant Coordinator of International Programs from Administrative Assistant II position in Counseling Center within 4 years.
• Organized and assisted with International Student Orientation.
• Taught classes in U.S. History, U.S. Customs and Traditions, and Conversational English.

U.S. ARMY
Various locations
Specialist and Analyst

• Received honorable discharge, Achieved rank of Captain.
• Supervised 25 junior soldiers as Squad Leader.
• Effectively trained over 50 newly assigned personnel in three different administrative positions as Section Trainer.
• Developed, implemented, and maintained language training program vital to accurate transcription and analysis of classified documents as Company Language Mentor/Program Manager.
• Received several awards and commendations for superior performance.
• Attended various military courses related to leadership training and intensive language skills development. Complete list of courses provided upon request.

Education

This graduate student has professional experience related to her objective so Education is prioritized over Experience.

Pursuing Master of Arts in Bicultural/Bilingual Studies
The University of Texas at San Antonio
Completed 27 semester hours of graduate course work; GPA 4.0

Advanced Spanish Training
National Autonomous University of Mexico, San Antonio, Texas
Summer 2002

Bachelor of Arts in Spanish w/minor in Psychology
The University of Texas at El Paso, GPA 3.3

Bachelor of Business Administration
The University of Texas at San Antonio
Bachelor of Arts in Spanish w/minor in Psychology
The University of Texas at El Paso, GPA 3.3
**COMPONENTS OF A COVER LETTER**

**WRITTEN BY: UTSA CAREER SERVICES**

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name</td>
</tr>
<tr>
<td>Mailing Address</td>
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<tr>
<td>City, State, Zip</td>
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<tr>
<td>Recruiter's Name</td>
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<td>Title</td>
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<td>Name of Company</td>
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<tr>
<td>Mailing Address</td>
</tr>
<tr>
<td>City, State, Zip</td>
</tr>
<tr>
<td>Dear Dr./Mr./Mrs. ...</td>
</tr>
<tr>
<td>Section One: Your opening paragraph - only needs to be 2 - 3 sentences long. You need to grab the reader’s attention. Be sure to include the reason for your letter, the type of work or position you are seeking. If applicable, explain how you learned about the position.</td>
</tr>
<tr>
<td>Section Two: This section can be 1 - 2 paragraphs long depending on your experience. In this section, state why you are interested in the position, the company/organization, and its products or services. Summarize relevant strengths and unique qualifications that support your application. Do not list everything you have included on your resume. Explain why you are the perfect candidate for the job. MAKE THE CONNECTION between you, the job, and the company! You can make this “connection” by discussing things such as your education, your experience (paid or unpaid), skills (technical &amp; non-technical), and goals.</td>
</tr>
<tr>
<td>Section Three: This is the closing section and only needs to be 1 paragraph. In this paragraph, briefly re-state your interest in the job. Indicate your desire to schedule a personal interview at the company’s convenience and your willingness to provide further information upon request.</td>
</tr>
<tr>
<td>Sincerely,</td>
</tr>
<tr>
<td>(Your Signed Signature)</td>
</tr>
<tr>
<td>Your Typed Signature</td>
</tr>
<tr>
<td>Enclosure: (This indicates that you have enclosed something, such as a resume or application.)</td>
</tr>
</tbody>
</table>

**SAMPLE COVER LETTER**

Miguel Forings  
21209 Spur Ln.  
San Antonio, TX 78219  
March 8, 2008  
George Lountz  
UTSA Career Services  
Associate Director  
6900 North Loop 1604 West  
San Antonio, TX 78249  
Dear Mr. Lountz,  
As a former liberal arts major, I was very excited to hear about the tremendous opportunity to serve as the Career Counselor for the COLFA. This position holds a special place in my heart. As a Psychology major, I am intimately familiar with the perceived struggles that a liberal/arts major encounters in terms of formulating effective career decision and job search strategies. My enthusiasm and commitment will make a difference in these students’ lives.  
As a current employee of Career Services, I am extremely familiar with the Career services procedures and staff and have learned a great deal as a Graduate Assistant. My education and recent experience have created a platform for me to be successful in a higher education setting. I want to apply my personal experience, in conjunction with my vast counseling, teaching, and academic experience to best serve the second largest college at the university.  
I eagerly await an opportunity to further discuss how my qualifications can serve to benefit your prestigious university. Please feel free to contact me (210) 323-5059 if you need any further information. I anxiously await your response. Thank you for your time and I look forward to hearing from you.  
Sincerely,  
Miguel Forings  
Enclosure: Resume
INFORMATIONAL INTERVIEWS

An informational interview is an interview that you initiate—you ask the questions. The purpose is to obtain information, not to get a job. Following are some good REASONS TO CONDUCT INFORMATIONAL INTERVIEWS:

- to explore careers and clarify your career goal
- to discover employment opportunities that are not advertised
- to expand your professional network
- to build confidence for your job interviews
- to access the most up-to-date career information
- to identify your professional strengths and weaknesses

STEPS TO FOLLOW TO CONDUCT AN INFORMATIONAL INTERVIEW:
1. Identify the occupation or industry you wish to learn about.
2. Prepare for the interview. Read all you can about the field prior to the interview. Decide what information you would like to obtain about the occupation/industry. Prepare a list of questions that you would like to have answered.
3. Identify people to interview.
4. Arrange the interview. Contact the person to set up an interview. Keep the interview length to about 30 minutes.
5. Conduct the interview. Dress appropriately, arrive on time, be polite and professional. Refer to your list of prepared questions; stay on track, but allow for spontaneous discussion.

6. Follow up. Be sure to send a thank-you note to your contact within one week of the interview.

NOTE: Always analyze the information you’ve gathered. Adjust your job search, resume, and career objective if necessary. When you need assistance, contact CAREER SERVICES!

SAMPLE QUESTIONS
1. On a typical day in this position, what do you do?
2. What training or education is required for this type of work?
3. What personal qualities or abilities are important to being successful in this job?
4. What part of this job do you find most satisfying? Most challenging?
5. How did you get your job?
6. What opportunities for advancement are there in this field?
7. What entry-level jobs are best for learning as much as possible?
8. What are the salary ranges for various levels in this field?
9. How do you see jobs in this field changing in the future?
10. Is there a demand for people in this occupation?
11. What special advice would you give a person entering this field?
12. What types of training do companies offer persons entering this field?

LETTERS OF RECOMMENDATION

At some point you may encounter a request for letters of recommendation when applying for a job, internship, graduate school, or scholarships. Below are some guidelines in obtaining effective letters of recommendation.

SELECTING YOUR REFERENCES
Choose people who are knowledgeable about your skills, work ethic, talents, and abilities who have known you at least 6 months. Generally, references are people you know professionally, not friends or family. Focus on 3-5 people who know you well, and who possibly hold a high-ranking position.

PREPARE, ASK, MEET
Meet with your references to ask if they would be willing to write a letter of recommendation and to give them the essential information they need in order to write it. Provide them a current resume listing your skills, achievements, extracurricular activities, volunteer work, awards, student organizations, work history, etc., school transcript, the job/internship description for which you are applying, a statement of future goals, and a list of qualities you would like them to comment on. Notable qualities may include: interpersonal skills, initiative, leadership, flexibility, teamwork, problem solving, judgment, oral/written communication, or a grasp of your field of study. Give your references plenty of time to write the letter; 2-3 weeks is preferred. Give them a self-addressed stamped envelope or make arrangements to pick up the letter at a later date. Be sure to thank them for the letter and their time!
**Letter Requesting Informational Interview**

Manuel Garza  
40404 Periwinkle Road, San Antonio, TX 78787  
(210) 545-4545, mgarza@anymail.com  

Date  
Edward Simpson  
Simpson Communications  
4321 Rio Grande  
San Antonio, TX 78787  

Dear Mr. Simpson:  
I am a student at the University of Texas at San Antonio beginning my senior year. With a major in Communications, I am very interested in knowing more about the operations of a small advertising firm such as yours. My area of concentration is Electronic Media. I would appreciate the opportunity to meet with you and discuss your work and the trends in that field. I am particularly interested in your views regarding the impact of electronic forms of media and how that might affect the industry. Any insights you have will be greatly appreciated.  
I do not intend to take more than about thirty minutes of your time. I will contact your office the week of (insert date) to set up a mutually convenient time for this informational meeting.  
Sincerely,  
Manuel Garza

---

**Thank You - After Interview**

JANE SWIFT  
18 Central Park Street, Anytown, TX 78224 • (210) 555-1212  

(Date)  
Phillip __________  
(Title)  
ABC Corporation  
1 Industry Plaza  
Anytown, TX 78224  

Dear Mr. __________:  
The position we discussed Friday is a tremendously challenging one. After reviewing your comments about the job requirements, I am convinced that I can make an immediate contribution toward the growth and profitability of ABC Corporation. Since you are going to reach a decision quickly, I would like to mention the following points which I feel qualify me for the job we discussed:  
1. Proven ability to generate fresh ideas and creative solutions to difficult problems.  
2. Experience in the area of program planning and development.  
3. Ability to successfully manage many projects at the same time.  
4. A facility for working effectively with people at all levels of management.  
5. Experience in administration, general management and presentations.  
6. An intense desire to do an outstanding job in anything undertaken.  
Thank you for the time and courtesy extended to me. I look forward to hearing from you.  
Sincerely,  
Jane Swift

---

**Acceptance Letter**

JAMES SHARPE  
18 Central Park Street, Anytown, TX 78224 • (210) 555-1212  

(Date)  
Emily __________  
(Title)  
ABC Corporation  
1 Industry Plaza  
Anytown, TX 78224  

Dear Ms. __________:  
I would like to express my appreciation for your letter offering me the position of ___________ in your ___________ Department at a starting salary of $1,975 per month. I was very impressed with the personnel and facilities at your refinery in __________ and am writing to confirm my acceptance of your offer. If it is acceptable to you, I will report to work on November xx, 19xx. Let me once again express my appreciation for your offer and my excitement about joining your engineering staff. I look forward to my association with ABC Corporation and feel my contributions will be in line with your goals of growth and continued success for the company.  
Sincerely,  
James Sharpe

---

**References**

Julie A. Smith  
15226 Forest Drive, San Antonio, TX 78200 • (210) 555-1234 juliesmith@aol.com  

Employment references generally include three to five work-related individuals  

**REFERENCES**

Adam Sanders  
Professor  
The University of Texas at San Antonio  
6900 North Loop 1604 West  
San Antonio, TX 78249  
asanders@fhe.net  
(210) 555-7423  

Rachel Ramirez  
Supervisor  
Wendy’s  
12456 W. Valley Road  
San Antonio, TX 78156  
raramirez@vhe.net  
(830) 555-2556  

Peter Neville  
Supervisor  
Office Depot  
12456 W. Valley Road  
San Antonio, TX 78156  
pnneville@vhe.net  
(830) 555-2556  

Roman Garza  
Manager  
Kinko’s  
1238 W. 110  
San Antonio, TX 78249

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Guidelines to Determine Your Salary Requirements

Consider several factors when determining the salary you are seeking including the following:

• **Career path.** Research your job industry or field for reported salary ranges.

• **Industry of the employer.** Salaries can range based on the industry and employment sectors. For example, an accountant in a non-profit sector will make less than an accountant working for a Top 4 company in the public accounting sector.

• **Geographic location.** The cost of living varies dramatically in different parts of the country. It costs much more to live in San Francisco or Washington, DC than it does in San Antonio.

• **The hiring demand.** If there is an excess of applicants with essentially the same skills and experience, you can expect a lower salary offer than if your occupation is more specialized.

• **Compensation beyond salary.** It’s often easier said than done, but you should sometimes look beyond the amount of the salary and examine the total compensation package. It’s possible the better job offer is not the one with the highest salary. Weigh the work environment, and upward mobility potential among other factors.

Responding to a Request for Salary History

There are different options to respond to a request for salary history including:

• **Provide your salary requirement.** Provide the company what they want, but realize that you run a strong risk of being screened out if you are too far above or below the range the employer has in mind for the position.

• **Ask for a wide salary range.** With some basic internet research, you should be able to determine a salary range for the position. As long as part of your range overlaps with the employer’s range, you should be okay. But what if your highest amount matches their lowest amount? Yes, you will be stuck at the bottom of their pay scale. But, assuming you give a range that is acceptable to you, you should be okay. It may be better to state something like, “a salary in the mid $30s.”

• **State that you are flexible.** Put the ball back in the employer’s court by informing the company in your cover letter that you are flexible. The danger? If the employer is a stickler for having an actual salary request- you’ve eliminated yourself from being considered for the position.

• **State that you would prefer to discuss salary in an interview, but make sure to add that you don’t think salary will be a problem.** The danger is again not providing an actual salary request — and that alone could eliminate you from consideration for the position.

• **Give your salary history.** Ignore the request for a specific amount and simply show your salary history — with the idea that your next job offer should be reasonably higher than your current salary. The problem is that you have not provided the information the employer seeks, and you may be eliminated.

• **Ignore the salary request.** Many people believe that employers have no right making a salary request so early in the process and simply ignore the request. The most likely occurrence? If you ignore the request, your application will most likely be ignored as well.

When ever possible, do not volunteer information about your salary history or your salary expectations or requirements in your cover letter, resume, or during a job interview. Wait until the information is requested. Your goal should always be to delay discussions about salary as long as possible.

Check out the following resources to find out more about the salary ranges available:

Texas Workforce Commission—www.tracer2.com—The Labor Market & Career Information Department (LMCI) of the Texas Workforce Commission provides statistics and analyses on the dynamics of the Texas labor market including salary ranges for specific locations within the state.

www.salary.com—Provides a free Basic Salary Report based on broad national data, reported exclusively by human resource departments of tens of thousands of employers from all sizes, industries and locations. A personalized report can also be purchased for a small fee.

JobStar—www.jobstar.org—links to over 300 different salary surveys nationwide. Includes specific industry salaries as well as general surveys.

Adapted from article written by: Dr. Randall Hansen, Webmaster of Quintessential Careers @ quintcareers.com
TIPS FOR NEGOTIATING SALARY

• Ask for what you want. Sometimes, getting what you want is as easy as asking for it. It is important to think of the process as trying to convince your boss how it will benefit the organization to pay you more.

• Aim high, and be realistic. Know what you are worth, but suggest ideas to which your boss can realistically say yes. This begins by researching average starting salaries for the particular career you are entering. This will give you a clear salary range of which you can negotiate with.

• Start off with the right tone. You want to let your boss know you will listen and try to understand his/her views. At the same time, you expect your boss to do the same for you so you can work together to address this issue. Avoid ultimatums, threats and other coercive behavior. This will NOT get you more pay!

• Clarify your interests. Your compensation should satisfy a range of needs, not just salary. Make sure you have thought about other points of value to you as well-increased vacation, signing bonus, profit sharing, stock options that vest immediately, greater work responsibilities, a quicker promotion schedule, or flexible hours. Always get these monetary promises in writing!

• Highlight extra experience. Typically, more experience results in high pay. If your experience exceeds what is required for your position, make sure to emphasize this. The same applies for education, when it is relevant. Additionally, if you’ve received certifications or extend professional training in your field, you should expect to earn more because of it.

• Think through your alternatives. In case you cannot persuade your boss to say yes, you need to have a backup plan. Part of preparation is creating a specific action plan so you know what you will do if you have to walk away from the table.

• Make yourself shine. If you want a raise, work hard to go above and beyond your performance objectives. Don’t wait to be handed assignments. Instead, seek opportunities to grow in your career. An exceptional employee is in a prime position to negotiate.

• Cultivate your success. In most companies, the more employees you oversee, the higher your salary range. It goes without saying that your level of success is often dependent upon the success of the people you manage. Take the time to cultivate the talents and abilities of those reporting to you.

• See the bigger picture. Understanding that negotiation is a simple fact of business life. The higher you advance in your career, the more important stronger bargaining skills become. This can include more than salary demands; it can also mean asking for key assignments that position you for your next promotion and even more earning power.

• Prepare thoughtfully to achieve your goals. This is the only aspect of your negotiations you can completely control. To take advantage of all the above advice, you have to invest a significant amount of your time and energy. Decide what you really want from your employer and include it in your negotiations.
Find a job before you outstay your welcome.

Post-grad careers, part-time jobs and internships.
Go online today, www.CBcampus.com
THE JOB SEARCH

INTERNSHIPS & CO-OPS

WHAT IS AN INTERNSHIP?

An Internship is a short-term employment assignment, either during the summer or regular school year, that is related to a student’s major or career goal. Internships generally involve a student working in a professional setting under the supervision of a practicing professional. Many, but not all, internships are paid. Some internships can qualify for academic credit.

WHAT IS A CO-OP?

A cooperative education experience is generally completed by a student over more than one semester. It includes work assignments related to the participant’s academic and career interests. Co-op students are almost always paid. The typical program plan is for students to alternate semesters of full-time classroom study with semesters of full-time, discipline-related employment. Many co-op programs can qualify for academic credit.

Internships and Co-ops offer students the opportunity to:
• obtain practical and meaningful work experience
• gain knowledge of day-to-day business functions
• identify interests and talents
• explore or confirm a selected career path
• discover whether their interests match their skills
• improve communications skills
• increase their marketability and value to employers

MAXIMIZING YOUR INTERNET JOB SEARCH

Using the Internet in your job search can be very frustrating. You submit your application and resume but never hear anything back from the employer. But don’t despair; it is still an effective way to get your information in front of a recruiter.

Here are some tips for maximizing your Internet job search:
• Check out the “niche” boards. These are boards that focus on one type of job seeker such as the new college grad, minority applicants, or something discipline specific. If you check out our Internet links at www.utsa.edu/careerservices, we have selected some of the best for you to use.
• Think about local sources. If you are geographically bound to one location, then focus your search in that area. For those looking in Texas, www.workinTexas.org, is an excellent site.
• Chambers of Commerce. Often this source can provide you with links to local businesses. Go to www.chamberofcommerce.com and search for the city you are interested in living in.
• Check out a company’s website. Many companies have special sections on career or college applications. Be sure to follow the instructions they provide to have the best chance for success.
• Use megaboards. Go to sites with large numbers of links to other job boards such as www.quintcareers.com with over 900 links or www.rileyguide.com, which is updated, on a regular basis.

Don’t spend all of your time online—it’s still important to make personal contact with employers. The majority of positions are still filled in this manner so make the most of it.
ETHICS OF THE JOB SEARCH

There has been extensive media coverage about ethics in business lately. As you transition to the world of work, it is important to understand the concept of ethics in the workplace and how that impacts your job search and your future career.

Simply put “ethics is doing what is right.”

➢ Ethics involves how you conduct your job search and how you behave on the job, as well as when you are not “on the clock”.
➢ Contrary to what you may read in the newspaper headlines, most businesses strive to maintain a high standard of ethical conduct.
➢ Your ethical conduct can help lead you on to a successful career!

It is important to understand that employers are interested in how you behave at work and outside of work. Your personal behavior is seen as an indicator of your professional behavior.

Below are some of the common issues regarding ethics in the job search and beyond...:

**DO**

Be aware that your credit and legal histories may cause an employer to question your ethics.

Emphasize your ethics in the interview process.

Accept offers of employment in good faith. (i.e. only if you have made a final decision).

Understand that there is a difference between legal and ethical.

Show up prepared and on time to all scheduled appointment and interviews.

**DON’T**

Lie or exaggerate on your resume or during the interview process.

Misuse company resources.

Post anything on the web (ex. facebook, my space) that may cause a potential employer to question your ethics.

Misrepresent yourself or others.

Schedule an on-campus interview if you are not truly interested in the job and the company.

Ethics are important because employers and future coworkers want to find candidates that demonstrate a high degree of ethical conduct. Additionally, adhering to ethical standards is most often in your best interest in the long term.

The UTSA Career Services office is guided by the ethical standards of the National Association of Colleges and Employers (NACE). Additionally, we expect our employers to follow similar guidelines. If you have questions, don’t hesitate to contact our office.

**ADDITIONAL RESOURCES:**


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THE JOB SEARCH—CONTINUED

NETWORK YOUR WAY TO A JOB

Many people use the classified ads as their sole job search technique. Unfortunately, statistics show that only 10% to 20% of jobs are ever published—which means that 80% to 90% of jobs remain hidden in the job market. For this reason, networking remains the number one job search strategy.

NETWORKING DEFINED

A network is an interconnected group of supporters who serve as resources for your job search and ultimately for your career. Some great network contacts might include people you meet at business and social meetings who provide you with career information and advice. Students often hesitate to network because they feel awkward asking for help, but it should be an integral part of any job search. Though you might feel nervous when approaching a potential contact, networking is a skill that develops with practice, so don’t give up. Most people love to talk about themselves and their jobs and are willing to give realistic—and free—advice.

EIGHT KEYS TO NETWORKING

1. Be Prepared First, define what information you need and what you are trying to accomplish by networking. Remember, your purpose in networking is to get to know people who can provide information regarding careers and leads. Some of the many benefits of networking include increased visibility within your field, propelling your professional development, finding suitable mentors, increasing your chances of promotion and perhaps finding your next job.

   Second, know yourself—your education, experience and skills.

   Practice a concise, one-minute presentation of yourself so that people will know the kinds of areas in which you are interested. Your networking meeting should include the following elements: introduction, self-overview, Q&A, obtaining referrals and closing.

2. Be Targeted Identify your network. For some, “I don’t have a network. I don’t know anyone,” may be your first reaction. You can start by listing everyone you know who are potential prospects: family members, friends, faculty, neighbors, classmates, alumni, bosses, co-workers and community associates. Attend meetings of organizations in your field of interest and get involved. You never know where you are going to meet someone who could lead you to your next job.

3. Be Professional Ask your networking prospects for advice—not for a job. Your networking meetings should be a source of career information, advice and contacts. Start off the encounter with a firm handshake, eye contact and a warm smile. Focus on asking for one thing at a time. Your contacts expect you to represent yourself with your best foot forward.

4. Be Patient Heena Noorani, research analyst with New York-based Thomson Financial, recommends avoiding the feeling of discouragement if networking does not provide immediate results or instant answers. She advises, “Be prepared for a slow down after you get started. Stay politely persistent with your leads and build momentum. Networking is like gardening: You do not plant the seed, then quickly harvest. Networking requires cultivation that takes time and effort for the process to pay off.”

5. Be Focused on Quality—Not Quantity In a large group setting, circulate and meet people, but don’t try to talk to everyone. It’s better to have a few meaningful conversations than 50 hasty introductions. Don’t cling to people you already know; you’re unlikely to build new contacts that way. If you are at a reception, be sure to wear a nametag and collect or exchange business cards so you can later contact the people you meet.

6. Be Referral-Centered The person you are networking with may not have a job opening, but he or she may know someone who is hiring. The key is to exchange information and then expand your network by obtaining additional referrals each time you meet someone new. Be sure to mention the person who referred you.

7. Be Proactive Stay organized and track your networking meetings. Keep a list of your contacts and update it frequently with the names of any leads given to you. Send a thank-you note or email if appropriate. Ask if you can follow-up the conversation with a phone call, or even better, with a more in-depth meeting in the near future.

8. Be Dedicated to Networking Most importantly, networking should be ongoing. You will want to stay in touch with contacts over the long haul—not just when you need something. Make networking part of your long-term career plan.

QUESTIONS TO ASK DURING NETWORKING MEETINGS

• What do you like most (least) about your work?
• Can you describe a typical workday or week?
• What type of education and experience do you need to remain successful in this field?
• What are the future career opportunities in this field?
• What are the challenges in balancing work and personal life?
• Why do people enter/leave this field or company?
• Which companies have the best track record for promoting minorities?
• What advice would you give to someone trying to break into this field?
• With whom would you recommend I speak? When I call, may I use your name?

DOS & DON’TS OF NETWORKING

• Do keep one hand free from a briefcase or purse so you can shake hands when necessary.
• Do bring copies of your resume.
• Don’t tell them your life story; you are dealing with busy people, so get right to the point.
• Don’t be shy or afraid to ask for what you need.
• Don’t pass up opportunities to network.

Written by Thomas J. Denham, managing partner and career counselor for Careers in Transition LLC.
Do you realize that most new job growth in the United States comes from small businesses? Yet, most students concentrate their job search on Fortune 500 corporations or other large, well-known companies with defined and approachable personnel departments. But don’t forget the small companies! Generally, any business with 200 or fewer employees is considered a small company. Small businesses are an economic powerhouse that are providing the economy with a wealth of jobs (nearly two-thirds of all new jobs!) and revenue.

**Is a Small Company Right for You?**

Life in a small organization is very different from that in a large organization. Small companies tend to offer an informal atmosphere, an all-for-one camaraderie and require more versatility and dedication on the part of the company and workers. Small companies are usually growing so they are constantly redefining themselves and the positions within them. Look at the following list of small company traits and consider which of them are advantages and which are disadvantages for you:

- You are given more responsibility and are not limited by job titles or descriptions.
- Your ideas and suggestions will be heard and given more attention.
- Career advancement and salary increases may be rapid in a growing company.
- You have less job security due to the high rate of failure for a small business.
- You have the opportunity to be involved in the creation or growth of something great.
- You may be involved in the entire organization rather than in a narrow department.
- You may be eligible for stock options and profit sharing.
- The environment is less bureaucratic; there are fewer rules and regulations and thus fewer guidelines to help you determine what to do and whether you’re succeeding or failing.
- Successes and faults are more visible.
- Starting salaries and benefits may be more variable.
- A dominant leader can control the entire organization. This can lead either to more “political games” or a healthy, happy atmosphere.
- You must be able to work with everyone in the organization.

**Are You Right for a Small Company?**

Because most small companies do not have extensive training programs, they look for certain traits in potential employees. You will do well in a small company if you are:

- Self-motivated
- A generalist with many complementary skills
- A good communicator, both oral and written
- Enthusiastic • A risk-taker • A quick learner
- Responsible enough to get things done on your own

There are fewer limitations, and it’s up to you to make the best or worst of that freedom. A small business often has a strong company culture. Learn that company’s culture; it will help you on your way up the corporate ladder.

**Finding a Job in a Small Company**

One of the biggest hurdles to finding a job in a small business is contacting a hiring manager. Good timing is critical. The sporadic growth of many small companies can mean sporadic job openings, so you need to network. A small business tends to fill its labor needs informally through personal contacts and recommendations from employees. Job hunters must find their way into the organization and approach someone with hiring authority. This means you must take the initiative. Once you have someone’s attention, you must convince him or her that you can do something for the company. How do you find information on small companies? Try these techniques:

- Contact the chamber of commerce in the area you would like to work. Get the names of growing companies in the industry of your choice. Peruse the membership directory.
- Participate in the local chapter of professional trade associations related to your career. Send prospective employers a cover letter and resume, then follow up with a phone call.
- Read trade publications, business journals, and area newspapers for leads. Again, follow up.
- Speak with small business lenders such as bankers, venture capitalists, and small business investment companies. These are listed in directories at local libraries.

Because small companies often have an informal hiring procedure, keep the following differences between large and small companies in mind as you conduct your job search:

<table>
<thead>
<tr>
<th>Large Company</th>
<th>Small Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centralized personnel department</td>
<td>No personnel department</td>
</tr>
<tr>
<td>Formal recruiting program with recruiters seeking out potential employees</td>
<td>No full-time recruiters</td>
</tr>
<tr>
<td>Standardized hiring procedures</td>
<td>No standard hiring procedures</td>
</tr>
<tr>
<td>Keep resumes on file for a specified period of time</td>
<td>Usually won’t keep resumes</td>
</tr>
<tr>
<td>Interview held with recruiters and managers</td>
<td>Interview often held with the founder or direct boss</td>
</tr>
<tr>
<td>Company literature usually available</td>
<td>No printed literature</td>
</tr>
<tr>
<td>Hiring done months in advance of starting date</td>
<td>Hired to begin immediately</td>
</tr>
<tr>
<td>Formal training programs</td>
<td>On-the-job training</td>
</tr>
<tr>
<td>Predetermined job categories</td>
<td>Jobs emerge to fit needs</td>
</tr>
</tbody>
</table>

Always do your homework on the company, and persuade them to hire you through your initiative and original thinking. If you haven’t graduated yet, offer to work for them as an intern. This will give you experience, and if you do well, there’s a good chance that a job will be waiting for you on graduation day.

Adapted with permission from the Career Resource Manual of the University of California, Davis.
WORKING FOR A NONPROFIT ORGANIZATION

Are you looking for more from your future career than just a steady income? Do you find the traditional employment track unappealing? Do you want the chance to make a real impact in your community or even the world? Then a career in the nonprofit sector may be the answer.

WHAT IS A NONPROFIT?

Nonprofits (also known as not-for-profits) are organizations that promote a cause or provide a public service and are granted tax-exempt status by the Internal Revenue Service under section 501 of the Federal Tax Code. Nonprofits are often at the forefront of advocacy, social issues and scientific research. Some manage and promote the arts, culture or even history in communities across the nation. Political and labor groups are nonprofit organizations, as are professional and trade organizations. The broad category of nonprofits also includes non-governmental organizations (NGOs) that provide critical services to areas affected by war or natural disasters. Some promote environmental issues on an international scale.

With all these categories, it’s no wonder that over 1 million nonprofit organizations in the United States employ more than 10 million people or an estimated 7% of the total workforce. These organizations range from a few volunteers to several thousand paid and unpaid staff members.

IS A NONPROFIT RIGHT FOR YOU?

Most nonprofit employees are not motivated by money or a prestigious title. Instead, they find fulfillment in a career that contributes to the welfare of others or advances a particular cause. Depending on your interests and beliefs, working for a particular nonprofit can be both challenging and fulfilling. You often work with people who share your altruism and passion about an issue or cause. And unlike the private sector or government, there are usually endless opportunities in entry-level positions where related experience is not required.

But working for a nonprofit is not all bliss and passion, nor is it an escape from work-related stress. Nonprofit employees may not have to meet sales goals or make money for their owners or shareholders, but they are still held accountable for their decisions by their funding sources and constituents. Some organizations are highly politicized. Resources tend to be limited for staff development, bonuses or the latest equipment. Nonprofit workers must learn to work effectively with a broad range of people, including their clients, elected officials, volunteers, donors and local civic leaders.

Top management is usually held accountable to a board of advisors or board of directors. The latter group has governing power, including the power to terminate top management. Instability in funding is often a frustrating factor among nonprofits (especially among the smaller ones), as it must be sought each year from a variety of sources. Today, receiving grants is becoming more difficult. Grantors are demanding increased accountability and results in exchange for their financial support.

OPPORTUNITIES

Take a look at the current job openings in the nonprofit sector and you will see a broad range of jobs. Positions with arts organizations can include curators, writers, performing artists and event planners. Health agencies often hire counselors, researchers and lobbyists. All nonprofit companies require the services of grant writers, fundraisers (also known as development officers), accountants, information technology workers and office managers. While idealism and passion may be the fuel to energize an organization, solid administrative skills including writing, strong interpersonal skills, multiple business and political contacts, and good business acumen are highly valued and required to ensure the stability and longevity of an organization.

BUT WILL I EARN ENOUGH?

Because of the wide variety of agencies in staff size, organization budget and scope of activities, it is nearly impossible to provide a salary range based on position. For example, the salary of the executive director of the Red Cross would be six figures, while the executive director of a two-person organization whose services are narrow and local may be in the low 30s. The Chronicle of Philanthropy periodically publishes the salaries of top executives in nonprofits. In general, the larger an organization and the wider its scope, the greater the salary—though it may still be below the national average. Career advancement is also more likely within a larger organization.

HOW AND WHERE TO FIND NONPROFIT POSITIONS

If you are interested in working for a nonprofit organization, talk to others in the field to help you decide if the nonprofit sector is right for you. Schedule an appointment with three or four directors and program administrators to find out the differences (and similarities) between various agencies. Ask about the types of people typically hired and the types of jobs available. Find out what makes the field satisfying—and frustrating. Ask about pay, advancement and the skills most highly sought. Read public literature about different agencies, and serve as a volunteer with an agency of interest to you to become acquainted with the staff and the agency’s services. Volunteer positions sometimes become paid positions or provide you with solid leads and the “inside track” to paid positions.

When you are ready to apply for specific positions, use local resources such as the United Way, your local newspaper and the Internet, using the key word nonprofit. Opportunity NOCs (www.opportunitynocs.org) provides a comprehensive print and online version of nonprofit job opportunities throughout the United States. Many organizations (especially larger ones like the Red Cross) have their own Web sites that list job openings.

Wherever you choose to look, a job with a nonprofit organization can be a great way to start your career—and do something good for your community.

Written by Rosita Smith.
A portfolio is a collection of artifacts including demonstrations, resources, and accomplishments that represent an individual. It can be comprised of text-based, graphic, or multimedia elements. Portfolios encourage personal reflection and create a meaningful learning experience. A portfolio can be used to showcase accomplishments and may be shared with a prospective employer or used to document specific learning outcomes in a course. Portfolios help students become critical thinkers.

An e-portfolio is a digitized collection of artifacts which can be maintained either online or on a CD.

Reflection is what makes a portfolio more than just a collection of documents. How does this fit into the educational program? What did I learn?

What’s included in a portfolio? That depends upon the purpose of the portfolio. It may include:

- Research papers
- Computer programs
- Presentations
- Resume
- Writing samples
- Websites developed
- Synopsis of projects completed
- Letters of reference or recommendation
- Awards
- Professional memberships

Benefits: students can look back on their learning experience as a whole and see how it fits with their goals. It also helps the students to focus on what they have accomplished.

Written by: UTSA Career Services
The Job Interview—continued

Ten Rules of Interviewing

Before stepping into an interview, be sure to practice, practice, practice. A job-seeker going to a job interview without preparing is like an actor performing on opening night without rehearsing.

To help with the interview process, keep the following ten rules in mind:

1. Keep your answers brief and concise.
   Unless asked to give more detail, limit your answers to two or three minutes per question. Tape yourself and see how long it takes you to fully answer a question.

2. Include concrete, quantifiable data.
   Interviewees tend to talk in generalities. Unfortunately, generalities often fail to convince interviewers that the applicant has assets. Include measurable information and provide details about specific accomplishments when discussing your strengths.

3. Stress your key strengths.
   It’s essential that you comfortably and confidently articulate your strengths. Explain how the strengths relate to the company’s or department’s goals and how they might benefit the potential employer. If you repeat your strengths then they will be remembered and—if supported with quantifiable accomplishments—they will more likely be believed.

4. Prepare five or more success stories.
   In preparing for interviews, make a list of your skills and key assets. Then reflect on past jobs and pick out one or two instances when you used those skills successfully.

5. Put yourself on their team.
   Ally yourself with the prospective employer by using the employer’s name and products or services. For example, “As a member of __________, I would carefully analyze the __________ and __________.” Show that you are thinking like a member of the team and will fit in with the existing environment. Be careful though not to say anything that would offend or be taken negatively. Your research will help you in this area.

6. Image is often as important as content.
   What you look like and how you say something are just as important as what you say. Studies have shown that 65 percent of the conveyed message is nonverbal; gestures, physical appearance and attire are highly influential during job interviews.

7. Ask questions.
   The types of questions you ask and the way you ask them can make a tremendous impression on the interviewer. Good questions require advance preparation. Just as you plan how you would answer an interviewer’s questions, write out specific questions you want to ask. Then look for opportunities to ask them during the interview. Don’t ask about benefits or salary. The interview process is a two-way street whereby you and the interviewer assess each other to determine if there is an appropriate match.

8. Maintain a conversational flow.
   By consciously maintaining a conversational flow—a dialogue instead of a monologue—you will be perceived more positively. Use feedback questions at the end of your answers and use body language and voice intonation to create a conversational interchange between you and the interviewer.

9. Research the company, product lines and competitors.
   Research will provide information to help you decide whether you’re interested in the company and important data to refer to during the interview.

10. Keep an interview journal.
    As soon as possible, write a brief summary of what happened. Note any follow-up action you should take and put it in your calendar. Review your presentation. Keep a journal of your attitude and the way you answered the questions. Did you ask questions to get the information you needed? What might you do differently next time? Prepare and send a brief, concise thank-you letter. Restate your skills and stress what you can do for the company.

In Summary

Because of its importance, interviewing requires advance preparation. Only you will be able to positively affect the outcome. You must be able to compete successfully with the competition for the job you want. In order to do that, be certain you have considered the kind of job you want, why you want it and how you qualify for it. You also must face reality: Is the job attainable?

In addition, recognize what it is employers want in their candidates. They want “can do” and “will do” employees. Recognize and use the following factors to your benefit as you develop your sales presentation. In evaluating candidates, employers consider the following factors:

- Ability
- Character
- Loyalty
- Initiative
- Personality
- Communication skills
- Acceptance
- Work record
- Recommendations
- Outside activities while in school
- Impressions made during the interview

Written by Roseanne R. Bensley, Placement and Career Services, New Mexico State University.
Frequently Asked Interview Questions

Questions Asked by Employers

Personal
1. Tell me about yourself.
2. Describe your ideal job.
3. What can you offer us?
4. What do you consider to be your greatest strengths?
5. Can you name some weaknesses?
7. Have you ever had any failures? What did you learn from them?
8. Of which three accomplishments are you most proud?
9. Who are your role models? Why?
10. How does your college education or work experience relate to this job?
11. What motivates you most in a job?
12. Have you had difficulty getting along with a former professor/supervisor/co-worker and how did you handle it?
13. Have you ever spoken before a group of people? How large?
14. Why should we hire you rather than another candidate?
15. What do you know about our organization (products or services)?

Education
17. In which campus activities did you participate?
18. Which classes in your major did you like best? Least? Why?
19. Which elective classes did you like best? Least? Why?
20. Were you financially responsible for any portion of your college education?

Experience
22. What job-related skills have you developed?
23. What did you enjoy most about your last employment? Least?
24. Give an example of a situation in which you provided a solution to an employer.
25. Give an example of a time in which you worked under deadline pressure.
26. Have you ever done any volunteer work? What kind?
27. How do you think a former supervisor would describe your work?

Questions to Ask Employers
1. Please describe the duties of the job for me.
2. What kinds of assignments might I expect the first six months on the job?
3. Does your company encourage further education?
4. How often are performance reviews given?
5. What products (or services) are in the development stage now?
6. Do you have plans for expansion?
7. What are your growth projections for next year?
8. Have you cut your staff in the last three years?
9. In what ways is a career with your company better than one with your competitors?
10. Is this a new position or am I replacing someone?
11. What is the largest single problem facing your staff (department) now?
12. What is the usual promotional time frame?
13. Once the probation period is completed, how much authority will I have over decisions?
14. Do you fill positions from the outside or promote from within first?
15. What qualities are you looking for in the candidate who fills this position?
16. What skills are especially important for someone in this position?
17. What characteristics do the achievers in this company seem to share?
18. Is there a lot of team/project work?
19. Will I have the opportunity to work on special projects?
20. Where does this position fit into the organizational structure?
21. How much travel, if any, is involved in this position?
22. What is the next course of action? When should I expect to hear from you or should I contact you?

Behavioral Interview Questions

• Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
• Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
• Give me a specific example of a time when you used good judgement and logic in solving a problem.
• Give me an example of a time when you set a goal and were able to meet or achieve it.
• Tell me about a time when you had to use your presentation skills to influence someone’s opinion.
• Give me a specific example of a time when you had to conform to a policy with which you did not agree.
• Please discuss an important written document you were required to complete.
• Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
• Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
• Give me an example of a time when you had to make a split second decision.
• What is your typical way of dealing with conflict? Give me an example.
• Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
• Tell me about a difficult decision you’ve made in the last year.
• Give me an example of a time when something you tried to accomplish failed.
• Give me an example of when you showed initiative and took the lead.
THE JOB INTERVIEW—CONTINUED

PROFESSIONAL ETIQUETTE

Your academic knowledge and skills may be spectacular, but do you have the social skills needed to be successful in the workplace? Good professional etiquette indicates to potential employers that you are a mature, responsible adult who can aptly represent your company. Not knowing proper etiquette could damage your image, prevent you from getting a job and jeopardize personal and business relationships.

MEETING AND GREETING

Etiquette begins with meeting and greeting. Terry Cobb, human resource director at Wachovia Corporation in South Carolina’s Palmetto region, emphasizes the importance of making a good first impression—beginning with the handshake. A firm shake, he says, indicates to employers that you’re confident and assertive. A limp handshake, on the other hand, sends the message that you’re not interested or qualified for the job. Dave Owenby, human resources manager for North and South Carolina at Sherwin Williams, believes, “Good social skills include having a firm handshake, smiling, making eye contact and closing the meeting with a handshake.”

The following basic rules will help you get ahead in the workplace:

- Always rise when introducing or being introduced to someone.
- Provide information in making introductions—you are responsible for keeping the conversation going. “Joe, please meet Ms. Crawford, CEO at American Enterprise, Inc., in Cleveland.” “Mr. Jones, this is Kate Smith, a senior majoring in computer information systems at Northwestern University.”
- Unless given permission, always address someone by his or her title and last name.
- Practice a firm handshake. Make eye contact while shaking hands.

DINING

Shirley Willey, owner of Etiquette & Company in Carmichael, Calif., reports that roughly 80% of second interviews involve a business meal. Cobb remembers one candidate who had passed his initial interview with flying colors. Because the second interview was scheduled close to noon, Cobb decided to conduct the interview over lunch. Initially, the candidate was still in the “interview” mode and maintained his professionalism. After a while, however, he became more relaxed—and that’s when the candidate’s real personality began to show. He had terrible table manners, made several off-color remarks and spoke negatively about previous employers. Needless to say, Cobb was unimpressed, and the candidate did not get the job.

Remember that an interview is always an interview, regardless of how relaxed or informal the setting. Anything that is said or done will affect the interview. Cobb finds that a candidate who is relaxed in an interview will often continue that behavior during a business meal.

In order to make a good impression during a lunch or dinner interview, make sure you:

- Arrive on time.
- Wait to sit until the host/hostess indicates the seating arrangement.
- Place napkin in lap before eating or drinking anything.

- When ordering, keep in mind that this is a talking business lunch. Order something easy to eat, such as boneless chicken or fish.
- Do not hold the order up because you cannot make a decision. Feel free to ask for suggestions from others at the table.
- Wait to eat until everyone has been served.
- Keep hands in lap unless you are using them to eat.
- Practice proper posture; sit up straight with your arms close to your body.
- Bring food to your mouth—not your head to the plate.
- Try to eat at the same pace as everyone else.
- Take responsibility for keeping up the conversation.
- Place napkin on chair seat if excusing yourself for any reason.
- Place napkin beside plate at the end of the meal.
- Push chair under table when excusing yourself.

EATING

Follow these simple rules for eating and drinking:

- Start eating with the implement that is farthest away from your plate. You may have two spoons and two forks. The spoon farthest away from your plate is a soup spoon. The fork farthest away is a salad fork unless you have three forks, one being much smaller, which would be a seafood fork for an appetizer. The dessert fork/spoon is usually above the plate. Remember to work from the outside in.
- Dip soup away from you; sip from the side of the spoon.
- Season food only after you have tasted it.
- Pass all items to the right. If the item has a handle, such as a pitcher, pass with the handle toward the next person. For bowls, pass with the handle away from the next person. If you are the one to reach to the center of the table for an item, pass it before serving yourself.
- While you are speaking during a meal, utensils should be resting on plate (fork and knife crossed on the plate with tines down).
- Don’t chew with your mouth open or blow on your food.

The interviewer will usually take care of the bill and the tip. Be prepared, however, if this doesn’t happen and have small bills ready to take care of your part, including the tip. Never make an issue of the check.

Social skills can make or break your career. Kenitra Matheson, human resource director with Dellinger and Deese in Charlotte, N.C., emphasizes, “Etiquette and social skills are a must! Our employees have to exhibit a certain level of professionalism and etiquette, given that we constantly interact with our clients.” Be one step ahead—practice the social skills necessary to help you make a great first impression and stand out in a competitive job market.

Written by Jennie Hunter, a professor at Western Carolina University.