

# STUDENT GUIDE TO CAREER SUCCESS

**SIUE CAREER DEVELOPMENT CENTER**

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# Career Development Center Events

## Accounting Week

- On-campus interviews with accounting firms.

## Career Fairs

- Fall and Spring Fairs:
  - Majors Fair—Gather information about the departments on campus to help you choose a major.
  - Career Fairs—Meet employers during the 2 days of the fair; Day 1: Majors in the College of Arts & Sciences and Business; Day 2: Engineering and Technical fields
  - Health Careers Fair—Geared toward those in Nursing, Pharmacy and any other majors interested in a career in the health field.
  - Education Fair—For those majoring in the field of education.

## Crash Courses

- Information on a variety of topics such as: interviewing, preparing your resume and cover letter, attire, professional development, etc.

## Mock Networking

- Learn to network like a professional from employers, alumni and staff.

## Employer Panel

- Get suggestions from employers on interviewing, resumes and more.

## Mock Interview Days

- Interviews with employers to prepare students for interviewing in a real world situation.
- For skill building purposes only.

## On-Campus Interviews (OCI)

- Employers are able to come to campus to interview selected students for positions.
- These can take place at any time during the school year.

**Visit the CDC website, Facebook or LinkedIn accounts for specific event details!**

# Our Services

## **Career Counseling**

- Meet with a Career Counselor to discuss career development issues, assessment tools, or support in deciding on a major and/or career.
- Resume Development/Critique
- Job Search Strategies
- Interview Preparation and Mock Interviews

## **Cooperative Education (Co-op) and Internships**

- Gain real-world work experience in your field while pursuing your degree
- Apply classroom theory to a realistic work setting
- Develop professional relationships – build your network
- Possibility of full-time employment after graduation

## **Employer Connections**

- On-Campus Interviews (OCI)
- Job Listings on Cougar Jobline
- Resume Referral Service – we will send your resume if you want to apply for a co-op or business internship position with a company that has been listed on the Jobline.
- Career Fairs

## **Resources**

- Career Resource Center (books on career topics)
- Career Related Events and Workshops
- What Can I Do With This Major? (Linked to CDC Webpage)
- AD 117 - Career Development & Planning Course

## Getting Registered

1. Go to our website at: [www.siu.edu/careerdevelopmentcenter](http://www.siu.edu/careerdevelopmentcenter).
2. Under “Cougar Jobline,” click on “Students” and follow the login directions for “New User.”
3. Update your demographic information.
4. Click on “Upload File” to upload your resume onto our website.
5. Schedule an appointment or email the main CDC account for a resume critique (or resume development if you do not have a resume).
6. Complete the online orientation at:  
[http://www.siu.edu/careerdevelopmentcenter/coop/coorientation .shtml](http://www.siu.edu/careerdevelopmentcenter/coop/coorientation.shtml)

*\*The completion of this registration is necessary for Co-ops and Internships, OCI, and resume referrals.*

## Career Fair Tips

- Research companies you are interested in BEFORE attending the fair.
- Have an idea of what position(s) you are interested in.
- Maintain an upbeat, positive attitude.
- Plan your time accordingly so you don't miss opportunities to meet companies you are interested in.
- Dress professionally.
- Bring several copies of your resume.
- Prepare a short (less than 1 minute) introduction.
- Ask about career opportunities in your area of interest.
- Greet employers with a firm handshake and eye contact.
- Be ready to set up appointments with employers.
- Follow up—get a business card and make sure you know the employer's correct name and title.
- Send thank you letters to employers who gave you a pre-screening for an interview.

## On-Campus Interviews (OCI)

*You must already be registered on the CDC Jobline to participate.*

Each company determines the qualifications, including majors, graduation dates, GPAs, etc.

### Open Schedules

- The Jobline allows only those students who meet the specified qualifications to sign up for an interview time slot on the employer's selected interview date.

### Pre-Select Schedules

- Employers review resumes of qualified students on the list and select those students they would like to interview.
- Sign-up on a pre-select list DOES NOT guarantee an interview.
- All decisions are made by the employers.

Students may also be selected by recruiters attending a career fair or event to participate in their company's OCI schedule.

## Signing Up for Schedules

### Open Schedules

- Login to your Cougar Jobline Account.
- Click on “Schedules”; select “Qualified Schedules.”
- In the Schedule box, click on either the red Schedule ID or the red Job Title to review the job description and requirements.
- Please take the time to review the job description and requirements by clicking on the job title (in red) under the “Linked To Jobs” section.
- To sign up for an interview time, click on “Sign-up” (in red) in the center top of the screen and select your desired interview time.
- Another option to sign up is at the bottom of the screen, click on the interview date (in red) then click on “Sign-up” (in red) on your desired interview time.

### Pre-Select Schedules

- Login to your Cougar Jobline Account.
- Click on “Schedules”; select “Qualified Schedules.”
- In your Qualified Schedules, you should click the blue Schedule ID/Job Title to review the schedule information.
- Please take time to review the job description and requirements by clicking on the Job Title (in blue) under the “Linked To Jobs” section.
- If interested in placing your name on the pre-select list to be considered for an interview, click on “Request Interview” (in blue) at the top of the schedule. *Please note: Placing your name on the pre-select list only expresses interest in an interview with the company and is not a guarantee of being granted an interview. You will be notified by e-mail if you have been selected to interview with the company.*
- If there are multiple jobs, select the job that you are most interested in
- Select a resume from the drop down box that you would like to send to the company and click submit
- If selected, you need to login to your Cougar Jobline account to sign up for an interview time. There are multiple ways to do this. 1) Under your Task List on the home screen, it will have the interview schedule with a blue “Sign Up”. Click the blue link. 2) To sign up for an interview time, you will go to “Qualified Schedules” and click on the blue Schedule ID/ Job Title. 3) Click View My Activity on the far left side – then click on the Schedules Tab – then Preselect - Click the blue Schedule ID number.
- At the top of your screen you can click “Sign Up” or “Decline Interview” (both in blue top center of screen). You will select an interview time that best fits your needs by clicking “Sign up” on the right of the interview time.

Once you have signed up on a schedule, information regarding that schedule will be found under “View My Activity” section, under the “Schedules” section. You may switch your time or cancel the interview in the “Schedules” section.

Check the interview schedules often since they are updated on a regular basis.

Do not “No Show” for an interview. If you must cancel, please notify the CDC as early as possible. Students who “No Show” or cancel on the day of the interview will be required to write a letter of apology to the employer and to provide a copy to the CDC.

All On-Campus Interviews are conducted in the CDC unless otherwise notified. Please check in at the front desk at 0281 Student Success Center for your interview.

*Please pay close attention to all schedule deadlines. Deadlines are firm.*

## **Cooperative Education (Co-op)**

Co-op provides a mutually beneficial relationship among an organization, an educational institution, and a student. In this relationship, students combine academic study with periods of career-related, paid work experience under the supervision of the employer.

Co-op can help students develop professional relationships, clarify career goals and prepare them for employment after they have received their degree. Work experience with an employer could lead to a full-time position upon graduation. It also gives students official transcript recognition and applies classroom experience to a realistic work setting.

### **Types of Co-op**

#### **Alternating Co-op**

- Students may work full-time every other semester (or no more than two semesters back-to-back), alternating between full-time work assignments and full-time enrollment in school.

#### **Parallel Co-op**

- Students may work part-time year round while attending school full- or part-time.

#### **Curricular Practical Training (CPT)**

- Co-op qualifies for CPT for international students.
- This can be alternating or parallel based off of eligibility.

## Criteria to Participate in Co-op

- The company and the position(s) must be approved by the Career Development Center (CDC).
- The position(s) must be paid and in the major field of study or career path of the student(s).
- The employer must be willing to retain student at least two semesters. *International students and students in the School of Engineering may work one term.*
- Maintain a minimum GPA of 2.0 for undergraduate and 3.0 for graduate
- Completed a minimum of 30 credit hours (sophomore standing).

## How to Participate

- Register with the CDC.
- Schedule an appointment for a resume critique and orientation.
- Upload your revised resume to your Jobline account and contact your counselor for resume approval.
- Find and apply for positions under “Co-op Jobs” on your Jobline account.
- Interview with employers.
- Accept the position and fill out the necessary paperwork:
  - Training Agreement
  - Risk Assumption Form
  - Student Report
  - Employer Evaluation

## International Students

- Student must be at SIUE nine months before beginning Co-op.
- Part-time: Employment of 20 hours or less.
- Full-time: Employment of more than 20 hours per week (*if it is one year or more, this time may be deducted from OPT*).
- Letters of eligibility must be obtained through International Student Services (ISS) prior to your beginning date of work.

Co-op assignments correspond to the SIUE academic calendar year. The University operates on a semester system consisting of Fall, Spring, and Summer terms, beginning respectively in August, January, and May. Students may start their Co-op assignments at the beginning of any semester.

*International students and domestic students have different deadlines. Please check to make sure they are not missed, as they are NOT flexible.*



# Internships

An Internship is an excellent tool to gain experience and to network with employers. Students may do an internship anytime during their college career, at either the undergraduate or the graduate level.

## Description

- Are generally for one semester.
- Can be for Fall, Spring, or Summer terms.
- May be unpaid (*very often*).
- May be paid, or you may receive a stipend.
- Are often, *but not always*, in the final term before graduation.
- May or may not be required for your major.

## How to Find an Internship

- Login to your Cougar Jobline account.
- Go to “Job Search” and select “Internship” under “Position Type.” Click “Search” to see a list of current openings on which the CDC has information.

Each internship opportunity listed will provide information on how to apply. Follow instructions for each position. For further questions about the internship, contact the employer or call the CDC for more information.

## Vince DeMuzio Governmental Internship Program (VDGI)

The Vince Demuzio Governmental Internship Program is made possible through legislation signed by Illinois Gov. Rod Blagojevich to commemorate the late state senator from Carlinville who died in 2004 after a battle with cancer.

The program offers two types of internship experience: Legislative staff internships at home offices of House or Senate members or internships with a local state agency office. In either case, interns will work 60 to 80 hours per month while attending classes full time, and perform duties as regular staffers.

Under the program guidelines, interns who work 60 hours will receive \$720 per month, while interns who work 80 hours will earn \$960 per month.

Applications may be received at any time during the year and, depending on eligibility and availability, will be referred to the appropriate legislator or department supervisor for consideration.

## Criteria

- Undergraduate students interested in politics and/or state government.
- Be at least junior class standing with either an overall 2.75 GPA or better;
- Or a 3.0 GPA or better in their major field of study.

## To Apply

- Register with the CDC on Cougar Jobline.
- Schedule an appointment with the VDGI representative in the CDC.
- Fill out the Internship Application Form.

# Networking

Have you ever heard that when it comes to finding a job, it's not what you know, but who you know? This cliché describes the important role that your network plays in a job search. In fact, when it comes to a successful job search, any career service professional will tell you that networking is the #1 method by which people learn about and/or land a job.

## Networking Contacts Can Include:

- Social Circles (friends, family, co-workers, etc.)
- Education (professors, advisors, continuing education seminars, etc.)
- Professional Groups (trade associations, formal networking groups, etc.)
- Personal & Professional Services (physicians, attorneys, etc.)
- Multimedia (newsgroups, websites, personal email address list, etc.)

## How to Network

Create a personal commercial about yourself:

- Who you are in terms of education, work situation, and roles.
- Highlight your skills, qualifications, and accomplishments.
- Explain why you are networking (job leads, information about a career)

## Establish Rapport:

- Speak clearly and enthusiastically.
- Don't speak too fast or too slowly.
- Try to remain poised and relaxed.
- Minimize distracting body language.
- Smile!

## Where to Network

Networking can include an informal chat, social media site (such as LinkedIn), e-mail, a formal appointment, or over telephone.

- One-to-one meetings with networking contacts
- Conferences or conventions
- Training sessions or workshops
- Networking groups
- Social and Community settings

Using the Telephone and/or E-mail for Networking:

- Have a professional message on your voice mail.
- When leaving a message, speak clearly.
- Use an appropriate e-mail address (e.g., firstlastname@mail.com).
- Use proper grammar and verbiage in your e-mail.

## Social Media

Social media can be a very valuable tool when job hunting, but it can also hurt you. Using social media websites, such as Facebook, LinkedIn or Twitter, might seem like a great idea in terms of networking and job hunting. Just remember: whatever you can see, employers can too!

## Tips for Using Social Media

- Build Your Own Brand Early
  - Create a profile on a social media website.
  - Construct your network of contacts.
- Set Your Privacy Settings!!
  - Don't let pictures of that wild night on spring break show up in the hands of the employer looking over your resume.
  - Google yourself and see what others can find out about you.
  - Make your work experiences the main part of your profile.
  - Feel free to add hobbies, dreams or opinions—just make sure you would be comfortable talking about them in an interview.
- It's all about relationships
  - Be professional.
  - You don't necessarily have to accept everyone's friend request, but keep in mind he/she might have a future opening in their company that you would be perfect for.
  - If you don't feel comfortable accepting a request, then don't.

## LinkedIn Practices and Profile Information

- Create an informative profile headline.
- Pick an appropriate, professional photo.
- Show off your education.
- Develop a professional summary statement (be concise and confident).
- Fill “Specialties” with key word and phrases that a recruiter might type into a search engine to find a person like you.
- Update your status weekly to stay on people’s radar.
- Join groups and display those badges on your profile.
- Get recommendations for each position you’ve held.
- Claim a unique LinkedIn URL by setting your profile to public.
- Share your work by adding examples of what you’ve done.
- When connecting with someone, personalize the message that is being sent with the request.
- Don’t be afraid to ask your connections for introductions.
- It’s more than okay to brag about what you’ve done.

## Interviewing

### Informational Interviews

An informational interview is an excellent way to gather first-hand knowledge of a particular career. After selecting a career area that sounds interesting or one you want to know more about, contact someone within that occupation. Contact can be made in person or by telephone, but certainly a face-to-face meeting would be best. Speaking with several people per occupational area will give you a more accurate and comprehensive view of the career.

### Preparing for an Informational Interview

- Identify an appropriate organization and contact person.
- Research your field of interest to have a general understanding of the occupation from which to base your questions (*Do not call completely unprepared! Doing so is unprofessional and impolite*).
- Determine whether you will conduct the interview by person or phone.
- Develop a written introductory script to help with transition into questions.
- Prepare your questions in advance and write them down so you can concentrate on the information you are receiving and be less worried about what to ask next.
- When you are ready to place your call, make sure there are no distractions. Call from a quiet room with nobody else present. Stand while speaking. Have questions and notes on hand. Have a glass of water available.
- If you are scheduling an interview in person, make certain you are dressed appropriately (*no blue jeans!*) and act professionally.

- Arrange the interview at a time that is convenient for your contact person. Be flexible in scheduling the appointment or be willing to call back with questions at a more convenient time.
- If a person declines to be interviewed, don't be deterred; simply find another candidate.
- Relax! Since you are seeking only information about a job, not the job itself, the interview is not something about which to stress.

## Telephone Interviewing Tips

Phone interviews have become more popular, probably because they can be a cheaper and easier way to narrow the candidate pool.

- Make sure your background is quiet. Turn off the television, radio, and other background noise. Try to locate to a room in the house that is secluded from other family members.
- Don't have an unprofessional message on your answering machine.
- Disable call waiting so that you are not interrupted during the phone interview.
- Prepare a "loose" script. You don't want to read a script, but jot down some trigger words or have an outline. This outline will help you remember the items you want to cover as you talk about the position.
- Have your resume, transcript, and other documentation needed on the desk or table in front of you. Also include note-taking materials, tissue, and glass of water.
- Stand when talking—your position affects the quality of your voice.
- Sound enthusiastic and smile! Your tone of voice will come across over the telephone and convey your desire for the position.
- Pay attention to your tone of voice, pitch, speech and volume of your voice.
- Don't litter your speech with uhs and ums. These are more noticeable when someone is only hearing you, rather than hearing *and* seeing you.
- Talk only as much as is necessary, because you do not have the visual cues of body language to guide you if the other person is silent.

## Guidelines for Interviewing

There are no second chances to make a good first impression! It pays to be prepared! Practice your interviewing techniques in advance by doing a mock interview with a career counselor from the Career Development Center. You might also want to practice in front of the mirror or with family and/or friends.

### Research

- Develop a sound resume.
- Research job responsibilities for the position in advance.

- Have a copy of the complete job description for the specific job.
- Research the potential employer.
- Know your skills that could benefit the employer.
- Prepare a 1-2 minute script about yourself; include your educational background, experience, and reason why you are interested in the position.

## Items to Bring to the Interview

- Professional copies of your updated resume and list of references.
- Note pad and pen.
- Copy of the job description or advertisement for the position.
- Your appointment calendar in case another appointment needs to be scheduled.

*Helpful hint: keep an extra interview packet in your car along with breath mints, tissues, an extra pair of hose for women and an extra tie for men.*

## Dress/Hygiene

- Dress in appropriate professional attire; it's best to be conservative.
- Do wear deodorant, but don't wear perfume or cologne.
- Wear cosmetics conservatively.
- Wear a minimal amount of jewelry (for women).
- Wear only a wedding ring and a watch (for men).

## Arrival for the Interview

- Have directions in advance; if driving, ask where you are to park.
- Take a trial run ahead of time, so you know exactly where you will be going and the time required to get to the interview setting.
- Get there early (10-15 minutes); find a restroom and use a mirror to be sure you are looking your best.
- Take care of breath odor.
- Consider everyone you meet upon your arrival as part of the interview process.
- Notify the receptionist of your arrival.
- Be sure you know how to pronounce the name of the person with whom you will be interviewing.
- Observe the environment (corporate culture) and take note of newsletters, journals, and hangings in the waiting room.
- Relax; take deep breaths.
- Reframe your thoughts if you're nervous; focus on "What would it be like to work here?"

## Non-Verbals

- Greet the interviewer with a firm handshake and a smile.
- Maintain straight body posture and make eye contact.
- Talk loud enough but not too loudly.
- Communicate with pride, honesty, and confidence about your accomplishments and potential.
- Be energetic and enthusiastic.

## Focus

- Develop rapport; follow the lead for small talk.
- Give background information; keep them focused on your resume.
- Determine if your skills are a good fit for the position and the company.

## The Actual Interview

- Keep in mind that employers are interested in *how* you respond (i.e. in a logical and thoughtful manner).
- Try not to hurry your responses; take time to formulate your thoughts. It's OK for a few seconds of silence as you prepare your answer.
- Pay special attention to questions for which you answer "No." If you have to answer "No," then qualify it positively. The point is not to leave a negative perception with the interviewer.
- Pay attention to "illegal" questions that the interviewer may ask. If you perceive that the information is irrelevant to the responsibilities, you could ask how that information affects your employment or your ability to perform the responsibilities of the position.

## Afterwards

- Send a thank you to everyone with whom you interviewed within 24 hours.

### *For Teaching Candidates:*

Don't be surprised if you do not hear from the district right away. If you don't hear from a district within two to three weeks following an interview, consider calling to inquire about your status.

Offer to provide additional information which the district may need to assess your candidacy. Then be patient and let the process transpire. Continual calling may provoke rather than persuade.

Finally, if you don't get an offer now, courtesy and professionalism may keep the door open for a future opportunity.

# Attire

## Male Dress Code

- If possible, wear a suit.
- Belt and shoes should be same color.
- Avoid ties with elaborate patterns or too many colors.
- A wedding ring and/or watch are generally the only jewelry that should be worn.
- Head to Toe: Hair should be well groomed and shoes should be polished.



## Female Dress Code

- A suit or dress is preferable.
- Skirts should meet at the top of the knee or longer.
- The amount of jewelry should be minimized.
- Make-up should be light.
- Avoid perfumes and scented powders.



Remember: *You only get one chance to make a first impression. Make it count!*



## Tips for Making a Positive First Impression for Everyone

- Hair should be neatly combed and clean.
- Shoes should be well polished.
- A man's tie should end just above his belt.
- Suit material should not be 100% polyester.
- A white shirt is preferable as an accessory to a suit.
- Avoid colognes, scented powders, and perfumes.
- Sexy clothes are unacceptable.

## Basic Clothing Etiquette

- When in a meeting, do not remove your suit jacket or loosen your tie. If invited to remove your jacket, it is proper to do so but not mandatory.
- Upon entering an office, if a secretary or a receptionist offers to take your outer garment, it is proper to accept.
- It is not proper to fold your coat or other apparel onto a visitor's chair in someone's office unless you are invited to do so.
- It is not proper to comb your hair or to apply makeup in someone's office.
- If you need a place to rest your bag, a file, books, or papers, do not move items on someone else's desk to make room for them. Use your lap.
- When carrying an umbrella, check with a secretary for a place to store them before entering someone's office.

## Image Destroyers

- Chewing gum.
- Eating or smoking in front of the interviewer/client.
- Dirty or wadded up tissues.
- Scuffed, dirty shoes.
- Multiple earrings or ones that are overly long or dangling.
- Ankle chains.
- Chipped nail polish or dirty fingernails.
- Makeup on collars or clothing.
- Too much makeup or unblended makeup.
- Dirty hair or dandruff.
- Very large or overstuffed handbag.
- Skirts well above the knees (This keeps others from taking you seriously.)
- Slip showing through the kick pleat in skirts.
- Casual slacks or shoes (Dressy flats are appropriate.)
- Clothing that is too tight.

Remember that wearing makeup only on "special occasions" tells others that your job isn't that important to you!

# Resume/Curriculum Vitae (CV) Checklist

## Personal Information

- Name – official name to be listed on employment documents; should match name that appears on transcripts
- Address – address where items from an employer could be mailed to you.
- Phone – phone number with voicemail access and a professional voice message.
- E-mail – professional/university e-mail address (should avoid “cute” e-mail addresses)

## Education

- Name of Higher Education Institution(s) – spell out name of all institutions from which a degree was obtained and list institutions in reverse chronological order (most current first)
- Major and Degree – spell out both the major and degree you are receiving. Do not use abbreviations
- Anticipated or actual date of graduation from each institution
- GPA – should be included if above 3.0; Accounting majors should always include GPA
- Certifications/Licenses – list any certifications or licenses obtained as part of your education

## Professional Experience

- Anything that directly relates to the position(s) you are applying for
- Work experiences, including complete employer name with employer city and state, listed in reverse-chronological order (most current first.
- Dates of all experiences should be included
- Co-op/Internship, clinical, and practicum experience should be included
- Major tasks at each work experience listed; begin each statement with an action verb
- Focus on tasks/proficiencies performed or developed that are relevant to the job to which you are applying

## Additional Sections

- Academic or Research Experience (give specific details)
- Organizations or Associations, both on or off campus (with leadership roles)
- Volunteer Experience
- Technical/Computer Skills
- Honors (awards, scholarships, etc.)
- Relevant Coursework
- Languages
- Publications
- Professional Development (conferences attended, trainings, presentations, etc.)

## Best Practices

- Avoid using a resume/CV template.
- A CV is generally used in higher education.
- There is no right or wrong way to construct a resume/CV.
- Always use a resume, unless specifically asked for a CV.
- Be honest and specific in detailing out your experiences.
- Check for grammar, misspelling, and punctuation.
- Use fonts that are easy to read (Times New Roman, Arial, and Calibri) and do not use smaller than 10 pt.
- Eliminate personal information that is not career related.
- Use white space consciously and balance words on the page.
- Minimum margins should be ½ inch; maximum 1 inch.
- Resumes should not be longer than 2 pages. *Exception: Education*
- CVs can be 3 or more pages.
- References should not be included or mentioned on the resume, but should be kept on a separate document. *Exception: education resumes always include references as part of the resume. References on CVs can be included or listed on a separate document.*
- Have your resume/CV critiqued by someone whom you trust to give you constructive feedback. This could include a Career Counselor/Advisor, faculty member or professional in your field of study that has experience with resumes.

# Basic Chronological Style Resume

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

### **Education**

Southern Illinois University Edwardsville (SIUE)  
Bachelor of Arts in Psychology  
Minor: Sociology

Edwardsville, IL  
Expected: May 2015

### **Relevant Coursework**

Child Psychology  
Organizational Psychology

Social Psychology  
Social Problems

Cognitive Psychology  
Victims and Society

### **Academic Experience**

SIUE Senior Assignment

Spring 2015

- Worked on a team with five peers to evaluate how bullying effects children, ages 10-14, in a school setting.
- Served as project liaison between our group and the school teacher/administrator and was responsible for maintaining an open line of communication throughout the project's duration.
- As a team we gathered and analyzed data, drafted a recommendation report, and presented our findings to the students, teachers and parents.

### **Employment History**

Administrative Assistant  
Law Offices of D&D

June 2009 – Present  
Sinclair, IL

- Maintained a neat and orderly work place to guarantee important documents and messages could be located whenever they were needed.
- Fielded telephone calls and delivered detailed, accurate messages to the appropriate firm member.
- Operated and maintained office copier and fax machine.

### **Volunteer Experience**

- The Human Fund
- American Pet Association

### **Computer Skills**

- Microsoft Office (Word, Excel, PowerPoint)
- SPSS
- Intermediate Spanish (writing and speaking)

### **Honors and Activities**

- Dean's List
- Psychology Club

# Accountancy Basic Chronological Style Resume

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

### **Education**

Southern Illinois University Edwardsville (SIUE)  
Bachelor of Science in Accountancy  
CPA Eligible: December 2016

Edwardsville, IL  
Expected: December 2016  
GPA: 3.45

### **Relevant Coursework**

Financial Accounting Intermediate Accounting  
Principles of Auditing Accounting Systems

Business Law for Accounting  
Managerial and Cost Accounting

### **Employment History**

Tax Intern  
Accounting Firm XYZ

June 2015 – Present  
Edwardsville, IL

- Prepared business tax returns for large corporations
- Reconciled numerous accounts daily
- Assisted direct supervisor with reports

### **Audit Intern**

June 2014 – June 2015

- Assisted in company internal and external audit processes
- Documented and presented reports to seniors
- Interacted with Controllers to ensure proper regulations were met

### **Volunteer Experience**

- The Human Fund
- American Pet Association

### **Computer Skills**

- Quickbooks
- Microsoft Office (Word, Excel, PowerPoint)
- SPSS
- Intermediate Spanish (writing and speaking)

### **Honors and Activities**

- Accounting Club
- Beta Alpha Psi
- SIUE Accounting Service Award Winner
- Academic Scholarship winner
- SIUE Dean's List, Fall 2015

# Basic Functional Style Resume

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

### **Education**

Southern Illinois University Edwardsville (SIUE)  
Bachelor of Arts in Psychology  
Minor: Sociology

Edwardsville, IL  
Expected: May 2015  
GPA: 3.21

### **Qualifications and Accomplishments**

#### **Academic**

- Worked on a team with five peers to evaluate how bullying affects children, ages 10-14, in a school setting.
- Served as project liaison between our group and the school teacher/administrator and was responsible for maintaining an open line of communication throughout the project's duration.
- As a team we gathered and analyzed data, drafted a recommendation report, and presented our findings to the students, teachers and parents.

#### **Administrative**

- Maintained a neat and orderly work place to guarantee important documents and messages could be located whenever they were needed.
- Fielded telephone calls and delivered detailed, accurate messages to the appropriate firm member.
- Operated and maintained office copier and fax machine.

#### **Communication**

- Provided above average customer service by maintaining a positive attitude, high energy, and friendliness during each interaction with customers.
- Exercised conflict resolution skills on a weekly basis by negotiating resolutions with unsatisfied diners.
- Successfully trained and educated new servers about all aspects of the position to ensure a smooth transition into the server team.

### **Employment History**

Administrative Assistant, Law offices of D&D, Sinclair, IL  
Server, Johnnies Grill and Pub, Blissfield, IL

June 2009 – May 2010  
Jan. 2008 - June 2009

### **Volunteer Experience**

- American Pet Association

### **Computer and Language Skills**

- Microsoft Office (Word, Excel, PowerPoint)
- SPSS

### **Honors and Activities**

- Dean's List (2 semesters)
- Psychology Club (2010 – Present)

# Basic Combination Style Resume

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

### **QUALIFICATIONS**

- Experience in marketing research; familiar with financial principles.
- Detail oriented with administrative skills commonly needed in an office environment.
- Self-assured when delivering presentations.
- Ability to adjust quickly and easily to change or new tasks; self-motivated and driven to achieve goals.

### **PROFESSIONAL EXPERIENCE**

Marketing Co-op

Fall 2012 - Spring 2013

Marketing Magic

St. Louis, MO

- Interviewed consumers and summarized findings in report form for the Director of Marketing.
- Developed a written survey for demographic study of product appeal.
- Presented marketing ideas to supervisors and peers.
- Designed and developed handouts and newsletters for fund raising.
- Corresponded with prospective clients and provided information about services.

### **OTHER EXPERIENCE**

Student Assistant

Fall 2010-Present

SIUE Instructional Services

Edwardsville, IL

- Provided clear and concise information to faculty, students, staff, and the public.
- Compiled data from student evaluations and typed into report form.
- Ensured timely duplication and distribution of syllabi and handouts for instructors.
- Administered tests in absence of instructor.

### **EDUCATION**

Southern Illinois University Edwardsville (SIUE)

Edwardsville, IL

Bachelor of Science in Business Administration

Expected: May 2014

Specializations: Marketing and Finance

### **HONORS AND ACTIVITIES**

- Dean's List
- Marketing Association
- SIUE Campus Activities Board (CAB)

### **SKILLS**

Microsoft Office (Word, PowerPoint, Excel, Publisher)

Adobe (InDesign, Photoshop)

SAP

Quicken

### **VOLUNTEER EXPERIENCE**

American Cancer Society

# Curriculum Vitae (CV)

## **Sally Simpson**

542 Locust Ave., Apt. #6

Edwardsville, IL 62025

[ssimpson@siue.edu](mailto:ssimpson@siue.edu)

555-555-1234

### **EDUCATION**

Master of Arts in Speech Communication

Specialization: Corporate and Organizational Communication

Southern Illinois University Edwardsville (SIUE)

Expected: May 2015

GPA: 3.856

Edwardsville, IL

Bachelor of Science in Business Administration

Specializations: Marketing, Public Relations and Management

University of Illinois at Chicago (UIC)

May 2012

GPA: 3.4

Chicago, IL

### **CERTIFICATIONS**

Certified Leadership Educator

Meeting and Event Planning Certification

Expected: December 2013

May 2013

### **PROFESSIONAL EXPERIENCE**

Marketing Assistant

Ed/Glen Chamber of Commerce

June 2009 - Present

Edwardsville, IL

- Assist in updating the Chamber website using a content managing program
- Write articles for the newsletter, Facebook page, LinkedIn group and website
- Keep track of all donation requests for community fundraisers
- Manage volunteers for upcoming events, such as the SIUE Block Party and Glen Carbon Homecoming

Community Relations Assistant

Anderson Hospital

May - August 2011

Edwardsville, IL

- Created marketing materials, such as handouts, flyers and bulletin boards
- Planned the Employee Appreciation Event for 150 employees and their families, which included dinner and prizes
- Visited all newly admitted patients to ensure their expectations were being met or exceeded by staff
- Contacted vendors and caterers to put together a budget for the event
- Obtained donations from local businesses for prize baskets
- Attended numerous meetings to gain perspective of both patients and employees in educational or continuing education meetings

Resident Assistant

UIC Campus Housing

Aug. 2009 – Dec. 2010

Chicago, IL

- Acted as an approachable administrator of 55 residents
- Bridged communication between housing directors and residents
- Encouraged interactions amongst residents through programming and delegation of power
- Attended many workshops on cultural sensitivity, leadership skills, and organizational skills
- Met with staff weekly to debrief on community issues
- Worked as emergency “On Duty” staff contact after hours about once every two weeks
  - Addressed and confronted disruptions in the residence halls
  - Contacted emergency department or police when necessary



Peer Mentor  
UIC Campus Housing

August 2008 - May 2009  
Chicago, IL

- Facilitated coordination of study groups on campus within the residence halls
- Promoted academic activities amongst residents such as seminars and tutoring
- Served as a resource to freshmen in a residence hall of about 80 students
- Worked with Resident Assistant to better communicate with residents

## **RESEARCH EXPERIENCE**

- Worked with a group of three peers to see how effective social media is when marketing to college students in the residence halls and Cougar Village about upcoming on-campus events.
- Used communication journals, focus groups and questionnaires for gathering data and researching purposes.
- Focus groups consisted of five groups of SIUE students.
- Questionnaires were given to each focus group participant.
- Social media avenues included tracking Facebook, LinkedIn and Twitter.
- Was in charge of creating the PowerPoint presentation and reporting the results of our findings to the faculty and peers of our program.

## **SKILLS**

Microsoft Office (Word, PowerPoint, Excel, Access)  
Social Media (Facebook, LinkedIn, Twitter, Google+)  
Adobe InDesign  
Adobe Photoshop  
Quark

## **PUBLICATIONS**

*Has Social Media Taken Over Our Communication Skills?!* Presented Poster at the 2012 National Communication Association Annual Conference in Chicago, IL.

*How Effective Are We As Marketers and Communicators?* 2011 American Marketing Association St. Louis Chapter Annual Conference Presentation in St. Louis, MO.

## **LEADERSHIP AND INVOLVEMENT**

Public Relations Student Society of America (PRSSA)

- Secretary (May 2013 – 2014)
  - Recorded meeting minutes and organization events
  - Coordinated food donations for Springfest 2008
- Member (August 2012 – Present)
  - Helped create PR campaign poster for educational purposes
  - Coordinated food donations for Springfest 2007

American Marketing Association (AMA) St. Louis Chapter

- Recruitment Chair (May 2012 – Present)
  - Assisted in creating events and campaigns to attract new members
  - Created and maintained the budget for recruitment events
- Member (September 2011 – Present)

Studied Abroad in London, England (January – May 2011)

## **VOLUNTEER EXPERIENCE**

Rock Hill Missionary Baptist Church

- Educational Committee (October 2007 – Present)
  - Designed and implemented a summer educational program to inspire and direct students to succeed educationally and spiritually
  - Mentored students for ACT and Test-Taking Skills
- Usher (July 2008 – Present)
- Mass Choir Member (September 2006 – Present)

## **INTERESTS**

- Serving on committees to enhance understanding of corporate communications
- Teaching practical leadership and management skills to professionals to optimize employee development
- Social media and marketing practices in professional settings
- Educating youth in poor communities to inspire and motivate learning
- Traveling to improve cultural understanding

## **REFERENCES**

Dr. Alice Wonderful  
Assistant Professor  
Speech Communication Department  
618-650-5555  
[awonder@siue.edu](mailto:awonder@siue.edu)

Dr. Scott Fantastic  
Associate Professor  
Speech Communication Department  
618-650-4444  
[sfantas@siue.edu](mailto:sfantas@siue.edu)

Mr. Ryan Handsome  
Community Director  
UIC Housing  
812-757-0001  
[rhandso@uic.edu](mailto:rhandso@uic.edu)

Dr. Carmen Travel  
Executive Director  
Ed/Glen Chamber of Commerce  
618-656-3333  
[carmen.travel@edglenchamber.com](mailto:carmen.travel@edglenchamber.com)

# Pharmacy Chronological Style Resume

## **Sally Simpson**

542 Locust Ave., Apt. #6

Edwardsville, IL 62025

[ssimpson@siue.edu](mailto:ssimpson@siue.edu)

555-555-1234

### **Education**

Southern Illinois University Edwardsville (SIUE) School of Pharmacy

Doctor of Pharmacy

GPA: 3.75

Edwardsville, IL

May 2013

### **Professional Experience**

Pharmacy Technician

Green's Pharmacy

- Verified prescription refill requests for accuracy.
- Maintained proper storage and security conditions for drugs.
- Filled bottles with prescribed medications.
- Priced and documented filled prescriptions.
- Assisted customers with questions about their medication.

May 2009 – Present

Royville, IL

Chemistry Lab Assistant

SIUE Chemistry Department

- Maintained equipment and work areas.
- Ordered and stocked chemicals and supplies.
- Entered inventory data into the computer.
- Tracked all lab invoices.

May 2010 – 2012

Edwardsville, IL

### **Honors and Activities**

Presidential Scholarship

Dean's List (6 semesters)

SIUE Student Leadership Development Program

SIUE Pre-Pharmacy Association

### **Skills**

Microsoft Office (Word, PowerPoint, Excel, Access)

Online Prescription Database

### **Volunteer Experience**

St. Louis Homeless Shelter

Anderson Hospital Hospice Program

# Pharmacy Curriculum Vitae (CV)

## **Sally Simpson**

542 Locust Ave., Apt. #6

Edwardsville, IL 62025

[ssimpson@siue.edu](mailto:ssimpson@siue.edu)

555-555-1234

### **EDUCATION**

Southern Illinois University Edwardsville (SIUE) School of Pharmacy  
Doctor of Pharmacy  
GPA: 3.56

Edwardsville, IL  
Expected: May 2016

University of Illinois at Chicago (UIC)  
Bachelor of Science in Biological Sciences  
Minor: Spanish

Chicago, IL  
May 2012  
GPA: 3.8

### **CERTIFICATIONS**

Teaching Track Certificate  
Certified Diabetes Educator

Expected: May 2015  
Expected: December 2013

### **PROFESSIONAL EXPERIENCE**

Pharmacy Technician  
Schnucks Pharmacy

August 2002 - Present  
Edwardsville, IL

- Enter prescription data to ensure proper transcription
- Fill prescriptions often rechecking work to ensure accuracy
- Counsel patients on proper use of medications (including OTC) and answered questions
- Help maintain pharmacy organization, inventory, and cleanliness
- Worked in the main office with District Supervisor as a pharmacy intern to better understand corporate pharmacy (Summer 2010)
  - Completed various projects: analyzing business data, collating informative letters to all pharmacists, calling various individuals/agencies on behalf of the District Supervisor
  - Attended informative meetings and participated in some events with Pharmacy Internship Students
  - Worked with Third Party Specialists in data entry
  - Staffed for a few pharmacy technicians as needed

Rotation Student Assistant

May - July 2012

Veteran's Affairs Learning and Opportunities Residency (VALOR)

St. Louis, MO

- Completed brief rotations in ambulatory care, warfarin clinic, outpatient pharmacy, hematology and oncology, medication management, long term care, inpatient psychiatric care, internal medicine, critical care
- Projects completed: Pandemic Flu Pharmacy Preparedness Plan, Pharmacist Recruitment Poster and other projects per rotation preceptor requirements
- Gained proficiency in CPRS to review patient profiles, write notes, and interview patients
- Used guideline based medicine to make suggestions to practitioners on optimal therapy selections
- Attended numerous meetings to gain perspective of both patients and employees in educational or continuing education meetings

Resident Assistant

August 2009 – Dec. 2010

UIC Campus Housing

Chicago, IL

- Acted as an approachable administrator of 55 residents
- Bridged communication between housing directors and residents

- Encouraged interactions amongst residents through programming and delegation of power
- Attended many workshops on cultural sensitivity, leadership skills, and organizational skills
- Met with staff weekly to debrief on community issues
- Worked as emergency “ON DUTY” staff contact after hours about once every two weeks
  - Addressed and confronted disruptions in the residence halls
  - Contacted emergency department or police when necessary
  - Completed “incident reports” and “work orders”

Peer Mentor

August 2008 - May 2009

UIC Campus Housing

Chicago, IL

- Facilitated coordination of study groups on campus within the residence halls
- Promoted academic activities amongst residents such as seminars and tutoring
- Served as a resource to freshmen in a residence hall of about 80 students
- Worked with Resident Assistant to better communicate with residents

### RESEARCH EXPERIENCE

- Worked with a group of five peers to look at how depression medications effecteded teens ages ten through 17 in middle class families.
- Used medical and pharmaceutical journals, focus groups and questionnaires for gathering data and researching purposes.
- Focus groups consisted of five groups of teen participants and five groups of parent participants.
- Separate questionnaires were given to teen and parent focus group participants.
- Was in charge of creating the PowerPoint presentation and reporting the results of our findings to the faculty and peers of our program.

### SKILLS

Microsoft Office (Word, PowerPoint, Excel, Access)

Online Prescription Database

### PUBLICATIONS

*The Pharmacy Practice Act: The Pharmacist's Role in Diabetes Patient Care*. Presented Poster at Legislative Day, March 2013 in Springfield, IL

### LEADERSHIP AND INVOLVEMENT

American Pharmacy Association Academy of Students of Pharmacy (APhA-ASP)

- Secretary (May 2013- 2014)
  - Recorded meeting minutes and organization events
  - Coordinated food donations for Springfest 2008
- Member (August 2012 - Present)
  - Helped create Heartburn Awareness poster for educational purposes
  - Coordinated food donations for Springfest 2007

Student National Pharmaceutical Association (SNPhA)

- Recruitment Chair (May 2012 – Present)
  - Assisted with creating events to attract new members, such as the Blood Drive
  - Created and monitored the budget for recruitment events
- Member (September 2011 – Present)

Studied Abroad in Granada, Spain (January - May 2009)

## **VOLUNTEER EXPERIENCE**

Rock Hill Missionary Baptist Church

- Educational Committee (October 2007 – Present)
  - Designed and implemented a summer educational program to inspire and direct students to succeed educationally and spiritually
  - Mentored students for ACT and Test-Taking Skills
- Usher (July 2008 – Present)
- Mass Choir Member (September 2006 – Present)

## **INTERESTS**

- Serving in underserved communities to improve patient care for everyone
- Teaching practical patient care to professionals to optimize cost-benefit ratios for patients
- Counseling every patient in order to improve patient health competency
- Educating youth in poor communities to inspire and motivate learning
- Traveling to improve cultural understanding

## **REFERENCES**

Dr. Alice Wonderful  
Assistant Professor  
SIUE School of Pharmacy  
618-650-5555  
[awonder@siue.edu](mailto:awonder@siue.edu)

Dr. Scott Fantastic  
Associate Professor  
SIUE School of Pharmacy  
618-650-4444  
[sfantas@siue.edu](mailto:sfantas@siue.edu)

Mr. Ryan Handsome  
Community Director  
UIC Housing  
812-757-0001  
[rhandso@uic.edu](mailto:rhandso@uic.edu)

Dr. Carmen Travel  
Supervisor  
Schnucks Pharmacy  
618-656-3333  
[carmen.travel@schnuckspharm.com](mailto:carmen.travel@schnuckspharm.com)

# Education Resume

## **Sally Smith**

101 Main Street  
Edwardsville, Illinois 62025  
(618) 656-0000  
[ssmith@siue.edu](mailto:ssmith@siue.edu)

<b>Objective:</b>	To create a happy, fun, learning environment for children in a Middle or High School classroom setting.	
<b>Education:</b>	Bachelors of Science in History - Secondary Education Southern Illinois University Edwardsville (SIUE) Illinois Certification Social Studies - Language Arts <i>Magnum Cum "Something"</i>	May 2013 Edwardsville, IL GPA 3.456
<b>Teaching Experiences:</b>	Alton School District #11 Teaching all subjects in Social Studies and Language Arts Cooperating Teacher: Mrs. Wonderful	January 2013 - Present
	Field I Liberty Middle School Edwardsville School District #7 Cooperating Teacher: Miss Really Great MS Teacher	October-December 2012
	Field I Secondary field work in Alton High School Cooperating Teacher: Mrs. Also Wonderful	August–October 2012
	Junior Achievement CI 200 Collinsville Community School District # 10 Cooperating Teacher: Mrs. Pretty Nice	August-December 2010
<b>Other Related Experiences:</b>	Lifeguard Collinsville Community Pool Sunday School Teacher, St. Paul's Episcopal Church SIUE Aerobics instructor, Step and Fitness Any sports team Piano instructor for children Yearbook, Newspaper High School	2008-2013 2004-Present 2004-Present 2002-Present 2008-Present 2002-Present
<b>Work Experience:</b>	Applebee's <i>(Looking for longevity- Military or any experience in the real world)</i>	2000 - Present
<b>Hobbies:</b>	Reading, Sports, Traveling, Computers (knowledgeable on both platforms) and Music	
<b>Honors:</b>	NEA Grant Field Work "How to Read a Book" Dean's List	2008 2006-2008
<b>References:</b>	Cooperating Teacher Mrs. Wonderful Alton High School Alton, Illinois 62002 (618) 474-2700	wonder@alton.org

CAS Supervising Teacher	Dr. Outstanding Faculty Box 1122 SIUE Edwardsville, Illinois 62026-1122 (618) 650-3082	outst@siue.edu
SOE Supervising Teacher	Dr. Randall E. Smith Box 1122 SIUE Edwardsville, Illinois 62026-1122 (618) 650-3082	resmith@siue.edu
Field I Cooperating Teacher	Mrs. Also Wonderful Alton High School Alton School District # 11 Alton, Illinois 62220 (618) 463-2130	awonder@alton.k12.il.us
Field I Cooperating Teacher	Miss Really Great Liberty Middle School Edwardsville School District # 7 Edwardsville, Illinois 62025 (618) 655-6800	reallygreat@ecusd7.org
Minister	Rev. John Baptist St. Paul's Church Edwardsville, Illinois 62025 (618) 656-4637	revjohn@stpauls.com



# Nursing Resume

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

### **Education**

Southern Illinois University Edwardsville (SIUE)  
Bachelor of Science in Nursing

Edwardsville, IL  
Expected: December 2014

### **Clinical Experience**

Christian Hospital  
Critical Care Nursing

St. Louis, MO  
August 2013 – Present

- Perform nursing skills including head to toe assessment, vital signs, accuchecks, IV site assessment and care, stationed on a progressive care unit
- Administer scheduled medications
- Assist patients with activities of daily living
- Chart nursing care provided to patients
- Observe nursing care in the Emergency Department

St. Clair Health Department  
Community Health

Belleville, IL  
March – May 2013

- Assessed a high risk pregnant woman during a home visit
- Educated clients on financial, nutritional, and psychological resources available in the community
- Implemented helmet safety teaching at 4<sup>th</sup> grade health fair

St. Elizabeth's Hospital  
Psychiatric Nursing

Belleville, IL  
January – March 2013

- Communicated with patients about their problems, concerns, and treatments
- Taught a session of group therapy
- Attended outpatient group meetings

St. Louis Children's Hospital  
Pediatrics

St. Louis, MO  
October – December 2012

- Completed head to toe assessments, vital signs, and education
- Administered medications
- Observed other units in the hospital

Belleville Memorial Hospital  
Obstetrics Gynecology

Belleville, IL  
August – October 2012

- Performed mother and baby assessments
- Educated mother on postpartum topics
- Observed Caesarean section and vaginal deliveries

St. Anthony's Hospital  
Care of Older Age Adults

St. Louis, MO  
July – August 2012

- Provided complete care for geriatric population
- Advocated for patient's needs and rights
- Performed assessments, communicate with patients about their life outside the hospital

St. Anthony's Hospital  
Medical-Surgical

St. Louis, MO  
May – June 2012

- Performed basic nursing skills
- Inserted Foley catheter, nasogastric tube, IVs, Intramuscular injections
- Spent time observing in the Operating Room, Intensive Care Unit, and Emergency Department
- Charted on patient care
- Attended procedures scheduled for my patient

### **Professional Experience**

Certified Nursing Assistant (CNA)  
Meridian Village

August 2011 – Present  
Glen Carbon, IL

- Handle residents' personal care needs, assist with therapy and treatments
- Observe residents closely and identify changing needs and conditions
- Report information to nursing staff about changes and needs of the residents
- Create and maintain relationships with residents and families
- Involve residents in decision making
- Computerize and chart on paper ADLs, behaviors, and activities

### **Computer Skills**

- Microsoft Word, PowerPoint, Excel
- Online charting database

### **Volunteer Experience**

- Community health fairs
- Adult day center for older adults with Alzheimer's and dementia
- Participated in Relay for Life
- AmeriCorps
- Tutored grade schools kids in Math, Reading and Science

### **Honors and Activities**

- Dean's List
- Student Nurse Achievement Program

# Federal Resume

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

**Veterans' Preference** (*None, 5-Point or 10-Point*): None

**Federal Status** (*Give official job title, followed by your series and GS number*): Program Analyst, GS-433-12

**Clearance** (*Specify what type of clearance you have*): None

**Vacancy Announcement** (*Specify what position you're applying for*): Announcement #1234-SS, Program Manager, GS-301-13

### **Availability**

**Job Type** (*Permanent, Temporary Promotion, Intern, etc.*): Federal Career Intern

**Work Schedule** (*Full Time or Part Time*): Part Time

**Desired Locations** (*Insert the locations you are interested in*): US-MO-St. Louis Metro

### **Professional Experience**

Southern Illinois University Edwardsville (SIUE)  
Department of Political Science Research Assistant  
Salary: 11 USD Per Hour  
Supervisor's Name: Dr. Ted Legit  
Supervisor's Phone: 618-650-3333

Edwardsville, IL  
January 2012 – Present  
Hours Per Week: 20  
Contact Supervisor: Yes

- Write reports using Microsoft Office about international security and political economies, including graphs and charts, which provides
- professors with crucial information necessary to conduct their research.
- Edit draft-articles to ensure consistent formatting, punctuation and grammar.
- Articles were later published in International Affairs Magazine.
- Manage database in Microsoft Access by retrieving and entering data from approximately 20 projects, creating a centralized location for 25 staff members to easily access information for conducting research.
- Coordinate with 25 faculty members and research partners from the research team via phone and email to prepare weekly meetings and facilitate communication, team efficacy, deadlines and brainstorming ideas.
- Improve project efficiency by supervising research tasks among three freshman assistants in order to complete time-sensitive assignments.

Madison County Department of Public Health  
Intern  
Salary: 12 USD Per Hour  
Supervisor's Name: Bob Jones  
Supervisor's Phone: 618-656-4455

Edwardsville, IL  
May – December 2011  
Hours Per Week: 25  
Contact Supervisor: Yes

- Supported over 30 staff members by updating and inputting files, records and contacts into the online database, which improved access and the most recent information.
- Managed department email, phones and social media by directing calls, answering inquires and keeping social media pages up-to-date with pertinent information for the public.
- Produced standard formatting guidelines for reports and presentation materials in order to improve the appearance and organization of letters, documents and emails.
- Wrote and edited agendas, letters, PowerPoint presentations and other documents for meetings.
- Assisted and shadowed Case Workers on home visits to check on the welfare of the assigned children.

State of Illinois Governor's Office  
Intern/Administrative Assistant  
Salary: 10 USD Per Hour  
Supervisor's Name: Gina Smith  
Supervisor's Phone: 217-872-2222

Springfield, IL  
May – August 2010  
Hours Per Week: 30  
Contact Supervisor: Yes

- Coordinated the master calendar of all internal and external events resulting in fluid operations while supporting more than 50 employees.
- Prepared employee surveys and project metrics using Microsoft Excel to compile information into generated tables and graphs for monthly presentations.
- Employed strong customer service skills to visitors and callers by providing routine information and directing them to appropriate staff or locations for appointments.
- Responded to inquiries from staff and visitors as needed.
- Organized client correspondence and files into categories, which improved staff's access to key contacts.

### **Education**

Southern Illinois University Edwardsville (SIUE)  
Bachelor of Arts in Political Science  
Minors: Arabic and Criminal Justice

Edwardsville, IL  
Expected: May 2014  
GPA: 3.674/4.0

Lewis and Clark Community College  
Associate of Science in Business Administration  
GPA: 4.0/4.0

Godfrey, IL  
May 2012

### **Skills**

Microsoft Office (Word, PowerPoint, Excel, Publisher, Access, Outlook)  
Online Research Journals  
SAP  
SPSS

### **Languages**

English: Fluent  
Arabic: Intermediate written and spoken  
Spanish: Beginner written and spoken

### **Honors and Activities**

Dean's List  
President's Honor Roll  
Criminal Justice Club  
Arabic Club Founder and President  
SIUE Political Science Association Secretary  
International Affairs Society Vice President  
SIUE Campus Activities Board (CAB) Programming Committee Chair

### **Training and Professional Development**

Annual Ethics Training  
International Affairs Society Midwest Conference  
Political Science Association-St. Louis Chapter's Annual Conference  
Leadership Training Certification Seminar

May 2010-Present  
June 2012  
October 2011, 2012  
February 2011

**Publications**

*What's Going On Overseas?! A Glimpse Into Arabic Political Economies.* Published in the 2012 International Affairs Magazine

*How Effective Are We As Educators and Communicators?* 2011 Political Science Association-St. Louis Chapter's Annual Conference Poster Presentation in St. Louis, MO

**References**

Dr. George Washington  
Department Chair  
SIUE Department of Political Science  
618-650-6875  
gwashin@siue.edu  
Reference Type: Professional

Dr. Tina Adams  
Associate Professor  
SIUE Department of Sociology/Criminal Justice  
618-650-7585  
tadams@siue.edu  
Reference Type: Professional

Mr. Robert Smith  
Governor's Aide  
State of Illinois Governor's Office  
217-444-9933  
Robert.smith@illinois.gov  
Reference Type: Professional

Mary Jones  
Director  
Madison County Department of Public Health  
618-656-8844  
mary.jones@madisoncodph.gov  
Reference Type: Professional

# References

## **Sally Simpson**

542 Locust Ave. #6  
Edwardsville, IL 62025  
ssimpson@siue.edu  
555-555-1234

## **References**

Mary Demeanor, J.D.  
Attorney at Law  
Law offices of D&D  
8524 Class Action Dr.  
Sinclair, IL 62481  
(555) 555-5432  
miss.demeanor@sueyou.com

John Pepper  
Restaurateur  
Johnnies Grill and Pub  
4444 Ziggy Lane  
Blissfield, IL 84233  
(555) 555-9876  
johnpepper@email.com

Kevin Williams, Ph.D.  
Assistant Professor of Psychology  
Southern Illinois University Edwardsville  
Campus Box 6415  
Edwardsville, IL 62026  
(555) 555-6547  
kevin.williams@university.com

## Action Verbs

Abstracted	Accelerated	Accomplished	Accounted	Achieved
Acquired	Acted	Activated	Adapted	Addressed
Adjusted	Administered	Advanced	Advertised	Advised
Advocated	Allocated	Analyzed	Answered	Anticipated
Applied	Appraised	Approved	Arbitrated	Arranged
Ascertained	Assembled	Assessed	Assigned	Assisted
Attained	Audited	Augmented	Authored	Awarded
Balanced	Began	Boosted	Briefed	Brought
Budgeted	Built	Calculated	Captured	Cared
Catalogued	Centralized	Chaired	Changed	Charged
Charted	Chartered	Checked	Clarified	Classified
Coached	Collaborated	Collected	Combined	Communicated
Compared	Compiled	Completed	Composed	Computed
Conceived	Conceptualized	Condensed	Conducted	Conferred
Confronted	Conserved	Consolidated	Constructed	Consulted
Continued	Contracted	Contributed	Controlled	Converted
Conveyed	Convinced	Cooperated	Coordinated	Copied
Correlated	Corresponded	Counseled	Created	Critiqued
Cultivated	Customized	Dealt	Debated	Debugged
Decided	Defined	Delegated	Delivered	Demonstrated
Designated	Designed	Detected	Determined	Developed
Devised	Diagnosed	Directed	Discovered	Dispatched
Dispensed	Displayed	Dissected	Distributed	Diverted
Documented	Drafted	Drove	Earned	Edited
Educated	Effected	Eliminated	Empathized	Employed
Enabled	Encouraged	Enforced	Engineered	Enhanced
Enlarged	Enlightened	Enlisted	Ensured	Entertained
Established	Estimated	Examined	Exceeded	Executed
Exhibited	Expanded	Expedited	Experimented	Explained
Explored	Expressed	Extended	Extracted	Fabricated
Facilitated	Familiarized	Fashioned	Figured	Finalized
Financed	Fixed	Focused	Followed	Forecasted
Formed	Formulated	Fostered	Found	Fulfilled
Furnished	Gained	Gathered	Generated	Governed
Grossed	Guided	Handled	Headed	Heightened
Helped	Hired	Honed	Hosted	Hypothesized
Identified	Illustrated	Imagined	Implemented	Improved
Improvised	Incorporated	Increased	Indexed	Indicated
Informed	Influenced	Initiated	Innovated	Inspected
Inspired	Installed	Instituted	Instructed	Integrated
Interacted	Interpreted	Interviewed	Invented	Investigated
Involved	Issued	Joined	Judged	Kept
Launched	Learned	Lectured	Led	Lifted

Listened	Located	Logged	Maintained	Managed
Manipulated	Mapped	Marked	Mastered	Maximized
Measured	Mediated	Merged	Minimized	Mobilized
Modeled	Modified	Monitored	Motivated	Narrated
Navigated	Negotiated	Netted	Observed	Obtained
Offered	Opened	Operated	Orchestrated	Ordered
Organized	Originated	Outlined	Overcame	Overhauled
Oversaw	Participated	Perceived	Perfected	Performed
Persuaded	Photographed	Pinpointed	Piloted	Pioneered
Placed	Planned	Played	Practiced	Predicted
Prepared	Prescribed	Presented	Preserved	Presided
Prevented	Printed	Prioritized	Processed	Produced
Programmed	Projected	Promoted	Proofread	Proposed
Protected	Proved	Provided	Publicized	Published
Purchased	Qualified	Queried	Questioned	Quoted
Raised	Ran	Ranked	Rated	Reached
Reasoned	Received	Recommended	Reconciled	Recorded
Recruited	Reduced	Referred	Rehabilitated	Related
Remodeled	Rendered	Reorganized	Repaired	Replaced
Reported	Researched	Reshaped	Resolved	Responded
Restored	Restructured	Retrieved	Reviewed	Revised
Revitalized	Saved	Scanned	Scheduled	Screened
Searched	Secured	Selected	Separated	Served
Shaped	Shared	Simplified	Sketched	Sold
Solicited	Solved	Sorted	Spearheaded	Specialized
Specified	Spoke	Sponsored	Staffed	Standardized
Started	Stimulated	Straightened	Streamlined	Strengthened
Stressed	Structured	Studied	Substantiated	Succeeded
Suggested	Summarized	Supplied	Supervised	Supported
Surpassed	Surveyed	Sustained	Symbolized	Synthesized
Systematized	Tabulated	Targeted	Taught	Terminated
Tested	Theorized	Tightened	Totaled	Tracked
Traded	Trained	Transformed	Translated	Transcribed
Transferred	Transmitted	Traveled	Treated	Tutored
Uncovered	Undertook	Unified	United	Updated
Upgraded	Used	Utilized	Validated	Verbalized
Verified	Vitalized	Volunteered	Weighted	Widened
Won	Worked	Wrote		



# Cover Letter

April 22, 2012

Richard Hayes  
Human Resources Manager  
Company XYZ  
734 Mercantile Drive  
St. Louis, MO 63105



If addressee name is not provided, leave blank.

Dear Richard Hayes:



Replace with "To Whom It May Concern:"

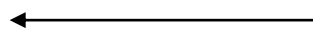
Please accept this letter and resume for consideration in your search for a Human Resources Assistant. I learned of this position through the website jobfox.com. In May, I will be graduating with a Bachelor of Arts degree from Southern Illinois University Edwardsville. This academic achievement, my excellent track record as an Administrative Assistant, and my commitment to teamwork and professionalism in the work place makes me an ideal candidate for this position.

As can be seen on my resume, I have been employed as an Administrative Assistant for the last year at the Law Offices of D&D. In this position, I have been responsible for managing multiple phone lines simultaneously and maintaining accurate records pertaining to on-going and past litigation cases. During my tenure, there has never been a misplaced document or lost phone message.

In addition to the skills I've practiced successfully as an Administrative Assistant, I have also taken the opportunity to build my professional communication skills by serving as a team liaison for a group senior assignment. In that role, I accepted responsibility for maintaining productive, accurate communication between the team, the mid-size company we were serving and our course instructor. My success helped contribute to the successful completion of our project and we received high marks from both our course instructor and company.

Thank you for taking the time to read this letter and review my resume. Please contact me via cell phone (555-555-1234) if there is any additional information I can provide or to schedule an interview. I am very excited to learn more about your company and this position and to discuss in greater detail what I can offer your company.

Sincerely,



If mailing a hard copy, sign here.

Sally Simpson

# Thank You Letter

Sally Simpson  
542 Locust Ave. #6  
Edwardsville, IL 62025

May 14, 2010

Richard Hayes  
Human Resources Manager  
Company XYZ  
734 Mercantile Drive  
St. Louis, MO 63105

Dear Richard Hayes:

Thank you for taking the time to interview with me for your Human Resources Assistant position. I greatly enjoyed visiting your office, meeting the department staff, and learning about the ways I may be of benefit in that environment.

Please do not hesitate to contact me if there is any additional information I can provide. I look forward to speaking with you again in the near future.

Sincerely,

Sally Simpson

# Informational Interviewing Questions

Below are some questions you may want to ask in an informational interview. This list is not exhaustive. Be sure to include specific questions pertinent to you or the occupation.

- How did you get your start in this career?
- How did you prepare for entry into this field? Is there any specific training or degree required?
- What is a typical workday like?
- How many days/hours per week do you typically work?
- What are some typical entry-level positions to get started in this occupation?
- What are the qualifications you would look for in a recent graduate looking to get into this field?
- What is the entry-level salary range for this occupation? What is the maximum salary range?
- What are the most challenging aspects of your work?
- What rewards do you get from your work?
- Knowing what you know now, if you could start over again, what would you do differently to reach this occupation?
- Do you recommend any professional associations to join or journals to subscribe to?
- What do you enjoy most about your field in general and your current job in particular?
- What do you enjoy least about your field in general and your current job in particular?
- What are some obstacles I should be prepared to face when getting started?
- Do you have any other suggestions for someone interested in this field?

# Interview Questions

## Standard Questions

- Would you tell me about yourself?
- How did you choose your university and particular field of study?
- What is your greatest strength?
- What is your greatest weakness?
- What qualities would you expect in a supervisor?
- What motivates you to put forth your greatest effort?
- What is your philosophy of life?
- How would you define success?
- What are your career goals?
- Where do you see yourself in five years? In 10 years?
- Why should I hire you?

## Behavior-Based Questions

- What do you feel have been your most significant school-/work-related accomplishments in the past year?
- Can you give me an instance when you felt most pressured and stressed in your school/work? How did you handle it? What was the outcome?
- Can you tell me about a time you were most persuasive in overcoming resistance to your ideas or point of view. What was the result?
- Can you describe the most valuable criticism you have received and what you did with it?
- Can you tell me about the last time you made a decision that backfired? How did you resolve the dilemma?
- Can you give an example of a project/situation that demanded attention to detail? How did you handle the details?
- Can you tell me about the last time you felt anger on the job? How did you deal with it?
- Can you tell me about an event that really challenged you?
- Can you tell me about the most difficult or frustrating person with whom you have worked? What did you do to cope/deal with that person?
- Can you describe the supervisor you have liked the least? Best?

## Questions to Ask the Employer

- What is the first task that would need the attention of the person you hire?
- What other concerns need attention now? Over the next six months?
- What kind of training would I receive?
- Are there other duties expected which are not formally listed as part of the job?
- How would I be evaluated?
- What kind of advancement opportunities does your organization offer?
- How would you differentiate your company from your major competitors?

- What do you see ahead for the organization in the next 10 years?
- When can I expect to hear from you with regards to your hiring decision?
- May I call you at a later time if any further questions arise?

## Illegal or Improper Questions

Illegal or improper interview questions include any asked regarding the following categories:

- Sex
- Age
- Race
- National origin
- Religion
- Disability status
- Marital status
- Number of children or dependents
- Spouse's occupation

The following list contains a few examples of illegal or improper inquiries. Immediately following is a list containing requests for the same information, but in a legal manner.

## Illegal/Improper

- Do you have any children?
- How old are you? What is your date of birth?
- Do you have a car?
- Are you a U.S. citizen?
- Are you disabled? What physical limitations do you have?

## Legal

- What days, hours, or shifts are you available to work?
- Are you over the age of 18?
- Will transportation be a problem when overtime is required?
- Are you authorized to work in the United States?
- Are you able to perform all essential functions of the job with or without accommodation?

# Interview Questions for Prospective Teachers

The following questions are examples of those that you will likely encounter in your interviews. Use these to practice in order to communicate your teaching skills.

- Why do you want to teach?
- What is your philosophy of education?
- With what kind of student do you most (least) like to work?
- Would you describe your style of teaching?
- Would you like to be involved in school (community) activities?
- What do you plan to be doing in five years? What are your career goals?
- Can you describe your student teaching experiences?
- What was your biggest problem in student teaching? Resolution?
- What three words would your students use to describe you as a teacher?
- How do you individualize your teaching?
- How do you feel that the “rapid learner” should be provided for in your area of teaching?
- What is the greatest attribute you can bring to a class of students?
- What are the qualities of an excellent teacher? Which of these qualities do you have?
- Some of your students always finish their assignments early. How would you deal with the free time that they have?
- How would you work with students who perform below grade level?
- What grade level do you prefer? Why?
- How would you use teacher aides and parent volunteers?
- Are parent/teacher conferences important? Why or why not?
- Why do you want to work in our district?
- Why should our school district hire you?
- Can you describe an ideal classroom?
- How do you relate with minority students in the classroom?
- A student is consistently late to your class. How do you handle the situation?
- What would you do or how would you treat a student who refused to do the work you assigned?
- How would you handle a student who continually “acted up” in your class?
- How should a student’s educational achievement and progress be measured?
- You know that a staff member has been talking behind your back about what he or she sees as your ineffective teaching methods. What would you do?
- What do you expect from your supervisor?

## Questions to Ask the School District

If you are serious about teaching in a district, there are questions to which you need to know the answer before accepting the offer. Some of the following examples should give you some ideas:

- What is the teacher/student ratio in your district?
- Do you encourage teachers to earn advanced degrees?
- How many classes a day will I be expected to teach?
- Can you tell me about the students who attend this school?
- What textbooks does the district use in this subject area?
- Do you have teachers serving in areas for which they do not have full certification?
- Do teachers participate in curriculum review and change?
- What support staff members are available to help students and teachers?
- What discipline procedures does the district use?
- Do parents support the schools?
- Do your schools use teacher aides or parent volunteers?
- What allowances are provided for supplies and materials?
- How are teachers assigned to extracurricular activities? Is compensation provided?
- Does the district have a statement of educational philosophy or mission?
- What are prospects for future growth in this community and its schools?