

# Dickinson

CENTER FOR ADVISING, INTERNSHIPS & LIFELONG CAREER DEVELOPMENT

# Student Guide

RESUMÉS, COVER LETTERS, NETWORKING, INTERVIEWING AND MORE



[WWW.DICKINSON.EDU/CAREER](http://WWW.DICKINSON.EDU/CAREER)

**THE CENTER FOR ADVISING,  
INTERNSHIPS & LIFELONG CAREER  
DEVELOPMENT** aims to ensure students make the most of their Dickinson experiences and learn how to best draw on those experiences after graduation. The center will help students identify and pursue their authentic interests and simultaneously deepen students' understanding that a liberal-arts education is also powerfully career enhancing.

**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, resumé 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!

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# Career Services

*THE DICKINSON CENTER FOR ADVISING, INTERNSHIPS & LIFELONG CAREER DEVELOPMENT 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 center. By connecting with the Center for Advising, Internships & Lifelong Career Development 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.

## CAREER ADVISING & SERVICES

You can make an appointment with a staff member for any of the following career-related topics: choosing a major, career exploration, assessments, resumés 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 & PROGRAMS

Each year, the Dickinson Center for Advising, Internships & Lifelong Career Development 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.



# Writing Your Resumé

## **A RESUMÉ 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 resumé important, but so is the way in which your resumé is organized. Employers typically receive a large number of resúmes and therefore are not able to spend much more than 10-60 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.

## **CONTENT & FORMAT**

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

While many student resúmes 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 works for you.

The Heading, Education and Experience sections should always be included in a resumé. Other sections you may want to consider are Leadership, Volunteer Experience and Skills, just to name a few. (Please refer to the sample resúmes 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). Headings may 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 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 RESUMÉS & C.V.'S

There may be a need to adjust the format and content of your resumé when applying to international jobs or internships. It is important to understand the difference between a resumé 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 resumé 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 resumé, 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 resumé. The Dickinson Center for Advising, Internships and Lifelong Careers can assist you in developing this document if you find you need one for a position.

A resumé 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 resumé 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 formatting, you may need to adjust for the difference in paper sizes. Be sure to format your materials appropriately when submitting via email 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. Consider this difference during the application process. Be aware that there are many differences between content and format. 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.

## EMAILING RESUMÉS

When emailing your resumé to an employer, be sure to send it as a PDF. Doing so will ensure the format of your resumé 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 Resumé."

## Action Verbs

Abstracted	Analyzed	Blended	Changed	Consolidated
Accomplished	Anticipated	Blocked	Charted	Constructed
Accounted for	Applied	Bought	Checked	Consulted
Achieved	Appointed	Bridged	Cited	Contacted
Acquired	Appraised	Broadened	Clarified	Contracted
Acted	Approved	Budgeted	Classified	Contributed
Adapted	Arranged	Built	Closed	Controlled
Addressed	Articulated	Calculated	Co-authored	Converted
Administered	Assembled	Canvassed	Coached	Conveyed
Adopted	Assessed	Capitalized	Communicated	Convinced
Advanced	Assigned	Catalogued	Compared	Cooperated
Advertised	Attended	Cautioned	Compiled	Coordinated
Aided	Audited	Centralized	Composed	Counseled
Allotted	Authored	Certified	Conducted	Corresponded
Amended	Awarded	Chaired	Conserved	Created
Amplified	Balanced	Challenged	Considered	Critiqued



Cultivated	Evaluated	Increased	Ordered	Reported
Debated	Examined	Influenced	Organized	Repositioned
Decided	Executed	Informed	Overcame	Represented
Decreased	Exhibited	Initiated	Packaged	Researched
Deducted	Expanded	Instructed	Participated	Reshaped
Defined	Expedited	Integrated	Perceived	Responded
Delegated	Experimented	Interacted	Perfected	Revitalized
Delivered	Explained	Interpreted	Performed	Revived
Demonstrated	Explored	Interviewed	Persuaded	Scheduled
Described	Expressed	Introduced	Pinpointed	Secured
Designated	Facilitated	Issued	Pioneered	Selected
Designed	Fielded	Launched	Planned	Served
Detected	Finalized	Learned	Practiced	Shaped
Determined	Finished	Lectured	Predicted	Specialized
Developed	Focused	Leveraged	Prepared	Strengthened
Devoted	Forecasted	Listened	Presented	Stressed
Diagnosed	Forged	Maintained	Processed	Structured
Diagramed	Formalized	Managed	Produced	Studied
Directed	Formed	Marketed	Programmed	Substantiated
Discovered	Formulated	Mastered	Provided	Summarized
Discussed	Fostered	Maximized	Publicized	Supervised
Displayed	Founded	Mediated	Purchased	Supported
Dissected	Framed	Mentored	Questioned	Taught
Distributed	Furthered	Merchandised	Rationalized	Tested
Documented	Gathered	Minimized	Recommended	Trained
Drafted	Generated	Moderated	Reconciled	Transcribed
Drew	Graded	Modified	Recorded	Translated
Earned	Guided	Monitored	Recruited	Tutored
Edited	Handled	Motivated	Reduced	Unified
Educated	Headed	Narrated	Referred	Upgraded
Elected	Hired	Negotiated	Refined	Utilized
Enabled	Hosted	Notified	Regulated	Validated
Encouraged	Identified	Observed	Reinforced	Verified
Engineered	Illustrated	Obtained	Related	Visualized
Enhanced	Implemented	Offered	Renewed	Won
Established	Improved	Opened	Reorganized	Worked
Estimated	Incorporated	Operated	Repaired	Wrote

# Cover Letters

**A COVER LETTER INTRODUCES A RESUMÉ, AND SHOULD BE INCLUDED WITH EVERY RESUMÉ 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 resumé. 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 include 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 interest you. 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 will interest the reader. This is not the place to simply rewrite explanations already provided by your resumé, 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 during Career Coach drop-in hours, or by scheduling an appointment with a Career Counselor.

## EMAILING COVER LETTERS

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

The email 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 email that you have attached a full version of your cover letter, as well as your resumé. 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 email 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 email... twice! You should also proofread to be sure that what you wrote flows, makes sense and that your tone is appropriate. (Tone of an email can be easily misinterpreted.) Follow professional email etiquette, which includes capitalizing the first letter of each sentence, not writing in all capital or all lower case letters, using proper punctuation, avoiding emoticons and phonetic spelling such as "ur" for "you are."

# Applying to Open Positions

**EMPLOYERS WILL USUALLY ONLY SPEND A FEW SECONDS DECIDING IF YOU ARE A GOOD ENOUGH FIT FOR A JOB** to warrant a more thorough review of your resumé and cover letter, so you need to make sure that it is immediately obvious that you have many of the skills, experiences and qualities that they value most highly. It's also important to focus on your most relevant skills and strengths to the job description when writing resúmes and cover letters. The closer your match to the position, the better your chances of job search success.

## ANALYZE THE JOB LISTING

Job postings are typically broken out into several sections. Expect to see information about the company, details on the desired qualifications of applicants and a description of the responsibilities involved in the role. Some are brief, while others include more details about the job and the company.

Take the time to review the job posting, so you are familiar with what the employer wants. Here's how to decode a job advertisement, so you can decide whether to apply and start work on your resumé and cover letter.

## MAKE A LIST

If the job is a good match, the next step is to make a connection between your skills and the employer's requirements by creating a list of the preferred qualifications for the ideal candidate for your target job. If a job advertisement is well written and detailed, you might be able to assemble much of your list right from the ad. Extract any of the keywords describing skills, qualities

or experiences which the employer has listed as required or preferred. Also, review the job duties and make some assumptions about the qualifications needed to carry out those duties. For example, if the ad mentions that you would organize fundraising events for potential donors, you can assume that event planning skills would be highly valued and should be added to your list.

## GET MORE INFORMATION

Sometimes ads for jobs are very short and don't reveal much about the employer's expectations. Try looking on the company's website, since there might be a longer description in the human resources section of their site than in the ad you saw. Another strategy is to search job sites by the same job title to get a sense of what other employers are looking for in candidates.

If you are really motivated to land a particular job, interview professionals in the field or at that organization and ask them what it takes to excel in their job. Reach out to Dickinson alumni to generate a list of contacts for these consultations.



## SAMPLE JOB DESCRIPTION 1

## EMAIL, COVER LETTER, RESUMÉ, THANK YOU NOTE

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### Reading is FUNdamental (RIF) – Volunteer Pittsburgh, PA

Reading Is FUNdamental (RIF) Pittsburgh is looking for a dynamic, results-driven individual who is passionate about education, youth, and the nonprofit sector to join our team for the summer term.

Volunteers will work closely with our entire team to coordinate and manage projects that are making real and meaningful impact on the children in our community. This is a great opportunity for individuals who wish to work directly with children and to be exposed to the daily operations of a nonprofit organization, including fundraising.

#### Responsibilities:

- Assist with RIF Pittsburgh programming and outreach activities
- Support and attend evening and weekend community events and festivals
- Provide onsite support to our Storymobiles, Everybody Wins!, and Books for Keeps programs
- Support fundraising initiatives, with a focus on individual giving
- Conduct research on new fundraising opportunities
- Assist in the development of mailings and donor communications
- Assist updating and maintaining fundraising databases

#### Qualifications:

- A positive attitude and passion for our mission
- Strong written and verbal communication skills
- Strong computer skills, including Microsoft Office Suite
- Experience working with children a plus
- Experience working with donor software a plus

All volunteers will be required to obtain PA Child Abuse, Criminal Record Check, and FBI clearance.

To apply: Please send a resumé and cover letter to: [info@rifpittsburgh.org](mailto:info@rifpittsburgh.org)

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## SAMPLE JOB DESCRIPTION 1

(EMAIL)

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Dear Hiring Manager:

I am applying for the Reading is FUNdamental volunteer position recently posted on Dickinson College's recruiting site, *Handshake*. I have finished my first year at Dickinson College and am interested in being involved with literacy at a nonprofit. I live in Pittsburgh and your posted position involves several activities that sound interesting to me. I have attached my resumé and cover letter as instructed. In addition, I already have PA Child Abuse clearance, Criminal Record Check, and FBI clearance from a previous volunteer experience.

Sincerely,  
Nora Tagert

## SAMPLE JOB DESCRIPTION 1

## COVER LETTER

Reading is FUNdamental  
10 Children's Way #300  
Pittsburgh, PA 15212

April 17, 2018

3003 Mayfield Way  
Pittsburgh, PA 15217

! Use the same font style and size as in your resumé—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.

Dear Hiring Manager:

Reading has always been important to me. I was a classic bookworm in elementary school and could spend hours hanging out at the library. In high school, I realized that not everyone had the kind of support for reading and access to books that I did, and I saw the difference this made in terms of academic achievement. Now, as a current Dickinson College student, I am firmly committed to the idea that reading is fundamental to learning and that providing access to books at a young age can contribute to breaking the cycle of poverty. For these reasons, I am pleased to be applying for the Reading is FUNdamental volunteer position you have available for this summer.

I am an undeclared major at Dickinson, but am actively considering English, Education or Psychology as areas of study. I would enjoy working with an organization where the mission involves helping children become lifelong readers. I have babysat for years and taught swim lessons in the summer, so I have experience working with children. I also like interacting with the public, as evidenced by my jobs in food service and lifeguarding, and I feel comfortable taking initiative and responsibility. I would enjoy direct contact with children and their families through programming.

In addition, I would like to learn more about how a nonprofit organization functions, including administration and fundraising. My computer skills are strong: I've used Microsoft Word and Excel in many of my classes and have had to teach myself new technology before, so learning donor software is something that I feel confident in doing. I'm motivated to enhance my skills this summer and my approach to new experiences is to have a positive attitude and eager disposition.

Finally, I did some volunteer work in the local schools this year, so I do have my clearances and can provide you with that documentation when required. I would be very interested in the Reading is FUNdamental volunteer position and hope that you will consider my application favorably.

Sincerely,

*Nora Tagert*  
Nora Tagert

! 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.

## Nora Tagert

tagertn@dickinson.edu (717) 222-3333  
www.linkedin.com/tagert

! Place your Dickinson education at the top of your resumé

### Education

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

Bachelor of Arts, expected May 2022

Undeclared major exploring English, psychology, sociology and education

#### **William Henry Harrison High School, Pittsburgh, PA**

G.P.A. 3.75/4.0

### Experience

#### **Montgomery Service Leaders, Dickinson College**

*Carlisle, PA, 2018-present*

- Community engagement/leadership program.
- Assigned to Project Share, a community food bank, 6-8 hours/week.
- Participate in bimonthly leadership development training.

#### **Child Care, multiple local families**

*Pittsburgh, PA 2015-2018*

- Worked with two school-aged children with special needs.
- Monitored homework, transported to activities, and kept house clean.

#### **Lifeguard/Swim Instructor, Hartke Pool**

*Pittsburgh, PA Summers 2016-2018*

- Opened/closed pool, monitored activity, and maintained chemical levels.
- Taught lessons to groups of 10-12 beginner swimmers.
- Built rapport with clients to reduce fear and build skills.

### Volunteer / Extracurricular

#### **Pittsburgh Relay for Life, Fundraiser and Participant: 2016, 2017**

- Collaborated with 7 others to raise \$5,000 each summer.

#### **Greater Pittsburgh Food Bank, Inventory Assistant: 2014-present**

- Developed a spreadsheet to track donations.

#### **Harrison High School, Varsity Soccer: 2014-2018**

- Elected Captain senior year.

### Skills

**Certifications:** Lifeguarding, CPR/AED, First Aid (all current)

**Technology:** Microsoft Word, Excel, PowerPoint

**Language:** elementary Spanish proficiency

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

## SAMPLE JOB DESCRIPTION 1

## THANK YOU NOTE

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Dear Ms. Peterson,

Thank you for meeting with me yesterday to discuss the Reading is FUNdamental (RIF) volunteer position. I enjoyed meeting the staff and hearing about your priorities for the summer. I am more eager than ever to be part of such a welcoming team! It's clear that everyone at RIF has a passion for literacy.

I could see myself leading storytime as part of the Storymobile team, staffing a table at the local farmer's market as we discussed, or researching new corporate leads. I was excited to see that my skills and experiences line up well with your needs.

I also appreciated your encouraging advice about choosing a major. It's been challenging to decide what academic area to pursue and it was helpful to hear you describe your own experience with this.

Thanks again for meeting with me. I hope to hear from you by early next week. If not, I'll follow up with a call, as you suggested.

Best,  
Nora Tagert

## SAMPLE JOB DESCRIPTION 2

## COVER LETTER, RESUMÉ

### Godiva Chocolatier – Junior Financial Analyst-Intern New York, NY

Godiva is broadly recognized as the worldwide leader in super premium chocolates, through over 600 retail stores, 40,000 points of sale and over 800 Travel retail points of sale in more than 80 countries. Godiva's commitment to excellence is also apparent in its Gold Ballotin Collection and seasonal packaging which have earned Godiva a global reputation for design excellence. Godiva manufactures and markets a broad portfolio of indulgent products, including boxed premium chocolates, small chocolate treats, dipped fruit, biscuits/cookies, coffee/cocoa, blended chilled beverages and other premium chocolate products all bearing the Godiva name. Godiva has recently taken meaningful and successful steps to broaden its portfolio beyond chocolate gifting into the high growth, self-consumption and home entertainment/sharing segments of the marketplace across the Globe. Godiva products are manufactured in Brussels, Belgium and Reading, PA and select co-manufacturing locations globally. The company has approximately 5,000 employees around the world. The Junior Financial Analyst-Intern is responsible for supporting Retail Finance This channel alone is responsible for delivering over half of Godiva's North American sales.

#### Responsibilities

- Support the coordination, analysis, preparation, and presentation of strategic plans, annual operating plans, and forecast updates for the Retail business. Implement processes to improve Sales forecast accuracy.
- Provide analysis of expense trends and identify cost reduction opportunities. Support the implementation of process improvements that lead to more efficient payroll budgeting.
- Perform analysis of the drivers of Retail growth (internal and external). Develop recommendations to maximize sales growth opportunities.
- Analyze monthly financial results of the Retail business and review conclusions with operating management.
- Work closely with the Senior Analyst, Retail Finance to penetrate a variety of data systems and processes to provide much greater insight into Retail growth trends through analysis of key drivers (Transactions, average sale, product lines, store formats, etc.).

#### Qualifications

- Minimum education: Junior or Senior majoring in business or related major.
- Strong Microsoft Office skills, especially Excel; experience with Hyperion is a plus.
- Strong attention to detail & accuracy.
- Excellent analytical skills (particularly financial modeling and investment analysis skills).
- Exceptional verbal and written communication skills.
- Maturity and poise (able to interact with executives and senior management)
- Ability to work independently.
- Ability to take a "hand-on" approach to problem solving and success in working in a team environment.
- Creative problem solver – Ability to analyze problems and find new and efficient ways to resolve and improve processes/systems.
- Individual must be able to contribute as a member of a cross-functional team.

Godiva appreciates your interest and consideration of our company. Please submit your application materials to the Godiva corporate office at [humanresources@godiva.com](mailto:humanresources@godiva.com)

## SAMPLE JOB DESCRIPTION 2

## COVER LETTER

Dickinson College/HUB Box 0123  
5 N. College Street  
Carlisle, PA 17013

November 15, 2018

Godiva Chocolatier – Corporate Office  
333 W. 34th Street  
New York, NY 10001



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 Internship Coordinator:

Having recently completed an investment advisory internship with Oakmont Capital Management in Pittsburgh, PA, I am looking forward to broadening my financial experience with an internship in retail finance. As I was researching opportunities for the spring of 2019, the Junior Financial Analyst internship at Godiva Chocolatier caught my eye.

As an International Business & Management major at Dickinson College, I have taken courses such as *Global Economy, Marketing in a Global Context*, and *Finance*, which have provided a solid understanding of global business practices. Next semester, as part of the Dickinson in New York program, I am excited to be studying at the Baruch College Zicklin School of Business, where I will augment the business curriculum at Dickinson by taking additional business and finance courses. In addition to time spent studying at the business school, I am seeking a spring semester internship to enhance what I am learning in the classroom. The qualifications listed below outline how I could be successful in the Junior Financial Analyst internship at Godiva Chocolatier:

- Well-developed *analytical skills* acquired through both an internship at Oakmont Capital Management, and as a member of the Student Investment Group at Dickinson College
- Excellent *written and verbal communication skills* developed throughout the course of Dickinson College's liberal arts curriculum
- Ability to *work as a member of a team*, as evidenced by success in both the Student Investment Group, and in my role as a Resident Advisor for Dickinson College
- Keen *attention to detail*, developed by grading assignments as a TA for the Dickinson Economics Department and overseeing the investment webpage for Dickinson's Office of Finance and Administration

In addition to these qualifications, I have an exceptional work ethic. I am excited to learn, willing to work hard, and eager to contribute. I am confident I would be an excellent addition to the Godiva Chocolatier team, and look forward to the prospect of further discussing my qualifications with you.

Thank you for your consideration.

Sincerely,  
John Dickinson  
123-456-7890  
john@dickinson.edu



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

## SAMPLE JOB DESCRIPTION 2

## RESUMÉ

### John Dickinson

123-456-7890 john@dickinson.edu  
www.linkedin.com/johndickinson

### EDUCATION

*Bachelor of Arts, Dickinson College, Carlisle, PA May 2020*

**Major:** International Business & Management

**Minors:** Economics and Spanish

**GPA:** 3.8/4.0

**Related Courses:** Managerial Decision Making, Finance, Global Economy, Money and Banking, International Political Economy, Marketing in a Global Context, Fundamentals of Accounting, Spanish for Business Professionals, Macroeconomics, Microeconomics

**Honors:** Posse Scholar, Alpha Lambda Delta (top 20% of first-year class), Dean's List all semesters

! Include your GPA if it is 3.0 or higher.

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

### FINANCE EXPERIENCE

*Intern, Oakmont Capital Management LLC, Pittsburgh, PA May-August, 2018*

- Prepared client-specific analyses used in firm's decision-making process; updated client portfolio allocations.
- Researched cost basis legislation, fixed income and equity benchmark composition, fund analysis, REITs, and quarterly reporting for clients via Bloomberg, Morningstar, and other financial news sources.
- Utilized Excel to analyze and update client portfolios.

### ADDITIONAL EXPERIENCE

! Group related experiences together in their own section.

*Student Assistant, Dickinson College Office of Finance and Administration, Carlisle, PA August 2017-May 2018*

- Assisted the Associate Vice President of Finance to update and oversee the investment webpage, leading to an increased personal understanding of endowment management strategy.

*Landscaper, Steel City Landscaping, Pittsburgh, PA May-August, 2015-2017*

- Maintained clients' landscaping including cutting grass, edging, mulching, lawn treatment, trimming trees and shrubs, and irrigation.

### LEADERSHIP

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

*Member, Student Investment Group (SIG), Dickinson College, Carlisle, PA August 2017-present*

- Work with a team of 13 students to conduct research on automotive companies' financial trends to develop a diverse virtual portfolio.
- Meet weekly to pitch stock strategy and execute virtual trades in real time.

*TA/Office Assistant, Dickinson College Economics Department, Carlisle, PA August 2018-present*

- Grade assignments for professor and hold tutoring sessions for students in Microeconomics and Macroeconomics classes.
- Assist in the planning and organization of departmental events.
- Perform administrative functions such as filing and scanning documents.

*Resident Advisor, Dickinson College, Carlisle, PA August 2017-May 2018*

- Served as a liaison between Student Life office and residence hall floor of 38 residents.
- Ensured emotional well-being of residents by facilitating conflict resolution between roommates and residence hall neighbors, and advising on social, personal and academic issues.
- Fostered community within the residence hall by organizing events for residents.

## SAMPLE JOB DESCRIPTION 3

## COVER LETTER, RESUMÉ

### Ogilvy & Social.Lab – Social Media Coordinator New York, NY

Ogilvy & Social.Lab applies Direct Marketing principles to Social Media. We leverage the reach and targeting power of social platforms through proprietary processes, methodologies and tools to make social content more relevant/more engaging, insure it gets traction, and assure it drives results—from awareness to sales. In the US, we strengthen Ogilvy with in-depth social platform expertise in Consumer engagement (including audience development, awareness & impact campaign), social CRM campaigns, and Social Performance campaigns.

#### Responsibilities

- Finalize and execute the blueprint of a campaign on social platforms (Facebook, Twitter, LinkedIn, YouTube, Instagram, Pinterest). Blueprints include campaign structure, bidding strategy, detailed versioning per segment, integration of A/B testing of artwork, copy or call to action and planning of the test to run.
- Set up campaign on PMD platform of choice including: credit validation, media allocation, tracking performance and optimization, detailed planning of the campaign (week, day, hour, frequency) and tagging rules.
- Implement a pool of unique targeting mixing:
  - Relevant targeting options offered by each platform
  - Ad-hoc targeting he designs
  - Custom targeting based on tagging (website, app, mobile app,...) or database.
- Execute quality check of the creative assets and when relevant manage the approval of these assets.
- Identify the variables that can be optimized and execute optimization.
- Aggregate results and prepare weekly summary and key learnings.
- Prepare potential recommendations to Social Strategists based on social media analytics.

#### Qualifications

- 1-3 years' experience in social campaign management.
- Understanding of social platforms ecosystems formats, targeting options, tracking tool, and reporting.
- Awareness of pop-culture and the relationship to social campaigns
- Expert in optimization of ongoing social campaigns on Facebook and Twitter through PMD platforms.
- Proven ability to independently manage multiple priorities in a fast paced and deadline driven environment.
- Candidate must have spreadsheet capabilities; can build detailed business reporting
- Demonstrate a proven track record of social campaign management that produced positive business results.
- Previous experience in paid social agency preferred

To apply: Submit materials to Silvia Masters, Director of Media Design at [masterss@ogilvy.org](mailto:masterss@ogilvy.org)

## SAMPLE JOB DESCRIPTION 3

## COVER LETTER

7847 Celesta Place  
Mechanicsburg, PA 17014

February 18, 2018

Ogilvy & Social.Lab  
11th Avenue, 636  
New York, NY

! 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 Ms. Masters:

It became clear to me early on that pop culture significantly impacts consumer purchasing decisions. Abercrombie & Fitch was the “it fashion” that had fallen out of fashion by the time I had finally saved enough to purchase my first pair of jeans in 6th grade. I was beginning to realize that a popular brand that dominated the halls of Cumberland Valley Middle School was changing, and not due to their quality or fit, but because fashion had shifted away from muscle models to pale skinny hipsters after the Twilight phenomenon. It is this realization about pop culture's impact on purchasing decisions that pushed me to attend Dickinson College and major in art and art history while completing two internships at HL Group and JPL Creative in brand marketing—and what is leading me to apply for the Social Media Coordinator position at Ogilvy & Social Lab.

Ogilvy & Social.Lab is known for being the top in brand innovation and strategy and I am excited about the opportunity to utilize my experience with consumer engagement through social media with some of the most well-respected brands in the world. Through my work with HL Group in their PR department I was continually challenged to generate content for clients through social media. I saw a 35% growth in Instagram followers at the end of my internship due to creative and innovative changes that were implemented during my time there. My internship experience coupled with my liberal arts degree in art helps me understand the bigger marketing picture and allows me to work social media into those strategies and create new online marketing campaigns that will excite clients about their marketing plans.

In addition to my creative eye, I have the business acumen to work independently and in a fast-paced environment. I am strong at creating innovative content, but also utilizing metrics and analytics to make business-based decisions. My experience at JPL Creative, a brand management agency in Harrisburg, PA, helped develop my ability to monitor and analyze online efforts to continually suggest new ways to attract prospective followers. I was responsible for tracking likes and follows of two different brands and evaluating social media traffic using *Hootsuite* and *TweetReach*, which broadened my analytical skills using industry software.

I have always been curious about the way culture has shaped brands and I am ready and excited to use my creative marketing experience, social media analytics and brand strategy knowledge to contribute to world renowned work being done at Ogilvy & Social.Lab. I would appreciate the opportunity to discuss my credentials with you. Please contact me at 717-585-0404 or [biddlea@dickinson.edu](mailto:biddlea@dickinson.edu). Thank you for your consideration.

Best,  
Amelia R. Biddle

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

## SAMPLE JOB DESCRIPTION 3

## RESUMÉ

717-585-0404  
biddlea@dickinson.edu

# AMELIA R. BIDDLE

Avoid using personal pronouns  
in your descriptive statements. 

AmeliaBiddle.wix.com/portfolio 

Linkedin.com/in/AmeliaBiddle 

Pinterest.com/AmeliaBiddle 

## EDUCATION

Dickinson College, Carlisle, PA  
Bachelor of Art: Art & Art History  
Concentration: Studio Art  
Expected May 2018

Toulouse France Study Abroad  
Drawing & Painting Focus  
Fall 2016

## SKILLS

AutoCAD  
Adobe Illustrator  
Adobe Photoshop  
Adobe Light room  
Freehand Rendering  
Digital Drawing Pen with Tablet  
Microsoft: Word, Publisher  
Excel  
PowerPoint  
Google Analytics  
Word Press Editing  
Photography

## ACTIVITIES

NCAA Varsity Swimmer  
Phi Beta Phi Sorority  
Habitat for Humanity  
Carlisle CARES

Experience includes research, layout, design, marketing media, public relations, communication, and project management.

## RELATED EXPERIENCE

JPL CREATIVE Harrisburg, PA  
**Integrated Communications Intern** June-August 2017

- Created content for video, social media, website, email communication, banner ads for five clients
- Focused marketing materials to be clear, concise, consumer focused and interactive in nature
- Partnered with teams to gather project needs, objectives and specifications for communication plans
- Tracked all content to streamline brand standards and consistent communication in all projects
- collected information from subject matter experts on marketing communications and shopper marketing teams

HL GROUP New York City, NY  
**Home & Fashion Public Relations Intern** May-August 2016

- Produced content for two clients' Twitter and Instagram feeds
- Maintained and archived sample inventory and organized sample closets
- Produced briefings detailing the latest news and trends in home styles
- Brainstormed with colleagues to create fresh PR ideas for clients
- Produced custom look books for each current season in accessory line

DELIA AND ASSOCIATES Trenton, NJ  
**Brand Management Extern** January 2016

- Participated in a two-week marketing experience
- Completed multiple market research projects by collecting information on youth sports company websites

## EXHIBITIONS

TROUT GALLERY Carlisle, PA  
**Senior Seminar Final Exhibition** April 2018

- Produced and published exhibition catalogue with 15 pieces of artwork
- Collaborated with curator on gallery layout and color choice

GOODYEAR GALLERY Carlisle, PA  
**Senior Seminar Final Exhibition** January 2016

- Curated exhibition space, collaborating with 10 studio art majors
- Designed posters using Photoshop to advertise gallery openings

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

## SAMPLE JOB DESCRIPTION 4

## COVER LETTER, RESUMÉ

### **MDRC – Research Analyst** New York, NY

MDRC, a premier nonprofit public policy research firm, is seeking a Research Analyst to join a multi-disciplinary team engaged in rigorous research on some of the most critical issues in public education. Our researchers are at the top of the field and work on multiple large-scale projects for a variety of funders, including the U.S. Department of Education, the New York City Department of Education, and The Bill and Melinda Gates Foundation, among many other private and public organizations seeking to build evidence and knowledge about important educational issues. Specifically, our work focuses on improving the educational opportunities and experiences of low-income populations—addressing such issues such as improving high school graduation and closing racial and economic achievement gaps.

#### **Responsibilities:**

MDRC seeks an individual who combines strong operations, implementation, and qualitative research skills. Knowledge and interest in social policy issues is also highly desirable. The position provides the successful candidate an opportunity to:

- Provide technical assistance and program-related support to service providers and nonprofit programs;
- Serve as liaison between selected sites and MDRC project directors;
- Develop operations and workstream management tools and qualitative data collection protocols;
- Monitor program planning, implementation, and operations in program locations;
- Travel to visit research sites in the field to conduct interviews and observations with a broad group of school and program staff, policymakers, and other key stakeholders;
- Manage the data work of research projects, including determining the timing of tasks and supervising junior staff members;
- Develop and manage relationships with research partners;
- Contribute to research reports and help disseminate results to policymakers, practitioners, and social scientists; and
- Be actively involved in various stages of research projects, from proposals to project design to analysis and reporting.

#### **Qualifications:**

Experience or knowledge and skills are required in conducting qualitative research and public policy analysis in a field. Bachelor's degree is required; advanced degree with social science or public policy background is preferred. Prospective candidates should possess the following requisite qualifications:

- Knowledge of field research and qualitative research techniques;
- Ability to work independently and handle multiple tasks simultaneously and meet deadlines;
- Ability to collaborate and work with diverse program teams;
- Excellent written and oral communication skills, interpersonal skills, and analytical skills;
- Demonstrated sensitivity to conducting research and providing operations support in diverse communities and the ability to relate to program management staff, site staff, community residents, and program clients; and
- Comfortable working in a team-oriented and fast-paced environment.

## SAMPLE JOB DESCRIPTION 4

## COVER LETTER

123 Main Street  
Mount Vernon, IA 52314

May 21, 2018

Ms. Jane Smith  
MDRC  
16 East 34th Street  
New York, NY 10016



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.

Dear Ms. Smith:

As a recent graduate of Dickinson College, with a double major in Educational Studies and Policy Management, I am excited to apply what I have learned in the classroom and in prior research experiences to an educational policy research position. Throughout my time at Dickinson, in both of my majors, I studied and researched multiple issues in American education, including racial and economic achievement gaps. I was thrilled to learn that MDRC, which focuses on improving educational opportunities for low-income populations, is seeking a Research Assistant. My educational background, skills and experiences align well with the position and mission of the organization.

While at Dickinson, in addition to taking courses outlined in my resumé, such as *History of American Education*, *Policies Shaping American Education*, and *Contemporary Issues in American Education*, I participated in an academic mosaic on race and education. This mosaic included both an intensive academic component, as well as qualitative fieldwork in both Carlisle, PA and King William's Town, South Africa, where I conducted interviews of educators and policy makers on integration and equity in education. During this experience, I developed my research skills, gained a further understanding of the inequalities in education, and ultimately reinforced my career goal of working in educational policy.

The skills I developed during the race and education mosaic—qualitative research methods, excellent written and verbal communication, attention to detail, the ability to collaborate effectively as a member of a team, among others— were all further enhanced during subsequent research experiences. As an intern at the National Association of Federally Impacted Schools (NAFIS), I completed a research project on teacher training for schools on Native American reservations, which I presented at the spring NAFIS conference. I was also responsible for overseeing the logistics of the spring conference, which required excellent organization skills and attention to detail. Additionally, I spent my senior year at Dickinson conducting collaborative research with Professor Jane Smith of the Educational Studies Department on the common core rubric-based curriculum and how it impacts the academic achievement of elementary students.

My prior research experiences, and the skills I developed, provide a solid foundation for further work in educational policy research. I am particularly interested in focusing my research on improving educational opportunities for low-income populations, as that has been a central theme of my prior research. The work that MDRC does is extremely important, and I would be thrilled to contribute to the organization's efforts as a Research Assistant. Please feel free to contact me at [harriette.cooke@gmail.com](mailto:harriette.cooke@gmail.com) or 319-123-4567 if I can provide you with any additional information regarding my qualifications. Thank you for your consideration of my application.

Sincerely,  
Harriette Cooke



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 resumé. Finally, be sure to discuss next steps.

## SAMPLE JOB DESCRIPTION 4

## RESUMÉ

**Harriette Cooke**

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

harriette.cooke@gmail.com  
319-123-4567

*Permanent Address*  
123 Main Street  
Mount Vernon, IA 52314

**EDUCATION****Dickinson College**, Carlisle, PA

Bachelor of Science, May 2018

Double Major – Policy Management & Educational Studies; GPA 3.3/4.0

*Relevant Coursework:* Race & Education Mosaic (Race & Education, Rise & Fall of Apartheid, Comparative Oral Histories); Contemporary Issues in American Education; History of American Education; Introduction to Educational Research; Policies Shaping American Education; Policy & Leadership; Gender, Politics & Policy in the U.S.

**The Washington Center**, Washington, D.C., Jan-May 2017

Participated in semester-long academic, civic, and professional immersion in Washington, D.C., incorporating an internship, academic course, and independent study. Engaged with weekly speakers, including members of Congress and ambassadors, and the members of the Washington, D.C. community through the Leadership Forum.

! Consider including both your Dickinson address and home address.

**RESEARCH EXPERIENCE****Professor Jane Smith, Dickinson College Educational Studies Department**, Carlisle, PA

*Student-Faculty Researcher*, Sept 2017-Present

Examine the impact of the Common Core curriculum on the academic achievement of elementary students.

**Race and Education Mosaic**, Carlisle, PA & King William's Town, South Africa

*Student Researcher*, Aug-May 2015

Participated in an interdisciplinary academic program that included qualitative research and a cohort of relevant courses. Conducted interviews of educators and policy makers in both Pennsylvania and South Africa regarding the integration and equity of education. Completed a research paper and presentation entitled *The Doors of Learning Shall be Open: Assessing American and South African Education since Civil Rights and the End of Apartheid*.

**RELATED EXPERIENCE****National Association of Federally Impacted Schools**, Washington, D.C.

*Policy Intern*, Jan-Aug 2017

Assisted with Congressional meetings on Capitol Hill advocating for the Impact Aid program. Helped manage the Spring Conference (300+ attendees) and the Federal Relations Outreach meeting (50+ attendees). Completed a research project on teacher training for schools on Native American reservations.

**ADDITIONAL EXPERIENCE****Camp Tanager**, Mount Vernon, IA

*Specialized Camp Counselor*, June-Aug 2016

Supported children, ages 7 to 17, living with chronic health conditions such as Diabetes, Hemophilia and Tourette Syndrome. Collaborated with team of physicians, nurses and other counselors to ensure a traditional camp experience while maintaining the physical and medical safety of the campers.

*Day Camp Counselor*, June-Aug 2014-2015

Provided leadership to group of 10 campers, ages 6-7. Coordinated weekly field trips, oversaw daily activities, and ensured overall well-being of campers.

*Assistant Day Camp Counselor*, June-Aug 2013

Assisted camp counselors and administrators by supervising campers, reinforcing camp rules, and ensuring safety. Led campers to and from activities, and assisted in the facilitation of camp activities.

**Carlisle Family YMCA School Aged Childcare (SACC)**, Mount Holly Springs, PA

*Volunteer*, Aug 2017-May 2018

Organized and directed age-appropriate activities for elementary school children before and after school. Assisted students with homework and monitored individuals and groups to ensure a safe and positive environment.

**LEADERSHIP****Kappa Delta Pi: International Honor Society in Education**, Jan 2016-May 2018

Hosted lectures and panel discussions on important educational issues. Sponsored philanthropic events including *Literacy Alive*, an annual women's history essay contest, and an after-school tutoring program.

**Spectrum: Queer Student Union**, Jan 2015-May 2018

Facilitated programming to encourage inclusivity and discussions about issues facing the LGBTQIA+ community.

## SAMPLE JOB DESCRIPTION 5

## COVER LETTER, RESUMÉ

### **Renier Pharmaceuticals – Sales Representative WayneMawr, PA**

Start-up pharmaceutical company seeks two ambitious sales reps to join their growing company. Seeking candidates with 0-5 years of outside sales experience, preferably of a pharmaceutical product or medical device. Bachelor's degree required (preferably in the sciences with a research background but business experiences with pharmaceuticals may be acceptable). Company provides base salary and competitive bonuses along with benefits, company car, and full training. Please submit cover letter, resumé and references.

#### **Responsibilities**

- Complete three month training period followed by monthly continuing education classes
- Perform sales calls and related tasks to achieve related performance goals
- Demonstrate proficiency in prospecting and development of potential clients
- Promote positive team relationships and build communications amongst sales teams, clinical team, research & development teams, and operations staff
- Develop and maintain key knowledge of up-to-date research and pharmaceutical development to share with prospective and current clients as part of sales calls and goals in support of physician training and use of products in service to patients and clinical teams
- Maintain awareness of competitor's activities through review of industry and corporate information
- Establishes territory plans to ensure achievement of revenue and sales goals for current period (month, quarter and year) and longer term growth of the territory.

#### **Qualifications**

- Earned Bachelor's degree minimum
- Proven experience as a sales representative
- Demonstrated ability to build productive professional relationships along with capabilities to sell products and negotiate deals
- Familiarity with CRM practices
- Substantiated experience in managing corporate contracts and communicating updated processes and statistics to clients

Send application materials to: Human Resources Pharmaceutical Recruiter, Renier Pharmaceuticals, University Avenue Incubator, PO Box 00000, Suite 2000, WayneMawr, PA 19000

## SAMPLE JOB DESCRIPTION 5

## COVER LETTER

## CASI SCIENCE

717-440-0088 • sciencec@dickinson.edu

February 1, 2018

Human Resources Pharmaceutical Recruiter  
Renier Pharmaceuticals  
University Avenue Incubator  
PO Box 00000, Suite 2000  
WayneMawr, PA 19000

! 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.

Dear Human Resources Pharmaceutical Recruiter,

During my Biochemistry class at Dickinson College, we visited Renier Pharmaceuticals offices and labs in WayneMawr, PA. At one seminar, DJ Sils talked about his undergraduate experiences and described how he had interned in both research and logistics departments to earn his first job as a pharmaceutical sales representative. Mr. Sils talk caught my attention when he shared that entering the sales field offers the opportunity to connect with clients. I am very interested in a position that requires strong customer service skills and a solid background in science. Therefore, I am excited to apply for one of the Sales Rep positions Renier is advertising on LinkedIn.

My combined internship experiences at ABC Pharmaceutical Company and Preliminary Pharmaceutical Corporation have helped me to grow the confidence and skills needed to succeed in this role at Renier. Working with clients at Preliminary Pharmaceutical Corporation to ensure successful pharmaceutical shipments prepared me to work with a team and analyze information. Learning about materials and processes in the pharmaceutical industry allowed me to convey product data to customers. In preparation for interaction with clientele, my supervisors guided me in studying and analyzing competitors, their products, and relevant practices to improve operations and develop client interactions.

As an intern at Preliminary Pharmaceutical Corporation, I persuaded buyers to utilize transport tools that would benefit their companies while increasing revenues for Preliminary. Following reports of conversations with clients, my supervisor was pleased with my negotiations and the results. She indicated that these experiences would greatly benefit my transition into a sales representative role in the future.

Thanks to internship experiences and the chemical knowledge gained in the lab courses as a Chemistry major at Dickinson College, my background includes the skills that Renier Pharmaceuticals seeks in a Sales Rep to build your growing company. I hope to speak with you about the ways that we can move forward together as the company continues to grow to serve clients across the country. Thank you in advance for considering my qualifications.

Sincerely,  
Casi Science

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

## SAMPLE JOB DESCRIPTION 5

## RESUMÉ

## Casi Science

717-440-0088 ▪ [sciencec@dickinson.edu](mailto:sciencec@dickinson.edu)

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

## EDUCATION

Dickinson College, Carlisle, PA  
B.S., Chemistry

Anticipated Graduation, May 2020  
G.P.A.: 3.5

*Related Coursework*

General Chemistry I & II with Labs  
Thermodynamics & Kinetics  
Fundamentals of Business

Organic Chemistry I & II with Labs  
Quantum Chemistry & Spectroscopy  
Introduction to Marketing

## INTERSHIPS

**ABC Pharmaceutical Company**, Exton, PA, Research Intern, Summer 2018

Assisted lab chemists with measurement and mixing of compounds. Monitored and recorded material use. Followed safety and security procedures when using hazardous materials. Wrote preliminary technical reports prior to submitting to supervisor for confirmation. Created and submitted outcome reports daily along with weekly summary. Attended weekly departmental staff meetings and participated in discussions. Completed analytical project assessing accessibility and viability of potential compounds to determine future viability in products.

**Preliminary Pharmaceutical Corporation**, Oaks, PA, Logistics Intern, Summer 2017

Received and processed initial shipping orders from client companies. Submitted packaging reports to supervisor of Logistics Department for plan confirmation prior to arranging preferred transportation to client companies. Tracked shipping and receipt of products. Assisted clients with questions about shipments and reported outcomes to department supervisor.

## CAMPUS ACTIVITIES

Student Investment Group, <i>study &amp; present industries</i>	Fall 2017-Present
I Am That Girl, <i>non-profit leadership program</i>	Fall 2017-Present
Chemistry Club, <i>experimental club for major students</i>	Fall 2016-Present
Rush Hour, <i>science speaker series attendee</i>	Fall 2016-Present

## PRESENTATIONS

**Internship Showcase**, Dickinson College, Carlisle, PA    Fall 2017

Presented Preliminary Pharmaceutical Corporation internship to students, faculty and guests.

## SKILLS

**Science:** Solid chemical fundamentals. Useful laboratory practices and protocols.

**Computer:** Microsoft Excel, Word, PowerPoint and Publisher. Proprietary software used at both internship companies. Adapt to new computer technologies.

## SAMPLE RESUMÉS

### MILES C. DICKINSON

P.O. Box 1773, Carlisle, PA 17013 | 330-548-9494 | milesdickinson@gmail.com

#### EDUCATION



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

#### Bachelor of Science, Computer Science and Mathematics (May 2019)

Dickinson College | GPA: 3.1

Carlisle, PA

#### RELATED COURSEWORK

Computer Science I, II

Cyber and Informational Security

Data Structures

Numerical Methods

Operating Systems

Database Systems

Theoretical Foundations

Complex Analysis

Real Analysis

Operations Research

Applied Methods

#### TECHNOLOGY SKILLS

**Systems:** Windows, Linux/Unix/Mac OS X

**Languages:** Advanced Java, Intermediate R, Beginner Python

**Database:** SQL, Access, XQuery

**Web Technologies:** HTML, JavaScript, CSS

**Software Applications:** Microsoft Word, Excel, PowerPoint; Adobe Photoshop; Macromedia Flash; WordPress



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

#### INTERNSHIP

#### Java Developer Intern, Computer Aid, Inc. (May-August 2017, May-August 2018)

Mishawaka, IN

- Developed in-house solutions for the management of government background checks required of associates.
- Coded bug fixes and enhancements to IEP records for the Louisiana Department of Education's Special Education reporting application.
- Composed test cases to validate changes and additions to code.
- Tested and validated solutions developed by three teams before release for customer user acceptance testing.
- Created Java and object-oriented programming training documents to include in the curriculum for intern training.
- Managed company's application for monitoring the health and risk-state of all current development projects.
- Participate in reviews to ensure team coding standards and best practices were met.

#### RELATED EXPERIENCE

#### Assistant Manager, Dickinson College Help Desk (September 2017-Present)

Carlisle, PA

- Manage 10 student employees and provided training and guidance on software troubleshooting.
- Provide student assistance in bringing quarantined systems back into compliance.

#### Technician, Dickinson College Help Desk (September 2016-May 2017)

Carlisle, PA

- Troubleshoot and corrected software-related issues on student computers.
- Quarantined student systems found to be in violation of the college's user acceptance policy.

#### INVOLVEMENT

**Big Brother, Big Brothers, Big Sisters of Central PA** (September 2016-Present)

Carlisle, PA

**DJ, Dickinson College WDCV Radio** (January 2018-Present)

Carlisle, PA

**Eagle Scout, Boy Scouts of America** (2014)

Mishawaka, IN

## Maggie Waidner

waidnerm@dickinson.edu 123-456-7899 Justice, TX 78746

### SUMMARY

May 2019 graduate with strong interest in gender-related social justice activities. Experience includes programming, education, leadership, and administrative support.

### EDUCATION

**Dickinson College**, Carlisle, PA, Spring 2019

B.A., International Studies major with a concentration in Sustainability and the Global Environment

Study Abroad: Bologna, Italy, Fall 2017-Winter 2018

### EXPERIENCE

**Dickinson College Women's and Gender Resource Center**, Carlisle, PA, Intern, Fall 2018

- 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

**SafePlace** (Gender-based violence NGO), Austin, TX, Intern, Summer 2018

- Completed 40-hour volunteer training to gain better understanding of sexual violence
- Conducted online and face-to-face research on new grants and initiatives
- Provided administrative support by preparing information packets, and coordinating and participating in meetings with legislators and NGOs

**The Miracle Foundation** (International development NGO), Austin, TX, Intern, Summer 2017

- Utilized Convio to support donor relations by completing data entry and cleaning data
- Handled administrative duties such as organizing travel arrangements and drafting mailings
- Wrote and edited copy for marketing materials, and helped brainstorm content for new website

**ArtWorks!**, Carlisle Arts Learning Center, Community Service Volunteer, Winter 2017-Spring 2017

- Managed after-school, arts-based community service program for middle and high school students

**Hills Health Club & Wellness Center**, Austin, TX, Front Desk Attendant, Winter 2012-Winter 2017

- Managed reception and scheduling 10 hours/week in high school and on holidays in college

### CAMPUS INVOLVEMENT

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

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

**WDCV Radio**, Producer, Winter 2016-Present

- Produce and broadcast weekly radio show, promote underrepresented musicians, and host interviews

**Feminist Collective**, Secretary, Winter 2017-Present

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

**SPECTRUM Queer-Straight Alliance**, Member, Fall 2016-Present

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

**Alpha Phi Omega**, Member and Conflict-Resolution Chair, Fall 2015-Winter 2017

- Volunteered 15+ hours/semester and participated in activities with national service-based fraternity
- Served on Executive Board to assist with decision-making and arbitration

### COMPUTER SKILLS

Proficient in MS Office (Word, Outlook, PowerPoint, Excel). Basic proficiency in Photoshop and Convio

## Benjamin Rush

benrush@dickinson.edu · 717-123-4567  
123 High St., Carlisle, PA 17013

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

EDUCATION	<p><b>Dickinson College</b>, Carlisle, PA Bachelor of Arts (anticipated May 2019) Psychology Major and Spanish Minor Cumulative GPA: 3.33/4.00</p> <p><b>The University of Queensland</b>, Brisbane, Australia Study Abroad (Fall semester 2018) Coursework: Social and Developmental Psychology</p>
THESIS	<p><i>The Relationship Between Self-Concept Differentiation and Divorce</i> Semester-long literature review on whether children of divorce tend to act differently compared with children whose parents are not divorced.</p>
HONORS	<p>Psi Chi International Honor Society in Psychology (Spring 2017-Present) Alpha Lambda Delta National Honor Society (Spring 2017-Present) Dean's List (Fall 2017)</p>
AWARDS	<p><b>Kenderdine Travel Award</b> (Fall 2018) \$750 award to fund travel expenses to Sydney, Australia for poster presentation at Australian Psychology Conference.</p>
PRESENTATIONS	<p><i>The Unintended Consequences of Stigma Among Heavy Smokers</i> Poster Presentation, Australian Psychology Conference (September 2018)</p>
RESEARCH	<p><b>Research Assistant</b>, Dickinson College, Carlisle, PA <i>Research Assistant for Dr. John Smith</i> (January-May 2018) Recruited participants and acted as a liaison through all aspects of the experiment. Administered blood pressure tests, ran stroop test, and handled video cameras and audio recorders for all studies. Learned and utilized programs such as SPSS and Qualtrics for data collection and statistical analyses. Wrote APA-style paper that described the research, analysis, and conclusions on several key dependent variables.</p> <p><b>Dana Research Assistant</b>, Dickinson College, Carlisle, PA <i>Research Assistant for Dr. Sherry Larson</i> (June-August 2017) Completed literature review regarding the effects pre-deployment training on the perceptual faculties of military personnel. Collaborated with Dr. Larson to create timeline for accumulating data, submitting drafts, and composing final draft of manuscript for journal publication.</p>
PUBLICATIONS	<p><b>Peer-Reviewed Journal Article</b> (April 2018) Larson, S., Sanders, M., Muggus, R., Rush, B. (2018). Effects of military training on perceptual accuracy. <i>Western Journal of Criminal Justice</i>, 3(2), 1-13. Retrieved from <a href="http://www.wiu.edu/coehs/leja/cacj/research/past.php">http://www.wiu.edu/coehs/leja/cacj/research/past.php</a></p>

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

TEACHING  
EXPERIENCE

**Teaching Assistant**, Dickinson College, Carlisle, PA  
*Analysis of Psychological Data Course* (Spring 2018)  
 Graded assignments, held office hours for students, and led exam review sessions.

**Peer Tutor**, Dickinson College, Carlisle, PA  
*Psychology and Spanish Tutor* (Spring 2018)  
 Met weekly with Dickinson students to review assignments for *Introduction to Psychology* and *Intermediate Spanish*.

## LEADERSHIP

**Volunteer**, Carlisle, PA  
*Big Brothers Big Sisters of America* (October 2016-Present)  
 Collaborate with elementary school guidance counselor to plan meetings for volunteers and activities for students and Big Brothers/Sisters. Act as a liaison between volunteers and the Big Brother/Big Sister office to alleviate any issues. Provide academic and emotional support to mentee on a weekly basis.

**Luminaire Committee Chair**, Dickinson College, Carlisle, PA  
*Relay for Life Club* (November 2017-Present)  
 Advertise and sell luminaires through social media for event

**Member**, Dickinson College, Carlisle, PA  
 Psychology Club (January 2016-Present)

WORK  
EXPERIENCE

**Red Shirt Student Worker**, Dickinson College  
*Dining Services* (September 2016-May 2017)  
 Served food in consistent and healthy portions. Sorted and arranged beverage and snack items on a regular basis. Loaded carts and trays for transport to various cafeteria locations. Washed silverware and performed regular cleaning tasks.

## SKILLS

**Computer**

SPSS Statistics Software, Qualtrics, Microsoft Word, Excel, PowerPoint

**Language**

Proficient in Spanish

! Include language skills if you have them!

! Print your resumé—how does it look? Is it easy to read and visually appealing? Can you quickly pick out key information? Does it look cluttered?

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## **Benjamin McCormick**

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Dickinson College | PO Box 1773 | HUB Box 002 | Carlisle, PA 17013  
717-000-0000 | [mccormb@dickinson.edu](mailto:mccormb@dickinson.edu) | [bjmportfolio.dickinson.edu](http://bjmportfolio.dickinson.edu)

### **EDUCATION**

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

B.S., Biochemistry & Molecular Biology and English  
G.P.A.: 3.6

Anticipated Graduation, May 2019

Health Studies Certificate

#### **University of Queensland, Queensland, Australia**

Human Anatomy | Animal Ecophysiology | Media & Society | Writing Creatively | Medical Anthology  
Gender & Textuality | Introduction to Psychology | Research Methodology I & II

Study Abroad Year 2017-2018

### **COURSEWORK**

Molecular Pathophysiology | Microbiology | Metabolism | Structure & Function of Biomolecules  
Writing Science News | Genetics | Elementary Statistics | Physics I & II | Immunology

### **RESEARCH EXPERIENCE**

#### **Skills**

PCR | qPCR | DNA extraction | gel florescent imaging | enzyme digestions | cDNA synthesis  
Immunofluorescence microscopy | gel electrophoresis | sonification |

#### **Internships**

##### **Johns Hopkins University School of Medicine Retrovirus Laboratory, Baltimore, MD, Summer 2018**

- Executed experiments to evaluate immunodeficiency virus (iv) and determine molecular basis
- Work in the lab daily supporting a team of four post-doctoral students
- Attended speaker luncheons daily to glean information from researchers in various fields
- Presented research at program poster symposium along with intern team

##### **National Institutes of Health Clinical Center, Bethesda, MD, Research Assistant, Summer 2017**

- Created a laboratory protocol for the new medical integration laboratory
- Gained proficiency in techniques such as PCR, qPCR, DNA extraction, gel florescent imaging, enzyme digestion and cDNA synthesis
- Collaborated with two post-doc fellows, research technician and primary investigator on publication
- Attended weekly lectures from senior investigators discussing their research and career options
- Presented research at poster symposium



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

**WORK EXPERIENCE****Dickinson College Residence Life & Housing**, Carlisle, PA, Residential Advisor, September 2017-Present

- Develop relationships with student residents and helped build community amongst students by hosting small group sessions, dinners and other programs
- Cooperated with peers to hold each other accountable to shared community standards
- Handled crises with residents. Communicated with Residence Life and Housing administrators as necessary to support students and seek resolutions for the best outcomes
- Planned community events for up to 50 student residents while managing budget funding to fulfill required programming for social and educational learning experiences

**Dickinson College Biology Department**, Carlisle, PA, Teaching Assistant, January 2017-Present

- Assist professor with lecture preparation and grading of quizzes and tests
- Assist students with lab experiments as well as setting up and cleaning lab
- Take notes at each class to format and share with students during mentoring sessions

**PROFESSIONAL MEMBERSHIPS**

American Association for the Advancement of Science, Student Member

American Society for Biochemistry and Molecular Biology, Undergraduate Student Member

**CONFERENCE ATTENDANCE**

American Society for Biochemistry and Molecular Biology, 2018 Annual Meeting, San Diego, CA

American Society for Biochemistry and Molecular Biology 2017 Special Symposia, October 2017

**PRESENTATIONS**

American Society for Biochemistry and Molecular Biology, 2018 Meeting

- *Scientific Publishing for Students*, Barbara Professional and Benjamin McCormick

Dickinson College Annual Science Student Research Symposium, April 2017 and April 2018

- *Scientific Publishing for Students*, Benjamin McCormick

**CAMPUS & COMMUNITY ACTIVITIES**

**Colleges Against Cancer**, Fundraising Leader, 2017-Present

**Dickinson College Dog House**, Dog Walker, 2015-Present

**Coaches Against Cancer**, Member/Fundraiser, 2015-2017

**Dickinson College Men's Basketball Team**, Member, 2015-2017



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



Your resumé is a fluid document, and should be updated and modified regularly to reflect new experiences and responsibilities.

# Networking

**TO MANY PEOPLE, NETWORKING IS AN INTIMIDATING TOPIC. MOST STUDENTS DO NOT HAVE EXPERIENCE WITH IT, SO THEY 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 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 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 email 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 email. 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 internships 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 Email, LinkedIn, Twitter, and Facebook.

### EMAIL CORRESPONDENCE

Email is a quick form of communication. Do not write a lengthy message; instead be clear and concise when using email as a networking tool.

While you may not be accustomed to proofreading your emails, 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.

### ALUMNIFIRE

Alumnifire is a free tool harnessing the power of connections between Dickinson alumni and students who want to grow the value of their networks. In Alumnifire, you can connect with other students and alumni to create conversations for informational interviews. Our alumni post internships and jobs on the site too. You can also use it to read our Bulletin Board or preview alumni employer profiles. Alumnifire can be found through your Dickinson Gateway.

### 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 or Dickinson College Career Community.

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/WORDPRESS

For arts majors, a new way to draw attention to your work and gain a free portfolio is by sharing your work on Pinterest or WordPress. 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 resumé. Scan and upload your work to better highlight your talents and abilities.

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## EXAMPLE NETWORKING EMAIL

**TO:** 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.

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## 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.

# 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 Advisors are available to conduct practice or "mock" interviews with you to 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 including researching the organization and position, doing a mock interview, anticipating questions that will be asked, and studying your resumé.

The company website is a great place to start when researching the organization. Another useful strategy is talking with people who are familiar with the organization or career. Alumni can be especially useful in this regard. It is also imperative to research the position. If you do not have a detailed description of the position, call the organization and ask them for one.

Preparing for the interview can also include utilizing the resources of the 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 resumé so that you can speak eloquently about your education and experiences and how they relate to the position for which you are interviewing. Be prepared to discuss your strengths as well as your weaknesses. 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 AND 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 how 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.

## IDENTIFYING AND ARTICULATING YOUR SKILLS

<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.

## 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, or you would like to be sure you have a quiet, private place to interview, you can reserve a room in Biddle House for this purpose. Please call ahead to be sure we can accommodate you.

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 resumé, 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.

### 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?

### 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 (Skype, Zoom, Google Hangout) is common practice these days. 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 video interviewing over using the telephone is, of course, that employers can actually see the candidate.

### BEFORE THE INTERVIEW

Ensure that the video software is working properly. Check your microphone and webcam settings, 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. You should be centered on screen and visible from your shoulders up. Dress up, just as you would for an in-person interview.

### DURING THE INTERVIEW

Have the following items on hand: your resumé, 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).

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 are 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, look for the “Vault Guide to the Case Interview.” The College has a subscription to this system, so be sure to go in through Gateway to avoid paying fees.

### 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 resumé.
- 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?

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.

Schedule an appointment in Handshake to do a mock interview. This interview can be recorded 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. 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 Center for Advising, Internships and Lifelong Career Development, stopping by or using Handshake. It is best if there is 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 resumé.

## THE DAY OF THE INTERVIEW

### WHAT TO BRING TO AN INTERVIEW

- A padfolio to hold your resumé, a pad of paper, business cards, etc.
- Extra copies of your resumé 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 Center for Advising, Internships & Lifelong Career Development.

A firm handshake is extremely important because it is one of the first elements 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, and communication skills.

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 organization's 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, and anything important from the conversation you want to remember. 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.

# 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 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.

## EXAMPLE INFORMATIONAL INTERVIEW THANK YOU EMAIL

**TO:** joan.walters@ERG.com

**SUBJECT:** Thank You

Dear Mrs. Walters:

! 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).

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 resumé. 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

! 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.

! 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.

## EXAMPLE NETWORKING FOLLOW UP EMAIL

**TO:** alex.brookbridge@children.org

**SUBJECT:** Thank You for Attending the Career Conference

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

Dear Mr. Brookbridge:

I enjoyed speaking with you at the Dickinson College Career Conference on October 8th 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 resumé 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

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

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

## EXAMPLE INFORMATIONAL INTERVIEW THANK YOU EMAIL

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**TO:** megan.west@ABCcorp.com

**SUBJECT:** Thank You

Dear Ms. West:

I want to thank you for taking time to speak with me on April 15th 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



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.



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

## EXAMPLE FOLLOW-UP EMAIL

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**TO:** tdavenport@xyzhealth.org  
**SUBJECT:** Career Plan Follow-Up

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 13th 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



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.



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