

# Dickinson

## Career Center

---

### STUDENT GUIDE

RESUMES, COVER LETTERS, NETWORKING,  
INTERVIEWING, AND MORE

# DICKINSON COLLEGE CAREER CENTER

THE DICKINSON COLLEGE CAREER CENTER HELPS STUDENTS AND ALUMNI MAKE CAREER DECISIONS, TEACHES YOU THE SKILLS TO MAKE THOSE DECISIONS A REALITY AND CONNECTS YOU WITH OPPORTUNITIES.

## WHAT YOU CAN EXPECT FROM US:

- Dedicated and experienced professionals who will help you develop a plan of action regarding your career goals.
- Access to career information resources, assessments, resume and cover letter guidance, interview tips, networking opportunities, programs and information sessions, and year-round job and internship listings, among other things.

## WHAT WE EXPECT FROM YOU:

- Start early and actively engage in the process.
- Utilize resources and attend programs.
- Ask questions!

# Dickinson

## Career Center

---

### STUDENT GUIDE

RESUMES, COVER LETTERS, NETWORKING,  
INTERVIEWING, AND MORE

Dickinson College Career Center  
[www.dickinson.edu/career](http://www.dickinson.edu/career)

Dickinson College Career Center  
Biddle House  
P.O. Box 1773  
Carlisle, PA 17013

717-245-1740  
[career@dickinson.edu](mailto:career@dickinson.edu)

<http://www.dickinson.edu/career>

# CONTENTS

1.	CAREER CENTER SERVICES	Page 1
2.	WRITING YOUR RESUME	Page 3
3.	COVER LETTERS	Page 13
4.	NETWORKING	Page 21
5.	INTERVIEWING	Page 27
6.	THANK YOU AND FOLLOW-UP EMAILS	Page 47



## **CAREER COUNSELING & SERVICES**

You can make an appointment with a staff member for any of the following career-related topics: choosing a major, career exploration, assessments, resumes and cover letters, interviewing tips and mock interviews, graduate and professional school exploration and applications, personal statements, internships, job searching, and networking. Don't see something on this list? Just ask!

### **EVENTS**

Each year, the Dickinson College Career Center offers a number of programs and events to help you learn about career options, develop your skills, and connect with alumni. A list of upcoming events is available in the Handshake system, which is accessible through Gateway.

### **RESOURCES**

Check out Handshake, the Vault Career Insider, and more - all available through the Dickinson College Career Center. These resources offer field and industry information, as well as general career advice. The more you know, the better prepared you will be. To see all of our resources, visit our web site or the Career Center channel in Gateway.

# **1 CAREER CENTER SERVICES**

The Dickinson College Career Center offers a wide range of services and resources to help students and alumni. Whether your objective is to further your career goals or define them, we can help. Learn about yourself, career options, and make informed decisions through your experience with our dedicated and professional staff.

Whether a first year student, a graduating senior, or an alumna/us, all Dickinsonians can benefit from the services, programs, and resources offered by the Career Center. By connecting with the Career Center early during your time at Dickinson, you can take advantage of the many opportunities available, and get a head start in your career decision making.





## CONTENT AND FORMAT

Structure your resume in a way that best identifies your skills and experiences in relation to the opportunity you are pursuing. Tailor your resume to each position by highlighting relevant experiences.

While many student resumes tend to be one page, this is not always the case. Often, the length depends on the industry to which you are applying. Meeting with a Career Counselor is the best way to determine the format and length that is best for you.

The heading, Education, and Experience sections should always be included in a resume. Other sections you may want to consider are Leadership, Volunteer Experience, and Skills, just to name a few. (Please refer to the sample resumes for additional section ideas and advice on formatting).

### THE HEADING

Your heading should include, at a minimum, your full name and direct contact information (your phone number and email address). Most headings will also include a mailing address. As a student, you could include both your permanent address and your college address.

### EDUCATION SECTION

The Education section should include your college, the degree you will be receiving (and when you anticipate receiving it), and your major(s). Additional information that can be listed includes honors, study abroad, relevant courses, your GPA if it is above a

# 2 WRITING YOUR RESUME

A resume serves as a marketing tool to potential employers. As such, you should draw particular attention to your strengths and skills, and highlight relevant experiences as they relate to the position for which you are applying.

Not only is the content of your resume important, but so is the way in which your resume is organized. Employers typically receive a large number of resumes and therefore are not able to spend much more than 30-60 seconds reviewing each one. For that reason, it is important to create a document that is as organized, concise, and as easy to read as possible.

3.0, and any additional information about your education that might be relevant.

## EXPERIENCE SECTION

The Experience section should provide a relevant and thorough, yet concise, explanation of what you have done in each setting. Start each description with a strong verb. On the following pages you will find a list of action verbs to assist you.

Make sure to include your title, the organization name and location, and the dates you were involved, for each of your experiences.

## INTERNATIONAL RESUMES AND C.V.s

There may be a need to adjust the format and content of your resume when applying to international jobs or internships. It is important to understand the difference between a resume and a C.V., or *curriculum vitae*, because many international employers will prefer C.V. format.

Within the United States, a C.V. is a form of resume most often used by professionals in academia, teaching, research, or medicine. This comprehensive document emphasizes professional qualifications, activities, and academic achievements. Usually longer than the typical resume, a C.V. allows for greater elaboration on publications, presentations, research projects, awards, fellowships, and other content areas that may not fit as well on a resume. The Dickinson College Career Center can assist you in developing this

document if you find you need one for a position.

A resume and C.V. fundamentally serve the same function of outlining your background and experience for the purposes of an international job search. They will differ from country to country. Some items that may be requested on the C.V., depending on the country, include a photograph and vital statistics such as date of birth, nationality, and marital status. *This information is not appropriate for a resume used for opportunities in the U.S.*

It is important to consider the native language of international employers. Some may expect materials to be submitted in a particular language. It is important that you have someone who is highly skilled in the language review your application before submitting it. Consider language professors or alumni living abroad as resources to assist you with this.

When it comes to format, you may need to make adjustments to accommodate for the difference in paper sizes. Be sure to format your materials appropriately when submitting via e-mail to reflect the typical business stationary used in the country where you are applying. The International Standard A4 paper size, which is the most common paper size throughout Europe and many other areas in the world, measures 8.27 by 11.69. Make sure to consider this difference during the application process. Be aware that there are many differences to content and format and properly research

these variations before beginning your application process.

If you are looking to go into a career that is internationally based, you should consider the importance of emphasizing your study abroad experiences. Employers consider it beneficial whenever you can illustrate experiences abroad. One suggestion for doing this is to remove this information from the education section and place it in its own section titled International Experience. Within this section, you might also include internships or work experiences.

## **E-MAILING RESUMES**

When e-mailing your resume to an employer, be sure to send it as a pdf. Doing so will ensure the format of your resume stays intact when the attachment is opened by the employer. You should include your name and the type of document in the file name, for example “John Smith Resume.”

# Action Verbs

Abstracted	Classified	Drew	Integrated	Purchased
Accomplished	Closed	Earned	Interacted	Questioned
Accounted for	Co-authored	Edited	Interpreted	Rationalized
Achieved	Coached	Educated	Interviewed	Recommended
Acquired	Communicated	Elected	Introduced	Reconciled
Acted	Compared	Enabled	Issued	Recorded
Adapted	Compiled	Encouraged	Launched	Recruited
Addressed	Composed	Engineered	Learned	Reduced
Administered	Conducted	Enhanced	Lectured	Referred
Adopted	Conserved	Established	Leveraged	Refined
Advanced	Considered	Estimated	Listened	Regulated
Advertised	Consolidated	Evaluated	Maintained	Reinforced
Aided	Constructed	Examined	Managed	Related
Allotted	Consulted	Executed	Marketed	Renewed
Amended	Contacted	Exhibited	Mastered	Reorganized
Amplified	Contracted	Expanded	Maximized	Repaired
Analyzed	Contributed	Expedited	Mediated	Reported
Anticipated	Controlled	Experimented	Mentored	Repositioned
Applied	Converted	Explained	Merchandised	Represented
Appointed	Conveyed	Explored	Minimized	Researched
Appraised	Convinced	Expressed	Moderated	Reshaped
Approved	Cooperated	Facilitated	Modified	Responded
Arranged	Coordinated	Fielded	Monitored	Revitalized
Articulated	Counseled	Finalized	Motivated	Revived
Assembled	Corresponded	Finished	Narrated	Scheduled
Assessed	Created	Focused	Negotiated	Secured
Assigned	Critiqued	Forecasted	Notified	Selected
Attended	Cultivated	Forged	Observed	Served
Audited	Debated	Formalized	Obtained	Shaped
Authored	Decided	Formed	Offered	Specialized
Awarded	Decreased	Formulated	Opened	Strengthened
Balanced	Deducted	Fostered	Operated	Stressed
Blended	Defined	Founded	Ordered	Structured
Blocked	Delegated	Framed	Organized	Studied
Bought	Delivered	Furthered	Overcame	Substantiated
Bridged	Demonstrated	Gathered	Packaged	Summarized
Broadened	Described	Generated	Participated	Supervised
Budgeted	Designated	Graded	Perceived	Supported
Built	Designed	Guided	Perfected	Taught
Calculated	Detected	Handled	Performed	Tested
Canvassed	Determined	Headed	Persuaded	Trained
Capitalized	Developed	Hired	Pinpointed	Transcribed
Catalogued	Devoted	Hosted	Pioneered	Translated
Cautioned	Diagnosed	Identified	Planned	Tutored
Centralized	Diagrammed	Illustrated	Practiced	Unified
Certified	Directed	Implemented	Predicted	Upgraded
Chaired	Discovered	Improved	Prepared	Utilized
Challenged	Discussed	Incorporated	Presented	Validated
Changed	Displayed	Increased	Processed	Verified
Charted	Dissected	Influenced	Produced	Visualized
Checked	Distributed	Informed	Programmed	Won
Cited	Documented	Initiated	Provided	Worked
Clarified	Drafted	Instructed	Publicized	Wrote

Place your Dickinson education at the top of your resume.

## John Kauffman

123 High St., Carlisle, PA 17013 • 123-456-7890 • kauffman@dickinson.edu

### EDUCATION

#### **Dickinson College, Carlisle, PA**

Bachelor of Science, Biology Major with a Spanish Minor

Graduation expected May 2017

### WORK EXPERIENCE

#### **Coco Key Indoor Waterpark, Danvers, MA**

Lifeguard

June 2012 – February 2017

- Performed and practiced basic first aid and resuscitation skills. Monitored pool area to prevent accidents and assure safety of children and adults.

### VOLUNTEER EXPERIENCE

#### **Cumberland Goodwill EMS, Carlisle, PA**

Emergency Medical Technician - National Certification

August 2016 – December 2016

- Performed basic assessments on patients as well as basic and advanced first aid. Assisted in stabilization and transport of patients. Documented situations and treatments of clients using medical language.

#### **Lawrence General Hospital, Lowell, MA**

Intensive Care Unit

June 2016 – August 2016

- Cleaned, assisted, fed, and transported patients. Observed intubations, angioplasties, and read lung x-rays with doctors. Helped interpret for Spanish patients. Organized and restocked equipment.

#### **Winchester Hospital, Winchester, MA**

Emergency Room

June 2016 – August 2016

- Performed patient transport. Cleaned and remade beds. Observed MRIs and CAT scans. Communicated with patients. Assisted patients, nurses and doctors. Restocked equipment.

#### **Lowell General Hospital, Lowell, MA**

Patient Transport

June 2016 – August 2016

- Transported patients. Restocked oxygen tanks. Replaced used heart monitors and IV pumps. Documented use of supplies by hospital. Communicated with patients and hospital staff.

### LEADERSHIP EXPERIENCE

#### **Delta Sigma Phi Fraternity, Carlisle, PA**

2014 – Present

- Led subgroups in various positions including Rush Chair (Fall 2014 – Spring 2015), Academic Chair (Spring 2016) and Vice President (Fall 2016). Won the Alumni Merit Scholarship, for having the largest impact in the fraternity (voted on by the fraternity). Organized philanthropy events and rush events. Revised documents and implemented amendments to bylaws. Created online database for fraternity documents.

#### **Dickinson College Interfraternity Council, Carlisle, PA**

August 2015 – December 2016

- Held positions of IFC Rush Chair (Fall 2015 – Spring 2016) and Secretary (Fall 2016). Organized rush events. Reformatted rush to create more bonding time between Greeks and rushees. Advertised rush events. Took notes at meetings. Contributed to ideas for image improvement. Created online database for all materials.

### SPECIAL SKILLS

Language: Fluent in Spanish. Computer: Microsoft Excel and PowerPoint. Other: Excellent verbal communication skills, strong work ethic, thorough and organized with documentation, professional.

Font size for the body of your resume should be between 10 and 12 pt.

*Permanent Address*  
123 Science Dr.  
Micro, PA 01234

**Dana Stafford**  
(123) 456-7890  
science123@dickinson.edu

*Dickinson Address*  
Dickinson College, HUB 000  
Carlisle, PA 17013

### EDUCATION

**Dickinson College**, Carlisle, PA  
Bachelor of Science, May 2017  
Major: **Biology**  
Cumulative GPA: **3.0/4.0**

Include your G.P.A. if  
it's 3.0 or above.

Consider including both your  
Dickinson address and home  
address.

**Relevant Coursework:** Changing Ocean Ecosystems; Field Natural History; Plant Physiology; Animal Development; Synthesis/Reactivity I & II (Organic I & II); Natural History of Vertebrates; Ecology; Physiology; Cell Biology; Mammalogy; Single Variable Calculus; General Chemistry I & II; Wildlife Ecology; Sustainability Science; History of Science; Women & Science in the US; Intermediate Spanish

**Laboratory Techniques:** Cell Culture; Micropipette; Microscopy; Immunofluorescence Microscopy; Live Cell Imaging; Western Blotting; Cell Drug Treatment; Specimen Preservation/Presentation; LiCOR 6400

**Study Abroad:** University of East Anglia, Norwich, Norfolk, England. September 2015-June 2016

### RESEARCH EXPERIENCE

**Dickinson College**, Carlisle, PA, Academic Year 2016-2017

#### **Investigation of Actin Nucleation Factors and Cytoskeletal Structure in Mouse Melanoma Cells**

*Student/Faculty Collaborative Researcher:* In a small research group, designed experiments and collected data relating to the effects of inhibitory drugs on actin forming proteins known as the Arp2/3 complex and formin. This was done in vitro in the laboratory using IMF microscopy, phalloidin staining microscopy, live cell imaging, and cell spread analysis. The data was analyzed visually and via quantitative analysis in Excel.

Group related experiences together in their own section to highlight them.

### RELATED EXPERIENCE

**Sea Turtle Restoration Project**, Forest Knolls, CA, Summer 2016

*Intern:* Created campaigns to raise awareness of the plight of the leatherback sea turtle among other organisms. Assisted with presentations at public events such as the California Academy of Science's Nightlife event.

**MacroGenics (formerly Raven Biotechnologies)**, South San Francisco, CA, Summer 2015

*Research Intern:* Assisted in laboratory practices using Immunohistochemistry with the goal of furthering research on cancer stem cells. Instructed students with sectioning techniques and slide mounting as well as various staining practices.

Be sure to include the title, employer,  
location, and dates for every experience.

### ADDITIONAL EXPERIENCE

**Whole Foods Market**, Micro, PA, Summer 2014

*Grocery Team Member:* Assisted customers with problems and maintained shelf stock.

**Turtle Rock Institute**, Micro, PA, Summers 2012, 2013

*Summer Day Camp Counselor:* Worked with kids from grades K-5; helped them to learn in various activities that ranged from sports to chemistry to art projects.

# Benjamin Rush

[benrush@dickinson.edu](mailto:benrush@dickinson.edu) • 717-123-4567  
123 High St., Carlisle, PA 17013

---

## EDUCATION

**Dickinson College**, Carlisle, PA  
Bachelor of Arts, Graduation Expected May 2017  
Double Major: **Archaeology** and **Anthropology**  
Cumulative GPA: **3.48/4.00**

If you have a double major, make sure you specify that in your education section!

### Honors

- *Eta Sigma Phi* - Classical Language Honor Society (Spring 2014-Present)
- *Alpha Lambda Delta* - Merit-based honor society with a focus on community and campus service (Spring 2013-Present)

### Awards

- *Kenderdine Travel Award* (Fall 2015), a \$750 award to fund travel expenses for poster presentation at ABC Conference, January 2013
- *Christopher Roberts Travel Award* (Spring 2015), a \$1,500 award to fund travel to a classically related archaeology program abroad

## PUBLICATIONS & PRESENTATIONS

**Example Title ABC**, Poster, ABC Institute Conference (January 2016)  
**Example Title XYZ**, B. Rush, N. Professor. Submitted to *The ABC Journal* (Spring 2016)

## RESEARCH

**Dana Research Assistant**, Dickinson College, Carlisle PA (Fall 2015)

- Created maps of London in the 1800s using GIS data
- Mapped the spread of cholera in London
- Prepared a paper for co-authorship to be published

**Environmental Archaeology Research Assistant**, Dickinson College, Carlisle PA (Fall 2015)

- Entered data regarding archaeological plant remains from Bolivia
- Catalogued ethnobotanical data
- Assisted in ordering lab equipment

The higher up something is on your resume, the more likely it is to be read. Don't list your most relevant experiences or achievements at the bottom.

## FIELD EXPERIENCE

**Sanisera Roman Necropolis Program**, Menorca, Spain (Summer 2015)

- Excavated a Roman tomb
- Participated in osteological lab work
- Catalogued and cleaned human remains
- Presented a project on dental pathology

**Mycenae Lower Town Excavation**, Mykines, Greece (Summer 2014)

- Assisted supervisors and workers in excavation
- Catalogued daily finds
- Aided in the writing of daily field reports and drawing plans

**RELATED EXPERIENCE**

**Volunteer, Pennsylvania State Museum Archaeology, Harrisburg PA**  
(Summer 2014)

- Organized and catalogued a collection from a 1700s Philadelphia powder magazine
- Cleaned, sorted, and inventoried artifacts
- Entered and organized data from past excavations in Pennsylvania

**Intern, GIS Program, Dickinson College, Carlisle PA** (Fall 2013 & Spring 2014)

- Worked on database design for archaeological data
- Assisted students with lab work and course work
- Assisted instructor with preparations for lab
- Compiled digitized and analyzed data for professors

**CAMPUS  
ACTIVITIES &  
LEADERSHIP**

**Station Manager, WDCV, Carlisle PA** (Summer 2013 & 2014, Fall 2014  
Spring 2015)

- Worked with a \$5000 grant from the Pennsylvania Association of Broadcasters campus arts promotion
- Collaborated with local community to promote events
- Organized and worked with musicians on a Fall semester concert
- Researched funding, underwriting, and programming options for the station
- Organized and coordinated Executive Staff

**Archaeology-Anthropology House Founder/Manager, Carlisle, PA** (Fall 2014-present)

- Founded the Archaeology and Anthropology Special Interest House
- Organized campus wide events to promote the study of Archaeology and Anthropology
- Collaborated with the Pennsylvania State Museum to provide archaeological collections for house members to clean and catalogue
- Acted as a liaison between house members and Campus Life

**TECHNICAL  
KNOWLEDGE****ESRI ArcGIS software**

- Highly skilled knowledge of ArcMap and ArcCatalog
- Three semesters of experience with program
- GIS Consultant Fall 2015
- GIS Intern Fall 2014, Spring 2016

**SPSS software**

- Working knowledge of SPSS
- One semester intensive course using the statistics software

**MaxQDA software**

- Working knowledge of MaxQDA
- One semester methods course involving transcription software

Avoid using personal pronouns  
in your descriptive statements.

Print your resume- How  
does it look?  
Is it easy to read and  
visually appealing? Can  
you quickly pick out key  
information? Does it look  
cluttered?



# John Biddle

abcdefg@dickinson.edu  
(215) 123-4567  
Dickinson College  
HUB #000  
Carlisle, PA 17013

If you need to fill in white space on your resume to make the document utilize the entire page, try stacking your heading like this.

## EDUCATION

**Dickinson College**, Carlisle, PA  
Bachelor of Arts in **Sociology**, Expected May 2019  
Emphasis: **Criminology**

### Related Coursework

Criminology  
Deviant Behavior and Social Control  
Sociology of Violence  
Gender and the Media

Related coursework can be a great addition to a resume, especially if you do not yet have a lot of related experience.

## RELATED EXPERIENCE

Criminal Investigation Division, Carlisle Police Department, Carlisle, PA  
**Intern**, August 2016-Present

- Contact individuals to obtain information relevant to cases
- Perform internet searches to gather information on recovered stolen items
- Create reports and documentation of telephone calls and research

## ADDITIONAL EXPERIENCE

North Penn YMCA: Souderton Pool, Souderton, PA  
**Front Office Clerk**, May-August 2014, 2015, 2016

- Updated membership database
- Answered phone and handled customer inquiries
- Registered patrons for classes and processed registration fees

Henning's Supermarket, Harleysville, PA  
**Cashier**, May-August 2012, 2013

- Assisted customers with finding and purchasing items

## VOLUNTEER EXPERIENCE

Project SHARE, Carlisle, PA  
**Volunteer**, October 2015-Present

## SKILLS

### Language

- Conversant in Spanish

### Computer

- Proficient in Microsoft Word, Excel, and PowerPoint

Include language skills if you have them!

# DENNY ALTHOUSE

123 Intelligence Way, College, PA 01234 • denny.althouse@gmail.com • (123) 456-7890

## EDUCATION:

### **Dickinson College, Carlisle, PA**

- Bachelor of Arts, Expected May 2017
- **Major:** American Studies; **Minor:** Women's and Gender Studies; **Cumulative GPA:** 3.67
- **Thesis:** Pinking the White House: Barbie Femininity and Power in the United States (Presented at the Central Pennsylvania Consortium's 2017 Women's Studies Conference, March 2017)
- **Honors:** Dean's List 4/7 semesters (3.7 required), Benjamin Rush Scholar 2013-2017 (merit scholarship), 1<sup>st</sup> Place Award for Union Philosophical Society's 13<sup>th</sup> annual Dickinson College Speech Contest 2013
- **Study Abroad:** University of Queensland: St. Lucia campus, Brisbane, QLD, Australia, Fall 2015

Consider adding your senior thesis or project to your resume, especially if applicable to the opportunity you are seeking.

## PROFESSIONAL EXPERIENCE:

### *Tritons Intern, Dickinson College Admissions, Carlisle, PA, August 2016-May 2017*

- Coordinated the logistics for Dickinson Tritons Program with Associate Director of Admissions
- Trained 65 student Tritons to answer questions and to serve as knowledgeable Ambassadors for the College
- Created monthly calendars to match Tritons with prospective students for lunch dates and overnight visits
- Recruited volunteers for 3 Fall Open House events

### *Legislative/Communications Intern, MA Commission on the Status of Women, Boston, MA, June-August 2016*

- Engaged in policy research and community outreach for independent state agency
- Designed and edited a guide for women seeking appointment to MA Boards and Commissions
- Drafted talking points for Executive Director and Commissioners for various events
- Wrote press releases after Commission events, and to announce new Commission appointments
- Created fact sheets detailing priority legislation to be distributed to MA legislators
- Edited FY2016 Annual Report and other office documents
- Maintained Commission's social media including Twitter and Facebook

Begin your descriptive statements with action verbs. Verbs should be in past tense if you are no longer in the position.

## LEADERSHIP:

### *Member, President's Commission for Women, Carlisle, PA, January 2016-May 2017*

- One of three student representatives selected to serve alongside College faculty, staff, and administrators to maintain and publicize Dickinson's commitment to gender equity in the campus, classroom, and community

### *Member, Wheel and Chain Honor Society, Carlisle PA, April 2015-May 2016*

- One of ten senior women inducted into society based on leadership on and off campus, academic excellence, and overall character

### *Member, Dickinson College Presidential Transition Committee, Carlisle, PA, September 2015-May 2016*

- One of two students appointed to serve with selected College Trustees and Administrators to ensure a productive and smooth transition of authority as College appoints new President
- Identify and discuss information, interactions and events that will be useful for new President to be aware of

### *Co-Coordinator, Big Brothers Big Sisters, Mooreland Elementary School, Carlisle, PA, August 2015-May 2016*

- Awarded *Volunteer of the Year*, 2014-2015
- Co-coordinate program with community advisor and fellow Dickinson student
- Recruit student volunteers, process applications, schedule interviews, and run meetings
- Plan bowling and lunch event for "Bigs" and "Littles"

### *Member, Big Brothers Big Sisters, Mooreland Elementary School, Carlisle, PA, August 2013-May 2017*

- Serve as a mentor to a fourth grade student. Travel to school weekly to eat lunch with "Little," interact with his friends, and spend time with him at recess developing a strong, trusting relationship

## ADDITIONAL EXPERIENCE:

### *Childcare Provider, Multiple Families, S. Freeport Maine, May-August, 2011-present*

### *Student Worker, Dickinson College Admissions, Carlisle, PA, August 2014-May 2016*

### *Office Assistant, Heywood Health Center for Women, Heywood Hospital, MA, June-July 2015*

When used appropriately, bold, italics, and capitalization create visual appeal, and help draw the reader to relevant information.

## Nancy Waidner

**Home Address**  
123 Peace Blvd.  
Justice, TX 78746

nancywaidner@dickinson.edu  
123.456.7890  
www.linkedin.com/in/nancywaidner

**School Address:**  
Dickinson College HUB #000  
Carlisle, PA 17013

### EDUCATION

**Dickinson College**, Carlisle, PA, May 2017

Bachelor of Arts

International Studies Major, Concentration: Globalization and Sustainability, GPA: 3.5

Study Abroad: Bologna, Italy, August 2015-January 2016

Honors: Sigma Iota Rho International Studies Honor Society, Dean's List, Alpha Lambda Delta Honor Society

### EXPERIENCE

**Dickinson College Women's Center**, Carlisle, PA, Intern, August-November 2016

Developed and executed individual and group projects for gender-related education. Increased outreach by leveraging social media, word of mouth and grassroots strategies. Generated materials to support the resource room and library database. Managed reception at the main desk and assisted with administrative tasks.

**SafePlace** (Gender-based violence NGO), Austin, TX, Intern, June-August 2016

Conducted online and face-to-face research on new grants and initiatives to further SafePlace's mission. Provided direct administrative support to Executive Director and other staff by performing duties such as preparing information packets, and coordinating and participating in meetings with legislators and NGOs. Completed 40-hour volunteer training to gain better understanding of sexual violence.

**The Miracle Foundation** (International development NGO), Austin, TX, Intern, June-August 2015

Utilized Convio database to support donor relations and create an intern training manual. Handled administrative duties such as data entry, organizing travel arrangements and drafting mailings. Wrote and edited copy for marketing materials, and helped brainstorm for new website.

### CAMPUS INVOLVEMENT

**YES P.L.E.A.S.E.**, Peer Educator, August 2016-Present

Coordinate, implement and promote programming for gender violence education on campus.

**Feminist Collective**, Secretary, January 2016-Present

Participate in both dialogue and action to spread awareness of feminist ideals.

**WDCV Radio**, Producer, January 2014-Present

Broadcast weekly radio show promoting underrepresented musicians and hosting interviews.

**SPECTRUM Queer-Straight Alliance**, Member, August 2014-Present

Contribute to the creation of a supportive environment across the student population.

**Alpha Phi Omega**, Member and Conflict-Resolution Chair, September 2014-February 2016

Volunteered 15+ hours per semester and participated in activities with national service-based fraternity. Served on executive board to assist with decision-making and arbitration.

**Social Justice Residential Community**, Resident, August 2014-May 2015

Facilitate dialogue and plan events focused on social justice issues.

### COMPUTER SKILLS

Proficient in MS-Office, Photoshop, and Convio.

Most, but not all, undergraduate resumes will be one page. Meet with a Career Counselor to determine if yours should be longer.



# 3

## COVER LETTERS

A cover letter introduces a resume, and should be included with every resume you send, regardless of whether or not it is formally required as part of the application materials. This document is a clear indication of a person's writing abilities, as well as an opportunity to convey enthusiasm for the position and organization.

The cover letter is a chance to highlight the experiences and skills that you want a potential employer to notice. This is also the time to connect a set of experiences and skills to a position that may not be directly related to what is on your resume. It provides the reader with a sense of your writing style and your ability to focus.

The opening paragraph of your cover letter should clearly state who you are and why you are writing. Make sure to state the position title if you are applying for a specific position, and the organization's name. When inquiring about opportunities, be sure to state what kind of opportunities you are interested in. If you heard about this opportunity from a specific individual, make sure to state his/her name.

When preparing to write the body of your cover letter, be sure to read the qualifications section of the job announcement. This section should highlight how your personal attributes and skills are of interest to the reader. This is not the place to simply rewrite explanations already provided by your resume, but rather to elaborate on them. Focus on the most relevant experiences from internships, jobs, activities, and coursework, as they align with the skills that the employer is seeking.

Your interest in the industry, the organization to which you are applying, and the position you are seeking should be a central theme to your cover letter. Do not be generic - this is the opportunity to show your understanding of the organization and position. In the closing paragraph reiterate your interest in the position and focus on the next steps in the application process.

The importance of proofreading your cover letter before sending it to possible employers cannot be overstated. You can do this with the Dickinson College Career Center during

Career Coach drop-in hours, or by scheduling an appointment with a Career Counselor.

in all capital or all lower-case letters, using proper punctuation, avoiding emoticons, and avoiding phonetic spelling such as “ur” for “you are.”

## **E-MAILING COVER LETTERS**

Most employers will prefer to receive application materials via e-mail. If this is the case, you should write an abbreviated version of your cover letter in the text of the e-mail.

The e-mail cover letter should be professional, but brief. Use the same guidelines for content as you would use for a standard cover letter. Mention in the e-mail that you have attached a full version of your cover letter, as well as your resume. The names of the attached documents should include your first and last name, as well as what the document is, for example “John Smith Cover Letter.” The cover letter you attach to the e-mail should be a pdf, to ensure the format of your document stays intact when the attachment is opened by the employer.

Use spell-check, but do not rely on it. Proofread your e-mail...twice! You should also proofread to be sure that what you wrote flows, makes sense, and that your tone is appropriate. (Tone of an e-mail can be easily misinterpreted.) Follow professional e-mail etiquette, which includes capitalizing the first letter of each sentence, not writing

Dickinson College/HUB #12345  
Carlisle, PA 17013

February 14, 2017

Hiring Manager  
*Air Products* and Chemicals, Inc.  
7201 Hamilton Blvd. Allentown, PA 18195

In your introductory paragraph, start with a catchy opening and make sure to include the position title and name of the organization. It helps to also include how you learned about the opportunity.

Dear Hiring Manager:

Environmental topics, specifically sustainable energy, are a passion of mine. I recently met John Smith, an employee of your company, at a Wildlife festival in Green Lane, Pennsylvania. We talked about Air Products' desire to see energy efficient resources such as hydrogen become a leading source of fuel. Based on our conversation and my subsequent research, I am very interested in interning at Air Products & Chemicals for the summer of 2017.

As a Physics major at Dickinson College, I am taking courses that equip me with important skills for renewable energy engineering. In the course Analog and Digital Electronics, I constructed complex circuits involving inductors, capacitors, photo resistors, and logic gates. With the use of an oscilloscope and breadboard, I observed how various combinations of circuit elements interact and function as a whole. More specifically, I built a circuit that acted as a motion sensor and counter using logic gates, photo resistors, and lasers. In Energy and Environmental Physics, I became familiar with the physical processes behind solar panels and collectors, wind turbines, and fuel cells. In summary, I have a firm understanding of electronics, renewable energy processes, kinematics, and nuclear/radiation physics. Equipped with this knowledge and hands-on experience, I believe I would be a quick learner and highly capable worker for Air Products & Chemicals.

As an employee of the YMCA and resident advisor at Dickinson College, I interact with peers and professional staff members on a daily basis. These interactions range from conflict resolution among residents to teaching tennis for the YMCA. I am personable and an adept communicator. In each job, I take seriously the responsibility of being a role model among my peers and demonstrating my commitment to each organization's goals and values. I believe that as an intern at Air Products & Chemicals, I will be an effective learner and worker to further the company's goals of making the world "more productive, energy efficient, and sustainable."

My long-term goals after receiving my B.S. degree include attending graduate school for mechanical engineering. It would be highly beneficial to have first-hand experience with a company that values alternative energies and jobs involving renewable energy. And I am hopeful that this internship would foster a long-term relationship between myself and Air Products & Chemicals. I believe I have the dedication, intelligence, and creativity to be a qualified intern. Thank you for your consideration.

Sincerely,

Adam Drayer

Use the same font style and size as in your resume – between 10pt and 12pt. One inch margins are preferable. Your cover letter should be one page, with some empty space. If it is too long or too dense, you run the risk of it not being read.

Morgan Stanley  
1585 Broadway Ave.  
New York, NY 10036

September 24<sup>th</sup>, 2016

If you are unsure of the contact person's name, call the organization to find out. If you are unable to get this information, address the letter to Recruiting Manager, Hiring Manager, or Internship Coordinator. Do not address it "To Whom it May Concern."

Dear Recruiting Manager:

As a senior International Business & Management major from Dickinson College, I was referred to your company through several employees at Morgan Stanley. The team-oriented, client-centric and fast-paced organizational culture attracts me to apply for your Institutional Equity Analyst program. Additionally, the steep learning curve the enterprise provides and the high level of responsibility given to analysts further intensifies my desire to work for Morgan Stanley.

Previously, I interned at Merrill Lynch Global Wealth Management, where I developed my communication, financial analysis, and problem solving skills. I used financial research engines such as Bloomberg every day and generated detailed reports on equities for my team. I communicated with clients and team members frequently to ensure the highest level of satisfaction from our customers. I also interacted with other departments such as IT, Operations and Compliance to increase the efficiency at my team and assisted solving problems. From this internship, I discovered my passion to work for departments such as sales and trading in finance where client relation management, teamwork, and problem solving skills are highly valued from an employee.

I first learned about Morgan Stanley in high school through an autobiography of Zimo Zeng, a famous Chinese economic news reporter, as well as a former analyst at Morgan Stanley. Since then, I have imagined how exciting it would be to work for one of the world's largest investment banks. Despite the distinguished success in financial market, the company's dedication to its employees and greater communities allure me to apply for your analyst program. After reading the diverse employee profiles on your website, my determination to work for Morgan Stanley remains.

I would appreciate the opportunity to discuss my credentials with you. Please contact me at (717)-123-4567 or via email at lisadenny@dickinson.edu. Thank you very much for your time and consideration.

Sincerely,  
Lisa Denny

Think about why you are applying to the position. What is it about the organization and position that appeals to you? Answering this question in your letter will help you make a connection.



123 Main St.  
Multilingual, PA 12345

October 11, 2016

Ms. Jane Smith  
Program Associate  
*Wilson Center on the Hill*  
Program on America and the Global Economy  
Woodrow Wilson International Center for Scholars

Dear Ms. Smith:

As a double major in both Spanish and Russian at Dickinson College, I understand the importance of learning languages in our global world. Learning and speaking foreign language is of great importance due to the global issues that encompass the world today. After spending much time in the classroom and also some time abroad, working at an institution where I can put to use my languages and experience first-hand the global integration and the relations between the United States and other foreign countries. For these reasons, I am hopeful that you will consider me for an internship at the Wilson Center on the Hill for the spring of 2017.

My greatest strengths are my communication and leadership skills. As a double major in two foreign languages, I constantly have to adapt to other people's language and culture in order to communicate. My academic rigor drives me to work tenaciously and diligently in order to master two foreign languages. Maintaining high academic standards in two separate majors requires strong organizational skills and the ability to prioritize. In addition to organizational skills, I am a strong writer and researcher, qualities that are necessary at a small liberal arts school, where the expectations for writing and academic rigor are high.

Being president of Dickinson Student Ambassadors allows me to expand on my leadership and communication skills because I not only am a leader among my peers, but I also serve on Dickinson's Alumni Council. As President, I attend regional admissions events and talk to prospective and enrolled families at Dickinson, so I must adapt to talking to people of all ages. Similarly, I attend all Alumni Council meetings and discuss, with alumni of all ages, the changes that occur at Dickinson. Having such leadership and communication skills are great assets that I believe I can positively bring to working at the Woodrow Wilson Institute. My drive for learning and absorbing as much as possible and affinity for issues in Eastern Europe would allow me to put to use my prior knowledge and also create a positive learning environment for me.

My long-term career goal is to work in a capacity where I can put to use my language skills in hands-on situations. I believe interning at the Woodrow Wilson Institute would be positively mutually beneficial. I look forward to hearing from you and am hopeful I get the opportunity to further explain my qualifications. Please feel free to contact me if there is any further information that you need: 123-456-7890 or sarahhub@dickinson.edu. Thank you for the consideration.

Sincerely,  
Sarah Hub

Read the job description thoroughly, and determine which qualifications you want to focus on in the cover letter. You should mention your relevant skills and qualifications, but also provide an anecdote for each. Then, connect your qualifications to the position.

Before you begin writing, organize your thoughts and determine what skills, experiences, and academic information you want to focus on.

In the closing paragraph, reiterate your interest in the position, and be sure to thank the reader for considering your application. You should also include your contact information in case your cover letter gets separated from your resume. Finally, be sure to discuss next steps.

Dickinson College Hub Box #0000  
28 N College St.  
Carlisle, PA 17013

Make sure your energy, enthusiasm, and confidence come through in your writing.

February 21, 2017

Ms. Sarah Smith  
Internship Coordinator  
Fictitious Magazine  
San Francisco, CA 94102

Rewriting is an essential part of developing a strong cover letter. Give yourself time to have your cover letter reviewed and make revisions.

Dear Ms. Smith:

Your advertisement on internships.com caught my attention because the description reminded me of why I first decided to become an English major; I am fascinated by everything related to fiction. I am good at writing and assessing the writing of others, and I want to apply these skills in a professional setting. For this reason I hope you will consider me for an editorial internship with Fictitious Magazine this summer.

As an English major I have developed a strong and adaptable writing style, as well as the ability to think critically and present my opinions in a formal manner. Additionally, I have taken several courses that have required me to peer review my classmates' work, as well as several creative writing courses. As a result, I have learned how to give helpful and encouraging feedback. I believe these skills will allow me to be an asset to you as an intern.

I am a hard worker and good at dealing with stressful situations outside of the classroom. In my job as a phonathon caller, I often talk to alumni and parents who strongly express concerns. Through dealing with these phone calls I have developed good listening skills and the ability to compromise and solve problems with people who are upset. As president of the Japanese Animation Club, I have often had to advocate for my organization with student government in order to get funding. I have organized a movie screening and a convention trip that required a substantial amount of coordinated planning with my fellow club members.

I also possess proficient skills in most forms of social media. Mostly, I am active on my own Facebook profile, as well as often contributing to the Japanese Animation club's group page. Additionally I have a working knowledge of Twitter and Tumblr. I believe I would be able to help efficiently with any social media project I am given.

My goal is to utilize and improve my writing skills and gain some experience within the publishing industry. I would appreciate the opportunity to discuss my experiences and interests further with you. You can reach me by phone at (123) 456-7890, or e-mail me at east@dickinson.edu. Thank you for your consideration.

Sincerely,

Jane Dickinson  
Enclosure: resume

To avoid cluttered writing, strip sentences to their cleanest components and remove all words that serve no purpose. Examine every sentence to determine if it is adding value and promoting your skills; remove those that are not contributing or are redundant.

program, networking is one of the best, if not *the* best, ways to get this information.

There are many ways you can practice networking. Start by getting to know other students and becoming involved in campus organizations. When guest speakers come to campus, introduce yourself. Attend campus social events, lectures, conferences, and career fairs. Other tips for networking include participating in leadership activities and alumni career presentations. Gather what you can from internship experiences by maintaining contact with colleagues and supervisors.

A major goal while networking should be to make yourself known. When networking effectively your contacts should better understand your skills, goals, and experiences. Additionally, after any networking conversation, be sure to ask yourself (a) Did I get the information, advice or feedback I was looking for? (b) Did I get additional contact names? (c) Did I increase my online connections?

In the information that follows you will find details about informational interviews and using social media. Both are elements of successful networking.

## **INFORMATIONAL INTERVIEWS**

Conducting informational interviews is an effective way to learn more about a field or

# **4 NETWORKING**

To many people, networking is an intimidating topic. Most students do not have much experience with it, so may be reluctant to get engaged. Others may not be clear about what it is or why they should do it. In a nutshell, it is a way of acquiring information you might not have found elsewhere, getting advice and feedback from people who can help you, and identifying more people to connect with going forward. Networking is about building relationships, not about asking for a job.

It is important to understand what networking can do for you and how it should be done. Whether you are seeking advice, wanting information about a career field, organization or graduate and professional

organization as well as an opportunity to develop your network. In an informational interview, you will get frank advice about a profession or industry and learn subtleties about work environments that you will never read in a book. Once you have researched careers and have narrowed down your career interest areas, informational interviewing is an excellent next step to determine if a career is right for you. Informational interviewing should not be a starting point for your career research – it should supplement what you have already learned. For those of you beginning a job or internship search, this can be a valuable tool to help you learn about the profession and locate contacts or job leads.

It is important to remember that in asking for an informational interview, you are asking for a favor of someone's time and expertise. Not everyone you approach will be willing or have the time to meet with you, but some will. You may already know of people who work in a particular field. You might identify names through organizations' websites, your personal and professional contacts, faculty or deans, alumni, family friends, or panels/presentations on campus.

An e-mail to an individual you wish to interview is appropriate. Introduce yourself; indicate why you are interested in speaking with him/her and how long you anticipate your discussion to be. You can also request a telephone interview (if the person does not live nearby) or an observational visit (sometimes referred to as a job shadow) to

help you explore the field in greater depth. The informational interview may be quite short or last an hour or more. It may take place in someone's office, informally at a coffee shop, or over the telephone. As the interviewer, it is critical that you be prepared by researching the field and preparing questions to ask. Focus on what you want and need to know.

Review the examples on the following pages to get an idea of how to structure your e-mail. For assistance in generating contact ideas and in drafting correspondence with alumni or other professionals, schedule an appointment or come in during open hours.

### **SAMPLE QUESTIONS**

In preparation for your informational interview, develop a list of topics to discuss. Below are sample questions to get you started.

- Why did you choose this field?
- What is the typical day like? How much does this vary by week? By month?
- What skills and personal qualities are most important for success in this job/field?
- What do you enjoy most about your job? What would you change?
- What experiences, classes or specialized training would best prepare me for this kind of work?
- What are some growth areas in this field and what impact are they likely to have on job opportunities?

- What resources would you recommend for finding internship or job opportunities?

## **FOLLOW UP**

After any conversation with a networking contact, whether your conversation was via email, on the phone, or in-person, it is important to always thank the person for their time and expertise. If they gave you names of others to contact, let them know about those subsequent conversations. You never know when your connection will be of help to you in the future, so it is always best to maintain a connection with them through periodic email updates or phone calls.

## **UTILIZING SOCIAL MEDIA**

Connecting online is quickly becoming one of the most effective ways to network, as long as it is done correctly. See the following information for tips on how to network using E-mail, LinkedIn, Twitter, and Facebook.

### **E-MAIL CORRESPONDENCE**

E-mail is a quick form of communication. Do not write a lengthy message; instead be clear and concise when using e-mail as a networking tool.

While you may not be accustomed to proofreading your e-mails, you should always reread and spell-check them. You are writing to a professional and want to use

formal writing and appropriate grammar and punctuation.

### **LINKEDIN**

LinkedIn is currently the leading professional online networking site. LinkedIn enables you to connect with others in your field of interest, search for job openings, and join online professional associations, among other things.

When creating a profile on LinkedIn it is important to complete it in its entirety, including uploading a profile picture. This will increase your search ranking and give employers a strong impression before you meet in person. Make sure to use keywords that will attract a recruiter's attention (industry-specific words, leadership terms, and strong action verbs).

On LinkedIn you can connect with individuals you already know (your friends, young alumni, past supervisors, people you have met at networking events, etc.), as well as with those you have not yet met. There are multiple ways of searching for Dickinson alumni who majored in your discipline or who are working in an industry or for an organization you have an interest in. Try using the Advanced Search feature, the Find Alumni feature, or even a keyword search. When sending a connection request to individuals you have not yet met, be sure to include a personalized message to give context to your connection request. Some Dickinson alumni have identified themselves as individuals who would like to

serve as a career mentor to students. In the keyword search field, enter “Dickinson career mentor” in quotations.

In addition to connecting with individuals, be sure to also join LinkedIn groups. Beneficial ones to join include groups related to Dickinson College (such as the Dickinson College Career Community group, which all Dickinson students are eligible to join), professional associations, and volunteer organizations.

Utilize the Company Search and Job Search features. Job postings are found on both and are high quality, professional positions.

## **TWITTER**

Twitter is an excellent tool to use when networking. Besides connecting you to others in your field, it can provide you with information from industry experts, access to insider connections, a way to build your personal brand, and the opportunity to share and receive professional advice.

Twitter is based on small pieces of information. Be sure to include a link to a site where employers can get more information about you, such as your LinkedIn profile, personal blog, or website.

## **FACEBOOK**

Facebook can be an effective networking tool, if used correctly. It goes without saying that before you utilize Facebook you should

be sure that your profile, pictures, status updates, and posts are all appropriate. Ask yourself, “would I want a future employer seeing this post or picture?”

Status updates can be a great way to remind connections of your job search. This can help to keep your job hunt on the forefront of people’s minds. It is also a great place to promote your blog or website. Add a link to your profile, create a note about it, and write a status update with a link when you create a new blog post.

## **PINTEREST**

For arts majors, a new way to draw attention to your work and gain a free portfolio is by sharing your work on Pinterest. Employers have reported that this is one of the tools that arts students, in particular, have used to catch an employer’s attention via a link on their resume. Scan and upload your work to Pinterest to better highlight your talents and abilities.

## EXAMPLE NETWORKING EMAIL

TO: [john.t.smith@americanart.org](mailto:john.t.smith@americanart.org)

SUBJECT: Dickinson Connection

Dear Mr. Smith:

I am a sophomore Art History major at Dickinson College, with a specific interest in early American folk art. I am eager to learn more about possible career options in the museum field, and to hear about the career experiences of someone who has taken a similar path. My professor, Dr. Jane Doe, gave me your email address and encouraged me to contact you to inquire about your work at the American Folk Art Museum in New York City. Would you be willing to speak on the phone with me so that I may ask you a few questions about your experiences and the American folk art field? I look forward to hearing back from you.

Sincerely,

Bill Biddle

When emailing a contact, be sure to explain in the first sentence or two why you are writing.

Be sure to mention where you got their contact information.

## EXAMPLE LINKEDIN CONNECTION REQUEST

Dear Mr. Smith: As an Art History major at Dickinson, with an interest in American Folk Art, I am eager to learn about career options. I see that you are an American Folk Art Museum curator. Could we connect so that I may ask you a few questions about your experiences? Thank you, Bill Biddle

You are confined to 300 characters in a LinkedIn connection request message, so it's important to be tactful and professional, but also brief.





help you prepare, and are also available for further interviewing tips or if you have questions.

## **PREPARING FOR THE INTERVIEW**

Preparation is the key for a successful interview. There are many steps to take in the days prior to your scheduled interview:

### **RESEARCH THE ORGANIZATION**

Some great resources for company information include websites, books in the Career Center Library, and company literature. Another great way to gather information about a company is through informational interviewing, which is talking with people you know in the organization, or people who are familiar with the organization or career.

It is imperative to research the position. If you do not have a detailed description of the position, call the organization and ask them for one.

Utilize the resources of the Career Center. Schedule an appointment with a Career Counselor to seek advice about the interview process. Or schedule a mock interview, which is a great way to find out what you do well in an interview as well as what you can improve upon.

Study your resume so that you can speak eloquently about your education and experiences and how they relate to the

# **5 INTERVIEWING**

While it is good to use the information in the next few pages to help you prepare for your upcoming interview, it is important to understand that every interview is different. The information included here can give you general guidelines, but cannot encompass every possible interview question you might hear. It is best to use the information included here as a guideline, rather than a script to memorize. The best candidates are ones that can be flexible and adaptable to questions, rather than rigid in their answers.

Interviewing is a skill that can be practiced and developed. The more you practice, the more your skills will improve. The Career Center counselors are available to conduct practice or "mock" interviews with you to

position for which you are interviewing. Be prepared to discuss your strengths as well as your weaknesses. Always have a weakness, but make sure it has a redeeming quality and show the interviewer that you are trying to improve upon that weakness. Think about the skills you may bring to the position and have examples for each. See below for more information on identifying your skills and articulating them to an employer.

Refer to the list of “Sample Questions Candidates May be Asked.” This will help you prepare for answering similar questions asked by your interviewer.

## **IDENTIFYING & ARTICULATING YOUR SKILLS**

Employers interview many prospective candidates. Those who get the job are the ones that can prove they have the skills that employers are seeking; but first you need to understand what employers are looking for and how your skills match up. A great tool to help with this process is the job description for the position for which you are interviewing. Carefully review the job description to identify key skills and qualifications the employer has outlined. Be sure to think about the education and skills you have developed match those requested by the employer.

The following pages outline several skills that employers may be seeking. Go through the list and pinpoint skills that you have. Then write down a word or phrase that will remind you of a time you demonstrated that particular skill. At the bottom, there is space for you to document additional skills and examples of when you used them.

<p><b>Adaptability</b> (you can be flexible with changing needs or expectations)</p>	
<p><b>Analytical</b> (you are able to decipher information to problem solve, make decisions, or anticipate needs)</p>	
<p><b>Assertiveness</b> (you ask for what you need)</p>	
<p><b>Creativity</b> (you can think outside the box or you are artistically creative; you find different ways to accomplish a task, or sell an idea or product)</p>	
<p><b>Decision Making</b> (you are able to make good decisions and understand the process to make insightful decisions)</p>	
<p><b>Goal Setting</b> (you are able to envision your expected outcome and create a plan to accomplish the goal; you are good at reaching your goals)</p>	
<p><b>Good Communication</b> (you are able to understand the needs of others and communicate in such a way that those needs or goals are met)</p>	

<p><b>Leadership</b> (you are able to gather support and excitement for tasks; you demonstrate strength of character)</p>	
<p><b>Organization</b> (you are able to structure your time, resources, and responsibilities)</p>	
<p><b>Problem Identification</b> (you are able to anticipate potential pitfalls to various courses of action; you can troubleshoot to identify problems)</p>	
<p><b>Teamwork</b> (you work well with others and can play a critical role within the group)</p>	

# BEHAVIORAL INTERVIEWS

Behavioral interviewing is one of the most popular types of interview styles.

Employers prefer behavioral questions because your answers help them determine how you might handle various work-related situations, based on how you have handled similar situations in the past.

Behavioral questions invite you to tell a story about an experience you have had. Questions that begin with “Tell me about a time when...” are behavioral. Sometimes behavioral questions are disguised. They may not start out by inviting you to tell a story, but you may still have the opportunity to do so. Some examples are below.

## EXAMPLE BEHAVIORAL QUESTIONS

- Tell me about a time when you had to solve a problem.
- Tell me about your leadership experience.
- Describe the most creative project that you have carried out.
- Tell me about a time when you achieved a great deal in a short amount of time.
- Tell me about a time when you were especially creative.
- Tell me about a time when you had to deal with a personality conflict.

- Give me an example of a situation when you had multiple high-priority demands on your time.
- Tell me about a time when you used facts and reason to persuade someone to accept your recommendation.
- Give me an example of a time that you identified potential problems and resolved the situation before the problems became serious.
- Tell me about a time when your example inspired others.
- Tell me about a time when you were in a situation when events and circumstances changed rapidly.

## TECHNIQUE FOR ANSWERING QUESTIONS

Skillful interviewing takes technique and practice. Consider this: a lot of candidates have organizational skills, creativity, and can work well with others. So what will make you stand out? If you want to rise above your competition, the technique you use to explain your skills is critical. Using examples is the best way to demonstrate that what you are saying is actually true.

S.T.A.R. is an acronym for Situation, Task, Action, and Result. Including each of these components in the answers to your interview questions will ensure that your responses are well developed, memorable and credible.

## S.T.A.R. TECHNIQUE EXAMPLES

**Q. Tell me about a time you demonstrated creative thinking in order to complete a task.**

**A.** When I was a sophomore in college, I was the Vice President of the Dickinson Historical Society (**Situation**). In previous years, membership had declined and the leadership decided we wanted to make an effort to increase membership (**Task**). In order to do this with a limited budget, we had to decide how to creatively market. We brainstormed for a while and I threw out an idea for t-shirt giveaways, which our organization had never done. We thought it would be a good idea, since t-shirts are a good way to get name recognition on campus (**Action**). The group decided to go with my idea and I was able to design the t-shirt. We handed out 150 shirts and as a result, our membership increased by 20% (**Result**).

**Q. Tell me about a time when you worked as part of a team.**

**A.** During the summer before my junior year, I was an intern in a senator's office. There were about 3 other interns in the office (**Situation**). The interns were charged with putting together a proposal that would help streamline the correspondence between Pennsylvania residents and the senator's office (**Task**). Because the office was busy, the interns had to decide how to approach the assignment. Individually, we gathered information about how the current process of correspondence worked. Then we met together twice a week to come up with a better plan. We found that each person in the office was spending 2-3 hours a day answering questions and emails. Often the questions were repetitive and could be answered simply by having an FAQ section on the website and directing the constituents to that page. We decided to develop an FAQ page and an email address for all questions to be streamlined. We then designated one person in the office to delegate the emails based on who was the most well qualified staff person to answer that question (**Action**). The four interns presented our idea at a staff meeting and it was accepted. The staff implemented our ideas and we now have an FAQ page and one centralized email address for all questions. The staff seemed to be very satisfied with the time it saved them (**Result**).

**S.T.A.R. TECHNIQUE PRACTICE**

**Q. Tell me about a time you demonstrated creative thinking in order to complete a task.**

A. \_\_\_\_\_  
\_\_\_\_\_ (Situation)

\_\_\_\_\_  
\_\_\_\_\_ (Task)

\_\_\_\_\_  
\_\_\_\_\_ (Action)

\_\_\_\_\_  
\_\_\_\_\_ (Result)

**Q. Tell me about a time you identified potential problems and avoided them before they impacted your work.**

A. \_\_\_\_\_  
\_\_\_\_\_ (Situation)

\_\_\_\_\_  
\_\_\_\_\_ (Task)

\_\_\_\_\_  
\_\_\_\_\_ (Action)

\_\_\_\_\_  
\_\_\_\_\_ (Result)

**Q. Why should I hire you?** (\*This is a tricky one because the question doesn't specifically ask for an example. However, even with a question like this, you can demonstrate credibility in your statements by supporting them with examples. You might start out by reiterating your skills - but don't stop there!)

A. \_\_\_\_\_  
\_\_\_\_\_ (Situation)

\_\_\_\_\_  
\_\_\_\_\_ (Task)

\_\_\_\_\_  
\_\_\_\_\_ (Action)

\_\_\_\_\_  
\_\_\_\_\_ (Result)



## CONVERSATIONAL/ UNSTRUCTURED INTERVIEWS

Sometimes employers choose to interview candidates in a much more informal manner and it may seem as though you are simply chit-chatting. An interview may begin unstructured and move to a more formal method, or it may be informal the entire time. Either way, you will want to be prepared.

Conversational interviews are important because it shows the employer that you are able to carry on a conversation in a professional environment.

While conversational or unstructured interviews may seem casual, the danger is that you may not get a clear opportunity to discuss your qualifications. Remember to be yourself and to look for opportunities to talk about your qualifications.

### EXAMPLES OF CONVERSATIONAL QUESTIONS

- What do you think of the current economy?
- How has your job search been going?
- Do you like your classes?
- So, are you ready to graduate?
- How was the trip? Did you find the office easily?

## PHONE INTERVIEWS

Phone interviews are a way for employers to screen candidates before bringing them to the site to interview in person. Typically, they will ask you the same types of questions that would be asked in a face-to-face interview, so you will need to prepare in the same way.

### BEFORE THE INTERVIEW

Turn off your TV, computer, other phone(s), and electronic equipment that may make noises in the room. Even if you are not distracted by them, noises may indicate to the employer that you are not taking the interview seriously.

Be sure you have a clear phone line with consistent service. Cell phones are not always the best option for a phone interview; you do not want to have a dropped call with an employer. If you do not have a land line, you can use a land line in the Career Center. Simply contact the Career Center to schedule the use of the phone.

Dress up. This can make you feel more professional and you will ultimately portray that image of professionalism in your speech. Have the following items on hand:

- Your resume, as well as an outline of some key points you would like to remember to mention. It is important to be prepared and have all of the information handy and in front of you. However, remember to *refer* to this

information, do not read from it. You do not want your answers to sound scripted.

- Pen, paper, tissues and water.
- A prepared list of questions which you can ask the interviewer when they have completed their questioning.
- Calendar/Planner – at the end of the phone screen, the employer may want to schedule time for you to come for an in-person interview.

## **DURING THE INTERVIEW**

Make sure the interviewer(s) can hear you clearly, and that you can hear them. Be sure to listen carefully; and never interrupt the interviewer!

Show your enthusiasm. Without the benefit of non-verbal cues/body language, it is sometimes difficult to convey your interest in the position. Make sure your voice inflection portrays interest. A flat tone conveys boredom, so be sure to speak with genuine enthusiasm. Smile. Tone of voice can be positively affected by smiling. Stand up or sit up straight when talking. The positioning of your body can impact your voice quality.

Write down the name of the person(s) conducting the phone screen. You may need to address them later in the interview. Additionally, it is appropriate to send a thank-you note to each interviewer following a phone interview.

At the conclusion of the interview, when you have the opportunity to ask questions, be sure to inquire about the next steps in the interviewing process.

Do not inquire about salary during a phone interview. The time to discuss salary is at the end of the interview process, not the beginning. If an employer asks you what your salary requirements are, tell them you do not know enough about the position to determine that, however you would be happy to discuss it later in the interview process. Not only is this a true statement, but it will also reinforce your interest in proceeding further in the process.

## **VIRTUAL OR SKYPE INTERVIEWS**

Interviewing candidates virtually, most often through the use of Skype, is becoming much more common. The purpose of interviewing virtually is much the same as phone interviews: it is a way for employers to screen candidates before bringing them to interview in person. The benefit of interviewing via Skype rather than the telephone is that employers can actually see the candidate.

## **BEFORE THE INTERVIEW**

Ensure that Skype is working properly. Check your microphone and webcam settings, do a test call through Echo/Sound

Test service, and try a quick test call to a friend.

Set up your laptop on a table—do not have it perched on your lap for the interview. Be aware of your background as well, and the items in your room that may be visible to the interviewer.

Turn off your TV, music, phone(s), electronic equipment that may make noises in the room, and any pop-ups that you may get while online (IM, email, etc.). Even if you are not distracted by them, noises may indicate to the employer that you are not taking the interview seriously.

Make sure the lighting is good, and that the webcam is pointed at the appropriate angle. Also, from your shoulders up should be visible on camera. Make sure you are centered on the screen.

Dress up, just as you would for an in-person interview. The employer will be able to see you.

Have the following items on hand: your resume, pen, paper, tissues, water, a prepared list of questions that you can ask the interviewer when they have completed their questioning, a calendar/planner (at the end of the virtual screen, the employer may want to schedule time for you to come for an in-person interview).

## **DURING THE INTERVIEW**

Make sure the interviewer(s) can hear and see you clearly, and that you can hear and

see them. Be sure to listen carefully; and never interrupt the interviewer!

Sit up straight and try not to move around too much, which can be dizzying for the person on the other end.

Look into the camera when speaking to the interviewer, not at the image of the interviewer on your computer screen.

At the conclusion of the interview, when you have the opportunity to ask questions, be sure to inquire about the next steps in the interviewing process.

Do not inquire about salary during a virtual interview. The time to discuss salary is at the end of the interview process, not the beginning. If an employer asks you what your salary requirements are, tell them you do not know enough about the position to determine that, however you would be happy to discuss it later in the interview process. Not only is this a true statement, but it will also reinforce your interest in proceeding further in the process.

## **GROUP INTERVIEWS**

There are two types of group interviews:

### **GROUP INTERVIEWS WITH OTHER CANDIDATES**

These interviews are intended to judge how you get along with others or how well you handle yourself in a team. What role do you play in a group? Are you able to share your

thoughts appropriately when there are multiple people present? Here are a few tips:

- **Don't** get distracted by questions that ask you why you are *more* qualified than others in the room. You have no idea what the qualifications of your competition are. **Do** stick with what you know: your own skills. Focus on what you do well and avoid comparing yourself with others.
- **Don't** try to stand out as a leader so much that you become overbearing.
- **Do** use examples in your answers
- **Do** familiarize yourself with their website, literature, and the job description for that particular job so that you can answer questions with answers that are specific to their needs.

## GROUP INTERVIEWS WITH MULTIPLE INTERVIEWERS

These interviews allow multiple people in the organization to meet you and ask you questions. They can save time and also help both you and the interviewers to get a feel for how well you would “fit” in the office (do you get along with the group? Is it comfortable?). Here are a few tips:

- **Do** pay close attention to the names and titles of each interviewer so that you can address your answers to the specific needs of each person.
- **Don't** forget to collect business cards at the end of the interview so that you

can follow up with thank you letters to each person.

- **Don't** just focus on the person who asked you the question; **Do** look around the room at others when you are answering questions. This helps keep the group involved and engaged in your answers.

## STRESS INTERVIEWS

If you are applying for a high-pressure position (such as sales, air traffic control, some mental health positions, etc.) you may encounter stress questions. These questions are intended to demonstrate how well you handle yourself in stressful situations. Sometimes students leave the interview thinking “some of those questions had nothing to do with the job.” They may be thinking that way because they were asked some stress questions.

Stress questions may sound like they have nothing to do with the job, but in reality, they show the interviewer how you react to stressful situations. For example, if an interviewer asks, “How would you redesign the teddy bear?” what would you do? Would you show the interviewer that you are not shocked by the question or would you gasp and stammer? What if you were asked to “sell me this chair”?

The important thing to remember is to maintain composure. Try not to giggle nervously or show your anxiety. Instead,

think quickly and creatively. Your answer to a stress question is typically not as important as how you act when they ask it.

Demonstrate that you calm and collected in the face of pressure.

## **EXAMPLES OF STRESS QUESTIONS**

- What would you do if you caught a fellow employee stealing?
- If your home were burning, what 3 objects would you save?
- What is your favorite color?
- If you could meet anyone, dead or alive, who would it be?
- Why isn't your GPA higher?
- How do you feel this interview is going?
- What would you change about the design of a hockey stick?
- Why should I hire you?
- What are some reasons I should not hire you?
- What makes you think you can do this job?
- Tell me about your weaknesses.

## **CASE STUDIES**

Case studies are a good way for interviewers to gather information about how you would respond to certain situations. They may be used in fields such as engineering, counseling, and business. Here you will be asked to read or listen to a story and respond

using theories, formulas or ethical lessons you have learned.

Refer to Vault.com for more information on preparing for Case Study interviews. Once in the Vault system, click on the link "Download Guides." Then, under the Interview/Resume Guides tab click on the "Vault Guide to the Case Interview."

## **SAMPLE QUESTIONS CANDIDATES MAY BE ASKED**

On the following pages are some questions that may help you practice for your upcoming interviews. There is no way to prepare for every possible question. Remember to look at the job description – that will help you make educated guesses at the types of information they want to hear.

## SAMPLE BEHAVIORAL QUESTIONS

- Tell me about a problem you've had and how you dealt with it.
- Tell me about a time you were especially creative.
- Describe your most rewarding college experience.
- Tell me about a time when you were highly motivated and your example inspired others.
- Tell me about a time you worked with a group or a team to accomplish a task.
- Tell me about a time you had to accomplish a task with no direct supervision. How did you organize your time? How did you motivate yourself?
- Tell me about a time you saw a better way to do something. What did you do? How did you communicate your ideas?
- Tell me about a time you had to change plans because of circumstances of other people. How did you handle the changes?
- Tell me about a time when you knew an extremely busy week was ahead. How did you plan accordingly?
- Describe a time when you recognized a problem in the way your group was doing work. How did you help correct it?
- Tell me about a time when you had difficulty reaching a goal due to poor planning. What do you think you could have done differently?
- Tell me about a time when you took action to improve the quality of your work. What specifically did you do?
- Describe a time when you were working on a project and your boss asked you to change the way you were proceeding, yet you did not agree with him/her. How did you react?
- Tell me about a time when you felt your existing procedures weren't resulting in a satisfactory level of quality. How did you respond?
- Describe a time when you were exposed to a new way of doing things. How did you react to the change?
- Tell me about a situation where you were following a process that you did not agree with. What bothered you, and how would you have changed it?
- Describe an example of a mistake you've made. How did you apply this experience to future situations?
- Tell me about a time when a calculated risk you took paid off. What were the benefits of your decision?

- Tell me about a time when an employee, peer or boss came to you with a new idea that you knew wouldn't work. How did you know, and what was your response?
- Describe a situation when you were asked to change the way you did your work. How did you react?
- Tell me about a situation where you took initiative to alter the way you did work. Why did you change, and what was the result?
- Describe a time when you used previous knowledge or past experience in a new situation.
- Describe a time when, in hindsight, you should have adopted a new way of doing things, but instead took the older, more established route. In retrospect, what did you learn?
- Describe a time when a supervisor made an urgent request. How did you manage your work to complete the task?
- Tell me about a time when you had to go “beyond the call of duty” to reach your goals. What did you achieve?
- Describe a time when your unit was falling short of an important objective. How did you contribute to the resolution?
- Tell me about a time when you had to look for external resources to get a job done. Where did you turn for assistance?
- Describe a time when you had to work with a group to reach specific results. What was your role in the process?
- Tell me about a time when a project you were working on failed to reach its goals. What could you have done differently?
- Tell me about a time when you were part of a successful group. What was your role? Why was the group successful?
- Tell me about a time when you helped to focus the activities of your work group.
- Describe a situation where you developed goals with your work group. What steps did you take in planning?
- Tell me about a time when you were part of a team that failed to meet its goals. What could you have done differently?
- Tell me about a time you had a conflict with someone – a roommate, professor, co-worker, etc. – and how you handled it.
- Tell me about a time you persuaded someone to do things your way.
- Tell me about a time you had to go above and beyond the call of duty to get something done.

## FREQUENTLY ASKED QUESTIONS

- Tell me about yourself.
- What are your long range and short range goals?
- What do you see yourself doing 5 years from now?
- Please take a few minutes to guide us/me through your resume.
- What are your career goals?
- What do you look for in an employer?
- Explain what you found to be the most valuable part of your education.
- Why did you choose your major?
- How would you describe yourself?
- Why did you select Dickinson?
- Describe your ideal job.
- How would your friends describe you?
- How do you plan to achieve your goals?
- What strengths would you bring to this position?
- What has been your best achievement? Why?
- What do you expect to be earning in 5 years?
- How has your college prepared you for this job?
- What motivates you to put forth your best effort?
- Do you work better independently or as a team?
- What qualifications do you have that make you the most successful candidate?
- How can you contribute to this organization?
- What qualities should a successful manager or supervisor have?
- Describe the relationship that should exist between a supervisor and employee.
- Do you have any plans for continuing education?
- In what part time or summer jobs have you been the most interested?
- What have you learned from your participation in co-curricular activities?
- Do you think your grades are a good indication of your academic achievement?
- How do you work under pressure?
- In what kind of environment are you most comfortable?
- What do you know about our organization?
- Do you have a geographical preference?
- Are you willing to travel?
- How do your skills relate to our needs?
- What do you think it takes to be successful in a position like this?



## TIPS FOR PRACTICING

Practice out loud. Hearing your answers in your head sounds a lot different than when the words are audible.

Practice in front of a mirror. When you can see your face and your gestures, you are able to tell how you are coming across to an interviewer.

Ask a friend or roommate to help. Give them the list of questions provided in this guide or questions you have made up that you think are specific to the internship or job for which you are applying. Then have them give you feedback about your answers. Was your tone of voice appropriate? Did you demonstrate enthusiasm? How fast or slow did you speak? Did you use examples? Did you answer the question well? Was your answer too long or too short? Etc.

Do not memorize your answers. Have an outline in your mind of the points you want to cover, but answers that are too scripted sound fake.

Practicing takes time! If you can help it, do not cram the night before.

Contact the Career Center to do a mock interview. This interview can be videotaped at your agreement. Seeing your responses and behavioral cues can help you to visually and audibly understand other ways to improve your interviewing skills.

## MOCK INTERVIEWS

Receiving feedback from reliable and knowledgeable professionals on your interviewing skills can be invaluable at helping you to become more skilled at interviewing. A Career Counselor can identify your strengths in the interview, as well as point out the areas in which you need further development. A Career Counselor can also provide you with information and tools to help you develop the aspect of your interviewing skill-set that needs further improvement.

A mock-interview typically takes 30-45 minutes. The majority of the mock interview consists of a typical question and answer session. The Career Counselor will then provide feedback and offer further information on the interview process. An optional component of the mock interview is to have the interview recorded. Recording your interview assists in the review process, and you can take the recording with you after the mock interview. While recording your interview is not mandatory, being able to review your interview will only help you to improve your interviewing skills.

Schedule a mock interview by calling the Career Center or stopping by. There will be a minimum of two days between the time you schedule your mock interview and your actual appointment time to ensure that the Career Counselor has sufficient time to prepare for the mock interview. Provide the

Career Counselor with a job description and a copy of your resume.

## THE DAY OF THE INTERVIEW

### WHAT TO BRING TO AN INTERVIEW

- A padfolio to hold your resume, a pad of paper, business cards, etc.
- Extra copies of your resume in case anyone on the interviewing committee does not have one.
- A list of references – the interview is usually when an employer asks for your references.
- 7-10 typed questions. At the end of the interview, the employer will likely ask if you have any questions – never say “no”! It is recommend to have 7-10 questions to ensure that you have some remaining in case the employer has answered any of them throughout the interview.
- A nice pen.

Be sure to arrive approximately 10-15 minutes early for your scheduled interview. Arriving early will give you a chance to collect your thoughts. If you arrive earlier than 10-15 minutes go somewhere else and then return when it is 10-15 minutes before your interview time.

Dress appropriately for the interview, which means, in most cases, wearing a professional-looking suit with minimal

accessories. If you have questions about what to wear, contact the Career Center.

A firm handshake is extremely important because it is one of the first items an employer will notice about you. Practice your handshake with your friends – make sure it is not too weak (portrays a lack in confidence) and not too strong (portrays aggressiveness and over-confidence) – it needs to be in the middle.

Speak clearly and enthusiastically. You want to portray confidence, a genuine interest in the position, passion for your prior experiences, communication skills, etc.

Maintain eye contact. Like a firm handshake, eye contact portrays confidence in what you are saying. It also shows that you have a genuine interest in what others are saying. Often when you break eye contact it is because you are formulating an answer to a question. If you have prepared appropriately you should be able to come up with your answer easily and you will naturally be able to maintain eye contact.

## SAMPLE QUESTIONS FOR CANDIDATES TO ASK

At the conclusion of most interviews, the interviewer will ask *you* if you have any questions for *them*. Asking questions shows that you are interested in the position; conversely, not asking questions shows an employer that you are uninterested. Below

are some ideas of questions you might ask - of course, you do not want to ask all of them, but you might choose some that are of particular interest, or ask some of your own.

- What is the growth potential of your organization?
- Are there additional expectations you have, beyond what is outlined in the job description?
- What is the organizational structure? Would you describe it as more of a hierarchical structure or more flat structure?
- What kind of training is provided for new employees?
- Does the organization promote and support professional development (involvement and membership in professional organizations)?
- Does your organization offer incentives for continuing education?
- How is an employee evaluated? How often are employees reviewed?
- How are employees promoted?
- What is a realistic time frame for advancement?
- Can you describe a typical first year on the job?
- What are some of the challenges of this position?
- What is the retention rate at this organization?
- Where do you think the organization can grow the most?
- How would you describe your organizations management style?

- Do you encourage teamwork or independent work?
- Can you describe the working environment?
- Why do you enjoy your job?
- What does an individual need in order to be successful in your organization?
- When can I expect to hear from you?

Type out your questions and have them ready for the interview. Always ask what the next step in the process is. This helps you know what to expect from them. Do not ask about salary or benefits

### **AFTER THE INTERVIEW**

Be sure to take time immediately after each interview to take notes about how the interview went, including the interview questions, your answers, anything important from the conversation you want to remember, etc. These notes will help you to prepare for a possible second interview with the organization and even interviews with other organizations.

Immediately after your interview, send thank-you notes. Be sure to send a note to each person with whom you spoke, so if you were interviewed by two recruiters you will need to send two thank-you notes. This is a courteous way of acknowledging your gratitude, and it gives you one more chance to express your interest in the position.

If you have not heard from the organization within the time frame that they stipulated, or they did not indicate when they would be in

touch and a week has gone by, it is appropriate to follow up with a phone call. This will allow you the opportunity to reiterate your interest, offer the opportunity to further explain to them your skills and qualifications, and offer to answer any additional questions they may have.

topics that were discussed. Reiterate your interest in the position, briefly discuss specific aspects of the company and/or position that appeal to you, and thank them for the chance to interview. Your thank you note should be received and read before hiring or second round interview decisions are made, as your letter – or lack of one – may sway the employer’s decision. For that reason, thank you emails should be sent within 24-48 hours of your interview.

Thank you notes should also be sent after informational interviews to show appreciation and solidify future networking relationships. Sending periodic update e-mails to networking connections and references is highly recommended to maintain and nurture those connections.

## **NETWORKING FOLLOW-UP EMAILS**

Networking follow-up emails can be used after a phone conversation with a potential employer, a networking event, or other conversation with a person who has indicated an interest in assisting you in your job or internship search. These emails provide the opportunity to reiterate your interest, highlight specific related skills and experiences, and most importantly, remind your contact about your conversation. Follow-up emails can be especially helpful when sent to recruiters after a career fair due to the high volume of students they meet.

# **6 THANK YOU AND FOLLOW-UP EMAILS**

Thank you emails and networking follow-up emails are both highly valuable to your job search. Few people send them, so doing so will help you stand out from the crowd. Not doing so may make people reluctant to help you in the future.

## **THANK YOU EMAILS**

After an interview, plan to send a thank you email to each person with whom you met, personalizing the note to mention specific

## EXAMPLE INFORMATIONAL INTERVIEW THANK YOU EMAIL

TO: [joan.walters@ERG.com](mailto:joan.walters@ERG.com)  
SUBJECT: Thank You

Dear Mrs. Walters:

Thank you for meeting with me yesterday and discussing the teaching opportunities at private schools available through your organization. I appreciate the time and interest extended by you and your staff. It offered me the chance to learn a great deal about the services you offer and the qualities needed to succeed in a private school setting.

As I mentioned in the interview, I am excited about the opportunities that teaching in a private school will offer. In addition to using my French major and International Studies minor, I am looking forward to the possibility of coaching a soccer team. I would enjoy living in a residence hall with the students and facilitating their academic and personal growth. I believe I will be able to convey my excitement about the study of foreign languages and international relations to the students.

I look forward to hearing from you and from the schools to which you distribute my resume. Thank you again for the hospitality you and your staff showed me. If you need additional information, please contact me.

Sincerely,

Benjamin Rush  
1 College St.  
Carlisle, PA 17013  
(717) 789-4321  
[Benjamin.Rush@dickinson.edu](mailto:Benjamin.Rush@dickinson.edu)

Personalize your thank you notes with specific information discussed with each interviewer. Even if discussions were the same, your thank you notes should not be. Putting the time and effort into personalizing notes shows that you were paying attention to the information conveyed by each interview and will benefit you when the interviewers compare notes (which they will do).

Ben briefly mentions past experiences that have prepared him for the responsibilities of the position, but does not readdress all his skills and experiences. Thank you notes should be primarily focused on your interest in the position and organization with less attention on reviewing your qualifications.

Ben's thank you letter reiterates his interest in the position and mentions specific topics discussed in the interview that were particularly appealing to him.

## EXAMPLE NETWORKING THANK YOU EMAIL

Make a connection in this letter. Why are you following up?

TO: [alex.brookbridge@children.org](mailto:alex.brookbridge@children.org)

SUBJECT: Thank You for Attending the Career Conference

Dear Mr. Brookbridge:

Begin your follow-up letter by reminding the reader when and where you made initial contact.

I enjoyed speaking with you at the Dickinson College Career Conference on October 8<sup>th</sup> and learning more about the opportunities available with the El Salvador Children's Foundation. After our conversation, I further researched the programs and learned about the efforts to improve the standard of living through education and health care in rural, economically disadvantaged regions of El Salvador. I am excited by the prospect of teaching English in El Salvador and assisting families in the Santa Ana region with accessing medical services.

Throughout my time at Dickinson College, I have completed in-depth analysis of political factors that contribute to the economic instability in countries through Central America, giving me an understanding of the uphill battle people are facing to obtain basic necessities and improve their standard of living. My studies and travel to various locations throughout South America have increased my proficiency in Spanish and Latin American cultures, and have given me a first-hand perspective of the challenges faced by children and young adults with uncertain futures and the need for education to help narrow the economic disparities among regions.

My experience managing a fundraising campaign to support international relief agencies engaging in similar projects has refined my interpersonal communication and leadership skills, both of which would be an asset to the advocacy role needed for the internship. In addition, I have tutored local teenagers in a variety of subjects and am aware of the trials and rewards of teaching, as well as ways to tailor the lesson to meet the diverse needs of learners.

I feel my skills and experience would lend themselves well to the opportunities with El Salvador Children's Foundation. Per your recommendation, I am enclosing a copy of my resume for your review. Please contact me if there are additional materials I need to provide to complete my application. Thank you for your time and consideration, I look forward to hearing from you.

Sincerely,

Marybeth Bosler  
P. O. Box 1773  
Carlisle, PA 17013  
(717) 789-4321  
Marybeth.Bosler@dickinson.edu

The remainder of the letter follows the format of a cover letter, elaborating on relevant skills and experiences.

## EXAMPLE INFORMATIONAL INTERVIEW THANK YOU EMAIL

TO: [megan.west@ABCcorp.com](mailto:megan.west@ABCcorp.com)  
SUBJECT: Thank You

For an informational interview thank you letter, discuss how you benefited from the experience and thank your contact for any referrals or other guidance he/she provided to you.

Dear Ms. West:

I want to thank you for taking time to speak with me on April 15<sup>th</sup> about your career in corporate finance at ABC Corporation and sharing the knowledge of the field you've gained along the way. Your advice on work experiences and specific areas of study that most benefited you in building your career has helped direct my summer internship plans to those areas where I need further development.

I found your insights into future industry trends to be most interesting and have begun to research the articles and publications you recommended. Also, per your suggestion, I have arranged an informational interview with your colleague, Denny Althouse, and will be meeting him next week. Thank you again for that connection and I will follow up with you afterwards to let you know of the outcome. I look forward to seeing you again.

Best Regards,

John Rush  
Dickinson College HUB Box 12345  
Carlisle, PA 17013  
(123) 456-7890  
John.Rush@dickinson.edu

Always provide contact information so that the employer or contact can easily follow up with you.

## EXAMPLE FOLLOW-UP EMAIL

TO: [tdavenport@xyzhealth.org](mailto:tdavenport@xyzhealth.org)  
SUBJECT: Career Plan Follow-Up

This e-mail demonstrates how you can maintain periodic contact with those in your network. It is essential to nurture these relationships, as you may need these contacts in the future.

Dear Dr. Davenport:

While I shadowed you on several occasions at XYZ Hospital in March 20XX, it has been some time since I've spoken with you and wanted to update you on my plans.

I would like to announce that I will soon begin medical school at the ABC College of Osteopathic Medicine in Town, New York. I have also accepted a Navy scholarship and will be commissioned on June 13<sup>th</sup> aboard the U.S.S. Constitution in Boston. I cannot express how excited I am to be on my way towards both service as a doctor and serving my country.

Through your help I have made it here. The experience of shadowing put me on the right track. But more than that, I am grateful for the faith of people like you who helped me when my goal was in its infancy.

Sincerely,  
Melissa Limestone





# Dickinson Career Center

Dickinson College Career Center  
Biddle House  
P.O. Box 1773, Carlisle, PA 17013  
717-245-1740  
[career@dickinson.edu](mailto:career@dickinson.edu)  
[www.dickinson.edu/career](http://www.dickinson.edu/career)