



CAREER GUIDE

SEVENTH EDITION



THE CAREER CENTER
Student Services

SETON HALL UNIVERSITY

Learn Work Achieve

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THE CAREER CENTER
Student Services

SETON HALL UNIVERSITY

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To the Seton Hall University Community:

The Career Center is pleased to offer the seventh edition of the *Career Guide*. This publication would not be possible without the financial support provided by the employers that have purchased advertising space throughout the publication. Please take a moment to learn about them and their career opportunities.

The team at The Career Center is committed to providing you with the professional guidance and coaching to help you successfully pursue your career. Individualized career counseling and career assessments can help you to explore your interests, skills, values, make decisions on an academic major, and begin to shape your vocation/calling. For more advanced professionals, we stand ready to help with career transitions.

Whether you are a freshman or a graduate student, early discussions with a career advisor will enable us to best support you in the attainment of your goals. Your active involvement throughout your college experience and participation in an internship or other career-based experiential education programs (clinicals, student teaching and field experiences) will significantly increase both academic and post-graduation career success.

Each year, more than 800 employers are directly involved in The Career Center's Internship Program, Recruiting Programs and Career Events. Alumni are also involved in and have joined the Pirate Mentoring Program to serve as career mentors.

Through The Career Center's Navigator and Alumni Navigator job boards, at any given time you can find thousands of nation-wide employment opportunities. Navigator serves students who are seeking internships, part-time jobs and full-time professional opportunities. Alumni Navigator is a dedicated job board for alumni and graduating students.

Professionalism, academic preparation, hard-work, ethical conduct and quality of work are just a few of the many reasons why employers recruit at Seton Hall. At The Career Center, we expect all students and alumni to abide by professional standards.

The staff of The Career Center send our best wishes for much personal, academic and professional success. You can learn more about us and our services and resources by referring to our website and joining us on our LinkedIn group.

Sincerely yours,

The Career Center Staff

The Career Center Staff
www.shu.edu/gol/careers

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This Career Guide was prepared by The Career Center within the Division of Student Services at Seton Hall University.

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ATTENTION ALL CAREER SEEKERS

Please pay attention to the advertisements that appear throughout this Career Guide! Help your career search by contacting the sponsoring organizations listed below. These organizations are actively recruiting college students like yourself and have made your Career Guide possible.

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PROFESSIONAL STANDARDS AND RESPONSIBILITIES



The Career Center at Seton Hall University follows principles for professional conduct outlined by the **National Association of Colleges and Employers**, the **National Society for Experiential Education**

and the national **Cooperative Education and Internship Association**.

These principles and standards include the following:

Student:

Searching for internships or career opportunities is the first step in your transition from student to professional. We want to be sure that you're equipped with the information you need to enter the workplace with high ethical and behavioral standards. Professionalism begins with your dress, demeanor and overall conduct.

- Conduct a professional and ethical job search;
- Attend all scheduled Career Center appointments on time (Students who arrive more than 10 minutes late for an appointment will be rescheduled);
- Follow through on all interviews UNLESS you have already accepted a position;
- Notify The Career Center immediately after accepting an internship;

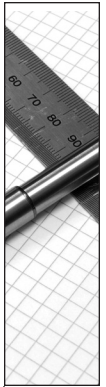
- If you have accepted a position and still have interviews scheduled, contact those employers immediately to thank them and cancel your interviews; and
- Notify your career advisor and the employer immediately of an inability to make an interview due to an emergency (cancellations must be received 24 hours in advance of a scheduled interview).

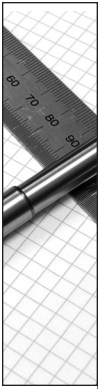
Failure to comply with these expectations will impact your privileges to utilize the services and programs of The Career Center. Students will also be reported to the Dean of their respective school/college.

Employer:

To ensure that fair and ethical recruiting processes are in place for the recruitment of professional and internship opportunities, the following outlines expectations for employers:

- Conduct all recruiting activities in an ethical, legal and professional manner;
- Provide qualified, informed and trained interviewers;
- Provide a full and accurate presentation of all relevant information pertaining to the organization, job and recruiting process;
- Follow nondiscriminatory interviewing, hiring and employment practices;
- Ensure that alcohol will not be a part of the recruitment process;
- Refrain from any practice that improperly influences and affects job acceptances;

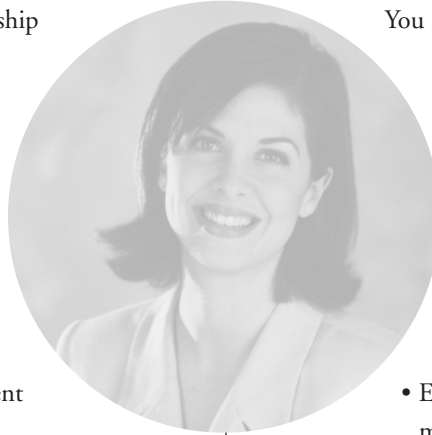




- Notify The Career Center of all internship offers and final acceptances;
- Provide qualified supervisors who will monitor and guide interns;
- Provide a safe working environment for all interns;
- Consult with a Career Center professional prior to dismissing a student working in an internship;
- Allow a faculty member or career advisor to visit the work site of a student; and
- Provide feedback on an intern's learning and work performance through an online evaluation provided by The Career Center.

Career Advisors and Seton Hall University Faculty, Administrators and Staff:

Career Center advisors and Seton Hall University faculty, administrators and staff are committed to providing opportunities for students to connect with employers through our Navigator and Alumni Navigator systems, career fairs and other career-related events.



You can expect us to:

- Hold all constituencies to a high standard of ethical, professional, legal and moral behavior;
- Facilitate a recruitment process that is fair and equitable to candidates and employing organizations;
- Establish and ensure the delivery of ethical, moral, legal and professional services and practices that support Seton Hall University's Catholic mission;
- Promote and follow nondiscriminatory practices (All eligible candidates will be referred to all positions regardless of ethnicity, color, national origin, religion, age, gender, sexual orientation or disability);
- Ensure that students will be scheduled within five business days of a requested appointment;
- Provide students with career support and assistance that is free of undue pressure; and
- Provide student-centered career counseling and high-quality customer service.

The Career Center's Programs & Services!

- Dedicated drop-in hours
 - Career planning, advising & coaching
 - Full-time professional job search assistance
 - Employment searching via Navigator and Alumni Navigator
 - Assistance with securing an internship
 - Internship Tutorial
 - On-Campus interviews
 - Resume critiques
 - Mock interviews
 - “Career Spots” videos
 - Networking with employers & alumni (Pirate Mentoring Program)
 - “Optimal Resources,” including resume & cover letter, ePortfolio builder and interview preparation
 - Career fairs & recruiting events
 - VAULT online career library to research employers
 - Career assessments
 - Graduate school information
 - Ferguson’s Career Guidance Center online job and industry profiles
-

**Phone appointments are available for
graduate students and alumni!!**


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For more information, please call: 800-232-7465

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CAREER DEVELOPMENT — FINDING YOUR VOCATION

Many consider a sense of calling or vocation to be an important factor in their career development. But what is a calling or vocation? Why is it important? And how do you recognize your personal vocation or calling?

What is Calling and Vocation?

The word “vocation” is often used synonymously with “calling.” People often connect these words in a religious context. However, in a larger sense, this concept applies to all people, no matter what their religious beliefs, profession or state of life entails. Some people experience their sense of calling as something that — or someone who — draws them forward. Others know their vocation as a hunger in their deepest self — their true heart’s desire. How you think of it is not as important as taking the time and effort to listen and respond to what you experience as your most authentic self. Believing that you have a vocation simply means you feel as if you have something important to do in life — that you have a unique mission and that your life has meaning beyond simply “making a living.” Robert Byrne was quoted saying, “The purpose of life is a life of purpose.” Work is an important aspect of your life and can serve as one way to express meaning in your life. Your work can ultimately be an expression of who you are and what you love to do.

Why is it Important?

From a purely practical perspective you will be much more productive, successful and happy if you take the time to find a career “fit” that feels natural to you. However, there are much larger issues to consider. Work shapes our lives in powerful ways. It determines where we live and who we associate with; it influences our families and relationships. Your work will take time and effort, but, if you are being true to yourself, it will also give much back to you. It can be a source of deep satisfaction and a sign of personal integrity. It can help you feel connected to something larger than yourself — especially if you see your work as a service to the people around you.

How Do You Recognize Your Personal Vocation and Calling?

It takes patience, perseverance and effort to answer your personal calling. You are encouraged to take time to talk to others, listen, learn and explore. If you want to understand who you really are and how that relates to career choices, you are encouraged to learn about your personality, explore your interests and clarify your values. Seton Hall’s Career Center has a variety of resources to guide you through this process, including:

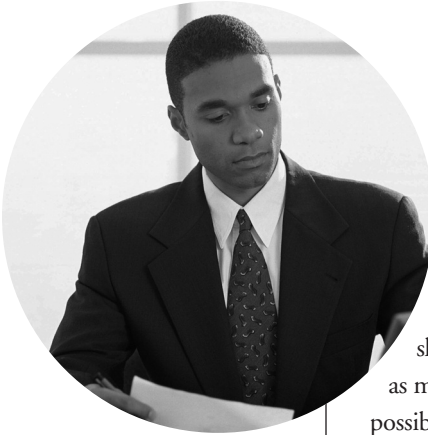
- Assessment tools to help you learn more about yourself (e.g., FOCUS-2, Myers-Briggs Type Indicator, and the Strong Interest Inventory);
- Information on career possibilities for specific academic majors;
- An up-to-date online database (Navigator) of internships and professional opportunities; and
- An online alumni mentoring program (Pirate Mentors) to help you connect with professionals in a variety of career fields.

Most importantly, The Career Center has a staff of dedicated professionals who have found their own vocation — serving students to assist them in exploring and discovering their unique calling.

Lastly, it is important to be open to the endless possibilities and consider the words of Oliver Wendell Holmes, “Every calling is great, when greatly pursued.”



STRATEGIES FOR A SUCCESSFUL INTERNSHIP AND CAREER SEARCH



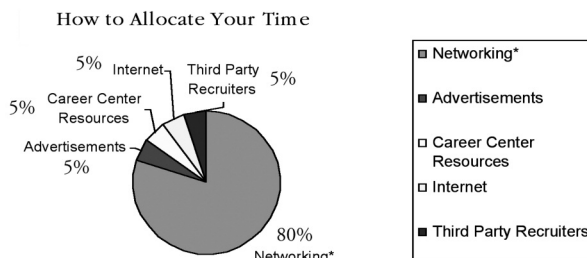
Keeping your resume updated, building professional contacts and networks, and having a sense of the opportunities that exist in your industry are invaluable practices whether you just began a new career or are seeking new opportunities.

Where to Spend Your Time

A solid career search campaign should incorporate as many resources as possible. Divide your time according to the methods most likely to produce the best results. Your time should be allocated according to the effectiveness of the approach. For

example, because networking accounts for 75 to 85 percent of job search success, you should devote at least 75 percent of your available job search time and energy to networking activities, such as developing and maintaining contacts, attending on-campus networking events and informational interviewing. The other 25 percent of your time should be divided among Internet job searches; participation in on-campus interviewing; Seton Hall Career Center resources, including eResume Books, advertisements and dealing with third-party agencies.

The more approaches you take, the more likely it is that you will be successful. Decide on the total amount of time you can realistically dedicate to job searching and which job search strategies you will use to find employment openings.



*Networking involves tapping into the “hidden job market” (70-85%), which includes informational interviewing and targeted mailings.

Internet Searches

There are thousands of websites on the Internet that can assist with your career search, including employers’ own corporate websites. You can network, exchange correspondence, research companies and industries, search for employment openings and receive career advice from professional counselors. The Career Center’s home page lists web resources such as Navigator, our online entry-level professional and internship database, and Alumni Navigator, a job posting system for alumni, graduate students and graduating seniors.

Current students can access Navigator, The Career Center’s primary job board for part-time jobs, internships, full-time positions and post-baccalaureate service experiences, by logging into PirateNet and selecting The Career Center tab. To benefit most from the system, you need to complete your Navigator profile.

Seniors, first-year alumni and alumni who are seeking full time employment may use **Alumni Navigator**. Visit the Alumni link on The Career Center’s website to create an account and gain access to Alumni Navigator. Additional job boards and helpful career-related websites such as **Vault** and **Ferguson’s Career Guidance Center** can be found in Career Center Resources in PirateNet.

Keep in mind that employers’ own corporate websites tend to be the largest source of Internet hiring. While the Internet is a great resource for internships and professional opportunities, it should be used *in conjunction* with the other modes of career searching mentioned in this section, especially networking (see page 7). In addition, you can use the Internet as a source of information to see who is hiring.

Note: Be mindful that once your resume is posted on the Internet, thousands of people have access to it, including your current employer. Make sure it is error free, well formatted and provides a good overview of your skills and experience.

Be conservative with where and how many places you post your resume, and remember that once it's posted, it's out there with your personal information (phone number, address, etc.) for all to see.

Conducting research on employment openings within specific companies is easy, especially if the corporation is large. Opportunities are also available on websites that post employment opportunities (e.g., *Indeed.com*, *Idealist.org*, *USAJOBS.gov*, *LinkedIn.com* and others).

Developing Your Professional Network

Whether you're looking for a new job or making a career change, networking is a vital tool for gathering information and achieving your goal of finding an internship or professional opportunity. Simply stated, **networking is one of the, if not *the* most, important components of any career search.** It is equally effective for the first-time job seeker, the more experienced professional, the career changer or those re-entering the workforce. Networking and informational interviewing (see page 10) can also help you clarify your career ideas and plans.

It's never too early to start developing a professional network. Sometimes, it's as simple as reaching out to family members, friends, or their colleagues or acquaintances, but often it is necessary and desirable to seek advice from people outside your circle. Better yet, why not use The Career Center's online **Pirate Mentoring Program** to find Seton Hall alumni waiting to network with you?

Career networking opportunities are all around you:

Internship supervisors, your former work colleagues and career fair employers are all potential networking contacts.

Here are some tips adopted from the *Wall Street Journal's* online career site, *careerjournal.com*, to help you get the most out of networking:

- **Know what you're looking for.** Speak succinctly about your talents, skills and goals. This makes a strong impression on your networking contacts and lets potential employers know you're serious about your future.
- **Be assertive.** Networking means that you are working toward your goal – advancement in your career – so don't be afraid to promote yourself. Give the unshakeable impression that you're confident. Say what you want, using as many specifics as you can.
- **Curb the desperation and start listening.** Instead of asking people for a job, ask for and listen to their advice. Most people love talking about themselves, so use this to your advantage by asking questions about their backgrounds and professional choices.
- **Develop valuable tools.** Maintain an up-to-date resume, as well as business cards with your contact information. After you meet with new people and obtain their contact information, follow-up by making a call or sending an e-mail telling them how much you enjoyed your meeting and by inviting them to connect with you on LinkedIn.
- **Be persistent.** Networking can be full-time work. The best networking produces contacts that can benefit you in the long-term. So, don't get discouraged if you're not immediately satisfied with your results. Instead, concentrate on new ways and places to network.

Pirate Mentors

Pirate Mentors are alumni who are able to share their life experiences and provide career guidance. They work in career fields or industries in which you may be interested and are excellent networking resources.

Since 2002, the **Pirate Mentoring Program** has connected Seton Hall students with alumni who have volunteered their time and advice regarding career paths and strategies for finding internships, professional opportunities or graduate programs. Pirate Mentors may be contacted by e-mail or via LinkedIn.





How the Pirate Mentoring Program Works:

- Create a LinkedIn profile (www.Linkedin.com) and request to join the “Seton Hall University – The Career Center – South Orange” Group. Once accepted, request to join the “Pirate Mentoring” subgroup.

Whatever your networking sources or contacts, use these guidelines to approach and successfully communicate with potential sources of assistance:

Networking Guidelines

Do your research. Make sure you know the correct name, title and organization of people with whom you want to “network.” Be polite and professional in your introduction and be clear about how you “found” or were referred to them.

Keep a listing or log. It’s helpful to keep all of your networking/contact information in a single place, such as a notebook or computer file. Record phone numbers, e-mail and business addresses, LinkedIn information, dates of contact and “results.” Save your log for future reference.

Follow up. Thank each contact, even if they’ve been unable to or have declined to assist you. If a networking source has referred you to others, let that person know of your efforts to contact his or her referrals. Let your most helpful contacts know of your progress in your career or job search periodically.

Ask for more. You may go back to helpful networking sources to ask for additional information or connections. Be respectful of their time and generosity; as always, do your research and follow up with a thank you and brief progress reports.

Your Career Center advisor can give you more assistance in organizing and launching your networking efforts. Good sourcing techniques and skills will be useful to you throughout your career, so invest time now in learning to build and maintain your career network.

Professional and Social Networking

One of the most productive methods of networking is through online social networking sites such as LinkedIn and Facebook. With the majority of employers reporting use of social networking sites to obtain information on potential employees, these sites have become an indispensable method for career searching. In addition to reviewing applicants’ resumes, employers also actively source “passive” candidates (qualified candidates who may not be looking for work, but who may be interested if the right job comes along). So, even when you are not actively searching for a job, it is invaluable to you to establish a professional presence online to avoid passing up what could be an excellent career opportunity.

With more than 175 million members, including members from all 500 of the Fortune 500 companies and covering 130 different industries, LinkedIn is the world’s largest professional network. It is a combination job search and social networking site that many hiring managers and recruiters use to post jobs and source candidates for employment. It is a powerful tool that allows you to “link” with people you know to form connections, and then gain access to the connections of your connections.

For help setting up your LinkedIn profile, see your career advisor or go to: grads.linkedin.com for tutorials.

Once you complete your profile you can learn about job openings that are not listed elsewhere, make contacts, and join groups based on organizations and interests. Use it to learn more about a position, organization or industry by searching for contacts who are working in the industry, or previously held the position you are interested in. Enhance your search engine results and increase your visibility by linking your profile to self-promotional sites (i.e., your website, blog or online portfolio). Do more than just join groups, be an active member by starting and participating in discussions. Be sure to join The Career Center’s LinkedIn group!



Your Street Address
Your City, State Zip Code

Date

Recipient's Name
Recipient's Department
Organization Name
Street Address
City, State Zip Code
(Skip two lines)

(The above information is not necessary if sent via email)

Dear Mr./Ms.:

Introduce yourself in this paragraph. You will want to include your academic information (graduation year, academic major, GPA if a 3.2 or above). If you received this contact's information from someone and have permission to use that individual's name, state how you obtained the person's contact information.

Describe why you are writing to this person. Do some research on the person to whom you are writing. Based on what you find, you may want to mention why you are writing to this specific person. Do you want to talk about the work that this person does and gather advice on breaking into the field? Do you want to talk about the organization in which this individual works and gather advice on getting into the organization? Are you interested in talking about the industry in which this person works and the latest news, trends and advice? What else? You will also want to provide one or two specific examples of work you have done that is relevant to what it is you would like to do professionally. By describing your skills gained through these experiences, you are giving the recipient a taste of what you could potentially do for that particular organization. Never ask for a job in this letter or when meeting with the individual!

In the last paragraph, request a convenient meeting time. Provide your phone number and email address. Should you have the person's contact information, state that if you do not hear from him/her a week from this letter's date, you will follow up with them directly. Thank the person for his/her time and state that you are looking forward to hearing from him/her.

Sincerely,
(Skip 4 lines to sign your name)

Your name typed here

Facebook is a social networking site intended to connect personal contacts. Most likely, you already have a Facebook account and use it to keep in touch with friends. While it can be used for professional networking, it is still viewed more as a personal networking platform. Be mindful of your privacy settings as more employers and recruiters are using social media to research potential candidates.

It's important to keep in mind that your online presence needs to be both professional and presentable. This means that you should proofread all information you put online; it doesn't matter how often your resume or profile show up if there are typos or grammatical errors. It also means that you should remove or make private any information online that casts you in an unprofessional light (such as photographs, videos, or profiles).

Targeted Correspondence

The objective of targeted correspondence is to:

- Introduce you to a specific person at an organization (does not necessarily have to address a particular job opening);
- Be used to request a meeting to gain more information on a potential career/industry; and
- Help you meet with a contact in person. If this isn't possible, try scheduling a phone conversation.

Typically, targeted correspondence is not sent to human resources, but to the person who does the type of work you would like to do, or who works in the department where you would like to work. Preferably, the person is a decision maker who may be able to offer you a position if one becomes available (see sample correspondence format above).



Job Postings

There are numerous sources of postings both online and in print. Some possible sources include:

- Professional/technical, industry and association publications
- Seton Hall Navigator and Alumni Navigator
- State and federal employment job sites
- Internet job search sites
- Aggregate job posting engines (i.e., *simplyhired.com*, *indeed.com*)

Your response to postings should always include a resume and any other required documents such as cover letters. Tailor your cover letter to the advertised job qualifications as much as possible to demonstrate that you possess the basic qualities the employer needs. Whenever possible, find out the name of the head of the department or the hiring manager responsible for the open position at the organization, as it is always better to direct your resume to a specific individual rather than “To Whom it May Concern.” (Refer to page 14 for an example of a cover letter.) Make sure you send it in the format as stated in the posting.

Hidden Job Market

Not all vacant jobs are advertised. In fact, some estimate that 80 percent of the total job market falls into the “hidden job market” classification. These are professional opportunities/internships that are never advertised. They are filled through networking, inside contacts and word-of-mouth.

How Can You Tap Into the Hidden Job Market?

Informational interviews and networking (see page 7) can assist you in connecting with employers. In fact, networking is the most recommended course of action to tap the hidden job market.

Other suggestions include:

- Become active in the professional organizations of the industry or field you’re interested in. Attend conferences, trade shows and seminars. Read their journals, subscribe to their listserves and visit their websites. This will allow you to interact with individuals in that field.
- Create a list of friends, family members, classmates, neighbors, professors, etc., who can become part of your network. Contact individuals on your list to see if they can refer you to someone who can assist you in your job search efforts.
- Arrange an informational meeting with a representative of an organization that interests you. People are usually willing to sit down in an informational meeting and discuss what they do, even if they don’t have a position available.
- Talk to Pirate Mentors!
- Use LinkedIn to find job openings and contacts at targeted organizations.

Informational Interviewing

Informational interviewing involves talking with people who work in a profession and/or industry of potential interest to you.

Why Conduct an Informational Interview?

You may want to conduct an informational interview to become better informed about specific industries and professions. Through the process of talking with “experts” in the field, you learn what it takes to break into the field, how to grow in the field and what might be a good fit for you. In addition, you expand your network of professional contacts — informational interviews may be your key to getting your foot in the door at a particular organization.



Informational Interviewing Steps:

1. Identify industries and/or careers that interest you.
2. Locate professionals who work in the identified industries and/or careers, obtain contact information, prepare questions and reach out to them. The Pirate Mentor Program (see page 7) is an excellent resource for identifying professionals. If meeting in person, treat it as an interview: dress professionally, bring a copy of your resume printed on good quality bond paper and arrive early!
3. Questions you might ask in an information interview include: What do you do? How did you get started in this career? What do you like most/least about what you do? What do you see as the critical skills needed to be successful in this position or field? What websites or publications would you recommend? Are there any associations you recommend that I join? Is there anyone else you can suggest for me to talk to?
4. Send a thank you note within 24 hours of the meeting. Remember, this is professional correspondence. See sample on page 15.
5. Stay in touch. Update this professional on your career exploration efforts. Follow-up every two or three months is appropriate.

Researching Employers

Many companies have websites that list information about their organization.

You can also conduct employer research on *Vault.com*, which *Fortune* called “The best place on the web to prepare for a job search.” This online resource provides insider information on over 5,000+ companies and 70 industries including exclusive employee and salary surveys, best-selling career guides, and organization-specific message boards. For passcode access to Vault, current students can log in through The Career Center in PirateNet. Alumni will find a link to Vault once logged in to Alumni Navigator.

You can also utilize online and print trade journals. Some publications offer information and ratings on organizations such as the “Top 100 Companies to Work For.” Be sure to utilize Seton Hall library’s Hoover’s database. Seton Hall has access to this website, which contains inside information on organizations. Use search engines like Google to uncover information about organizations and individuals. Researching employers is key when preparing for upcoming interviews. Refer to page 38 for information on preparing for the interview.

Working with Third-Party Recruiters

Third-party recruiters, also referred to as head-hunters, staffing agencies, search firms or executive search firms, are independent consultants. They are hired by a client organization to locate qualified candidates for professional positions within the organization. They generally do not charge a fee to the job seeker, but charge the organization.

Employment agencies and temp agencies assist candidates in finding new jobs and *may* charge a fee to the job seeker. Outplacement agencies work with displaced employees to sharpen their job-seeking skills and often provide temporary office space and clerical support to assist the “downsized” employee in finding a new position. Their fees are usually paid for by the job seeker’s former employer. Independent career counselors help you prepare for conducting a career search through coaching, advising, skills assessment, resume writing and interviewing advice. They all charge fees for these services.

Employers that have been under hiring freezes will often look at the temps in their organization whose work they already know instead of looking externally when job vacancies open up. By choosing a temp agency that specializes in your field or industry, working above and beyond what is expected of you, and highlighting all your skills while working as a temp, this employment option can be a fantastic way to get your foot in the door at the organization of your dreams.

***Selecting a Third-Party Recruiter:***

- Trust your instincts. If you don't like or trust the recruiter, ask questions. Don't ignore your concerns.
- Ask the recruiter about the process he/she uses to present qualified candidates to client companies and how your information will be shared. You want someone who will represent you in the best possible manner and use discretion, especially if you are currently employed.
- When providing a recruiter with your resume, specify that you do not want your resume sent to prospective employers or other recruiters without first consulting you, and that you must be informed each time your resume is forwarded.

Realistic Expectations:

- Third-party recruiters are hired and paid by an employer to fill a particular position — not to find you a job. They receive specific requirements from employers and find candidates to match these requirements.
- If a recruiter does not have a position to fill that matches your qualifications, there's not much he/she can do for you at the moment. The recruiter will probably hold on to your resume in the event that something comes up, but you should move on to another recruiter.
- Consider working with more than one recruiter since each has different listings, and you may get exposure to more opportunities.
- Ideally, begin using a recruiter when you're serious about leaving your current position. If you are unemployed, your chances with a recruiter are reduced, but not impossible. Recruiters usually work on assignments with longer lead times.
- If you're an entry-level candidate with solid, related experience, it could be worth your time to use the services of a third-party recruiter. Ultimately, the advantage is that a recruiter often has numerous jobs to fill at any one given time. In addition, a recruiter is able to negotiate your salary on your behalf.

Word of Caution:

- You should thoroughly research any firm, recruiter or consultant who charges fees. Many fee-based services can be found through free resources. You should also be skeptical of any recruiter, organization, or website who is "guaranteeing" you a position or is offering to send your resume for job openings you can find yourself on online job posting boards.
- Identify and work with recruiters who are well-respected in the industry you are applying to and/or the functions in which they specialize. You can often get referrals to trusted recruiters through network contacts.
- Clarify that you do not want your references contacted until you are seriously being considered for a position.
- Do not provide the names of individuals and companies to whom you have already submitted a resume and/or interviewed with because a dishonest recruiter could:
 - re-send your resume and claim credit and payment should you accept the position.
 - use this information to send the resumes of other candidates with qualifications similar to yours to these employers.

Remember that a third-party recruiter is just one of many resources you will want to utilize in your career search!



Campus Resources

Attending Career Fairs and Events

The Career Center sponsors career fairs and networking events throughout the year. A career fair offers the opportunity for a candidate to speak in person to a representative of a particular organization and directly submit a resume and information about what he/she is looking for and can offer. To get the most from your career fair experience:

- Review the list of employers in advance and research those organizations that you wish to target.
- Conduct a quick review of the skills and experiences listed on your resume and be prepared to illustrate them with specific examples.
- Dress professionally and bring at least a dozen copies of your resume, printed on high-quality paper.
- Be confident, be prepared to discuss your credentials, skills and experiences, and select appropriate questions to ask the employer.
- Prepare your 30-second “elevator pitch” several days before the event and schedule time with your career advisor to review it.
- Offer a firm handshake and your elevator pitch or professional introduction to each employer.
- Maintain eye contact with employers as you listen carefully to what they say and be responsive to their questions.

At the conclusion of your conversation, ask for a business card and determine the next step. Express your interest in the position and thank the employer for his/her time and information. Move on to the next employer and repeat the same process. Stand out from the competition by following up with employers and sending a thank you/interest letter or e-mail.

Sample questions to ask at a career fair:

- How would you describe the organization’s culture?
- What characteristics/skills does an individual need to be successful in your organization?
- How would you describe the daily work environment?
- Does your organization offer training and/or an internship program?

On-Campus Interviews

The Career Center invites key employers to participate in its on-campus interview programs for internships and full-time employment. Students and first-year alumni submit their resumes through Navigator. Employers select candidates and the interviews take place at The Career Center.

eResume Books

The eResume Books, located in the Navigator database, is another resource that was developed to market Seton Hall students and first-year alumni to prospective employers. It is an ideal way for your resume to get exposure to many different organizations and industries. The eResume Books are a collection of resumes available to targeted employers in a variety of industries and career fields. The eResume Books can be helpful to students and alumni interested in seeking full-time professional and internship opportunities.

In addition, the eResume Books are sent to employers. Interested employers will contact candidates directly to set up interviews. To publish your resume in an eResume Book, you must register with the Navigator system. Be sure that your resume has been critiqued by your Career Center advisor. To schedule an appointment, contact The Career Center.

Consider Volunteering

Volunteering is a highly effective strategy used by those seeking ways to make professional contacts or break into a new industry. Consider offering your services on a volunteer or part-time basis. This is especially useful for those re-entering the workforce, career changers or those who want to get a foot in the door to an organization or particular profession.

PROFESSIONAL CORRESPONDENCE

This section outlines various letters you will use in your professional correspondence. Address your letters to the specific receiver whenever possible for a more personal and professional touch. If you are providing the letter in hard copy, be sure to print it out on resume/bond paper, which can be purchased at any office supply store. Proofread your work, utilize grammar and spell checks, and have other sets of eyes review your work. Typographical or grammatical errors will negatively impact your search. Contact The Career Center for assistance with crafting and/or reviewing your letters. (Please note that it is not necessary to include addresses and dates in the body of email correspondence.)

Cover Letter

1. Write separate, individualized letters that are addressed to a specific person. Use a recruiter's name and title, when possible. It is better to send the letter to a person rather than to "Dear Sir or Madam" or "To Whom It May Concern." If no name is available state, "Dear Hiring Manager."
2. Call the organization to obtain the specific name of the recruiter and the proper spelling.
3. Keep the letter brief and follow a business format. It should be one page, with three to five paragraphs.
4. Demonstrate your knowledge of the specific organization and the field in general.
5. When possible and appropriate, use language specific to the industry.
6. Edit your letter. Always use your best writing skills and ask for assistance in revising your letter. Use grammar and spell checks.

111 University Lane
South Orange, NJ 07079

December 8, 20XX

Mr. Michael Smith
Vice President of Operations
XYZ Bank Corporation
New York, NY 10026

Dear Mr. Smith:

I am writing in response to the internship opportunity posted by XYZ Bank Corporation. As a junior with a major in accounting at Seton Hall University, I feel confident that my academic and work experiences make me an ideal candidate for the position in your operations department.

As indicated in my resume, I have a thorough background in accounting, along with a successful academic record. My primary interest relates to operations. I had the opportunity to develop this interest last year while working at another bank. This, in addition to my strong leadership abilities, will make me a valued member of the operations team.

XYZ Bank Corporation is of particular interest to me because of its strong commitment to community and service. I am actively involved in several volunteer organizations and am looking for an organization that is in line with my values.

I would welcome the opportunity to meet with you to further discuss my qualifications for this position. If I can provide you with any further information, please do not hesitate to contact me at (201) 555-1234 or via e-mail at name@student.shu.edu.

Thank you for your time and consideration.

Sincerely,

(Signature)

Kerry Jones

111 University Lane
South Orange, NJ 07079

} **Sender's Address**

December 8, 20XX

} **Date**

Mr. Michael Smith
Vice President of Operations
XYZ Bank Corporation
New York, NY 10026

} **Receiver's Address**

Dear Mr. Smith:

} **Receiver's Name**

Opening Paragraph: State why you are writing, name the position or type of work for which you are applying and mention how you heard of the position. If no specific position is available, indicate how your interest was initiated. Briefly illustrate your knowledge of the organization.

Second Paragraph: This section may be one paragraph or separated into two brief paragraphs. Explain your reasons for desiring this type of work. Refer the employer to your enclosed resume. Emphasize related skills and achievements or any other qualifications in this field or type of work. Be as specific as possible and attempt to match your qualifications with the employer's needs. Sell yourself.

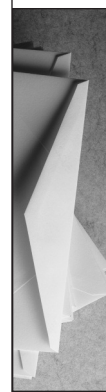
Third Paragraph: Describe why you are interested in being a part of that particular organization. Your reasons should be based on the organizational research you conducted. Be sure to state specific services, initiatives, values and/or other characteristics of the organization that resonate with you.

Closing Paragraph: Utilize an appropriate closing to open the door for an interview by asking for an appointment or offering a suggestion to facilitate an immediate and favorable reply. Be sure to include your phone number.

Sincerely,

(Signature)

Kerry Jones



Thank You Letter

1. A thank you letter should be sent within 24 hours of the interview. This is important, as it serves to keep you fresh in the interviewer’s mind, and it acknowledges the meeting. It also may help you stand out from among the other candidates.
2. A thank you letter allows you to make additional contact with the employer, while demonstrating your writing skills and professionalism.
3. This is your opportunity to mention something that you feel is relevant, but that you may have missed in the interview, or to revisit an issue from your meeting.
4. Address the interviewer by name in your letter and, if there was more than one interviewer, be sure to send a personalized letter to each recruiter.

5. Keep it concise, but make sure you address three main points: a) that you paid attention during the interview; b) that you can do the job and make a positive contribution to the organization; and c) include a phone number where you can be contacted.
6. Be sure to check for spelling and grammar errors.
7. If e-mailing the thank you letter, the subject line should state, “Thank You.”

111 Ivy Terrace
Union, NJ 07083

January 3, 20XX

Mr. Brian Gallagher
Director, Sales and Marketing
ABC Organization
16 Broadway
New York, NY 10022

Dear Mr. Gallagher:

I appreciated the opportunity to interview with you on Tuesday, January 2nd. I found the information that you provided to be extremely valuable. I am impressed with the commitment that ABC Organization makes to its customers and employees. The challenges at ABC Organization offer excellent career opportunities for the right candidate.

My enthusiasm and interest in this position have only increased since the interview. In addition, my previous internship experience supporting a sales team strengthened my customer service and communication skills which I know will contribute to the continued growth and progress of your department and ABC Organization.

If you have any further questions or comments, please contact me at (973) 555-4321. I would welcome the opportunity to work for your team.

Sincerely,
(Signature)
Megan Smith

111 Ivy Terrace
Union, NJ 07083 } **Sender’s Address**

January 3, 20XX } **Date**

Mr. Brian Gallagher
Director, Sales and Marketing
ABC Organization
16 Broadway
New York, NY 10022 } **Receiver’s Address**

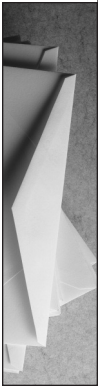
Dear Mr. Gallagher: } **Receiver’s Name**

Opening Paragraph: Express sincere appreciation for the employer’s time and interest. If you are writing more than one thank you letter, address the interviewers individually or by writing separate letters.

Middle Paragraph: In this section, reaffirm your interest in the position; specifically refer to information discussed during the interview; highlight top skills that match job requirements; add any information not discussed or satisfactorily presented.

Closing Paragraph: Utilize an appropriate closing to open the door for a second interview. Confirm the next step in the process and encourage further contact. Be positive.

Sincerely,
(Signature)
Megan Smith



Acceptance Letter

1. An acceptance letter is written after you verbally accept an offer from an organization.
2. Although you also can accept a job verbally, you should always send a follow-up confirmation letter.
3. Reiterate your enthusiasm for the offer and your excitement to start the new position.
4. The letter will allow you to confirm the terms of your job offer agreement (salary, benefits, starting date, etc.) in writing.
5. If elements of your agreement are not clear, request clarification in your acceptance letter. Restate the terms of employment.
6. The letter should not exceed one page and is usually three paragraphs.
7. Keep a copy of your letter for your files.

4653 Pirate Lane
Newark, NJ 07104

December 30, 20XX

Ms. Loya Minaya
Vice President of Sales
QRS, Inc.
Columbus, OH 24154

Dear Ms. Minaya:

I am writing to confirm my acceptance of employment as Assistant Brand Manager at QRS, Inc. The work is exactly what I have prepared for and hoped to do. I am extremely confident that I will make significant contributions to the organization.

As we discussed, my starting salary will be \$40,000/yr. with full benefits. I will report to the South Side Branch at 9:00 AM on January 6 and complete the remaining paperwork by that date. Additionally, I will finalize drug testing by the end of this week.

I look forward to working with you and your staff. I appreciate your confidence in me and am happy to be joining your team.

Sincerely,
(Signature)
James Morrison

4653 Pirate Lane
Newark, NJ 07104 } **Sender's Address**

December 30, 20XX } **Date**

Ms. Loya Minaya
Vice President of Sales
QRS, Inc.
Columbus, OH 24154 } **Receiver's Address**

Dear Ms. Minaya: } **Receiver's Name**

Opening Paragraph: State why you are writing and name the position you are accepting. Indicate the date the job offer was made. Let the recipient know you appreciate the job offer and look forward to working with the organization.

Middle Paragraph: In this paragraph, state most of the terms to which employment was agreed. State the starting date and time. If you do not understand any part of your terms of acceptance, you would indicate that here. Be as specific as possible.

Closing Paragraph: Close the letter by reiterating your appreciation for the job offer, as well as acceptance. Include any information the organization can use to contact you.

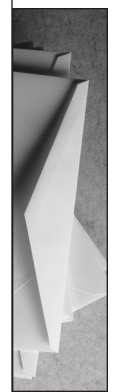
Sincerely,
(Signature)
James Morrison

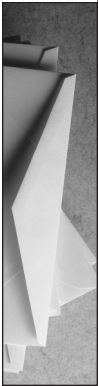
Declining An Offer (Rejection Letter)

1. A rejection letter is written after you verbally decline an offer that has been offered to you.
2. Whether the position did or did not fit your career objectives, be positive, pleasant and tactful.
3. Keep in mind that you may apply to the same employer in the future or be interviewed by someone with a relationship with them.
4. Address the letter to the individual who offered you the position.
5. Do not communicate any negative reasons for refusing the position.
6. Acknowledge the offer and show appreciation.
7. Always respond within a one-week time span.

1 Riverside Plaza Union, NJ 07083	} Sender's Address
January 7, 20XX	} Date
Ms. Carroll Longhorne Director, Human Resources Seton Valley Corp. 499 Window View Terrace Newark, NJ 07204	} Receiver's Address
Dear Ms. Longhorne:	} Receiver's Name
Opening Paragraph: Express your appreciation in being considered for the job. Indicate the date the job offer was made as well as the position title.	
Middle Paragraph: In this section, acknowledge the organization. Show thoughtfulness and consideration. Decline the position with tact.	
Closing Paragraph: Express appreciation. Thank the recipient for his/her consideration of you as a candidate. Wish the organization success in the future.	
Sincerely,	
(Signature)	
Jack Weller	

1 Riverside Plaza Union, NJ 07083
January 7, 20XX
Ms. Carroll Longhorne Director, Human Resources Seton Valley Corp. 499 Window View Terrace Newark, NJ 07204
Dear Ms. Longhorne:
I am writing to thank you for offering me the position of Coordinator of the Recruiting and Training Team on January 3, 20XX. I appreciate your interest in my candidacy and the time that you gave me to discuss the position.
I believe it is in our mutual best interest that I decline the job offer. This has been a very difficult decision for me, but appropriate for my career at this time.
Again, thank you for the opportunity. It was a pleasure meeting you and your staff, and I wish you luck in your search.
Sincerely,
(Signature)
Jack Weller





Follow-Up Letter Or E-mail If You Get No Response After Your Interview

1. This type of letter is suggested when you do not receive a response to an interview (after 2-4 weeks), and you have attempted to contact the organization by telephone.
2. Use a courteous opening. Refer to the things discussed in the interview. This may help them remember you.
3. Be positive. The employer may not have made a decision yet.
4. Restate your interest in the position.
5. Include your contact information at the end to make it easy for the employer to respond.
6. If sending email, the subject line should read "Inquiry into Status of Candidacy."

542 Monroe Terrace
Roselle, NJ 07203

} **Sender's Address**

January 8, 20XX

} **Date**

Mr. Calvin Mustard
Director, Management Training Program
This Organization
56 Broadway
New York, NY 10022

} **Receiver's Address**

Dear Mr. Mustard:

} **Receiver's Name**

Opening Paragraph: Make sure you use a courteous opening. Make reference to the interview date and title of the position for which you applied. Share that you have not yet received a response. Request information on the status of your application.

Middle Paragraph: Emphasize your interest in the position. Reiterate some of your skills.

Closing Paragraph: Ask the employer for a status update. Express appreciation. Thank the recipient for his/her consideration and include your contact information.

Sincerely,

(Signature)

Megan Troylan

542 Monroe Terrace
Roselle, NJ 07203

January 8, 20XX

Mr. Calvin Mustard
Director, Management Training Program
This Organization
56 Broadway
New York, NY 10022

Dear Mr. Mustard:

I am writing in regard to my application for employment at This Organization. I interviewed for the management trainee position on December 10, 20XX, and have not yet received a response from your organization. I am interested in learning about the status of my candidacy.

I believe your organization is in line with my interests, and the position listed is exactly what I prepared for and hoped to do upon graduation. I am confident that my qualifications and strong leadership abilities will make me an asset to your organization.

I would appreciate hearing from you to get clarification on my candidacy for this position. If you have any questions, or would like to further discuss my qualifications please contact me at (908) 456-7890. Thank you for your time and consideration.

Sincerely,

(Signature)

Megan Troylan

Resignation Letter

1. The purpose of this letter is to let an employer know you are leaving your present position.
2. A written resignation should follow a verbal notification.
3. Start the letter on a positive note. Keep it simple.
4. Do not make any negative statements. This will only harm your level of professionalism.
5. Include your contact information in case follow-up communication is needed.

542 Monroe Terrace
Roselle, NJ 07203

July 8, 20XX

Mr. Calvin Mustard
Director, Management Training Program
This Organization
56 Broadway
New York, NY 10022

Dear Mr. Mustard:

It is with deep regret that I give you my formal two-week notice of resignation. My last day of employment will be Friday, July 23, 20XX.

I greatly appreciate the opportunities that you have provided me and know that the skills I developed while working with you will benefit me throughout my career.

Thank you for the positive experience at This Organization. Please feel free to contact me at (908) 456-7890 if you should need my assistance.

Sincerely,

(Signature)

Megan Troylan

542 Monroe Terrace
Roselle, NJ 07203

} **Sender's Address**

July 8, 20XX

} **Date**

Mr. Calvin Mustard
Director, Management Training Program
This Organization
56 Broadway
New York, NY 10022

} **Receiver's Address**

Dear Mr. Mustard:

} **Receiver's Name**

Opening Paragraph: Indicate that you are resigning. You may or may not tell your employer where you have been hired. Let him/her know that you will give 2-4 weeks notice and state your final day of employment.

Middle Paragraph: Show your appreciation and let your employer know you have developed valuable skills while working there.

Closing Paragraph: Thank your employer for the experience you gained and end with a positive note.

Sincerely,

(Signature)

Megan Troylan



Say hello to a bank that invests in the community.

As your local community bank and neighbor, we are proud to extend our support beyond the front door.

Because that's what neighbors do.

For more information, visit one of our branch offices, go to valleynationalbank.com or call our local 24/7 Customer Service Center.

800-522-4100
valleynationalbank.com



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Alternatives, Inc.

is a community-based; non-profit organization dedicated to assisting individuals with special needs reach their highest level of independence and integration into the community by providing residential opportunities coupled with comprehensive support services.

SERVING Central NJ in Hunterdon, Warren, Somerset, Middlesex and Monmouth Counties, Alternatives, Inc. is dedicated to providing person centered philosophy of dignity through independence.



We offer employees a generous benefit package and promote and support lifelong education and personal development.

For more information regarding employment opportunities, please visit our website www.alternativesinc.org

Main Office
600 First Ave
Raritan, NJ 08869
908 685 1444

**Everyone talks
about economies
of scale. We'd
like to talk about
economies of skill.**

High-performing companies understand the value of diversity when it comes to thinking outside the box. Through extensive research with 2,200 senior executives around the world Ernst & Young has developed key insights into how the world's leading businesses are returning to profitable growth. To learn more about *Competing for growth*, visit ey.com/competing-for-growth.

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1209-1393394

ERNST & YOUNG
Quality In Everything We Do

RESUME WRITING



Your resume is a snapshot of you, summarizing who you are, and highlighting your experiences and skills. **An effective resume focuses attention on your unique attributes, strengths, skills and abilities, and relates them to the employment opportunity or graduate program for which you are applying.**

Think of your resume as your personal advertisement or marketing tool that can assist you in landing a job interview. Remember, employers select candidates for interviews based on how well their skills match with requirements of the job. You need to edit, or customize, your resume for each position whenever possible. Be sure that this first impression of you is the best!

Resume Format Options

The format of the resume is your personal choice. The most widely used format is chronological. The functional format is most often used if you are changing careers. You may also choose to combine the two. Select the format that is most advantageous to your career search.

Chronological Resume

This type of resume lists your most recent experiences first and proceeds backward over time. It highlights relevant experiences, skills and achievements, and emphasizes those duties requiring the highest level of competency, responsibility and judgment. Most employers prefer this style – and, for most people, it is easier to write.

Functional Resume

This may be a good choice if you are changing careers and wish to focus on your skills, or if you have limited relevant experience in your field. Structuring this resume requires more creativity. You will need to group specific skill sets together under appropriate headings, highlighting those skills or special functional areas related to your career goals (see example on page 34).

Combination Resume

This type of resume incorporates elements of both the chronological and functional resumes. Experiences, skills and achievements are highlighted; no standard format exists (see example on page 34).

The Curriculum Vitae (CV)

A Curriculum Vitae (CV) is more comprehensive in format than a resume, usually consisting of two or more pages. A CV is often considered an education and professional biography that focuses in more detail on an individual's academic record and professional achievements (see section on CVs, pages 35-37).

References

When applying for professional positions, you may need to provide references. This should **not** be included on your resume. Instead, create a separate document with the names of at least three individuals who can comment on your performance in a professional or academic setting. Each reference should include the individual's name, title, business address, phone number, e-mail, and relationship to you. Remember to bring a copy of your reference list to your job interviews and produce it only upon request.

Professional Letters

When you apply for professional positions, you need to include a cover letter (see Professional Correspondence section on page 14).

Sections You May Include on a Chronological Resume

I. Objective (Optional)

- A professional objective should be a concise, specific statement of your career goals and/or skills, customized to the position for which you are applying.
- Your objective should be consistent with your education, background and experience.
- Avoid clichés, such as “challenging position” or “opportunity for advancement”; these phrases are vague and meaningless to an employer.
- Do not include this section if you are not clear about your goals and able to be concise and specific.

To obtain a marketing internship in the sports industry utilizing a strong academic background, proven leadership experience, and excellent communication skills

II. Education

- List name, city and state of all institutions attended (including current) in reverse chronological order (most recent listed first). Include study abroad experiences, do not include high school.
- List degree (expected or earned), graduation date, academic major and GPA (if 3.0 or higher – some industries may have a higher minimum desired GPA). If you have not graduated yet, you should write “Bachelor of ABC degree, expected May 20XX”.

Seton Hall University Stillman School of Business, South Orange, NJ
Bachelor of Science in Business Administration, Expected May 20XX
Concentration in Sport Management
Cumulative GPA: 3.5/4.0; Sport Management GPA: 3.7/4.0 Dean's List (all semesters)

Study Abroad, Beijing, China Summer 20XX
Completed “China in the Global Economy” course
Visited University of International Business and Economics, traveled to Xi'an and Shanghai

III. Honors

- List honors, awards and scholarships, if applicable.
- Honors may also include leadership or community recognitions and athletic awards.

Recipient, Academic Scholarship (4 years) (\$10,000 annually)
Golden Key International Honour Society for academic achievement, Inducted 20XX
National Society of Collegiate Scholars, (20XX – present)

IV. Experience

- List full-time, part-time, volunteer, internship/ student teaching/ clinicals, or other experiences in reverse chronological order.
- If your work experience is limited, consider including leadership roles on campus and in community organizations, elaborate on duties and skills developed.
- Include job title, name, city and state of organization, dates employed. Describe your responsibilities, achievements, skills developed, training received or performed.

- Consider using bullets and begin phrases with descriptive action verbs (see examples of action words on page 27). Emphasize performance by quantifying duties and highlighting accomplishments and results.
- This is your opportunity to highlight transferable skills, especially for non-career-related jobs (e.g., waiting tables, retail, and work-study jobs). See page 26 Transferable Skills for more guidance.

LT Apparel Group, New York, NY

Marketing Intern, June 20XX - Present

- Organized and planned over 30 photo shoots in diverse locations
- Maintained and distributed inventory of over 200 promotional items for buyers

Summer Assistant, Summer 20XX

- Conducted market research via telephone and in person interview to target specific demographics

Seton Hall University, South Orange, NJ

Peer Advisor, September 20XX - June 20XX

- Provided academic and personal guidance to 40 first-year students
- Co-taught two University Life academic courses (20 students in each class) with Freshman Studies Mentor
- Advised and mentored incoming freshmen/parents during summer orientations

Barnes and Noble, Clifton, NJ

Bookseller, Summers 20XX – 20XX

- Consistently surpassed daily sales goals by demonstrating extensive product knowledge and superior customer service
- Worked productively with 10 team members and managers, building a reputation as a reliable, knowledgeable and friendly employee
- Assisted in the training of 5 newly hired staff

V. Activities

- List co-curricular activities and volunteering activities both on-campus and in the community.
- Include positions or offices held within the organization.

Alpha Phi Omega International Sorority

Director of Marketing, September 20XX - Present

- Created award-winning website and designed promotional brochure

The Stillman Exchange (bi-weekly business school newspaper)

Writer, January 20XX-December 20XX

- Created articles for sports and business sections

Be Their Voice, September 20XX

- Raised \$600 for shelter animals through bake sale and car wash

Verne Fowler School of Dance, September 20XX – December 20XX

- Utilized 16 years of experience to train dancers for Nutcracker Ballet

VI. Skills

Include competencies, such as technical, foreign language(s), or other skills that emphasize your versatility and level of proficiency to your chosen career field.

Languages: Oral and written fluency in Spanish, conversational in Italian

Computer: Microsoft Office (Word, Excel, PowerPoint), Publisher, QuickBooks

VII. References Available Upon Request

This section is no longer included on a resume!

VIII. Other Sections To Consider

- Professional certificates or licenses
- Publications
- Memberships/Affiliations
- Military experience (if applicable)
- Leadership and service
- Related coursework and academic projects

General Tips for Writing an Effective Resume

1. Focus the content of the resume for the specific purpose, especially the objective section and/or summary.
2. Limit the length of your resume to one page unless you have a remarkable amount of related experience, have worked in your field for many years, or you are an education or nursing major. Be concise and specific. The resume is not meant to be a detailed history of your education or career, but rather a summary of your qualifications, experiences and skills. Ask yourself: *Is this resume clear, sharp, and easy to read?*
3. Verb tenses should agree: put current experiences in present tense and past experiences in past tense.
4. Always choose the most accurate words to describe your accomplishments, skills and experiences. Avoid jargon, acronyms, abbreviations, and all personal pronouns (e.g., I, me, my, etc.).
5. For hard copies, your resume should be on 8 ½" by 11" neutral-colored "resume" paper that can be purchased at any office supply store.
6. Pay attention to the overall appearance and aesthetic presentation of your resume. Maintain consistency in font size and style (between 10 and 12 point type), and be sure there are no spelling, grammatical or typographical errors. Have someone proofread the resume as spell check may not highlight some errors. Avoid overcrowding; watch margins and use either underlining, bold, or capitalization for emphasis, but not all three. Have several people proofread your resume prior to sending it to an employer. Your resume needs to be flawless.
7. Do not include the following personal information: social security or passport number, date of birth, religion, number of children, marital status or a picture of yourself.

Next Steps

- Once you have developed a first draft of your resume, or have revised your current resume, schedule an appointment with a career advisor in The Career Center to critique your resume.
- Consider using Optimal Resume at <https://shu.optimalresume.com/> to get started with creating/ revising your resume. Create an account using your Seton Hall e-mail address. Optimal will take you step-by-step through creating your resume with examples and instructions for each section.
- Show your resume to a person working in the career field you are entering for additional feedback (e.g., supervisor, employer, friend, or family member).

Electronic Submission

For today's job seekers, it is imperative to have electronic versions of the resume that can be e-mailed, uploaded and/ or scanned. When a resume is submitted electronically, the employer is able to search for keywords to quickly and efficiently match qualified candidates to the position.

Employers use search engines to find keywords relating to skills, experiences and education. The greater the number of keywords that match, the more likely your resume will grab an employer's attention. Some general tips to increase your chances of being noticed:

- Maximize use of industry-specific terminology or "buzz" words and limit adjectives.
- Use action words rather than vague language. Ex. "Managed a team of sales associates" is better than "Responsible for a team of associates" or "Duties included managing a team of sales associates."
- Limit contact information to an e-mail address and a phone number. This allows you to protect yourself from any potential misuse of your personal information.
- List your name as the first item on your resume.
- Save the resume as an Adobe PDF document before sending to insure the formatting is locked in.

In addition to the traditional print format, job seekers should consider developing two other versions of their resumes:

Plain Text or Text-Only Version

This version is a plain text document that you can easily copy and paste into online forms or post in online resume databases. It is simple with no lines, italics, boxes, tables or columns.

Having a plain text version can be a major time saver. Many employer websites give you an opportunity to build a resume but the format is very specific to that organization. You can spend hours building a resume for one organization and then have to start again with the next organization who wants something totally different. With your own version, you can decide which sections to copy and paste into their forms. The added bonus is you can spell check your plain text resume, whereas organization websites may not have that option.

E-mail Version

There are different perspectives on whether the resume should be sent as an attachment or within the body of the e-mail. Some employers have restrictions (i.e., firewalls) on certain types of attachments. If this is the case, then sending a resume within the body of the message is best.

When sending a resume within an e-mail, it should be in plain text or text-only. Fancy fonts, styles or graphics generally do not transfer well. You should e-mail a test copy to a different e-mail account or friend to confirm how it will appear to the employer both on-screen and in print.

If you are sending a cover letter and attaching a resume, the cover letter should be included in the body of the e-mail. This way the employer only has one attachment, not two. When sending an attachment, make sure your document is saved in Adobe PDF to safeguard formatting. If your document is written in an obscure, outdated or conversely, an ultra new version, then the employer is more likely to have trouble opening it or may bypass it altogether. Regardless of whether you attach your resume or not, an important component to an e-mailed resume is the subject line in the heading. It only

takes a few seconds for employers to delete your message so you have to provide incentive for them to open it. “Searching for a job” in the subject line will probably lead straight to the recycling or trash bin. Follow the instructions listed in the job announcement. If no instructions are available, then you may want to borrow a few words from your objective. Ex. “Finance major with banking internship experience seeking a full-time analyst position.”

HTML or PDF Versions

If you are in the media, visual arts or computer technology industries then an HTML resume could better highlight your skills.

Some things to keep in mind if you decide on an HTML version of your resume:

- Keep it simple. While you may want to show-off your tech skills, no employer wants to wait more than 90 seconds for your file to download. You may have the best graphics and audio editing skills but they're moot if no one sees it.
- If you include your resume as part of an online portfolio, make sure your links are up to date. Also check with former employers and/or organizations to see if you need permission to link to their sites.
- Keep your resume and/or portfolio separate from any personal information you may have elsewhere online such as personal/family websites or social media outlets like Facebook. You don't want employers to base their decision to interview you on your family reunion pictures or the people you've "friended."
- If including YouTube links, make sure there are no comments added by viewers that could be harmful to your professionalism.

Additional Tips for When an Employer Requests a Hard-copy of Your Resume

- Always send originals, not copies.
- Use white or light-colored paper, printed on one side.
- Use good quality resume paper that can be found in any office supply store.
- If time allows, mail your resume instead of faxing it; fax machines can obscure and/or shrink text.



TRANSFERABLE SKILLS

Transferable skills are skills and experiences attained in one context (e.g., job, hobby, student club, volunteer work) that can be effectively applied to a different context. Developing a new resume that highlights skills relevant to a new position can be a difficult, but crucial task. You must learn how to market these skills to convince a new employer that your past experiences are related to the new position. Consider the following items to help expand the way a skill can be described:

1. Explain in greater detail the task involved.
2. Identify specific skills utilized to execute the task.
3. State how these tasks and skills assist in accomplishing the work objectives of your newly sought position.

Consider the following examples:

1. A high school history teacher wants to obtain a position as an instructor in the training and development department of a large corporation.

Before

- Prepared plans for history classes of up to 30 students

After

- Developed curriculum based on pre-test knowledge of subjects
- Utilized different teaching methods to accommodate different learning styles of diverse group of students
- Incorporated active learning, small group, and in-class activities to engage students
- Assessed learning outcomes utilizing formative and summative measures

2. A college student who has worked part-time completing administrative work in a plumbing company is looking for an internship in his major.

Before

- Answered phones, entered data, completed various clerical duties

After

- Primary contact between clients and owners of a small, independently owned plumbing company
- Maintained 8-line phone system
- Input confidential data into 150+ accounts a day
- Made travel arrangements and maintained travel calendar for vice president of organization

3. A recent graduate who worked as a waitress through college is looking for a full-time position.

Before

- Greeted and seated customers
- Took orders
- Handled money

After

- Worked 3 years in a high volume restaurant with an upscale, business atmosphere
- Averaged 40+ hours working nights and weekends during summers, and 20 hours during school year while maintaining full course load
- Trained 8 new employees on customer service
- Awarded employee of the month for exceeding customer service goals

4. A first-year college student with volunteer experience through DOVE with Habitat for Humanity is applying for a summer job.

Before

- Assisted in building houses and other projects

After

- Spent 5 consecutive Saturday mornings assisting in building a home for a disadvantaged family with 5 children
- Participated in fundraising efforts for Habitat for Humanity on campus and in the community
- Painted elementary school interior and landscaped local playground



EXAMPLES OF FUNCTIONAL SKILLS ACTION WORDS

Remember: Always begin with action verbs rather than “duties or responsibilities included.” Do not misrepresent your skills or responsibilities – describe them as accurately as possible with the help of the following list:

Abstracted	Collaborated	Dissected	Handled	Manipulated	Protected	Streamlined
Achieved	Collected	Documented	Headed	Mapped	Proved	Strengthened
Acquired	Comforted	Drafted	Helped	Mastered	Provided	Stressed
Acted	Communicated	Drove		Maximized	Publicized	Studied
Adapted	Compared		Identified	Mediated	Published	Substantiated
Addressed	Compiled	Edited	Illustrated	Memorized	Purchased	Succeeded
Administered	Completed	Eliminated	Imagined	Mentored		Summarized
Advertised	Composed	Empathized	Implemented	Met	Queried	Supervised
Advised	Computed	Enabled	Improved	Minimized	Questioned	Supported
Advocated	Conceived	Enforced	Improvised	Modeled		Surveyed
Aided	Conducted	Enlightened	Inaugurated	Modified	Raised	Sustained
Allocated	Conserved	Enlisted	Increased	Monitored	Ran	Symbolized
Analyzed	Consulted	Ensured	Indexed		Ranked	Synthesized
Answered	Contracted	Established	Indicated	Narrated	Rationalized	
Anticipated	Contributed	Estimated	Influenced	Negotiated	Read	Tabulated
Applied	Converted	Evaluated	Initiated		Reasoned	Talked
Appraised	Cooperated	Examined	Inspected	Observed	Received	Taught
Approved	Coordinated	Exceeded	Instituted	Obtained	Recorded	Theorized
Arranged	Copied	Excelled	Integrated	Offered	Reduced	Trained
Ascertained	Correlated	Expanded	Interpreted	Operated	Referred	Translated
Assembled	Counseled	Expedited	Interviewed	Ordered	Related	
Assessed	Created	Experimented	Introduced	Organized	Relied	Upgraded
Assisted	Critiqued	Explained	Invented	Originated	Reported	Utilized
Attained	Cultivated	Explored	Inventoried	Overcame	Researched	
Audited		Expressed	Investigated	Oversaw	Responded	Validated
Augmented	Dealt	Extracted			Restored	Verified
Authored	Debated		Judged	Participated	Revamped	Visualized
	Decided	Facilitated		Perceived	Reviewed	
Bolstered	Defined	Fashioned	Kept	Perfected		Won
Briefed	Delegated	Financed		Performed	Scanned	Wrote
Brought	Delivered	Fixed	Launched	Persuaded	Scheduled	
Budgeted	Designed	Followed	Learned	Planned	Schemed	
Built	Detected	Formulated	Lectured	Practiced	Screened	
	Determined	Fostered	Led	Predicted	Set goals	
Calculated	Developed	Founded	Lifted	Prepared	Shaped	
Cared	Devised		Listened	Presented	Skilled	
Charged	Diagnosed	Gained	Located	Prioritized	Solicited	
Chartered	Directed	Gathered	Logged	Produced	Solved	
Checked	Discovered	Gave		Programmed	Specialized	
Clarified	Discriminated	Generated	Made	Projected	Spoke	
Classified	Dispatched	Governed	Maintained	Promoted	Stimulated	
Coached	Displayed	Guided	Managed	Proposed	Strategized	

EXAMPLES OF WORDS THAT DESCRIBE YOUR PERSONAL ATTRIBUTES

Active	Conscientious	Effective	Honest	Methodical	Receptive	Successful
Adaptable	Cooperative	Efficient			Reliable	
Adaptive	Creative	Energetic	Independent	Objective	Resilient	Tactful
Adept		Enterprising	Innovative	Open-minded	Resourceful	Tenacious
Aggressive	Dedicated	Enthusiastic	Instrumental	Outgoing		
Analytical	Dependable	Exceptional			Self-confident	Well-organized
Assertive	Determined	Experienced	Keen	Personable	Self-motivated	
	Diligent			Pleasant	Self-reliant	
Broad-Minded	Diplomatic	Fair	Logical	Poised	Sensitive	
	Disciplined	Familiar	Loyal	Positive	Sharp	
Committed	Discreet	Firm		Practical	Sincere	
Competent		Forceful	Mature	Productive	Strong	



Carmen SanDiego
123 Main Street, Apt. 1A, South Orange, NJ 07079
carmen.sandiego@student.shu.edu
973-555-1234

OBJECTIVE

Seeking an internship in the publishing and entertainment industry

EDUCATION

Seton Hall University, South Orange, NJ
Bachelor of Arts in English, Expected May 2013
Overall GPA: 3.58/4.0
University Full Academic Scholarship (4 years), Dean's List, All Semesters

RELEVANT EXPERIENCE

Writing Center, Seton Hall University, South Orange, NJ September 20XX-Present
Tutor

- Assist graduate and undergraduate students in improving their writing skills by discussing complex ideas and editing written assignments
- Provide high quality customer service for students who call or walk-in for appointments
- Maintain records of all student appointments

Happy Theme Park, Orlando, FL May 20XX-August 20XX
Summer Marketing Intern

- Participated in comprehensive training and received exposure to all departments within sales, marketing and merchandising divisions of the Corporation
- Collaborated with team of eight interns to develop strategic marketing campaigns for Fall 20XX release
- Conducted market research of current and potential targeted areas
- Presented new merchandising plans to panel of executive sales team members

The Setonian, Seton Hall University, South Orange, NJ September 20XX-Present
Staff Writer

- Write articles for entertainment section of weekly student newspaper, reporting on events as well as reviewing movies and concerts
- Attend meetings with staff and editors to discuss article topics pertaining to campus community

WORK EXPERIENCE

Trader Joe's, Bayonne, NJ September 20XX-Present
Crew Member

- Organize and provide exceptional quality control to ensure company policies and standards
- Trained team of new employees in computer systems and store policies
- Maintain successful GPA and full academic workload while working twenty hours weekly

Bucks County Play House, Wernersville, PA April 20XX-September 20XX
Education Intern

- Worked with education and development team to create programming for over one hundred students attending intensive theatre camp
- Assisted with management of database of camp attendees in Microsoft Excel and conducted conversations with parents to discuss progress of children

CAMPUS INVOLVEMENT

Member, Theatre Council, 20XX-Present (Cast member in two plays at Seton Hall University)
Secretary, English Club, 20XX-Present
Member, Marketing Club, 20XX-Present

SKILLS

Proficiency in Microsoft Word, Excel, Access, PowerPoint, Publisher, Photoshop and InDesign
Effectively utilize social media to market brands: Facebook, Twitter, LinkedIn
Experience in revision and consultation of written work using MLA & APA styles

George R. Nurse

555 Main Street, South Orange, NJ 973.555.5555 mresumestudent@student.shu.edu

Education

Seton Hall University South Orange, NJ
Bachelor of Science in Nursing, May 20XX
GPA: 3.7, Dean's List: 6 semesters

Licensure/Certification

State of New Jersey RN Licensure, current through June 20XX
American Heart Association Health Care Provider and CPR Certificate, current through January 20XX

Related Work Experience

Seton Medical Center, Centerville, NJ, May 19XX-Present
Patient Care Technician

- Monitor vital signs and blood sugars and tend to comfort during hospital stay
- Respond to patients' requests
- Assigned to various units, including Intensive Care, Emergency and Pediatrics

Clinical Experience

Synthesis, Shore Medical Center, Long Branch, NJ, January 20XX-April 20XX

- Assisted with nursing care on Surgical/Telemetry Unit
- Oversaw all nursing duties for up to three patients at a time
- Assisted with patient care, including physical assessments and emotional support for family
- Performed tracheotomy care and catheter insertion, care and removal

Pediatrics & Obstetrics, Central University Hospital, Trenton, NJ, September 20XX-December 20XX

- Supported nursing staff on Pediatric and Labor & Delivery Units
- Provided care for two pediatric patients at a time and observed in the Emergency Room
- Observed a C-section and three natural births
- Provided demonstrations for newborn care, assessments on mothers and newborns, and assisted with nursery care

Community Home Health Care, Atlantic City, NJ, January 20XX-April 20XX

- Attended to patient care with advanced Alzheimer's disease at home

Psychiatric, New Hampshire General Hospital, Edison, NH, January 20XX-April 20XX

- Assisted with nursing care on a Psychiatric unit
- Created an art group session, provided emotional support and observed daily rounds and routines

Professional Affiliations

Student Nursing Association at Seton Hall University, member since September 20XX
National Association of Student Nurses, Member since April 20XX

Volunteer Experience

Orange Health Clinic, Orange, NJ, October 20XX-January 20XX

- Administered Flu Shots during annual outreach Flu Clinic for underserved populations
- March of Dimes, South Orange, NJ April 20XX-July 20XX
- Volunteer Captain for Seton Hall Nursing Students Team spearheading student fundraising efforts

Skills

Experience in Pixis, Med Rx, and Sunrise documentation softwares
Proficient in Microsoft Word, Excel and PowerPoint
Fluent English and Spanish, Basic Conversation Skills in Portuguese



BELINDA JACKSON

25 Smith Street, South Orange, NJ 07079 • 973-205-9756 • belindaj@gmail.com

OBJECTIVE

A marketing internship utilizing a strong academic background, proven leadership experience, and excellent communication, planning and creative skills

EDUCATION

Seton Hall University, Stillman School of Business

South Orange, NJ

Bachelor of Business Administration

May 20XX

Concentration: Marketing • Certificate in Market Research

Overall GPA: 3.5 Dean's List every semester

Coursework: Marketing • Business Ethics • Financial/Managerial Accounting • Management Science
Principles of Management • Business Law • Interpersonal Communication • Strategic Internet Marketing
International Marketing • Fundamentals of Advertising and Promotion

EXPERIENCE

LT Apparel Group

New York, NY

Marketing Intern

June 20XX - Present

- Organized and planned photo shoots, including scouting and selecting a location, and communicating with photographer and models
- Maintained and distributed inventory of promotional items for buyers

Summer Assistant

Summer 20XX

- Conducted market research targeting specific demographics used to plan campaign for new product

Seton Hall University

South Orange, NJ

Peer Advisor

August 20XX - June 20XX

- Provided academic and personal guidance to 40 first year students to insure a smooth transition into school
- Taught two University Life courses with Freshman Studies Mentor
- Led campus tours and advised incoming freshmen/parents during summer orientation

Barnes and Noble

Clifton, NJ

Bookseller/Cashier

June 20XX - August 20XX

- Consistently surpassed daily sales goals by demonstrating extensive product knowledge and superior customer service
- Worked well with all team members and managers, building a reputation as a reliable knowledgeable and friendly employee
- Handled cash and credit transactions

SKILLS

MS Excel, Word, PowerPoint, Photoshop

LEADERSHIP and MEMBERSHIPS

Alpha Phi International Sorority, Director of Marketing Alpha Phi, September 20XX - Present

- Created award-winning website and designed promotional brochure

Seton Hall Varsity Baseball, Captain, 2011 - Present

- Led the team through a second victory season

Stillman Exchange (bi-weekly business school student-run newspaper), Writer, January 20XX - December 20XX

- Completed articles for the sports and sports business sections

DOROTHY EMILY DAY

123 Main Street, South Orange, NJ 07079

Dorothy.Day@student.shu.edu (123) 456-7890

OBJECTIVE

To utilize education, proven leadership and research skills in a non-profit management internship

EDUCATION

Seton Hall University, South Orange, NJ

Bachelor of Arts in Sociology, Expected 20XX

Minor in Nonprofit Studies (courses in Financial/Fundraising Management, Public Relations, Psychology)

EXPERIENCE

Student Government Association, Seton Hall University, South Orange, NJ

April 20XX—Present

Budget Committee Chair

- Create budget for over 45 student organizations, including funding allocations for next academic year
- Implement new budgetary policies for student organizations and other student leaders
- Facilitate monthly meetings attended by student organization presidents and treasurers
- Review grant proposals from student organizations seeking funding for programs and events
- Explore potential fundraising programs to increase operating budget

Amnesty International, New York, NY

October 20XX—July 20XX

Student Leader

- Researched international policy on global crisis and presented findings to professional staff
- Created statewide service activities through coordination with students from 12 other universities
- Assisted in production of online educational materials—created and managed Twitter account
- Trained four new members on mission, policies, and procedures of organization

Maria Montessori Research Foundation, Edison, NJ

September 20XX—March 20XX

Student Liaison

- Analyzed and discussed new ways of promoting organization through social media
- Planned fundraising events to raise donations, including holiday gala attended by 500 guests
- Reviewed grant requests and proposals by teachers and administrators working in Montessori schools
- Strategized new ways to improve and enhance use of social media in school curriculums

NJ Institute of Social Justice and Policy, Newark, NJ

June 20XX—September 20XX

Summer Intern

- Wrote information briefs on current public policy for professional staff
- Conducted local surveys and entered data into an online database for over 400 research participants
- Provided front office assistance with information campaigns

ARC of Essex, Livingston, NJ

October 20XX—May 20XX

Program Assistant

- Supervised and coordinated daily activities of eight adult residents in residential program
- Planned various educational programs and group social activities for residents
- Collaborated with medical and insurance personnel to ensure that residents received proper care

SKILLS

Proficient in Microsoft Excel, PowerPoint and Word

Fluent in Spanish and Japanese

Social Media and Networking experience, various research based database systems

JORDAN JONES

name@student.shu.edu
Cell 732-123-4567

Home Address
999 First Street
Highlands, NJ 07732

Local Address
1 North Orange Avenue
South Orange, NJ 07079

OBJECTIVE

To obtain an elementary education (Grades PreK-5) or English (Grades 6-8) teaching position.

EDUCATION

Seton Hall University, South Orange, NJ
College of Education and Human Services
Bachelor of Science in Education degree, expected May 20XX
Majors: Elementary Education, Early Childhood Education, Special Education, and English
Cumulative GPA: 3.75/4.00 Dean's List (all semesters)

Study Abroad, Alicante, Spain, Summer 20XX

Lived with Spanish family while taking two courses. Visited historic sites, museums and national monuments in Madrid, Toledo, Granada, and Barcelona.

AWARDS AND HONORS

Sigma Tau Delta English Honor Society, Fall 20XX-present
Kappa Delta Pi Education Honor Society, Spring 20XX – present
Recipient of 3 College of Education academic scholarships

CERTIFICATIONS

NJ Certificate of Eligibility with Advanced Standing in the following areas (issued June 20XX):
Early Childhood Education (PreK – 3) Elementary Education (K – 5)
English Teacher of Students with Disabilities
Substitute Teaching Certificate, Essex County
CPR Certified, 20XX – current
Lifeguarding/First Aid Certified, 20XX – 20XX

TEACHING EXPERIENCE

Hillside Elementary School, East Brunswick, NJ Spring 20XX

Student Teacher, Second Grade

- Taught inclusive class of 23 ethnically diverse students in public suburban school, including English Language Learners and first generation family backgrounds.
- Planned and facilitated lessons in science, social studies, reading, writing, health and math.
- Developed strategies for students in both high-level and low-level reading groups.
- Utilized differentiated instruction techniques; created pre- and post-test assessments of knowledge.
- Incorporated technology using Promethean Board, Activote, Elmo, PowerPoint.
- Participated in parent-teacher conferences and created "Back to School" night presentation.
- Attended weekly faculty meetings and professional development workshops.

St. Rose of Lima Academy, Short Hills, NJ Fall 20XX

Junior Intern, Third Grade

- Taught class of 15 students of all abilities in private Catholic suburban setting.
- Created and taught lesson plan in literacy on Haikus and integrating math content knowledge.
- Facilitated small group lessons in Social Studies, including writing letters from Pilgrim's perspective.
- Helped create and direct Halloween and Winter Holiday performances attended by families.



JORDAN JONES

Page Two

Deron I School, Union, NJ

Spring 20XX

Junior Intern, Self Contained Classroom

- Observed and provided individual support to 6 students ages 8-11 in private special education setting.
- Accommodated and modified lessons for students with moderate to severe learning and emotional disabilities, including auditory processing and Obsessive Compulsive Disorder.
- Planned, taught, and assessed full class Science lessons in astronomy about planets.

Belleville School, Belleville, NJ

Fall 20XX

Sophomore Intern, Pre-Kindergarten

- Taught morning and afternoon sessions (15 students) in urban setting.
- Planned, taught and assessed two full class lessons on directional terms and classifications.
- Updated and maintained bulletin boards.

Seth Boyden Elementary School, Maplewood, NJ

Spring 20XX

Sophomore Intern, Third and Fifth Grades

- Observed and assisted two classes of ethnically and socioeconomically diverse student backgrounds.
- Provided in class support to Fourth Grade in Social Studies and Science.

RELATED EXPERIENCE

After School Coordinator, West Orange YMCA, West Orange, NJ

Spring 20XX

- Supervised after school activities for up to 50 students (ages 6-11) each weekday.
- Provided individual assistance with homework in all subjects for all grade levels.
- Interacted with parents and school administrators with issues and student progress.

Summer Counselor, ABC Camp, Scotch Plains, NJ

Summer 20XX

- Managed over 40 campers (ages 10-12) weekly attending two-week long day camps.
- Coordinated educational/social activities, including computer, math, and field trips to local museums.
- Worked one-on-one with 10 year old camper with Asperger's Syndrome and developmental delays.
- Participated in ongoing training and weekly meetings with 8 camp counselors.

Nanny, Private Family, South Orange, NJ

Fall 20XX – Fall 20XX

- Supervised two sibling children (ages 6 and 10) with disabilities (reading comprehension; dyslexia and ADD) after school each week day.
- Applied behavior modification management system using positive reinforcement techniques.

ADDITIONAL SKILLS

- Verbal and written fluency in Spanish. Completed one course in American Sign Language.
- Proficient with Microsoft Office applications (Word, PowerPoint, Excel, Publisher), SMARTboard.
- **Athletics:** Member of Varsity lacrosse team; Captain of Varsity basketball team (High School); Intramural softball, volleyball, and tennis (College)
- **Extra Curricular Activities:** Flute in Marching and Concert Band (High School); Assistant Student Director of Play, Guys 'N Dolls (High School); Section Editor, Yearbook (High School)

PROFESSIONAL DEVELOPMENT

- Member, Student Education Association
- Certified Practitioner of Project Learning Tree
- Attended "Foundations Phonics" Workshop highlighting program used in Verona School District
- Attended workshops on "Preventing Suicide" and "Children of Active Duty Soldiers" at Seton Hall

RESUME TIPS FOR THE EXPERIENCED CANDIDATE



The resume of an experienced candidate should include detailed descriptions of your experiences, skills and accomplishments as a professional.

If you are an experienced professional looking for a new job within your field or perhaps, seeking a career change, you will need to create a resume that differs slightly from earlier versions that you may have used to obtain your entry-level position.

While the chronological resume is the most widely utilized format for entry level positions, a functional or combination style resume may be better suited for those who have professional experience in their career field or significant skills that are transferrable to a new career field.

Functional Resume

A functional resume focuses on skills that are transferable, but may not be evident, based on the information included in your employment history. This format is typically used by those pursuing positions that are very different from their former careers. A functional resume usually contains a “Summary/Profile” instead of an “Objective,” followed by skill based sections, employment history, education and professional associations.

Skill based sections focus on key skills related to the position that you are seeking (i.e., “Administrative/Managerial,” “Organization/Programming,” “Public Relations/Communication”). Within each skill section, create 3-5 descriptive phrases that identify the ways in which you have developed and utilized each skill, highlighting your significant career accomplishments.

Follow these sections with an “Employment History” or “Professional Experience” section that briefly lists all positions you wish to include. State your job title, name of organization, city and state and dates.

The next section should be “Education” and should include academic degrees, certificates and other academic preparation. List name of each institution, degree and major/minor, date of graduation and GPA (when applicable). The final sections of the resume should be “Professional Associations,” “Community Service” and/or “Additional Skills” section.

Combination Resume

Like the functional resume, a combination resume highlights skill sets, but this style also provides detailed descriptions about duties and accomplishments within each experience. For each position listed, you should provide 4-5 descriptive phrases that provide more information about the organization and specifics of your job duties. This format allows an employer to match up your skill sets with the specific position and employer in your work history.



Summary/Profile

Your summary highlights and emphasizes your experiences and abilities as they relate to each targeted position. Other titles used for this section are: Professional Profile, Career Profile, Summary of Qualifications, Overview, Professional Strengths and Areas of Expertise.

WHY SHOULD YOU INCLUDE A SUMMARY?

Your summary demonstrates your professional accomplishments, abilities, skills and personality traits as they relate to each position and industry. It should be placed at the beginning of the resume to attract the employer's attention and help you to position yourself appropriately to the organization to which you are applying.

WHAT SHOULD YOU INCLUDE IN A SUMMARY?

- Years of experience in one or more types of work or areas of emphasis;
- Levels of specialization in a particular industry;
- Selected accomplishments, skills and strengths;
- Areas of expertise related to key job functions;
- Relevant skills you have decided to highlight (i.e., language proficiencies, licenses, certifications, security clearance, computer skills, etc.); and
- Specific character traits related to a key job function you want to emphasize, along with evidence to support each trait.

Statements in the summary section should be in phrase format. Each phrase should begin with strong action verbs to describe your professional background, such as: "Expertise in," "Adept at," "Skilled in," "Advanced level of proficiency with," "Extensive knowledge of" and "Demonstrated." While a paragraph format is very common in the summary section, consider using bullets and stating one item per line for easier reading by a reviewer.

USING ACCOMPLISHMENT STATEMENTS

Accomplishment statements demonstrate past achievements and should be quantifiable whenever possible.

- Demonstrated strengths in tracking industry trends, implementing innovative ideas and coordinating special events, as evidenced by numerous awards and recognitions;
- Quality-conscious representative skilled in detecting design flaws and recommending changes to facilitate production, prevent errors and save time;
- Implemented effective resolutions and methods that increased project efficiency by 20 percent;
- Achieved high levels of customer satisfaction and generated a 35 percent increase in repeat business;
- Exceptional management skills with demonstrated success coordinating multifaceted activities for up to 100 employees and within a variety of departments and industries;
- Proficiently managed \$4.5 M annual payroll budget and \$140,000 employee relations budget;
- Restructured and refocused instructor certification program, which reduced time to certify instructors from 30 days to one week; or
- Significantly upgraded the company's information systems capabilities, while reducing data processing costs by more than 20 percent.

SUMMARY EXAMPLES

Business Management

- Achievement-oriented professional with seven years of success in international trade and global marketing.
- Skilled in developing marketing programs, coordinating new product introductions and providing customer support.
- Successfully generated 29 percent increase in business traffic through marketing efforts.
- Proven track record in new business development and key account management.

Communications

- Developed strategic promotional campaigns for health and beauty industry.
- Created corporate communications plans and social media platforms for Fortune 500 companies.
- Secured business contracts with 20 new domestic and international organizations in fashion industry.

Education

- Advanced knowledge of instructional strategies, educational goals and learning principles for diverse student learners.
- Experienced in developing curriculum and administrative procedures within public, private and charter school environments.
- Able to establish rapport with diverse individuals, families, including ELL, first-generation, urban and affluent populations.
- Ten years of experience working with students with special needs.
- Awarded “Teacher of the Year” and “School Spirit” awards for involvement inside and outside the classroom.
- Excellent communication, grant and proposal writing and conference and community presentation skills.

Health Care

- Eleven years of planning, directing, and administering health information systems.
- Developed and implemented department and organization wide policies, supervised staff of 12, coordinated evaluations and developed in-service educational materials.
- Consistently rated outstanding in performance reviews, always exceeding requirements.

Physical Therapy

- Professional with hands-on experience and knowledge in providing rehabilitative and health-related service to patients in the areas of orthopedic and geriatric care.
- Proven effectiveness in developing and implementing treatment plans consistent with the needs and resources of individuals and families.
- A compassionate, good listener, with very supportive and excellent interpersonal skills to maintain rapport.

STRATEGIES FOR CAREER CHANGERS

- Research the field you are trying to break into to understand what skills and experience hiring managers are looking for. Decide which resume format (e.g., functional, chronological, or combination resume) works best to highlight your previous experience and transferable skills. Create a different resume for each career goal.
- To compete in today’s job market, your new resume must have an accomplishments-driven focus. Tailor your Profile/Summary Qualifications section to highlight your skills, abilities, accomplishments and attributes that show knowledge of job function and/or industry requirements.
- The combination resume format is great for career changers who want to highlight related skills and accomplishments and who feel that further explanation of their work history or professional experiences provides strong transferable skills and evidence of where each skill and accomplishment took place.
- The functional resume format should be used by those pursuing careers that are very different from their former careers. This style allows you to draw out your related skills and downplay your work history.





ERIC JOHNSON

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www.linkedin.com/in/ejohnson

OBJECTIVE

Technical corporate training position in the healthcare industry

HIGHLIGHTS OF QUALIFICATIONS

- Nine years of sales experience with corporate clients, including Fortune 500 healthcare organizations
- Managed sales account for a regional hospital ranked in "Top 100" healthcare facilities
- Expertise in computer and technical operations, including hardware and software systems
- Skilled in training and supervision of professional and administrative staff
- Strong presentation, customer service and communication skills

PROFESSIONAL ACCOMPLISHMENTS

Human Resource/Communication

- Supervised and trained over 150 sales personnel within departments averaging 25 professional staff
- Trained over 50 supervisors and managers annually on peripheral hardware for inventory control
- Collaborated with upper level management and human resource departments in diverse industries
- Assisted individual and corporate clients with understanding of technical components of purchases
- Represented company at regional and national trade shows

Organization/Planning

- Designed and implemented educational and entertainment software for personal computers
- Revised policy manuals and developed curricula for Fortune 500 sales training programs
- Developed peripheral hardware for microcomputers

Marketing/Sales

- Marketed personal computer hardware and software systems to Fortune 500 companies
- Managed sales account for regional hospital with annual sales exceeding \$20 million
- Developed and implemented advertising and marketing strategies to increase sales
- Recognized for exceeding sales expectations by as much as 75%; received numerous outstanding performance awards

EMPLOYMENT HISTORY

Marketing/Sales Representative, Microcomputers, Inc., Fairfield, NJ, June 20XX – present
Computer Distribution Coordinator, Computers Unlimited, Livingston, NJ, May 20XX – August 20XX
Management Trainee, Computer Systems, LLC, Edison, NJ, August 20XX – May 20XX

EDUCATION

Seton Hall University, Stillman School of Business, South Orange, NJ
Bachelor of Science in Business Administration, May 20XX
Concentration: Management Minor: Computer Science

PROFESSIONAL AFFILIATIONS

President, American Marketing Association, New Jersey Chapter, May 20XX – present
Member, Computing Technology Industry Association (CompTIA), September 20XX – present

HELEN PUBLISH

22 Nature Lane • West Orange, NJ 07052 • 973.111.1112 • esjackson@email.com

OBJECTIVE

Seeking an editorial management position in the book publishing industry

PROFILE

- Ten years of extensive editing and writing experience
- Creative talents in photography, design and illustration skills
- Excellent public and written communicator, skilled in expository style
- Skilled in leading teams in prioritizing and meeting deadlines

RELEVANT EXPERIENCE

Print Journalist

- Gathered and wrote news and feature stories for Town Magazine front page
- Interviewed public officials and reported events at City Council meetings
- Assembled and composed news stories for two-page business section
- Produced black and white photographs to accompany news stories
- Organized, created and designed layout and paste-up copy for printing

Editor and Writer

- Assigned stories, edited articles and copy for weekly campus newspaper (circulation 1000)
- Created tabloid style management insert
- Supervised 10 staff members and students, managed daily schedules and assignments

Broadcast Journalist

- Performed as a weekend radio host at WSOU-FM (named 4th best college station in the country)
- Read hourly news and played selected music for 5 shows per week

EMPLOYMENT HISTORY

Director, Proposal Dept., New York Insurance Company, New York, NY May 20XX – Present

- Manage department of 10 writers focused on developing commercial and national account clients
- Ensured timely submission and completion of RFP responses and proposals to clients

Advisor, The Setonian, Seton Hall University Aug. 20XX – Dec. 20XX

- Served as managing editor and faculty advisor to award-winning weekly student newspaper
- Managed up to 15 students; provided training and guidance on design layout and writing

Page Editor/Senior Staff Writer, Town Magazine, Maplewood, NJ March 20XX – May 20XX

- Edited Arts and Leisure page, reported general features, reviewed restaurants and local clubs

Staff Writer, America's Health, Inc., Allendale, NJ March 20XX – May 20XX

- Wrote and edited news articles for monthly newsletter distributed to client and patient database

EDUCATION

Seton Hall University, South Orange, NJ
Bachelor of Arts, Public Relations and Journalism (graduated *cum laude*), May 20XX
Minor: English

PROFESSIONAL ACTIVITIES AND SKILLS

Computer: Proficient in Excel, Publisher, PowerPoint, Photoshop and QuarkXPress, Web Site Design
Member: American Association of Publishers, September 20XX – Present

DESCRIPTION OF A CURRICULUM VITAE



A CV is often considered an education and professional work experience biography that focuses on an individual's academic record and professional achievements.

A Curriculum Vitae (CV) is more comprehensive in format than a resume, usually consisting of two or more pages.

A CV is often considered an education and professional biography that focuses in more detail on an individual's academic record and professional achievements. It usually includes categories such

as education, certifications, honors, research, teaching, publications, presentations, professional affiliations and additional skills. Where resumes are brief, CVs are more complete descriptions of duties, skills and accomplishments.

Who Needs a Curriculum Vitae?

A curriculum vitae is usually required for those applying to graduate or professional programs, seeking employment with international firms, or for use when applying for professional research, teaching, clinical, or physical, health, or medical scientific positions within and outside of academia.

Ingredients for a Winning Curriculum Vitae

An effective CV emphasizes your professional skills and experiences. Categories are ordered according to relevance to the position sought.

Categories of a Curriculum Vitae

Heading

Name, address, telephone number and e-mail

Career Objective

Only include an objective if you are clear about the type of position and type of setting that you want to pursue. A career objective should contain an industry and a general position of interest (e.g., "An adjunct faculty position in a liberal arts institution that utilizes my teaching expertise in literature").

Education

Starting with the highest degree, include post-graduate, graduate and undergraduate degrees and studies. Dean's list and other academic honors can also be listed in this section.

Licensure or Professional Certifications

List all licenses and certifications pertinent to your area of study and those required in specific work settings. Order according to relevance to position sought and include license numbers and dates they were issued.

Relevant Coursework

List relevant courses that reflect and support your professional objective and desired qualifications of the position. Information about your thesis or dissertation could be included in this section (unless included in Research Experience or Papers/Publications section). Include the title of the work, a brief overview of the purpose of the study and its theoretical framework, methodology and findings.

Honors, Awards and Grants

List awards and grants related to academics, teaching, research and fellowships. Recognition of scholarships awarded by the University or within your professional discipline or field is important to include. Identify the granting organization and the date awarded.



If you have received only one award, consider incorporating this information within the education section along with fellowships and academic awards.

Related Experience

It is typical to include 2-3 separate categories of experiences based on relevance to the position. Examples might include Scientific, Academic, Teaching, Counseling, Laboratory, Clinical or Administrative to name a few. Each experience category can include paid, non-paid and volunteer positions.

For each position within a targeted category, identify your job title, organization or facility with location, and beginning and ending dates. Provide brief descriptions, beginning each phrase with action verbs. Include information about duties, accomplishments and skills. For research or scientific positions, provide information about relevant research projects, including topics and purpose of research, research methods, data collection and analysis, and written reports or presentation of results.

Other Involvement (Optional)

If applicable, include a category that highlights additional activities related to your discipline or field of study. Such university involvement might include departmental or university committees, search committees, task forces, accreditation processes, curriculum development or grant writing. Non-university involvement might include activities related to your community, including serving on a board or holding an office.

Papers and Publications

Include refereed and peer-reviewed individual and collaborative works, including books, chapters, journal articles, manuscripts and abstracts. Include those works in process or submitted for review and those works for which you have served as a reviewer. Each entry should

be written using the citation style appropriate to your discipline or field of study (i.e. APA, MLA, Chicago). Include URLs to papers accessible online.

Presentations

Describe any academic or professional presentations you have conducted. Include the topic and description of the program, presentation or poster session, the organization or conference where it was presented and dates.

Technical and Specialized Skills

Include skills desired or required in your field of study and type of position, including computer proficiencies, social media, laboratory and instrumentation. Identify foreign language skills and your level of proficiency (working knowledge, conversational or fluent).

Professional/Student Affiliations

Include memberships in professional organizations, listing all professional groups and offices held. Include memberships and involvement at the local, state, regional and national level, if applicable. If you are a recent graduate, consider including a separate category for “Professional Conferences” and include conferences that you have attended.

Information That Should NOT BE INCLUDED in a Curriculum Vitae

- **Omit** labeling your CV (Curriculum Vitae) at the top of the document.
- **Omit** date of birth, age, birth place, religion, social security number, gender, health, pictures, marital or family status or other personal information.
- **Omit** course number taught; only mention the general course title.
- **Omit** street addresses and web links to organizations.
- **Omit** names of faculty, unless prominently recognized in your field of study or research.
- **Omit** information from high school.



SUSAN JOHNSON
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EDUCATION

Seton Hall University, South Orange, NJ
Ph.D. in Counseling Psychology, May 20xx
(Accredited by the American Psychological Association)

Hunter College, City University of New York, NY
MS Ed. in Rehabilitation Counseling, December 20xx

Syracuse University, Syracuse, NY May 19xx
B.A. in Psychology with Biology Minor

CERTIFICATIONS

- New York State Licensed Mental Health Counselor (#xxxxxx) since May 20xx
- Certified Rehabilitation Counselor (#xxxxx) since July 20xx
- Basic Training in Critical Incident Stress Management, November 20xx

ACADEMIC RESEARCH

Dissertation: The influence of ethnic identity, gender and anxiety on career decision making self-efficacy for first generation students. Assessments performed were Multigroup Ethnic Identity Measure Trait Anxiety Scale, State Trait Anxiety Inventory and The Career Decision Making Self-Efficacy Scale.

COUNSELING EXPERIENCE

- Counselor/Evaluator (Doctoral Internship)**, Mount Sinai Hospital, New York, NY September 20xx-June 20xx
- Assisted with School of Medicine Rehabilitation Psychology Department Traumatic Brain Injury Research Project
 - Administered neuropsychological battery (25 individual measures) to research participants
 - Conducted semi-structured interviews with program clients, served as co-facilitator in cognitive remediation groups
 - Provided rehabilitation techniques, accommodations suggestions and support to program clients and staff
 - Completed independent research project for publication on salient issues for those with traumatic brain injuries
 - Participated in case conferences, instructional didactics and weekly supervision sessions
- Counselor (Pre-doctoral Practicum)**, St. Mary's Hospital for Children, Bayside, NY September 20xx-May 20xx
- Charted history review, neuropsychological evaluations (i.e., intelligence, attention, memory, perception, language, educational skills and personality) of individuals with traumatic brain injury
 - Provided medical management and chronic illness report preparation, individual counseling, family support activities
 - Attended weekly seminars
- Counselor (Pre-doctoral Practicum)**, Youth Consultation Services, East Orange, NJ March 20xx-May 20xx
- Assisted doctoral intern with play psycho-educational group for preschoolers with special needs
 - Individually developed and delivered group curriculum for two of sessions prescribed by program requirement
 - Participated in weekly didactics, supervision and case conferences, submitted weekly clinical progress reports
- Counselor (Pre-doctoral Practicum)**, Disability Support Services, Seton Hall University January 20xx-March 20xx
- Counseled student diagnosed with ADHD and sensory impairments to develop more adaptive functional academic and college life skills
 - Conducted career counseling and evaluations, co-led psycho-educational group on time management and effective study skills, submitted weekly clinical progress reports

Susan Johnson

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- Counselor (Pre-doctoral Practicum)**, Winchester Gardens Assisted Living, Maplewood, NJ October-December 20xx
- Provided rehabilitation and psychological services to geriatric clients
 - Conducted individual and group counseling with geriatric clients who were dealing with adjustment, mood, anxiety, and family problems. Submitted weekly clinical progress reports

TEACHING EXPERIENCE

Master's Level Adjunct Professor, Seton Hall University January 20xx-April 20xx
Department of Professional Psychology and Family Therapy

- Taught 2 sections of *Career Development* course to 40 master's level students (including 15 online)
- Utilized variety of career assessments, including Strong Interest Inventory, Myers-Briggs Type Indicator, FOCUS-2 online career guidance system, and Values Card Sort

Undergraduate Level Adjunct Professor, Montclair State University September 20xx-December 20xx
Department of Psychology/Arts and Sciences

- Taught 3 sections of *Adolescent Psychology* to traditional aged undergraduate students (20 per class)
- Created curriculum and implemented syllabus with both formative and summative assessments
- Incorporated speakers representing a variety of related career fields to share career information with students

RESEARCH EXPERIENCE

- Research Assistant**, Department of Professional Psychology and Family Therapy, SHU September 20xx-April 20xx
- Assisted Dr. Anne Ann with research on neuropsychological sequelae in chronically traumatized children
 - Researched neuropsychological development in the areas of memory, higher integrative functioning and the attention of children of divorced parents
 - Utilized a battery of assessments with research participants, including:
Wechsler Intelligence Scale for Children (WISC-III) Test of Memory and Learning (TOMAL)
Rey Osterrieth Complex Figure Wide Range Achievement Test (WRAT 3)
Behavior Assessment System for Children (BASC) Test of Variables of Attention (TOVA)
Controlled Oral Word Association (COWA) Kinetic Family Drawing

- Graduate Research Assistant**, College of Education and Human Services, SHU August 20xx-June 20xx
- Collected research information on educational topics associated with higher education policies and procedures
 - Managed statistical databases and provided faculty with access and assistance
 - Assembled background information for faculty's lectures and presentations
 - Organized faculty's course curriculum

PUBLICATIONS

Book Chapter
Harris, B., Johnson, S., & Kelly, D., (20xx). Multicultural counseling competencies in career counseling. In D.B. Pope-Davis et al. (Eds.) Under contract for *Handbook of Multicultural Counseling Competencies*. City, State: Publisher.

Journal Article
Harris, B., Johnson, S., (20xx). Family interaction patterns as predictors of vocational identity in career decision-making self-efficacy. *Journal of Vocational Behavior Issues*.

Published Abstract
Hart, C., Johnson, S., Family interaction in vocational identity. *Higher Education Abstracts*, 36 (Spring, No. xx)

Susan Johnson

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PRESENTATIONS

Hart, C. & Johnson, S., *Relations between children and family interaction patterns and vocational identity*. Poster presented at annual American Psychological Association Conference, City, State, August 20xx.

Hart, C. & Johnson, S., *Divorced Family Interaction Patterns of Children with Multiple Disabilities*. The Northeast Rehabilitation Association Annual Convention, City, State, July 20xx.

AWARDS

Recipient of "On the Shoulders We Stand" award, Women's Resource Center, Seton Hall University (20xx)
Kappa Delta Pi Education Honor Society (April 20xx to Present)
National Rehabilitation Association New York Chapter's President Award of Appreciation and Service (20xx)

LEADERSHIP ACTIVITIES

Multicultural Committee Entertainment Chair, SHU Counseling Psychology Student Association 20xx
Co-Chair, Exhibits Committee, Northeast Rehabilitation Association's Annual Conference January 20xx
President, National Rehabilitation Association, Metropolitan New York Chapter 20xx-20xx

PROFESSIONAL AFFILIATIONS

Student member, American Counseling Association
Student member, Association for Multicultural Counseling and Development
Student member, American Psychological Association—Divisions 17 and 40
Student member, Eastern Psychological Association and New Jersey Psychological Association
Professional Member, the National Rehabilitation Association
Professional Member, the National Rehabilitation Counseling Association

SKILLS

Proficient with Windows XP, Microsoft Office 2007 (Word, Excel, Access, PowerPoint), Jaws for Windows, Open Book, Kurzweil, Vocal-Eyes and SPSS-Statistical Data Software
Fluent in French, conversational knowledge in Spanish



STEPS TO A SUCCESSFUL INTERVIEW



The way in which you present yourself to a potential employer can make or break your chances of being offered the position you want.

The way you present yourself to an employer can make or break your chances of being offered the position. An interview can be mastered by easily breaking it down into three segments: **before, during and after.**

Before the Interview

Research

Researching the employer, their products/services, and competitors, will help you make an informed decision about whether the employer is a good fit for you. It will also give you important data to refer to during the interview. It is important to learn what an employer does, why they exist, their financial stability, what the work culture is like and what jobs are available.

Researching employers will help you prepare to answer and ask questions during your interview.

- Study the position description thoroughly. What would be your role?
- Find out what skills and qualifications are required.
- Review the employer's website, along with industry and business publications/magazines for information about the employer.
- Conduct an internet search to review recent activity of the organization.
- Use Social Media platforms such as Facebook, LinkedIn and Twitter to research the employer and network.

Know Yourself

Interviewers use questions to measure your skills, experience, preparation, maturity and interests. Your answers are used to determine how well you will "fit" with the employer.

- List the skills that qualify you for the position. Think about how you can contribute to the employer and be prepared to talk about your skills.
- Practice describing your skills, accomplishments, experiences and education by answering questions out loud with someone else or in front of a mirror.

What Employers Look For In a Candidate:

- Interpersonal skills (personable)
- Initiative and assertiveness
- Communication skills (oral and written)
- Self-confidence
- Honesty and integrity
- Teamwork skills
- Organizational skills
- Versatility and flexibility
- Energy and enthusiasm
- Leadership

Prepare Yourself

Preparation cuts down on your uncertainty and will boost your confidence. Before the interview, review your research on the employer. Use the information you found to formulate questions that will show the interviewer that you are up-to-date and interested in the organization.

Re-read your resume and familiarize yourself with everything on it. Remember that the interviewer can ask you about anything on your resume, so be sure to accurately represent yourself at all times.

Prepare answers for general interview questions. Oral communication is one of the most important skills employers look for in potential candidates. Practice answering questions until you are completely familiar and comfortable with your answers. Advance preparation will keep you from rambling unnecessarily. Think of how your past experiences at work, school or life in general have prepared you for the position for which you are interviewing. Prepare five or more success stories - think about your greatest strengths and prepare to talk about experiences when you used those skills to achieve success.





Be sure to use positive and honest examples. A strong answer will focus on three parts: your skill, an example to support that skill, and the connection between your experience and the position for which you are applying. Remember that employers are looking for evidence that you are willing and able to do the job. Show that you are thinking like a member of their team by using the employer's name, products and services. Your research is key to showing that you can fit into the existing environment.

During the Interview

You Only Have One Chance to Make a First Impression

Image is often as important as content. Studies have shown that 55 percent of a conveyed message is non-verbal; gestures, appearance and attire are very influential during job interviews. Research shows that within the first four to nine minutes of an interview, recruiters decide whether or not they will seriously consider you for the position. Below are a few pointers to help create a positive first impression.

Your Appearance

- Do not wear any cologne or perfume; you never know who may be allergic to it.
- Wear a dark color suit, preferably navy blue, black or dark gray, with a solid shirt or blouse in a lighter color.
- For both men and women, jewelry should be minimized.
- A briefcase or leather portfolio is recommended to communicate a professional image.
- Hairstyle should be conservative and not distract either you or the employer from the interview.
- Do not smoke before the interview.
- Leave your cell phone in the car or be sure to turn it off.

Word of caution: Should you be invited to dress in business-casual attire, keep in mind that business is still the keyword. Be sure to maintain a neat appearance at all times.

Acceptable business-casual attire for men includes: sport coats, slacks and polo shirts. For women: cotton shirts, slacks and flat-heeled shoes are suitable. You can also opt for a professional suit. Dress for the position you want, not the position you have!

Be Punctual

Arrive at least 10 minutes early. Sometimes you are required to fill out forms before the interview, so arriving early can be to your benefit. Additionally, this gives the interviewer an indication of possible future behavior. In the event of a serious emergency, notify the employer immediately if you need to cancel the appointment.

Presentation Is Everything

Body Language

- Be confident; show enthusiasm and interest in the position.
- Give a firm handshake at the beginning and end of the interview.
- Maintain eye contact with all interviewers, not just the person who asks the question.
- Sit up straight, and relax your arms and hands.
- Do not place anything on the interviewer's desk unless given permission to do so.

Communication

The interviewer wants to know that you are the best candidate for the position. Therefore, being able to market yourself is the key to a successful interview.

- Be brief and concise. Always concentrate on your qualifications and how they relate to the position.
- Present organized answers with specific examples to support them.
- Repeat your key strengths multiple times. Give examples and explain how your skills and assets fit the position and benefit the employer.
- Focus on the positive at all times and avoid using slang or jargon.
- Listen carefully and answer the question that is being asked.
- Demonstrate knowledge of industry terminology.



- Do not be afraid to pause and ask for time to better reflect on the question. If you are not sure of what the interviewer is asking, ask for clarification.
- Be honest and assertive. Let the interviewer know you are right for the position.
- Maintain conversational flow — By actively working to keep the interview a dialogue, rather than a monologue, you will be more positively received.
- Ask questions — The type of questions you ask can make a tremendous impression on the interviewers, but good questions require advance preparation. Remember that the interview is a two-way conversation and your questions reflect your research, as well as your interest in the position. For sample questions, refer to the next section.

Ask Quality Questions

Interviewers often ask if you have any questions, and this is an appropriate time to inquire about issues not already addressed. Always ask at least three questions, but have more prepared. This demonstrates your interest in the position and the employer. Here are a few examples to get you started; however, the best questions are those tailored to the position. Research can assist you in developing your own questions.

1. What objectives would I be expected to meet?
2. In what areas of the organization do you expect growth?
3. What do you like best about the organization?
4. How are employees given the opportunity to express their ideas and concerns?
5. What type of training do new employees receive?
6. Can you describe a typical workday in the department?
7. What are the possibilities for personal growth and promotion?
8. What types of learning opportunities are there?
9. Can you give me an idea of the typical workload or examples of previous project work for a person in this position?
10. How is an employee evaluated?

Ask About the Next Steps

- Find out the organization's hiring timeline.
- Ask when and how you should contact the employer.
- Ask for a business card or contact information.
- Give or offer the interviewer your references.

Closing the Interview - Thank Your Interviewer

- Reiterate your interest in being hired for the position.
- Don't linger — watch for cues that the interview is over, shake hands, and leave promptly.
- Send a follow-up thank you letter or an e-mail within 48 hours of the interview. Professionalism is key, so maintain proper grammar and formatting with either option (see sample on page 15).

Bring Proper Documents

Always bring extra copies of your resume and references (printed on resume/bond paper) to the interview. For more information on resumes, see pages 22-34.

Your reference list is a separate document from your resume. Do not submit this document when applying for a position unless specifically requested by the prospective employer. It is typically brought, along with extra resume copies, to an interview.

Your professional reference list should include professors, supervisors, former/current colleagues, and any other individuals who can speak to your aptitude and ability to succeed in the opportunity for which you are applying. This should be a diverse list of individuals — one educational, one or two professional, one from a volunteer experience, if possible. A minimum of three or four references is standard.

All reference contacts should give consent prior to your listing them as references. It is important to inform your references where you are interviewing so that they are prepared to be contacted by prospective employers. Once references have been requested, contact everyone on your list and provide organization name, title and key requirements of the job.



Illegal Questions

Employers should only ask questions that are related to your ability to perform the duties of the position. You should not be required to answer questions about your:

- age or place of birth;
- race or national origin;
- religion;
- economic status;
- marital status or children;
- military experience;
- sexual orientation; and
- physical or mental disabilities not related to your ability to do the job.

There are many ways to respond to illegal questions, and it is up to you to choose how to handle a question. Since your aim is to be hired for the position, you will need to avoid anger and defensive reactions.

1. You may simply answer the question, although you know it should not have been asked.
2. You may state, “I’m not sure how this relates to the position. Can you please clarify for me so that I can better understand your concerns?”
3. Think about the intent of the question and respond to what you feel is the intended meaning.

Carefully consider whether or not you want to work for an organization that asks you these types of questions. If you come across any of these situations, please inform a career advisor.

After the Interview

Send a thank you note — It is a professional courtesy and a requirement to thank someone for their time. Send a thank you note within 24 hours of the interview to make additional contact with the employer and demonstrate your professionalism and interest in the position. Also remind them of the benefits you will bring to the position. This letter will enable you to address the points you neglected to discuss during the interview. For a sample thank you letter, refer to page 15.

Depending on the time frame of the decision, either an e-mail or handwritten note is acceptable.

Types of Interviews

There are many ways to conduct interviews. The strategy an employer chooses depends on the nature of the organization and the position for which you are interviewing.

Behavioral-Based Interviews are most commonly used. Research suggests that behavior in your past experiences is an indicator of the way you will behave in the future.

- Questions focus on your past experiences to assess specific skills required for the position.
- Interviewer attempts to gain information concerning your strengths and weaknesses.
- Interviewer is looking for detailed answers regarding a situation, your actions/behaviors, and the results/outcomes of a time you demonstrated the skills the employer is seeking.

Panel Interviews usually consist of several employees from different parts of the organization and the candidate. Remember that there may be panel members who are unfamiliar with your resume, so you should bring extra copies to the interview.

Telephone Interviews are often a part of the initial screening process, and your objective is to effectively demonstrate your skills and experiences to get a formal interview. Provide a phone number that allows for clear reception. Land lines are preferable to cell phones. You need to prepare as carefully as you would for an “in-person” interview.

Group Interviews usually consist of several employees from the organization and several interview candidates assembled together as a group for the interview. Answer questions according to your own knowledge, skills and experiences — do not allow yourself to be influenced by other candidates’ answers.

Stress Interviews include challenging questions and interviewers may be intimidating in order to see how you handle a stressful situation.

Case Interviews require the interviewee to analyze a real-life scenario. Employers evaluate candidates on analytical skills, problem-solving ability and logic.

Types of Questions

Practice answering sample questions. Provide specific examples and remain positive at all times. Remember that your answers should be organized and well thought-out. Experienced interviewers can tell the difference between sincere answers and those read out of a book.

Traditional Questions

1. *Tell me about yourself.*

Offer a concise, well-organized presentation of yourself. Do not talk about family or hobbies unless they directly relate to the position. Include key skills and an overview of your experiences.

2. *Why do you think we should hire you for this position?*

State why you believe you are qualified, providing examples of the skills you possess that match the qualifications.

3. *What are your future career goals?*

Answer this question assuming that you will still be with the employer.

4. *What is your greatest accomplishment in life so far?*

Consider providing a response that conveys your values.

5. *Why do you think you might like to work for this organization?*

Make sure you've done your research so that you're familiar with the employer's mission, products and services.

6. *What do you consider to be your weaknesses?*

Attempt to turn your weaknesses into learning experiences and explain the steps you've taken to improve. Always end on a positive note.

7. *Why did you choose your major?*

Have your answer demonstrate the thought that you put into the decision-making process.

Behavioral-Based Questions

Behavioral-based questions provide hiring employers with specific data that allows them to predict future behavior on the job. Employers want to collect information on the knowledge, skills, motivations and behaviors needed to do a job successfully, and they will determine if you are the "right fit" based upon your previous experiences. *In other words, what you have done in the past is a good predictor of what you will do in the future and how you will perform on the job.*

When a recruiter gathers examples of behavior in an interview, he/she wants to hear a story about a specific situation when you used particular skills. One strategy to help you give the recruiter a complete answer is to use the **STAR** technique to articulate your response. Responses to questions should be framed with the **STAR** model in mind.

Elements of a STAR Response

Situation

What was the situation?

What were the circumstances?

Task that YOU faced

What problem or task did you need to solve?

What obstacle did you have to overcome?

Actions that YOU took

What exactly did you do in the situation?

What was your specific role, or what steps did you take in the situation?

Results or changes caused by these actions

What was the result?

What problems/successes did you experience?

What feedback did you receive?

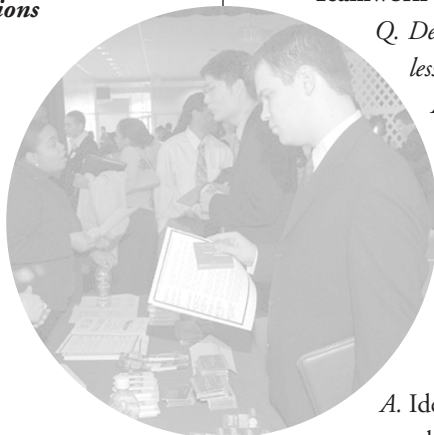
What lesson(s) did you learn?

Answering Behavioral-Based Questions –**Learn to Tell Your Story**

- Recall recent **situations**, within and outside of your work and classroom environment, in which you displayed leadership, teamwork, initiative, planning, success, failure and customer relations.
- Prepare short descriptions of each **situation**, including your **actions** and the outcome or **result**.
- Be sure the outcome/**result** reflects positively on you (even if the result itself was not favorable).
- Practice answering behavioral-style interview questions using your “stories.”
- Employers want to know “Who you are” and “What you have done,” BUT you need to also be able to answer “What you can do for the employer.”

Examples of Behavioral Questions:**Initiative**

- Q. What have you done that showed initiative and willingness to go above and beyond a task assigned to you?*
- A. Describe a situation where you gave more than 100 percent. Don't forget to include the result.*

**Teamwork**

Q. Describe how a sport or activity taught you a lesson in teamwork or leadership.

A. Identify an experience that best demonstrates your abilities to be an excellent team player or team leader.

Problem Solving and Judgment

Q. Describe a situation where you used good judgment and logic in solving a problem.

A. Identify a prior work or academic situation where you demonstrated these skills.

Presentation Skills and Ability to Influence

Q. Tell me about a time when you had to use your presentation skills to influence someone's opinion.

A. Provide an example where your communication skills effectively influenced others.

Conflict Resolution

Q. Tell me about a time when you disagreed with work colleagues.

A. An employer is interested in how you resolve conflict. (Avoid blaming others or speaking negatively about the situation or others.)





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While interviewing, you need to project the following about yourself:

1. You **want** to work for the organization.
2. They **need** your skills.
3. You are the “**right fit**” for the job.

Motivational Fit

Research shows that professionals make seven to 12 career changes over the course of their lifetime. Some of these moves result from promotion and development, some from not having the “right fit” with an organization. Motivational fit is important in the hiring process for both you as a candidate and the employer. For you, it’s essential to be more than just “happy” with your work; you need to be in a position in which you can be challenged, developed and inspired. For employers, the hiring process is time consuming and expensive. They want to hire the best candidate in a timely fashion while also hiring the right person – someone who not only has the appropriate skill set but also believes in the organization.

Learning and understanding your own needs will help you prepare for professional changes and guide you in initiating discussion with supervisors and other professionals in your field. You are ultimately responsible for managing your career and finding the “right fit.”

The Interviewer is Looking for How You Fit with the Organization

The interviewer wants to know:

- Your understanding and appreciation of the organization’s mission, vision and culture.
- Your understanding of the career opportunity you’re interviewing for and if you will be satisfied with the work requirements.
- Whether your skills and motivations are the “best fit” for the organization.

You Must Enter Each Interview Understanding Your Own Needs

- What are you looking for in an organization?
- When have you been most and least satisfied with job-related activities?
- Do you enjoy working in teams or alone? What is required of the opportunity you’re pursuing?
- The bottom line is that you must be true to yourself and your passions while pursuing every opportunity or you will not be satisfied.

Potential Motivators – What Motivates You?

- Achievement
- Coaching Others
- Complexity
- Continuous Learning
- Creativity
- Details
- Fast-Paced Work
- High Involvement
- Independence
- Interaction
- Leading Others
- Routine
- Variety
- Authenticity
- Vision
- Entrepreneurship
- Optimism
- Environment
- Intensity

Examples of Motivational Fit Questions

Q. When were you most satisfied in your work?

A. Talk about a specific situation that motivated you to do your best work. Provide concrete examples of work situations where you were most satisfied and motivated.

Q. When were you most dissatisfied on the job?

A. The employer is looking for “fit.” Describe how the tasks of a previous job or experience were least desirable to you and why. Keep in mind that the employer needs to understand that you will be motivated by the primary tasks of this particular career opportunity. (Don’t speak negatively about an experience. Always emphasize what you’ve learned, how you benefitted and end on a positive note.)



When Your Motivations Align with the Organization's Leadership Competencies

Many organizations have developed specific leadership competencies that take into account the mission, vision and culture. The expectation is for all employees to possess and/or develop these core competencies in order to not only “fit in,” but also to thrive. Some competency examples include:

A governmental organization seeks people who are:

- Customer focused;
- Results oriented;
- Effective problem solvers;
- Analytical thinkers;
- Visionaries;
- Supportive coaches;
- Effective communicators; and
- Models of integrity.

An industrial solutions organization seeks people who can:

- Provide customer service orientation;
- Take initiative;
- Act with sound judgment and solve problems;
- Enjoy continuous learning;
- Excel well within a fast-paced work environment; and
- Provide diverse perspectives.

A pharmaceutical organization seeks people who can:

- Deliver high-quality customer service;
- Be a fast learner;
- Be adaptable and flexible;
- Manage projects;
- Display charisma — the ability to get others to follow;
- Manage change;
- Focus on results; and
- Manage innovation.

Where do you fit in? Do you have the competencies to work for any of these companies? Many organizations will provide this information on their websites. Do your research!





CAREER MANAGEMENT

Factors to Help You Get Ahead in Your Career

1) YOU are Responsible for Planning and Managing Your Own Career Path

Do NOT solely rely on your organization or your supervisor to get you advanced training or provide you with advancement opportunities. Simply put, it's not your supervisor's job, it's yours! Think of the process as building your toolbox, and your goal is to fill that toolbox. Each training session you attend, committee you serve on and project you develop helps expand your skills and fill your "toolbox." Don't hesitate to ask for "resume-building" assignments. Take initiative because if you wait for your supervisor to "tap" you for the next big assignment, it might not happen.

2) Opportunity Can Be More Important Than Money

Look at the "big picture" when considering an employment opportunity or promotion within your current organization. Will the organization assist you if you want to go back to school? Will it allow flex-time to better balance career and family? Does the position allow you the opportunity to enhance your skills and make necessary contacts? Consider what's important to you, not only for the moment, but also for the long-term.

3) Promote Your Successes

When you successfully manage a project to completion, make sure people know so that you will be considered for the next important project. If you win an award, share the news. Be proud of your achievements. No one will know about the good things you're doing unless you promote yourself!

4) Build a Reputation for Integrity and Ability

Be fair and helpful in your dealings with others. You will be remembered for integrity and ability, and you never know when you may need to rely upon, or network with, these individuals in the future.

5) Understand Your Organization's Structure and Culture

Does your organization follow a strict chain of command with multiple levels, or is it "flat"? Do you pay attention to the mission, vision, culture and required competencies? Do you fully understand your direct supervisor's goals for the department or organization? If not, learn them. If so, do you buy into them?

You Are Your Own Brand — Marketing "YOU"

Regardless of your current industry profession, when it comes to career searching, you are the most important "brand" you need to market. As you approach the product of "YOU," you need to properly promote and advertise your product in order to achieve results. Consider the following approach:

1) Developing Your Image

Image building establishes and reinforces your desired "positioning" as a skilled employee, whether it be as a creative problem solver, strong leader or efficient project manager. Be sure to establish early relationships with professionals in your current organization and within the industry. Serve on project teams and make presentations for your organization. Do everything possible to make a name for yourself while networking.

2) Consistency and Timing

In general, advertising works because it makes an impression and is viewed numerous times. Simply think about some of your favorite commercials or magazine ads – what stands out? Why did it make a lasting impression? Make every effort to be in front of the right people and keep your resume up to date.

3) YOU Need to Be the Best Salesperson YOU Can Be

If you have performed Steps 1 and 2, you are a known quantity. In sales, it's known as "closing the deal." If you're seeking advancement within your organization or desire a move outside, contact your established network. Your network contacts can now be your best allies and help you get to where you want to be.



If You Want Advancement, Do You Have to Leave Your Current Employer?

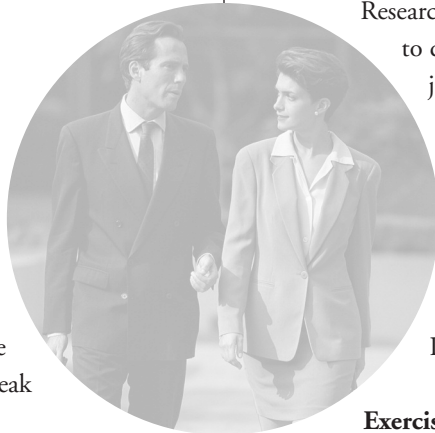
Many people, especially those engaged in obtaining master's-level education, believe they MUST leave their current employer for advancement. Depending upon the size of your current organization; structure of your department; and/or "buy-in" regarding mission, vision and culture, this might be true. However, if you take the time to speak with your supervisor, investigate other departments, learn of new projects coming up and network with other employees in your organization, you may find what you're looking for within your current organization. As you're making future decisions, consider the following:

Who Am I? (Self-assessment)

Regardless of how many years you have been in the professional world, the career planning process begins with the self-assessment. What skills or competencies do you have? What do you still need to make that next jump? What is important in your work environment? What are the strengths that you actually enjoy? What are your accomplishments?

Exercise:

- Step 1:* Make a list of five accomplishments in your life that you truly enjoyed doing, both work and non-work related; choose things in which you really felt satisfied.
- Step 2:* Utilize what you learned about the STAR model and behavioral-style interviewing to think about the results for each of the five accomplishments. What was the situation? What did YOU do? What actions did YOU take? What were the obstacles, if any? What were the results?



What Do You Want to Do Next?

Research, research, research. This is important to do whether you are actively searching or just staying informed in your field. This includes speaking with professionals already in the field. LinkedIn can be a valuable tool to identify professionals and expand your own industry network. Are Seton Hall alumni in these organizations? Contact alumni Pirate Mentors to learn more (see page 7).

Exercise:

- Step 1:* Make a list of organizations in the industry within a geographic area that interests you; include your current employer.
- Step 2:* Research everything you can about these organizations: mission, vision, culture, values, career opportunities, etc. (Refer to page 11 for the information on employer research.)
- Step 3:* Determine if you know someone who works at each of these organizations and, if so, make it a point to reach out to those individuals to develop your network and learn more about the organizations. Review internal job postings that are available with your current employer.

How Do You Get There?

You've already started by doing the research and developing your networking leads. Think about what you've learned. Did you discover opportunities within your current organization that you never realized existed? Have you reached a roadblock, and do you have to move on to move up? Based on your findings, you can make an informed decision about the next steps to advancing your career.

VALUES AND ETHICS AS YOU MAKE LIFELONG CAREER DECISIONS



Values and Ethics

Your career is an important part of the path that you chart for your life. Your work will be an extension of who you are and what you value. In the course of shaping your career, you will have many decisions to make, and you will need some basis for those decisions. An awareness of your ethics and personal values will be indispensable in shaping the life you want.

Whether you are just starting out and exploring different career opportunities or you are ready to make a decision on an employment offer, it is important to understand how your values and life calling influence your choices.

Ethics is a system of beliefs and behaviors that help you become the kind of person you want to be. It's how we view ourselves expressed through how we treat other people. The basis of this system is your values — the things you consider to be important to expressing who you truly are.

How do you figure out what your values are? Some values — like truthfulness — seem fairly obvious and universal, but there are other values that are more individual. These will be shaped by your family, community or religious tradition; your relationships with important people; and reflections on significant life experiences. These factors will influence your answers to questions about the relative value of money in your life, and how much you value things like free time or opportunities for advancement. None of these are necessarily mutually exclusive values, but you will need to find a balance among them in your life and career.

The Career Center can help you clarify your values. We offer one-on-one counseling sessions with trained career educators and interpretation of career assessment tools that can help you clarify personal values and career goals. Internships are also a great way to learn about yourself and your values. Internships are about more than getting professional experience and connections. First, the experience of applying for and interviewing for an internship can push you to clarify what is important to you — especially if you have to weigh offers from different organizations. An internship is also a chance to see how a possible career path “feels.” During your internship, you should be asking yourself if an organization and work environment resonates with you. Do you feel like yourself when you're there? If it feels right, it may be a good fit for your values.

An awareness of your ethics and values serves as a resource for you in making important life decisions — about jobs, relationships and goals. It helps you create a life of integrity and meaning. Ultimately, these decisions determine who you become over the course of your life.

Ethics and Decision Making

While the concept of “values” is concerned with determining what you believe to be important, “ethics” deals with the good or right way to do things. You will want to make career decisions that are in your best interest, but also strive to consider the interests of others involved in the process. There is a right way and a wrong way to pursue your career interests, and the wrong way either causes harm to yourself, others or both. Here are some ethical considerations:

- Be honest on your resume and in interviews. Do not overstate or understate your qualifications or skills.
- Conduct yourself with a high level of professionalism and courtesy, especially if you are referred to opportunities through friends, relatives or professors. How you present yourself is a partial reflection on them.
- Represent yourself truthfully in all interviews.
- Only apply for employment opportunities that you have a genuine interest in pursuing. Many organizations waste time and resources sifting through applications from

applicants who have no intention of following through.

- If you are invited for an interview, be prepared and on time. Don't waste the interviewer's time and other candidates' opportunities by not showing up to an interview. It is ethical to cancel an interview in the event of an emergency. Whenever possible, contact the employer within 24 hours if you need to cancel your appointment. Not showing or cancelling within 24 hours is highly unprofessional.
- It is ethical to receive more than one job offer and to negotiate in good faith for better terms; however, it is unethical to accept an offer and continue to search for employment. Remember, it's a small world. You never know when you'll meet that person again and in what situation.
- Be aware that you may be asked unethical questions. (See page 41 for information on how to deal with these situations.)

The Decisions You Make Now Affect Your Future: Pre-Employment Testing, Background Checks and Drug Testing

Increasingly, organizations are administering pre-employment tests and background checks on potential employees. Pre-employment testing usually includes drug/alcohol, personality, honesty and skill-based evaluations. Background checks may include a credit check, criminal record investigation, driver's license check, polygraph test, academic credential verification and reference checks. Reference checks may include academic, employment and personal references. Employers conduct these types of tests and checks to ensure that your talents/skills, behaviors, character and values are aligned with those of the organization.



The reality of pre-employment testing, background checks and drug testing should make you more mindful that negative habits and activities can have a serious impact on your employment prospects. Experimenting with drugs, for example, may disqualify a potential candidate from applying for positions at various federal agencies. Additionally, bad credit ratings, an arrest record or violations of the University or University Community Standards may also negatively impact and limit your opportunities for employment.

It is always important to be honest when you are questioned about prior drug use, negative credit ratings or arrest records. Furthermore, the physical standards of some organizations require that you've made and continue to make responsible choices about your health.

Value-Centered Questions to Ask Yourself

Here are some questions to consider as you evaluate job offers:

- What is the mission of the organization, and is it one you can commit your skills, time and talent to promoting and developing?
- Do the organization's mission, values and business objectives align with your calling and value system?
- Can you see yourself working for this employer?
- Are you comfortable with the work environment and organizational culture?
- What impact does your family have on your decision making?
- How well will your style and your supervisor's style work together?

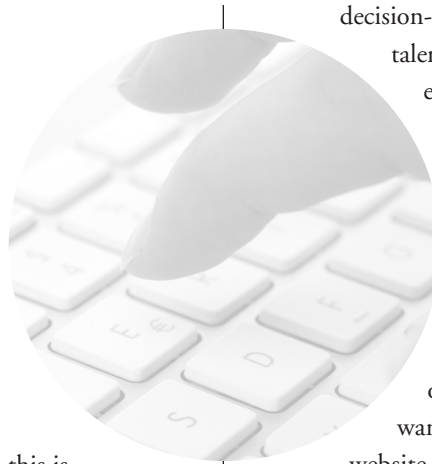




Using Ethical Behavior in Cyberspace

Websites such as *YouTube*, *Facebook*, *Twitter*, *LinkedIn*, *Blogger* or *RateMyProfessors.com* give students the opportunity to write anything they feel, both positive and negative.

When you post your thoughts, ideas and pictures on the Internet, they are available for virtually anyone to see. This includes employers. If an employer uses the Internet to get a sense of your accomplishments and writing skills, then this is likely to influence employment decisions. By the same token, if an employer sees content or images that reflect negatively on you, this may impact whether or not you receive an offer. Whatever is posted on the Internet about you is a reflection of your character, maturity level,



decision-making ability, judgment and/or writing talent. Remember, information about you extends beyond your personal account.

Conduct an Internet search of yourself to see what information about you can be viewed by the general public.

It is important to reflect on your ethics and values when deciding what information about your life you put on the Internet. Although you might want to show a casual and fun side on a website like Facebook, think about future implications. What you post on the web has the potential to greatly help in your internship or professional search ... or hurt it. Think carefully — the implications of what you post on the Internet are far-reaching.

MANAGING OFFERS



Before you are in a position to negotiate, you need to be armed with information. Take some time to research your field and learn what the starting salaries are for new employees with your background and skills.

The decision to accept an employment offer requires a great deal of thought. Salary is not just about money; that's why it's often referred to as a "salary package." A variety of factors should enter into your decision. For example, is the employer also offering health insurance? What about travel opportunities, the possibility of promotion and job stability? Maybe you will be offered a company car, or the

opportunity to work at home in a "virtual office." And what about possible stock options, vacation time or professional development opportunities? Remember to evaluate all aspects of the offer when you make your decision.

Before you are in a position to negotiate, you need to be armed with information. Take some time to research your field and learn what the starting salaries are for new employees with your background and skills. With a little research, you will learn the average earnings for entry-level to executives in your field. Check out competitive salaries and know where you fit. Examine the average market salary and determine how close you are, given your experience and skills. Remember that salaries vary in different cities and regions of the country. For information, consider checking:

- www.salary.com (an excellent resource for determining average salaries by city or region); and
- www.payscale.com (research and compare salaries based on education, location, job titles and experience).

Keep in mind that some employers have strict salary scales and have very little room for negotiation. Know in advance if you are interviewing with such an organization.

Another important consideration in your decision should be your personal financial situation. What do you need and what compromises are you willing to make? Create a personal budget so that you can accurately assess your needs. Before you begin salary negotiations, be sure you have decided upon the minimum salary package you're willing to accept.

You also need to consider the organization and the position, itself. Be sure that the organization is one that is a "good fit" with your own personal value system, and that the position is consistent with your long-term career goals.

When to Discuss Salary

Never be the one to bring up salary. If you talk about your requirements too early, you run the risk of either asking for too much and pricing yourself out of the position, or asking for less than the employer is prepared to offer. Try to put off the conversation for as long as possible. Eventually, however, you will need to answer the question. Be honest! You might first "sidestep" the issue a little by stating: "If the career opportunity is right, my salary requirements can be flexible." You can let the interviewer know that while salary is important, what you're looking for is the best combination of opportunity, challenge and money. Remember, if you've done your research, you know what you're worth. Try to steer the conversation back to the position requirements and your skills. Stay focused on your present worth, not on your past salary history. The range you give should be based on what you know the salary should be and your ability to succeed on the job. Remember that negotiating is not an "all-or-nothing" event with a winner and a loser. Rather, it is a series of conversations that reach a satisfying conclusion for both you and the hiring organization. Be prepared to negotiate and compromise.





When an offer is made, you do not need to accept on the spot (unless you are positive about everything!). It's acceptable for you to ask for a few days to consider the offer. You need to take time to evaluate the entire package: salary, benefits, location, your personal values and how they fit with the organization's practices, and other issues that are important to you.

If the employer chooses not to meet your salary request, you still have the option of accepting the original offer, provided that you have maintained a positive, productive and friendly atmosphere during the negotiating process. You can always begin negotiations again after you have demonstrated your skills and competence on the job.

When you accept a position, always ask for an offer in writing. You should receive a letter or, in some cases, a contract to sign. If you decline a position, you should do so in writing (e-mail or print). Thank the employer for the time and interest in you (see page 17). Don't ever "burn your bridges." You never know when your professional paths will cross again.

After accepting an offer, notify other organizations that you have applied to, that you are no longer interested. It is **never** ethical to accept an offer and continue actively seeking employment until a better offer comes along. This will damage your professional reputation and reflect negatively on Seton Hall University.

Additional Considerations

Congratulations! You've been offered a job! But now what? There are still decisions to make . . . and not only about salary and benefits. For example, you should consider:

- The corporate culture;
- Typical work hours;
- Policy regarding telecommuting and flexible work schedule;



- Opportunities for professional development and ongoing learning;
- Commuting distance;
- Organization's reputation;
- Opportunities for advancement;
- How this department fits into the organization as a whole; and
- Your ideal work environment.

Once you've thoughtfully reviewed and analyzed the offer, if you are sure, say "YES"! But remember, you'll need a letter outlining your terms of employment. Never give notice to a current employer until you've received an "official" offer in writing. (After you've received your letter, give your current employer at least two weeks' notice that you'll be leaving, see sample resignation letter, page 19.)

You may find yourself in the enviable position of having two organizations showing interest in you. If you receive an offer from one, you may need to make your decision before you've heard from the other. Always remember the importance of professional ethics. Once you've made your decision, it is important that you honor your commitment. Contact all other organizations with which you've interviewed to thank them and inform them of your decision.

If you're not sure that you're going to accept an offer, you can delay your decision. However, don't expect an organization to put their process "on hold" while you shop around for a better offer. If you need a little time, first thank the organization for the offer, and request some time to review the situation and be sure that you're making the decision that is best for both you and the organization. Make sure that you agree on a time period to inform them of your decision, typically five to seven business days.

If you've decided to decline the offer, remember to remain professional. Thank the employer for considering you for the position, then decline politely. You never know when you will encounter this person again.

Managing Rejection

If you are turned down for a position, the key is to learn from the experience and refocus on finding the best opportunity for yourself. You can also reflect on what you will do differently during the next interview. Finding the right position takes practice and persistence.

Consider this:

Timing: Regardless of your qualifications and abilities, sometimes you just have to be in the right place at the right time.

The Right Fit: No one can be perfect for every position. You may not have had the right chemistry with the hiring manager or didn't possess the core skills of the job. Avoid feeling slighted. There will be other opportunities.

Network: Enlist a team of supporters. The most successful job searches are the result of a team effort. The more people who know you're involved in a search — the more help they can give you with potential employment leads.



PIRATE CAREER PLAN



SELF AND CAREER EXPLORATION

Goal: Learn more about your calling in relation to your values, motivations, talents, skills, strengths and areas for improvement.

PREPARING FOR EXPERIENCE

Goal: Broadly explore academic majors and career possibilities by researching occupations.

GETTING EXPERIENCE

Goal: Gain experience, knowledge and skills through internships, part-time jobs, volunteer and leadership positions.

DECIDING AND TAKING ACTION

Goal: Conduct a successful professional career or graduate school search.

The Career Center can help you in your career journey —
Call our office to set up an appointment to meet with a career advisor

973-761-9355

careers@shu.edu

www.shu.edu/go/careers

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SUPPORT SERVICES: Consumer and Corporate Communications, Information Technology, Corporate and Retail Finance, Engineering and Human Resources

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