

Career Services Guide

Job Seeking Skills
&
Employment Search
Classes

Table of Contents

Campus and Community Resources	Social Networking
3	79
Career Exploration Assessments	Job Fairs
3	80
Career “To Do List”	Interviewing Tips
4	80
Career Search “To-Do” List	Interview Questions
5	88
Career Research	Sample Questions for Behavioral/Situational Interviews .90
6	
Informational Interviewing	Illegal Questions
7	96
Internships	Sample Questions to Ask an Interviewer
8	98
Parts of a Resume	Job Applications
10	101
Resume Format	Civilian Application.....
11	103
Other Resume Tips.....	Follow Up
11	107
Transferable Skills	Evaluating Job Offers
12	108
Resume Styles	Some Final Tips on Job Searching
12	109
Action Verbs for a Resume	Transitioning from School to Work
15	109
Chronological Resume Sample	Notes
18	110
Functional Resume Sample	
41	
Computer Scanned Resume Sample	
45	
Cover Letters	
46	
Day Camp Counselor Summer 2014	
49	
YMCA of the Rockies; Estes Park, CO	
49	
Cover Letter Samples	
50	
Other Writing Samples	
54	
“Fishing” Letter.....	
54	
“Cold Call” Cover Letter	
54	
Reference Page.....	
55	
Informational Interview Request Letter	
56	
Letter of Acceptance	
57	
Letter of Decline	
58	
Resignation Letter	
59	
Thank You Letters.....	
60	
E-mail Correspondence	
64	
Netiquette Policy for Job Hunters	
65	
Job Search Tips	
66	
Internet Sites with Job Listings	
66	
Researching Companies / Organizations	
73	
Networking	
75	

Campus and Community Resources

Career Services Center

Danielle Ebaugh, Career Services Supervisor 398-5689; Morris Pounds, Career Counselor 398-4499, Lexi Fields, Career Services Coordinator – 398-5453, and Shauna Rasmussen, Career Services Coordinator 398-5654, located 125 Iowa Hall; Kirkwood Community College.

Services offered through Kirkwood's Career Center:

Career exploration – choosing a major researching career
Interest/personality assessments – Career Coach/Focus 2
Help finding jobs and internships
Resume/cover letter help
Interviewing skills
Online job board
Career fairs
Jobs 411
Networking Lunch
Career Counseling
On campus interviews
Job Seeking Workshops/Credit Class

Career Exploration Assessments

Do you need help deciding on a major or career? Taking a career assessment may help.

Career Coach/Focus 2

This assessment measures your interests in different career-related subjects. To receive the greatest benefit, attend a workshop where you can take the assessment and learn how to apply the results. (See below for workshop dates).

For Career Exploration Workshop Dates/Times: Stop by 108 Iowa Hall or visit our website at www.kirkwood.edu/careerservices.

Career “To Do List”

Prepare for life after graduation NOW!

These are some suggested guidelines for staying on track with your career goals.

First Year To-Do List:

- Visit the Career Services Center and learn about the different services available to you
- Attend Career Services Workshops. For a list of dates and times checkout the website at www.kirkwood.edu/careerservices
- Take Career Assessments and/or meet with a counselor to clarify career goals
- Research careers that interest you and decide on a college major
- Visit with your academic advisor to map out coursework for your career plan
- Participate in volunteer activities and/or student organizations to learn useful skills
- Create a resume
- Consider working part-time or interning in a job related to your major during the Summer or during the school year
- Attend Kirkwood’s JOBS 411 event
- Attend a career fair to visit with potential employers
- Register on Kirkwood’s Job Website at www.kirkwood.edu/jobs
- Conduct an Informational Interview (See page 7)

Second Year To-Do List:

- Attend a career fair to visit with potential employers
- Attend Career Services Workshops. For a list of dates and times checkout the website at www.kirkwood.edu/careerservices
- Develop a plan to move toward your career goals
- Conduct an Informational Interview (See page 7)
- Research companies/organizations if you will enter the job market upon your Kirkwood graduation
- Narrow down the specifics you are looking for in a job
- Polish your resume
- Learn how to write cover letters
- Practice your interviewing skills
- Attend Kirkwood’s JOBS 411 event
- Visit the Career Services Center for assistance with any of the above

Career Search “To-Do” List

Here are some suggested guidelines for looking towards a new career or job.

- Visit the Career Services Center and learn about the different services available to you.
- Take Career Assessments and meet with a counselor to clarify career goals.
- Research careers that interest you and determine what additional skills/education you need.
- Evaluate your computer skills (temporary employment companies).
- Check out the *Skills to Employment* department.
- Attend *KCC Career Services Job Seeking Skills* workshops.
- Create/polish your Resume.
- Learn how to write Cover Letters and Thank You Letters.
- Have your Resume and Cover Letter critiqued.
- Practice your Interviewing skills.
- Develop a financial budget.
 - *Determine necessities
 - *Identify unnecessary expenses
- Apply for unemployment insurance.
- Investigate health insurance options.
- Apply for FAFSA benefits (Pell Grants and student loans) & KCC Scholarships.
- Register on the Kirkwood job website at www.kirkwood.edu/jobs then post your resume.
- Participate in volunteer activities and/or student organizations to learn useful skills.
- Job Search
 - *6-8 hours/day
 - *Networking
 - *Post your resume on websites
 - *Newspaper/Internet Want Ads
 - *Search job websites for jobs (www.kirkwood.edu/jobs)
 - *Fill out Applications
 - *Send Resumes
 - *Attend career fairs to visit with potential employers
 - *Request Informational Interviews
 - *Research companies/organizations (values, solvency, etc.)
- Interviewing
 - *Contact potential references 4-6
 - *Attend Mock Interviewing session
 - *Prepare answers for potential interview questions
 - *Prepare questions to ask potential employers during an interview
 - *Use *Interview Schedule* to track contacts made for potential employment
 - *Evaluate job offers (see page 108)
 - *Narrow down the specific things you are looking for in a job

Career Research

Once you've started to gain a more thorough understanding of yourself (your strengths, personality, interests, abilities and values) your next step is to find a career that fits you. This will take some time, but there are many resources available to help you.

Ways to research careers

- **Online** – The internet is a great starting place for researching a wide range of career fields. (See below for recommended web sites)
- **Internships** – Short term professional work experiences (i.e. internships) are a great way to “try on” a career field. (See page 8)
- **Job shadowing** – Sometimes professionals will let you follow them around for a day or two. This can give you a taste of what the job environment is like.
- **Related experiences** – Your part-time job, volunteer work, or involvement in organizations may also help you better understand certain career fields.
- **Informational interviewing** – One way of researching careers is to interview people who are in the career field you are interested in. (See page 7)

Career Research Websites

- **The Occupational Outlook Handbook** has an online catalogue of information on hundreds of careers. It includes information on the training and education needed, earnings, expected job prospects, what workers do on the job and working conditions. <http://www.bls.gov/oooh>
- **O*NET** is an online database of career information. With O*Net, you can select skills you have and search for a career to match your skills. You can also search by keyword. <http://online.onetcenter.org>
- **Salary.com** has information about salaries, including low, median and high range salaries. www.salary.com
- **Get That Gig** provides profiles of people working in a wide range of career fields. www.getthatgig.com
- **America's Career InfoNet** has information about particular occupations (training, outlook, earnings), particular geographic areas, trends and resources. www.acinet.org
- **Bureau of Labor Statistics** has projections for future job growth for many occupations www.bls.gov
- **Click on My Career** is a Cedar Rapids/Iowa City website with information about careers generally available locally. Includes real profiles and job descriptions of professionals in the area. www.corridorcareers.com
- **Career Voyages** is a user-friendly website. You can research careers and get helpful tips on where to begin planning your career, including searching for college programs and financing your college expenses. www.careervoyages.org
- **What can I do with a major in _____?** Find out what you can do with a specific major <http://www.kirkwood.edu/site/index.php?p=37401>

Informational Interviewing

Informational Interviewing is a great way to learn about a career field that interests you. You can gain a lot of insight and also develop valuable contacts that may help you in the future. Here's what you do:

1. **Find someone** who does something that sounds interesting to you. You can use the yellow pages, internet search engines, company websites, friends and professional organizations to identify possible contacts. Your counselor or career services coordinator can help you brainstorm. *TIP: Professionals from smaller, lesser-known organizations generally receive fewer requests for information and may be more willing to help.*
2. **Contact the person** you'd like to interview. Let them know that you are a Kirkwood student researching careers. Ask if they would be willing to help you out by letting you interview them about their career path. Let them know it will take 20-30 minutes. *NOTE: Make sure it only takes 20-30 minutes.* For an example of a request for an Informational Interview Letter (See page 56).
3. **Prepare a list of questions**, guided by what you would like to learn from the interview (see sample list below).
4. **Dress appropriately and arrive 10-15 minutes early.** Bring a copy of your resume in case it is requested. Remember that your purpose is gathering information, not searching for a job.
5. **Keep a record** of the information you gained from the experience. Reflect upon what you learned. Does it still seem like something you'd enjoy? Also, keep a record of the contact information for each person you interview because you may need it in the future.
6. **Send a Thank You note!** The person you interviewed is probably a very busy person and generously gave you one-half hour of time, free of charge. Show your appreciation with a short thank you note.

Sample Questions for an Informational Interview

1. Could you describe the career path you took to arrive in your current position?
2. What is a typical day like for you? A typical week?
3. What are your main responsibilities? How much time do you devote to each activity?
4. What are some typical high-pressure situations you deal with?
5. What are the most rewarding aspects of your job?
6. What are the most challenging aspects of your job?
7. What would you most like to change about your position?
8. How has this career field changed in the last several years?
9. What changes do you foresee in the next few years?
10. What character qualities/skills are important to have to be successful in this field?
11. How can I obtain these skills/qualities?
12. What educational experiences would be helpful to one hoping to enter this field?
13. What educational experiences did you find helpful in preparing for this job?
14. What are some common entry-level positions in this field?
15. How much travel or relocation is required?
16. Are you happy with your salary?
17. How difficult would it be for you to change to a similar job in another industry or setting?
18. What are your future career goals? Are these common goals for your field?
19. What are the actual hours you put in during a given week?
20. Would you be willing to look at my resume/portfolio and give me some tips or advice on how to improve it?
21. Would you recommend anyone else in this field for me to talk to?

Internships

Why Do Them and How to Look for a Good One

An **internship** is a temporary job doing professional work in a field that interests you.

Internships are required for some Kirkwood programs. Check with your academic department for more information.

An internship can help you:

- Apply what you are learning in class to real-world situations
- “Try on” a career to see if it’s a good fit
- Work alongside professionals in a career that interests you
- Develop valuable career contacts
- Build your resume
- Learn useful skills
- Gain confidence in your abilities
- Obtain a full-time position
- Gain the experience you need to obtain a full-time job

How to find an Internship

- The Career Center (108 Iowa Hall) does not set up internships; however, we can assist you in the Job Seeking Skills process in locating internships.
- Attend a career fair at Kirkwood. Call 398-5689 or stop by 108 Iowa Hall for dates.
- Check Kirkwood’s online job board (www.kirkwood.edu/jobs). Many “part-time” or “summer” jobs could actually be considered internships. (See page 71)
- Research organizations you’d like to intern with and send each of them a specific letter of inquiry (see page 71). Follow up a week later with a phone call, to see if they are open to the idea of having you as an intern.
- Ask your professors, friends, family and advisor for internship ideas and/or leads.

Nationwide Internship Listings Online

- Internship Programs.com: <https://www.thebalancecareers.com/types-of-internships-1986738>
- Rising Star Internships: <http://www.rsinternships.com>
- Kirkwood Job Website: <http://www.kirkwood.edu/jobs>

Internship Tips

- Make sure you will be doing a significant amount of professional work and not just fetching coffee.
- Some internships are paid, some are unpaid. When selecting an internship, consider not only the amount you’ll be paid, but more importantly the quality of experience you will gain.

Other ways to gain experience

- **Part-Time Jobs** – Some part-time jobs involve duties related to your professional field. Even if your part-time job does not qualify as an internship, you may still be able to learn new skills and meet professionals in your field.
- **Volunteer** - Are there any organizations that could use your skills? Many organizations need people to plan events, organize activities, raise funds, create marketing campaigns, analyze budgets, etc. If you volunteer your services, you will be able to gain practical experience and add to your skill set. Of course, you’ll also be contributing to the well-being of your community!

- **Get involved with a campus organization** - Develop your leadership, communication and organizational skills by getting involved in one of Kirkwood's student organizations. Manage a budget, make posters, lead meetings, plan events, sell things, recruit new members, organize fund-raisers, or be an activist. You will gain valuable skills through any of these activities. Check with the Student Life Office on second floor of Iowa Hall Room 230 for more information.
- **Make up your own projects** - If you can't find anyone that needs what you have to offer, make something up! Write reports, create artwork, make up a business plan and marketing strategy, or build / fix something. You can talk about these projects during an interview, or you can compile your projects into a portfolio displaying your work and proving your skill level. (Some majors lend themselves to this more easily than others.)



Parts of a Resume

Header: The first line of information in your header should include your name, address, e-mail and phone numbers in 14-16 pt. font. If your contact information changes during semester breaks, include both a “permanent” and “current” address, so employers can contact you during semester breaks.

Education: If you are a recent graduate, you’ll probably list your education near the top of your resume. Include the name of your institution, the degree(s) earned, minors or areas of concentration and anticipated or actual graduation date. If your GPA is over 3.0, include your GPA. You don’t need to list the years of attendance; you only need the date you completed your degree. You do not need to include high school information, unless you are a recent high school graduate. Generally, recent graduates will put the education section near the top of the resume. As you gain more significant work experiences, consider moving the education section below your experience section.

Experience: Include information about your experiences – both volunteer and paid. List your experiences in reverse chronological order (beginning with your current job and ending with your least recent job.) Use 3-5 bullet points for each job to clearly describe what you did; focusing on the duties/skills that may transfer to the job you are seeking.

-OR-

“Related Experience” and “Work Experience”: Usually you can put all your experiences under one category titled “EXPERIENCE”. If you have several work experiences not related to your field, you may want to separate your experience category into “RELATED EXPERIENCE” and “WORK EXPERIENCE”. “RELATED EXPERIENCE” would go near the top of the resume and include all your past experiences closely related to the type of work you are seeking. “WORK EXPERIENCE” would go below related experience and would include jobs that are not related to your field.

Computer Skills: If you have knowledge of certain computer systems or software that will help you better perform the job you’re applying for, list them here. List the latest additions you know. (Example: Experience in Adobe Photoshop 9.0, Microsoft Word 2019, Windows 2010. Knowledgeable in 2019 PowerPoint and Excel.) Make sure you identify your level of ability in using computers. Either you are *Experienced* or *Knowledgeable* in using computers and programs. Experienced means you know the programs VERY well. It means the same as proficient. Knowledgeable means you know enough to be dangerous.

Optional Sections:

- **Objective:** If you are applying for a specific job within a company, mention that job title in your objective, at the top of your resume. If you are applying for an internship, make a note of when you’d like to do the internship (summer, spring semester, etc.). General objectives are okay, but not necessary. If you do include a general objective, make sure you emphasize what you can offer the employer rather than what you hope to gain. An objective would go directly below your contact info at the top of the page. (Example: To obtain a Marketing Internship during the summer of 2016.)
- **Course Highlights:** If you are looking for an internship, you may want to include a section for course highlights, so you can let the employer know you’ve taken specific classes and have knowledge that would make you a useful intern. List the classes most directly related to the type of work you will be doing at the internship. If you are looking for a full-time job in a field that is not directly related to your major, include courses you have taken related to the type of job you seek.
- **Certifications or Technical Skills:** If you have certifications or technical skills you can use on the job you’re applying for, list them here.

- **International Experience:** Use this heading if you have studied abroad or spent significant amount of time overseas.
- **Languages:** If you are **fluent** in more than one language, you may want to list your proficiencies in this section.
- **Organizations/Clubs:** If you have been involved in organizations/clubs related to your field or demonstrate your skills, you can include them on your resume.
- **Leadership/Volunteering:** If you have been in charge of any volunteer projects, or attended leadership conferences, you can include them in this section.

Resume Format

- Make sure all information is clearly organized, so the employer can understand everything very quickly. The average resume is glanced at for only 20 seconds!
- Arrange your sections in order of importance (i.e. if computer skills are very important in your field, list those near the top of your resume)
- Put whatever you want to draw attention to in **bold** print. Most people bold their college major and job titles.
- Keep your format consistent. (For example, when listing all of your dates of employment in numerical format make sure to list all dates the same.)
- Margins can be ½ - 1¼ inches wide
- Use **Times New Roman** font.
- Try to limit your resume to **one** page if possible; **two** pages are okay if you have several years of related experience. Exceptions to the rule of one page are IT and Federal positions which may require up to **3 to 4** pages.
- Use bullets instead of paragraph form.

Other Resume Tips

- You don't need your whole life story, if you've had several unrelated jobs, only list your most relevant work experiences.
- Give your resume to a few other people to proofread for errors.
- If your resume is more than one page, be sure to place your name at the top left of second page and P.2 at the top right.
- Print your resume on a high-quality **laser printer** if you can. If you use an inkjet printer, make sure your ink dries completely, without smearing.
- Print your resume on high-quality 100% cotton linen 24 lb. resume paper. The only two acceptable colors to use is **white or off-white (ivory)** paper.
- You don't need to include your personal interests unless they relate to the job.
- **Don't use a template.** If you do, it's likely your resume will look *exactly* like several other resumes in the pile. If the employer does not have the same template as you do, then they will not be able to view your resume. Also, templates make it difficult to edit and rearrange your resume, which you will need to do often.
- Look at sample resumes in your specific career field. Do an online search or ask your teachers for places to find resume samples within your career field.
- If position held was part-time, then add **(PT)** in parenthesis behind the job title.

- **Do not add to the bottom of your resume “references available upon request”.** The employer will know that you can provide references if needed.

Transferable Skills

When writing your resume, think in terms of transferable skills. A transferable skill is any skill you learned through past experience and you could use in a future job. Communication, customer service, managerial and organizational skills are all transferable skills employers want.

Even if your past jobs included waiting tables, mowing lawns and working as a clerk, you probably developed some transferable skills. Communication, organization and leadership skills can be learned in a variety of jobs. Use the list of verbs on pages 15 - 17 to brainstorm skills you may have learned at your past jobs.

Tailor your resume to the job you are applying for and focus on the skills that seem most relevant to the position you want. Try to pull out the job duties and skills you learned that are similar to the type of work you want to do. By doing this, you will be able to make connections between your experience and the job you want (even though they may seem unrelated). Look for clues about what the employer is looking for in the job description.

- **For example, let’s say your last work experience was a part-time job at the Dairy Barn.** Unless you are applying for a job flipping burgers at the Whippy Dip, you’ll need to write about something other than how well you can flip burgers and make a soft serve cone. If you are applying for a position in sales, focus your bullet points on the duties relating to customers, selling and persuading. If you are applying for an accounting position, talk about how you counted the cash register, how much money you handled and how you helped take inventory. If applying for a position in management, talk about how you trained new employees and came up with ideas to help the Dairy Barn run more efficiently.

Tips for Writing Bullet Points

- Start with an action verb (See pages 15 - 17)
- Make sure to be detailed with your bullet points. For example: Hired and trained over 100 employees in the past four years.
- Identify who you were helping (clients, customers, coworkers, management)
- Describe your job duties, focusing on the duties that display your transferable skills (see above).
- Talk about how your efforts helped your organization
- Add numbers to show how productive you were (i.e. number of times you did something, number of customers you helped, amount of cash you handled, how much of something you accomplished, etc.)

Resume Styles

There are 5 Resume Format Styles

1. Chronological

The Chronological Resume Style is the most common type used today. This type presents your information in a timeline approach. You list the most recent work or education experience first, followed by the next most recent. (See pages 18 – 40)

The main reasons for using the Chronological Style:

- It is the style best suited for entry-level job-seekers or those who have stayed in the same field.
- Many employers and recruiters expect and prefer this style.
- This style provides a straightforward history of your work experiences and education.
- Employers can more easily scan Chronological resumes than any other style.

Cautions:

- This style will show any gaps in employment history.
- Can demonstrate a lack of work experience.
- Employers and recruiters can guess your age if you include older work experiences.

2. **Functional/Skill**

Functional resumes highlight your related skills rather than your chronological work history. You still need to summarize your work history near the bottom of the resume. (See pages 41 - 44)

You may want to consider using a Functional Resume if:

- You have a gap(s) in your work history. (Example: you took a few years off to raise children or pursue other interests)
- You have changed jobs frequently
- You are looking to transition into a new career (i.e. your past job title and experiences are not similar to the job for which you are applying).
- Functional Resumes may be effective in these situations, because they draw attention to the transferable skills you have, rather than your exact job titles and experiences.
- If you are an older worker seeking to de-emphasize a lengthy job history.

3. **Computer Scanned**

A Computer Scanned Resume is basically a print resume the employer turns into an electronic resume by using Optical Character Recognition (OCR) software and then placing it into a keyword-searchable database. (See page 45)

Preparing an internet-ready resume:

- Often large companies will require you to apply online and paste your resume into an online form.

If you do this, follow these guidelines:

- Keep it as simple as possible, remove lines and complicated formatting.
- Use one universal font for the whole document (**Times New Roman**)
- The most common font size recommended is 12 pt.
- Avoid any kinds of graphics or shading.
- Do not use Italics
- Do not use Bold (unless you know for sure that the scanning system accepts bold type).
- Do not use Bullet points.

4. **Federal**

A “federal” resume is written to apply for a job with the federal government. The federal resume is usually three to five pages in length, which is longer than a typical business resume. The reason for the additional length is that federal human resources specialists require that you prove in writing the skills that you have. Each generalized and specialized skill that you have developed in your career has to be written into the documentation.

5. Military

Military members need to prepare federal resumes to look and speak the same language as those of their civilian counterparts. However, after being in the military for many years, they often speak “military,” using plenty of military acronyms and jargon that needs to be translated to meet corporate or civil-sector requirements.

Service members have the added challenge of looking for civilian keywords that help their resumes qualify in the federal system, but they also need to spend extra time learning what their military terms, acronyms and jargon translates to in the corporate world. Service members should translate military rank, career history, job titles, military occupational specialties and career fields and training courses; and use their award, training and performance rating justifications to glean accomplishments.

The following are a few sample translations for rank, responsibilities and acronyms. Federal resumes need to have all acronyms spelled out at least once in the first reference. Each branch of service has its own set of acronyms for individual systems. Some acronyms might be the same, but the meaning is very different.

Military Speak	Civilian Speak
	<i>Rank</i>
-Senior Officer (Naval Commander, Army, Air Force Major)	-Chief Executive, Administrator, Chief of Staff, Senior Executive/Vice President, Chief Administrator, CEO, COO, CFO
-Senior Enlisted (E-7 to E-9) or Junior Officer	-Program/Project/Plant Director, or Coordinator
-Enlisted (E-5 to E-6)	-Team Leader, Training Manager, Instructor
	<i>Responsibilities</i>
-Commanded	-Directed, Supervised, or guided
-Provisioning Chief	-Logistics management
-Briefings	-Presentations, seminars, or public speaking (communications)
	<i>Acronyms and Terms</i>
-Battalion	-250 personnel
-SLC	-Senior Leader Course
-ALC	-Advance Leader Course
-COMSEC	-Communications Security
-ACOFS	-Assistant Chief of Staff
-OCONUS	-Outside Continental United States
-PAC	-Personnel Actions Center
-AORS	-Areas of Responsibility
-ATRRS	-Army Training Requirements & Resources System
-SGT	-Sergeant
-CPT	-Captain (Very Senior Officer in the Navy; Junior Officer in the Army)

Additional classifications of Military Occupational titles can be found on <http://online.onetcenter.org>

Action Verbs for a Resume

It's best to start most of your bullet points with a powerful action verb. Here is a list of powerful verbs describing skills employers seek. You can also use this list to help you come up with ideas for skills you may want to include on your resume. Which of these verbs describe what you did at your previous jobs? Most of these skills can transfer to the job you want. *NOTE: if there are verbs included in the job description for a specific job you are applying for, be sure to use those in your resume as well.*

Management Skills

Accelerated	Coordinated	Identified	Produced
Administered	Delegated	Improved	Prohibited
Anticipated	Designated	Influenced	Recommended
Appointed	Determined	Initiated	Regulated
Approved	Developed	Increased	Reinforced
Assigned	Directed	Handled	Reviewed
Assumed	Elected	Hired	Revised
Attained	Evaluated	Led	Secured
Authorized	Employed	Managed	Scheduled
Caused	Enlisted	Motivated	Screened
Chaired	Envisioned	Observed	Strategized
Changed	Established	Organized	Strengthened
Conducted	Executed	Oversaw	Supervised
Contracted	Exercised	Planned	
Commissioned	Finalized	Prepared	
Consolidated	Forecasted	Prioritized	

Clerical/Organizational Skills

Adjusted	Dispatched	Obtained	Selected
Allocated	Distributed	Operated	Simplified
Altered	Eliminated	Organized	Spearheaded
Arranged	Established	Orchestrated	Specified
Calculated	Executed	Prepared	Sought
Catalogued	Forwarded	Processed	Straightened
Charted	Generated	Purchased	Systematized
Classified	Implemented	Recorded	Tabulated
Collected	Incorporated	Retrieved	Updated
Compiled	Inspected	Set goals	Validated
Contracted	Maintained	Screened	
Coordinated	Monitored	Scheduled	

Creative Skills

Acted	Established	Instituted	Polished
Brainstormed	Expanded	Integrated	Renovated
Conceptualized	Fashioned	Introduced	Revitalized
Conceived	Founded	Invented	Shaped
Created	Formulated	Improvised	Sketched
Customized	Generated	Launched	Uncovered
Developed	Illustrated	Originated	Stimulated
Directed	Initiated	Performed	Visualized
Drafted	Innovated	Pioneered	
Dramatized	Inspired	Planned	

Problem Solving Skills

Alleviated	Formulated	Revitalized	Solved
Debugged	Judged	Revamped	
Engineered	Remedied	Revived	
Evaluated	Repaired	Satisfied	

Analytical / Research Skills

Analyzed	Critiqued	Inspected	Studied
Assessed	Deciphered	Interpreted	Summarized
Classified	Detected	Interviewed	Surveyed
Collected	Diagnosed	Investigated	Synthesized
Conducted	Evaluated	Measured	Systematized
Completed	Examined	Monitored	Theorized
Compared	Extracted	Recognized	Transformed
Controlled	Explored	Refined	
Corrected	Identified	Reviewed	
Correlated	Indexed	Researched	

Technical Skills

Assembled	Installed	Mapped out	Stocked
Built	Inspected	Operated	Licensed
Constructed	Labored	Overhauled	Programmed
Designed	Logged	Performed	Remodeled
Engineered	Merchandised	Processed	Repaired
Edited	Maintained	Proofed	Solved
Fabricated		Shipped	Taught

Financial / Quantitative Skills

Accounted for	Computed	Grossed	Raised
Administered	Consolidated	Increased	Reconciled
Apportioned	Conserved	Input	Recorded
Appraised	Converted	Inventoried	Reduced
Approximated	Counted	Managed	Summarized
Audited	Dispensed	Marketed	Tabulated
Allocated	Dispersed	Maximized	Targeted
Balanced	Earned	Minimized	Totaled
Boosted	Enumerated	Multiplied	Tracked
Budgeted	Estimated	Planned	Transacted
Calculated	Figured	Profited	Sold
Certified	Financed	Projected	
Checked	Forecasted	Purchased	
Compiled	Grew	Quantified	

Communication Skills

Addressed	Deliberated	Moderated	Recruited
Adapted	Developed	Motivated	Related
Arbitrated	Directed	Negotiated	Reported
Arranged	Drafted	Officiated	Represented
Authored	Edited	Perceived	Solicited
Briefed	Elicited	Persuaded	Suggested
Clarified	Enlisted	Presented	Summarized
Collaborated	Formulated	Promoted	Surveyed
Communicated	Greeted	Publicized	Translated
Consented	Influenced	Reconciled	Welcomed
Cooperated	Interpreted	Recruited	Wrote
Corresponded	Interviewed	Referred	
Critiqued	Mediated	Spoke	

Teaching Skills

Adapted	Explained	Instructed	Stimulated
Advised	Facilitated	Mentored	Tested
Clarified	Fostered	Modeled	Theorized
Coached	Guided	Motivated	Trained
Demonstrated	Graded	Persuaded	Tutored
Educated	Illustrated	Presented	
Enabled	Informed	Routed	
Encouraged	Initiated	Set goals	

Helping Skills

Accommodated	Counseled	Facilitated	Tailored
Advised	Demonstrated	Familiarized	Referred
Aided	Diagnosed	Guided	Rehabilitated
Alleviated	Eased	Helped	Relieved
Assessed	Educated	Interceded	Rescued
Assisted	Enabled	Listened	Represented
Assured	Endorsed	Mobilized	Served
Bolstered	Enhanced	Prescribed	Supported
Clarified	Enriched	Provided	Sustained
Coached	Expedited	Protected	

Chronological Resume Sample

(Education Listed First)

Jane D. Smith *(Bold)(Font size 12 – 16)*

299 King Street NE *(Regular Text) (Font size 11 - 14)*

Rich, IA 55555

(319) 555-1212

jane.smith@aol.com

Career Objective *(Headings-Bold & Font size 12 - 14) (Career Objective is Optional)*

To obtain a Paralegal position in a Moyer & Smith Law firm. *(Regular text, Font size 11 - 12)*

Education *(List most recent education first) High School is not necessary if you have college education)*

Kirkwood Community College, Cedar Rapids, IA

Paralegal Studies, Associate of Arts Degree pending 05/20

Business Administration: Management, A.A.S. Degree – 05/17

3.95/4.00 GPA

Professional Experience *(Work Experience, Work History, Relevant Experience, Employment)*

(Formatting Dates: Year to Year 2008-2019 or Month/Year to Month/Year 2/08-12/19)

2019-Present Belding & Belding Law, Cedar Rapids, IA

Legal Assistant *(Job titles in bold)*

- Provide paralegal services to ten attorneys in residential real estate sales within Iowa and Illinois.
- Monitor transactions from start to final settlement statement; order and review titles, obtain plot plans and municipal lien certificates, research background and work successfully against deadlines.
- Serve as liaison for clients, banks and attorneys; schedule meetings, identify documents necessary for all parties.
- Coordinate all post-closing functions, complete title insurance forms, send final payments to banks and municipalities and disburse funds.

2013-2019 Investors Life Insurance Co., Marion, IA

Deputy Clerk (2017-2019)

- Negotiated payments with attorneys' Third Party Liability cases and reviewed medical records.

Operator Clerk (2013-2017)

- Provided subscriber information to customers, assisted in completion of questionnaires and forms.

Computer Skills *(Must list Computer Skills on Resume)*

Experience with operating systems Win 2010 and Microsoft programs 2016/2019 Word, Excel, Outlook and Internet. Knowledgeable in Microsoft programs 2016/2019 PowerPoint, Access, Lexis and Westlaw research programs. Typing (60 wpm)

Jane D. Smith

P.2

(Must place your name and Page 2 on second page)

Organizations *(Optional)*

- Member of the Iowa Paralegal State Association - 2019
- Member of the National Paralegal Association - 2019

Volunteer Activities *(Optional)*

- Volunteer at Boys and Girls Club for almost 4 years.
- Girl Scout leader for the past 4 years.
- Raised money for a friend at the American Cancer Society Walk-A-Thon

Awards *(Optional)*

- Awarded the Pounds/Ebaugh Scholarship for Academic Achievement – 2018.

Languages *(Optional)*

- Fluent in writing and speaking English and Spanish.

Certifications

- CPR Certified – 2019
- Microsoft A+ Certified – 2019

References *(Optional)*

Morris Pounds

Career Counselor
 Kirkwood Community College
 6301 Kirkwood Blvd SW
 Cedar Rapids, IA 52404
 (319) 398-5654
mpounds@kirkwood.edu

Tom Smart

Attorney
 Smart & Crazy Law, Inc.
 P.O. Box 8602
 Cedar Rapids, IA 52402
 (319) 398-5555
tsmart@aol.com

Sally Booth

Customer Rep.
 ZXC Company
 P.O. Box 77
 Marion, IA 52302
 (319) 377-5555
sbooth1@gmail.com

John Westfield

Human Resource Director
 Winfield Best Co.
 Hwy 78 W
 Winfield, IA 52659
 (319) 257-5555
jwestfield@live.com

(Complete Job Title, Name of Company, Address-Home or Work, Phone Number-Home or Work and Email address)

Chronological Resume Sample
(Professional Experience Listed first)

Jane D. Smith *(Bold) (Font size 12 – 16)*
299 King Street NE *(Regular Text) (Font size 11 - 14)*
Rich, IA 55555
(319) 555-1212
jane.smith@aol.com

Career Objective *(Headings-Bold & Font size 12 - 14) (Career Objective is Optional)*

To obtain a Paralegal position in a Moyer & Smith Law firm. *(Regular text, Font size 11 - 12)*

Professional Experience *(Work Experience, Work History, Relevant Experience, Employment)*
(Formatting Dates: Year to Year 2007-2018 or Month/Year to Month/Year 2/07-12/18)

2018-Present Belding & Belding Law, Cedar Rapids, IA

Legal Assistant *(Job titles in bold)*

- Provide paralegal services to 10 attorneys in residential real estate sales within Iowa and Illinois.
- Monitor transactions from start to final settlement statement; order and review titles, obtain plot plans and municipal lien certificates, research background and work successfully against deadlines.
- Serve as liaison for clients, banks and attorneys; schedule meetings, identify documents necessary for all parties.
- Coordinate all post-closing functions, complete title insurance forms, send final payments to banks and municipalities and disburse funds.

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Education *(List most recent education first and High School is not necessary if you have college education)*

Kirkwood Community College, Cedar Rapids, IA

Paralegal Studies, Associate of Arts Degree pending 05/20

Business Administration: Management, A.A.S. Degree – 05/17

3.95/4.00 GPA

Computer Skills *(Must list Computer Skills on Resume)*

Experience with operating systems Win 2010 and Microsoft programs 2016/2019 Word, Excel, Outlook and Internet. Knowledgeable in Microsoft programs 2016/2019 PowerPoint, Access, Lexis and Westlaw research programs. Typing (60 wpm)

Chronological Resume Sample

Sam Network

2030 Fiber Rd NE
Cedar Rapids, IA 52402
(319) 555-6161
snetwork@yahoo.com

Objective

To obtain a Computer System Analyst position.

Summary of Qualifications

- Over 10 years' experience of list description of key technologies used.
- Over 12 years of IT experience, spanning all Windows operating systems. This includes outstanding performance as desk-side support, desk team lead, project coordination and server administration. Additionally, I have succeeded as a VMWare Administrator, Domino Server Administrator and SQL Server Administrator.
- Strong experience managing network systems.
- Experience in training and presentation skills to over 200 employees.

Computer Skills

Server Operating Systems, Tools & Utilities Skills

- Windows 2000-2010 Server, NT Server 4.0, Terminal Server, Microsoft BackOffice Servers, IIS 5 and 6, SMS, SharePoint, MS SQL Server.
- Proxy 2.0, ISA Server, Microsoft Exchange 5.5, 2000, 2003, 2007, 2010, 2013, 2016, 2018 & 2019
- Novell & UNIX Servers
- PCAnywhere, Partition Magic, WinZip, Norton Corporate Edition, Computer Associates E-Trust AV. Citrix ICA Client
- Native Windows Remote Management Tools, VNC

Hardware

- Compaq/HP Proliant series, IBM and Dell
- HP Server *list model number*
- Dell Server *list model number*

Network Administration

- A deep understanding of DNS, WINS, DFS, DHCP
- RRAS, RADIUS, IIS, IPSec, Active Directory Administration and Design
- Multiple forest/tree domain configurations, OU Structures
- Group/User Management, Windows 2010 Migration, Group Policy
- Remote Installation Services, IE Admin Kit, Security Principles
- Data Backup Strategy, Redundancy Strategy, Disaster Recovery Strategy
- Wireless device installation and management

Professional Experience

9/16 – Present **Independent Consultant**, Cedar Rapids, IA

- An outstanding example of my broad scope expertise is shown with one client I have been servicing since 2010. I initially took an undocumented install of NT server, Exchange and SQL server and made it a fully functional network. This included reverse engineering the install of 3 NT servers, SQL and Exchange. I then documented and recreated the entire network on 3 separate NT servers. Also, I built an internal webpage for the company using FrontPage. Additionally, in one weekend, migrated these 3 NT servers, SQL Server and Exchange to a new Windows 2010 Small Business Server. This required the migration of over 15 GB of data, spanning multiple SQL server databases.
- Reviewed an entire network, encompassing 3 locations in Iowa, for a Civil Engineering firm. After Board of Director approval, built a new 2010 Enterprise server network in one office, upgrading all workstations in office as necessary. Standardized two additional offices, including servers, and updated hardware and software in the remaining two offices to meet approved specifications.

1/04 - 9/16 Aegon USA, Cedar Rapids, IA

Enterprise Systems Engineer

- Negotiated over \$20,000 in replacement equipment and on-site support for a non-functioning Enterprise KVM Solution encompassing over 1,000 servers. Updated and brought the system fully functional. Developed processes for asset control, power control and day-to-day maintenance of this system.
- As a VMWare Administrator, reclaimed over \$15,000 in server hardware running and implementing the project to reclaim processor and memory within VMWare farms.
- Traveled to Boston, New York, New Jersey, Charlotte and Denver to meet with key Divisions to negotiate technical needs in my role as Enterprise Asset Manager. Resolved key revenue impacting issues between the server teams and the divisions.
- Succeeded in roles as server build and decommission coordinator. Worked with other team members to document and create the server build and decommission processes. At times this meant coordinating the status of over 50 servers at a time.

2/03 – 1/04 McLeod USA, Cedar Rapids, IA

Enterprise System Administrator

- Sole Administrator for Enterprise web-based training solution, Ingenium. Took over project implementation, worked with internal Database, Internet and Server teams to seamlessly roll-out the product. Took the time and effort required to learn the process scripting data in and out of Oracle databases using Crystal Reports and Access.

Education, Certification & Training

Kirkwood Community College, Cedar Rapids, IA

Computer Information Systems, A.A.S. Degree - 2017

LAN Management, A.A.S. Degree - 2013

- VMWare Training; Chicago – 3/13
- Administering Windows 2010 Official Curriculum – 9/13
- Administering Lotus Notes R.5 – 3/06
- Moving from Lotus Notes R.4 to R.5 – 3/06
- Administering Microsoft NT 4.0 Core Technologies – Official Microsoft Curriculum – 3/03
- ESD (Electro-Static Discharge), Training & Certification - 2004-2007

Chronological Resume Sample

Terry Maine

67 First Ave.

Smalltown, IA 52385

(319) 555-8755

terry-maine@student.kirkwood.edu

- OBJECTIVE:** To obtain a position as an Administrative Assistant.
- EDUCATION:** Kirkwood Community College, Cedar Rapids, IA
Administrative Management, A.A.S. pending 5/20
GPA: 3.10/4.00
- RELEVANT COURSEWORK:** Word Processing, Human Relations, Business Editing, Business Math, Desktop Publishing, Multimedia, Business Law and Accounting I
- RELATED EXPERIENCE:** Kirkwood Community College, Cedar Rapids, IA 5/19 - present
Advising Center
Office Assistant (PT)
- Greet and schedule appointments for up to 150 students per day
 - Organize files and track daily statistics
 - Maintain accurate records for students
 - Answer a multi-line phone and direct callers accordingly
- Kirkwood Community College, Cedar Rapids, IA Fall 2018
Kirkwood Administrative Assistant Club
Secretary
- Kept track of attendance at each meeting
 - Typed meeting minutes for each meeting
 - Maintained communication with all 30 members of the group by sending out periodic email updates
- OTHER EXPERIENCE:** Kroger Grocery Stores, Surfside, SC Summer 2017
Cashier (PT)
- Operated a computerized cash register
 - Responsible for cash drawer averaging \$2000 daily
 - Communicated effectively with a diverse group of customers
 - Worked efficiently to provide quality service for up to 250 customers per shift
- COMPUTER SKILLS:** Experience in operating Windows 10 and MS 16/19, Excel, Word, Access, FrontPage, Publisher, PowerPoint, HTML and type 70 wpm.
- ACTIVITIES:** Kirkwood Student Senate
Kirkwood Business Professional Association Student Club

Chronological Resume Sample

Angie Lucason

angie-lucason@student.kirkwood.edu

Local Address:

109 James St.
Cedar Rapids, IA 52401
(319) 555-5182

Permanent Address:

35 Maurer St.
Wilton, IA, 52778
(563) 555-7885

OBJECTIVE: To obtain an Accounting Internship during the Fall semester of 2019.

EDUCATION: Kirkwood Community College, Cedar Rapids, IA
Accounting, Associate of Arts Degree pending 12/20
GPA: 3.30/4.00

PROFESSIONAL EXPERIENCE: Kirkwood Accounting Club, Cedar Rapids, IA Fall 2018
Treasurer

- Maintained a balanced budget of \$1000
- Wrote checks for club expenses
- Collaborated as part of a governing leadership group to make decisions for the club

Texas Roadhouse, Cedar Rapids, IA 08/17-present
Server (PT)

- Efficiently provided service for up to 6 tables at a time
- Balanced cash register totals after each shift, often in excess of \$1500
- Trained 8 new employees

Wilton Savings Bank, Wilton, IA 04/16-08/18
Teller

- Processed customer transactions accurately
- Explained policies and answered questions for customers
- Operated adding machine, calculator, coin machine and currency counter

COMPUTER SKILLS Experience in operating Windows 10, MS 16/19 Excel, Access, Word, PowerPoint, HTML, Peachtree and QuickBooks. Type 70 wpm

ACTIVITIES: Volunteer, Freedom Festival Summers 17, 18, 19
Intramural Ultimate Frisbee Team Fall 2018
Salvation Army Volunteer Fall 2018

LEADERSHIP EXPERIENCE: **Student Ambassador**
Admissions Office, Kirkwood Community College, Cedar Rapids

- Spoke to groups of prospective students about attending Kirkwood Community College
- Conducted tours of campus

Chronological Resume Sample

Melissa Canine

50 White Lane
West Liberty, IA 52776
(319) 555-1212
melissa.canine@gmail.com

Objective:

To obtain a position as a Registered Dental Hygienist

Education:

Kirkwood Community College, Cedar Rapids, IA
Dental Hygiene, Associate of Applied Science – 05/19
GPA 3.60/4.00

The University of Iowa, Iowa City, IA
College of Liberal Arts – Completed 1 year

Clinical Experience

The University of Iowa College of Dentistry:

08/17-05/19

- Obtained and reviewed health histories in Axiom healthcare software
- Performed extra-oral and intra-oral exams, obtained and charted information pertaining to periodontal status, and completed plaque scores
- Completed scaling and root planning, coronal polishes, placed sealants, and applied fluoride treatments
- Established individualized treatment plans
- Administered local anesthesia, as needed
- Made radiographs
- Performed nutritional counseling
- Educated patients about oral health and oral hygiene care

Additional Clinical Experience/Community Outreach:

- Community Health Free Clinic, Cedar Rapids, IA 06/18-05/19
- His Hands-Free Clinic, Cedar Rapids, IA 08/18-05/19
- Iowa City Free Clinic, Iowa City, IA 08/18-05/19
- Iowa Medical and Classification Center, Coralville, IA 06/18

Volunteer:

Tanager Place 10/18
Educated children on the importance of oral health
Dispensed free toothbrushes and toothpaste

IMOM 09/18
Sterilized dental instruments

Project Homeless Connect & Veteran Stand Down Resource Fair 09/18
Provided oral hygiene instruction
Applied topical fluoride
Referred patients to specialized clinics

Melissa Canine

P.2

Certifications:

- Local Anesthesia 05/19
- Nitrous Oxide 05/19
- C.P.R for the Healthcare Provider 05/18-05/20
- Mandatory child/adult abuse reporter 04/18-Present

Computer Skills:

Proficient in PC and Mac operating systems, and Axium Healthcare Software. Experienced with Microsoft 16/19 Word and PowerPoint. Knowledgeable in Microsoft 16/19 Excel.

Other Work Experience:

- Nanny, Iowa City, IA (PT) 08/15-Present
- Nanny, Muscatine, IA (PT) 08/10-05/15
- Miss Sue's, Muscatine, IA (PT) 12/13-05/15
- Parlor Dip, Muscatine, IA (PT) 06/13-09/13

References

Krista Johntson

Dentist Instructor
University of Iowa
3505 Timber Hill Dr.
Iowa City, IA 52241
(319) 555-1212

Jennifer Thoms

Benefits Manager
Electric Meter Co.
1852 Grizzly Bear Trail
West Liberty, IA 52776
(319) 555-1212

Jane Dean

Adjunct Dental Hygiene Instructor
Kirkwood Community College
6301 Kirkwood Blvd SW
Cedar Rapids, IA 52404
(319) 398-5566
jane.dean@kirkwood.edu

Shaunda Clark

Dental Hygiene Program Director
Kirkwood Community College
6301 Kirkwood Blvd SW
Cedar Rapids, IA 52404
(319) 398-5566
sclark@kirkwood.edu

Chronological Resume

Joseph L. Nurse

444 S Winner Dr.
West Liberty, IA 52776
(319) 555-1212
jlnurse@gmail.com

Career Objective

A position as a Registered Nurse at Mercy Hospital where I can make the most of my nursing education and training, in addition to my interpersonal skills to provide the highest level of patient care.

Education

Kirkwood Community College, Cedar Rapids, IA
Nursing, Associate of Nursing Degree pending 05/20
Entry Level Firefighter, Associate of Applied Sciences 05/11
Nursing Program GPA 3.78/4.0

Licensure & Certification

Registered Nurse (IOWA)	Anticipated, Summer 2020
BLS for Healthcare Providers, American Red Cross	10/19

Clinical Rotations

UnityPoint Health St. Luke's, Cedar Rapids, IA 01/20 – 04/20

Preceptorship - Emergency Department, 156 hours

- Coordinated with Emergency Department personnel to obtain patients' vital statistics and medical history, to determine the circumstances of the emergency, and to administer emergency treatment
- Assessment and prioritization of medical care and interventions for patients in an emergency setting
- Evaluated the effectiveness of interventions
- Quick recognition of life-threatening conditions
- Participated in patient discharge process including teaching and providing resources

Mercy Hospital, Iowa City, IA 10/19 - 11/19

Medical/Surgical Unit, 72 hours

- Assessed new surgical patients and monitored existing patients
- Monitored surgical sites and noted any changes, administered medications and changed dressing
- Assisted patients with healing and recovery after surgery

University of Iowa Hospitals & Clinics, Iowa City, IA 09/19 - 10/19

Cardiac Telemetry Unit, 72 hours

- Assessed and cared for patients with cardiovascular problems
- Performed complex nursing tasks such as IV pump/IV push/IVPB medication administration, PICC line blood draws, tracheotomy suctioning, and G-tube medication administration.
- Documented information based on ongoing assessment findings

Mercy Medical Center, Cedar Rapids, IA 07/19

Behavioral Health, 56 hours

- Observed and assessed changes and trends in physical or mental conditions of the patient, as well as planned and implemented therapeutic interventions and evaluated response to such interventions
- Provided a safe and therapeutic milieu, including identification and intervention to early cues of agitation

Clinical Rotations (Continued)

UnityPoint Health St. Luke's, Cedar Rapids, IA 06/19

Pediatrics, 32 hours

- Provided medical and emotional needs of infants, children, and young adults
- Performed physical examinations and administered medications
- Provided preventative and acute care to children and adolescents

Mercy Medical Center, Cedar Rapids, IA 02/19 - 04/19

Orthopedics, 72 hours

- Assessed new surgical patients and monitored existing patients
- Monitored surgical sites and noted any changes
- Administered medications and changed dressings
- Treated injuries and illnesses that affect the muscles and bones

Kalona Care Center, Kalona, IA 10/18 - 12/18

Long Term Care, 72 hours

- Delivered coordinated nursing care for an assigned group of residents
- Administered oral, subcutaneous, and IM medications
- Performed skills, including vital signs, sterile technique, wound dressing, urinary catheterization, and suture removal [SEP]

Kirkwood Community College, Cedar Rapids, IA 09/18 - 04/20

Clinical Simulations, 40 hours

- Utilized teamwork to assess, treat, and resolve complex nursing situations in a controlled environment

Professional Experience

Go Daddy, Cedar Rapids, IA 09/16 - 10/19

Sales and Support Consultant

- Consulted to new and existing businesses to enhance their online presence and experience.
- Assisted clients with technical issues regarding products while ensuring customers have products they need to successfully run their business.

The City of Cedar Rapids, Cedar Rapids, IA 11/12 - 07/16

Public Safety Officer

- Responsible for the safety of persons in and around airport grounds
- Provided Law Enforcement, Fire, and EMS support for the airport and surrounding areas
- Facilitated Airport Operations compliance with CRF Part 140

Computer Skills

Experience in MS Office 2016/2019 Programs: Word, Excel, PowerPoint, Outlook and EPIC

Joseph L. Nurse
444 S Winner Dr.
West Liberty, IA 52776
(319) 555-1212
jlnurse@gmail.com

REFERENCES:

Suzy Ebaugh
Emergency Department Registered Nurse
UnityPoint Health St. Luke's Hospital
1026 A. Ave. NE
Cedar Rapids, IA 52402
W: (319) 555-1212
sebaugh@unitypoint.com

Jennifer Miller
Certified Flight Registered Nurse
UnityPoint Health St. Luke's Hospital
1026 A. Ave. NE
Cedar Rapids, IA 52402
W: (319) 555-1212
jmiller@unitypoint.com

Jane Smith
Nursing Program and Clinical Instructor, Registered Nurse
Kirkwood Community College
6301 Kirkwood Blvd. SW
Cedar Rapids, IA 52404
W: (319) 555-1212 ext. 1212
jane.smith@kirkwood.edu

Sam Scalpel
Nursing Program and Clinical Instructor, Registered Nurse
Kirkwood Community College
6301 Kirkwood Blvd. SW
Cedar Rapids, IA 52404
W: (319) 555-1212 ext. 1212
sam.scalpel@kirkwood.edu

Chronological Resume

Sophie A. Williamson

409 60th St NE

Mt. Pleasant, IA 52641

(319) 555-5555

swilliamson@happymail.com

Career Objective

To obtain a Medical Assistant position.

Education

Kirkwood Community College, Cedar Rapids, IA

Medical Assisting, Associate of Applied Science Degree, expected 05/20

Externship Experience

2/20 - 4/20 Mercy North Urgent Care, Mt. Pleasant, IA

Medical Assistant

- Interview patients, measure vital signs such as pulse rate, temperature, blood pressure, weight and height and record information on patients' charts.
- Prepare treatment rooms for examination of patients.
- Drape patients with covering and position instruments and equipment.
- Hand instruments and materials to doctor as directed.
- Clean and sterilize instruments.
- Operate electrocardiograph (EKG) and other equipment to administer routine diagnostic testing or call medical facility to schedule patients for tests.
- Give injections or treatments and perform routine laboratory tests.
- Schedule appointments, receive money for bills, keep x-ray and other medical records, perform secretarial tasks and complete insurance forms.
- Key data into computer to maintain office and patient records.

Professional Experience

2018-Present Mercy Medical Center, Mt. Pleasant, IA

Receptionist Operator

- Serve as the primary communications resource for incoming and outgoing telephone services.
- Provide emergency notifications, messaging and paging, monitor various alarms and warning systems.
- Provide support services for the patient information desk.

2017-2018 CFI Logistics, Inc., Winfield, IA

Logistics/Sales Coordinator

- Developed and maintained relationships with customers.
- Made sales calls to prospective customers.
- Quoted, negotiated price and committed to customers extemporarily.
- Submitted required paperwork to credit department.
- Collaborated with members of a team to ensure all areas were covered.

Professional Experience (Continued)

2016-2017 HIRE Associates, Washington, IA

Bilingual Accounts Manager

- Scheduled interviews and orientations for prospective and new employees.
- Interpreted and translated for Spanish speaking persons.
- Interviewed prospective employees.
- Submitted weekly payroll for up to 100 employees.

2011-2016 GAP Store, Williamsburg, IA

Second Key Manager

- Opened and closed store.
- Managed store activities in areas of sales, customer service and store maintenance.
- Skilled in areas of order processing and inventory.
- Managed all aspects of merchandising, window displays and stocking.
- Managed cashiering activities in areas of purchasing, returns and exchanges and enforced store policies.
- Interfaced with vendors concerning pricing, availability, damaged product, buy-backs and special orders.
- Supervised and trained new employees.

Computer Skills

Experience in Windows 10, Microsoft 16/19 Word, Excel, Outlook, PowerPoint and Internet. Typing (80 wpm)

Certifications

CPR Certified – American Red Cross, Cedar Rapids, IA – 9/18
Certification Board Exam (IOWA) pending 6/20

Organizations

Member of the American Association of Medical Assistants – 9/18 – Present

References

Dawn Eitel, CMA

Director
Kirkwood Community College
Health Science Department
6301 Kirkwood Blvd SW
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Peg Donohoe, CMA

Medical Assisting Faculty
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Julie Olson

Lead Receptionist Operator
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611 12th St SE
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(319) 555-5555
jolson@mmc.com

Joe Hire

HIRE Associates
129 Broad Ave
Washington, IA 52612
(319) 555-5555
jhire@aol.com

Chronological Resume Sample

Landon Pounds

1896 1st Ave. apt #3
Coralville, IA 52241
(555) 555-2968
Lpounds@yahoo.com

Career Objective

To obtain a position as a Respiratory Therapist.

Education

Kirkwood Community College, Cedar Rapids, IA
Respiratory Therapist, Associate of Applied Science in pending 05/20

Clinical Rotations: (720+ Hours) 01/18-present

MICU (medical intensive care unit), **SICU** (surgical intensive care unit), **CVICU** (cardiovascular intensive care unit), **TRANS** (in-house patient transport), **NICU** (neonatal intensive care unit), **PICU** (pediatric intensive care unit), intensive care rounds, **ED** (emergency department), **LTAC** (long term acute care), **PFT** (pulmonary functional testing) and rehabilitation, **HBO** (hyperbaric oxygen therapy), sleep study, direct physician contact on rounds, surgical exposure, x-ray rounds, and physician rounds

Clinical Experience Site Locations:

University of Iowa Hospitals, St Luke's Hospital, Marshalltown Regional Hospital, Mercy Hospital, Eastern Iowa Sleep Lab, Virginia Gay Hospital, Veteran's Affairs Medical Center, Long Term Acute Care Center, and Home Care.

Clinical Experience:

Respiratory Therapist Student

01/18-present

- Competent and proficient in physical assessments inclusive of vital signs and able to make clinical recommendations
- Proficient in several oxygen modalities and delivery
- Proficient in hyperinflation therapy and aerosol drug treatment
- Competent and proficient in tracheostomy care and bronchial hygiene
- Competent in ventilator patient initiation, assessment, and adjustments
- Proficient and competent in laboratory results and interpretation including but not limited to; ABG's, electrolytes, outputs, etc.
- Competent in pulmonary function testing and interpretation
- Competent in ECG; initiation, interpretation, and stabilization
- Able to initiate and titrate oxygen therapy inclusive of exercise
- Proficient in noninvasive ventilation inclusive of but not limited to; initiation, patient assessment, and adjustments

Certifications:

CPR (Cardiopulmonary Resuscitation), American Heart Association

08/18

ACLS (Advanced Cardiac Life Support)

pending 05/18

Professional Affiliation:

Member of AARC (American Association for Respiratory Care) 08/18

Work Experience:

System Unlimited, Iowa City, IA 07/18-present

Direct Support Professional (PT)

- Provided direct care for individuals with mental and physical disability

Pathfinder Services, Huntington, IN 11/15-06/18

Direct Support Professional

- Provided direct care for individuals with mental and physical disability

Computer Skills

Experienced in Microsoft Office 16/19 Programs: Word, Excel, and PowerPoint;
Knowledgeable in Pyxis, EPIC, Centrix, and governmental computer training

Languages:

- Fluent in writing and speaking English, French, and Swahili

References:

Tamara Alt, Instructor
Kirkwood Community College
Respiratory Therapy Program
6301 Kirkwood Blvd SW
Cedar Rapids, IA 52404
(319) 398-1289
tamara.alt@kirkwood.edu

Mel Cerveny, Instructor
Kirkwood Community College
Respiratory Therapy Program
6301 Kirkwood Blvd SW
Cedar Rapids, IA 52404
(319) 398-1289
mel.cerveny@kirkwood.edu

Jason Smith, Manager
Medical Staffing R-US
123 Washington Blvd
Fort Wayne, IN 46802
(555) 555-9385
jsmith@aol.com

Melissa Brooks, Supervisor
XYZ Organization
958 Muscatine Ave.
Iowa City, IA 52240
(555) 555-7927
mbrooks146@yahoo.com

Chronological Resume Sample

Danielle Batten

1974 Hospital Dr.
Coralville, IA 52241
(319) 555-0927
Ddbatten123@gmail.com

Objective:

To obtain a full-time position as a Respiratory Therapist.

Education:

Kirkwood Community College, Cedar Rapids, IA
Respiratory Therapy Program, Associates of Applied Science pending 05/20
3.90/4.00 GPA

University of Iowa, Iowa City, IA
Health and Human Physiology, Bachelor of Arts 05/18
3.03/4.00 GPA

Related Coursework:

Human Anatomy, Fundamentals of Physiology, Microbiology, Respiratory Care I, II, and III, Pulmonary Function Testing, Perinatology, Cardiac Monitoring, Advanced Cardiac Care, Cardiac Care, Pathology I and II

Clinical Rotations: (Over 720 clinical hours)

Spring 2019-Present

MICU (medical intensive care unit), **SICU** (surgical intensive care unit), **CVICU** (cardiovascular intensive care unit), **TRANS** (in-house patient transport), **NICU** (neonatal intensive care unit), **PICU** (pediatric intensive care unit), intensive care rounds, **ED** (emergency department), **LTAC** (long term acute care), **PFT** (pulmonary functional testing) and rehabilitation, **HBO** (hyperbaric oxygen therapy), sleep study, direct physician contact on rounds, surgical exposure, x-ray rounds, and physician rounds

Clinical Experience Site Locations:

University of Iowa Hospitals and Clinics, Mercy Hospital, Veteran's Affairs, St. Luke's Hospital, Mercy Medical Center, Eastern Iowa Sleep Center, LTAC Continuing Care Hospital, Virginia Gay Hospital, Marshalltown Medical and Surgical Center, CarePro Home Medical, Hammer Home Medical, Kirkwood Katz Simulation Center, Direct physician rounds and shadowing.

Clinical Experience:

Respiratory Therapist Student

01/18-present

- Clinical rotations included: **PICU**, **NICU**, **MICU**, **CVICU**, **SNICU**, homecare, long term care, sleep lab, **PFT** and bronchoscopy suite, pulmonary rehab, and hyperbaric suite
- Competent in bronchopulmonary therapy including but not limited to; various methodologies and medication deliverance
- Able to gather and interpret patient data and make recommends of treatment in many arenas; pediatrics to adults
- Proficient in various suctioning procedures and bronchial hygiene techniques and modalities
- Competent and proficient in ventilator initiation and patient assessment, and related ventilator clinical adjustments. Competent ventilators include but are not limited to; ServoI, PB 840, Sensor Medic Oscillator A &B, Bunnel Jet Ventilator.
- Observed and assisted in pulmonary function testing and interpretation
- Competent and proficient in; ABG puncture, art line sampling, and analysis
- Knowledgeable in tracheostomy care and oral care
- Able to utilize transport ventilation as a means of transporting critical care patients
- Competent in noninvasive ventilation, initiation, and management

Clinical Experience: (Continued)

Respiratory Therapist Student 01/18-present

- Observed and aided in special procedures such as bronchoscopy and chest tube placement
- Competent and proficient in several different modalities of oxygen therapy and devices
- Shadowed independently with various pulmonary physicians to include; patient assessment, recommendations, and interpretations.

Certifications:

Registered Respiratory Therapist (RRT) - IOWA	pending 05/20
Certified Respiratory Therapist (CRT) - IOWA	pending 05/20
C.P.R and First Aid Certified, American Red Cross	11/19
A.C.L.S Certified	pending 05/19

Affiliations:

Kirkwood Respiratory Therapy Club	Member	2018-2020
American Association for Respiratory Care	Member	2018-present

Volunteer Experience:

University of Iowa Hospital, Iowa City, IA	RSCU Volunteer	2017-2018
University of Iowa Hospital, Iowa City, IA	Volunteer Mentor	2018

Computer Skills:

Experience in Microsoft Office 16/19 programs: Word, PowerPoint, and Outlook. Experience in EPIC and various electronic medical record systems; Familiar with Microsoft 16/19 Excel

Other Work Experience:

Private Nanny, North Liberty, IA	Child Care Provider (PT)	2016-present
Genesis Church, Coralville, IA	Sunday School Teacher (PT)	2018-present
Arc of Southeast Iowa, Iowa City, IA	Direct Care Professional	2011-2014
Iowa Children’s Museum, Coralville, IA	Floor Team Member	2009-2011

Awards:

Dean’s list Kirkwood Community College	Fall 2018-Fall 2020
Dean’s list University of Iowa	Fall 2018
Awarded Betty Winokur Endowed Scholarship	2018 - 2019

International Experience:

Interned with Josiah Venture, English Instructor, L’viv, Ukraine	05/15-08/15
Interned with Josiah Venture, English Instructor, L’viv, Ukraine	05/14-08/14

Danielle Batten
1974 Hospital Dr.
Coralville, IA 52241
(319) 555-0927
Ddbatten123@gmail.com

References:

Tamara Alt B.A.S., R.R.T., N.P.S.
Kirkwood Respiratory Therapy Program Director
6301 Kirkwood Blvd. S.W.
2164 Linn Hall
P.O. Box 2068
Cedar Rapids, IA 52404
(319) 398-5520
Tamara.Alt@kirkwood.edu

Mel Cerveny
Kirkwood Respiratory Therapy Instructor
6301 Kirkwood Blvd. S.W.
2164 Linn Hall
P.O. Box 2068
Cedar Rapids, IA 52404
(319) 398-1289
Mel.Cerveny@kirkwood.edu

Jennifer Wilde
Registered Nurse
ABC Medical Center
124 Harvest Dr.
North Liberty, IA 52317
(319) 555-1212
jwilde@mcenter.com

Dana Schmitt
Administrative Assistant
XYZ Assistants
123 13th St.
Coralville, IA 52241
(319) 555-1212
dschmitt@xyzassistants.org

Chronological Resume Sample

Terry Johnson

443 6th St. SW Cedar Rapids, IA 52404 (319) 555-5555

terry.johnson@hotmail.com

EDUCATION:

Kirkwood Community College, Cedar Rapids, IA

Architectural Technology Associate of Applied Science Degree, pending 05/20

GPA 3.31/4.00

COURSE HIGHLIGHTS:

Architectural CAD, Building Construction Systems, Architectural Drafting, Construction Estimating & Practices, Drawing, Human Relations, American Architecture

COMPUTER PROFICIENCY:

Experience in AutoCAD 10-14/2016, Arc View, 3D home, 2020 Kitchen, MS 16/19 Word, Excel, PowerPoint, Photoshop and Windows 10

RELATED EXPERIENCE:

2019-present

Omnitechnologies, Inc., Cedar Rapids, IA

Drafting Intern

- Create CAD drawings for the steel fabrication
- Collaborate with clients and engineers to aide in initial design development
- Assist with documentation of certification for government projects

Summer 2018

Habitat for Humanity, Iowa City, IA

Drafting Assistant (Volunteer)

- Worked with an architect and drafter to create drawings of housing plans for low-income families
- Helped volunteer lay-workers understand the blueprints
- Assisted with the construction of 5 new homes

OTHER EXPERIENCE:

Summer 2017

Cannon Engineering Firm, Cedar Rapids, IA

Office Assistant (PT)

- Organized various support projects for a small firm of engineers
- Answered telephone and directed callers appropriately
- Communicated effectively with clients and engineers

2011-2017

Cargill Steel, Jonesville, IL

Steel Factory Worker

- Operated bundling machine and attached bundles to crane
- Worked 10 to 12 hours a day in a physically demanding environment

Chronological Resume Sample

Steve Proctor

172 Common Hill Ave

Lincoln, IA 50652

(319) 555-1111

steve-proctor@student.krikwood.edu

Career Objective

To obtain a GPS Technician position with Cooperative in Central Iowa.

Education

Kirkwood Community College, Cedar Rapids, IA

Ag GPS/GIS Technology, Associate of Applied Science Degree - 5/19

North Tama High School, Tama, IA

Diploma - 2017

Work Experience

9/18 – Present Linn Cooperative Oil Company, Newhall, IA

Crop Production Technician (PT)

- Work on equipment, repair toolbars, fix tires, service tractors, sprayers and floaters.
- Assist in hauling anhydrous ammonia tanks, applying anhydrous and dry fertilizers.
- Mixing chemicals and fertilizers and filling anhydrous ammonia tanks.
- In charge of data collection by writing down acres applied and weighing out tanks and trucks.

7/15 - Present Jones Farms, Lincoln, IA

Farm Hand (PT)

- Checking the herd size of 80 cows and 65 calves on a daily basis.
- Going through hog buildings and power washing facilities.
- Combining corn using a John Deere 9570 STS Combine.
- Field preparation for planting 1000 acres of corn and 500 acres of soybeans.

6/13 - 12/15 Custom Precast Company, Tama, IA

Concrete Technician (PT)

- Set up slatted flooring in hog confinement buildings.
- Poured concrete.
- Serviced semis and flatbed trailers.
- Cleaned up equipment: semis, concrete mixers and production lines.

Computer Skills

Experience with PC's and Microsoft 16/19 programs Word, Excel and PowerPoint. Experience in entering data into GPS monitors and able to transfer data from one computer to the other.

Typing 55 wpm

Organizations

- Member of the National FFA Alumni.
- Member of the Tama County Farm Bureau.

Volunteer Activities

- Put up American Flags for Memorial Day for the town of Tama
- Fixed up a Pioneer Cemetery for an FFA Project
- Cleaned up a road ditch for 4-H Scott Sodbusters Club

Awards

- Iowa FFA Degree; an award for participation
- National FFA Alumni Legion of Merit Recipient

Certifications

Certified Pesticide Operator – 9/17 to 9/19

References

Kelly Jones

Farmer
Jones Farms
739 Apple Rd
Toledo, IA 52342
(641) 555-4422
kjonesfarm@aol.com

James Sims

Farmer
Tama County Dairy
108 Tigerport Rd
Tama, IA 52339
(641) 555-4949
jsimsfarms@gmail.com

Terry Brase

Coordinator/Professor-GPS
Kirkwood Comm. College
6301 Kirkwood Blvd SW
Cedar Rapids, IA 52404
(319) 398-5555
tbrase@kirkwood.edu

John Bloom

Farmer
Bloom Farms
1954 22nd Ave
Tama, IA 52339
(641) 555-2540
jbloomfarms@live.com

Chronological Resume Sample

Jim J. Brooks

297 40th St.
Independence, IA 50644
(319) 555-5555
Jjbrooks10@gmail.com

OBJECTIVE: Seeking a position as a Diesel Ag Mechanic.

EDUCATION: Kirkwood Community College, Cedar Rapids, IA
Diesel AG Technology, A.A.S Degree, expected 05/20

Course Highlights: Ag Electrical, Machinery Servicing, Diesel Fuel Systems, Power Shift Transmissions, Ag Diagnosis, CDL, Combining Servicing, Fundamentals of Power Transfer, Welding

Independence High School, Independence, IA
Diploma - 2018

EXPERIENCE:
2018 – Present

Independence Tractor and Implement, Independence, IA
Service Technician

- Assist in Tractor and Combine Service to area farmers
- In charge of new equipment set up
- Work on maintenance of all equipment either in the shop or out in the field

2017 - 2018

Dave's Welding and Repair, Brandon, IA
Service Technician

- Provided road side assistance to area farmers whose equipment broke down
- Performed shop maintenance

2015 – 2017

John's Weld Shop, Jesup, IA
Welder

- Welded Field Chargers
- Repaired and welded farm equipment on a daily basis

COMPUTER SKILLS:

Experience in operating PC's with Windows 10 and Microsoft 16/19 Word, Excel and PowerPoint

ORGANIZATIONS:

Member and Volunteer of the Independence Fire Department
Member of National Corn & Soybean Growers
Member of Diesel Power Club at Kirkwood Community College

REFERENCES:

Brian Jones
Shop Foreman
Dave's Welding and Repair
209 Sheet Metal St.
Brandon, IA 52210
(319) 555-5555
bjones@gmail.com

Bob Schulte
Manager
Independence Implement
Old Hwy 20
Independence, IA 50644
(319) 334-5555
bschulte@yahoo.com

Jim Zach
Diesel Ag Coordinator
Kirkwood Community College
6301 Kirkwood Blvd SW
Cedar Rapids, IA 52404
(319) 398-5555
jzach@kirkwood.edu

Functional Resume Sample

Jane D. Smith

299 King Street NE

Rich, IA 55555

(319) 555-1212

jane.smith@aol.com

Highlights of Qualifications

- Number one ranked sales representative for 3 straight years
- Strong product knowledge from 11 years' experience in the field
- Able to handle large territories effectively
- Experience serving wide range of electronic industries

Professional Sales Experience

Direct Sales & Product Demonstration

- Increased average monthly sales to Midwest Stereo from \$1,100 to \$21,000 in 1 year.
- Set sales record, surpassing all sales representatives for any given month in company history.
- Held down company's largest territory; exceeded quotas and greatly increased sales.

Customer Service/Account Relations

- Established and maintained good rapport with over 250 clients in the electronics industry.
- Followed through promptly to resolve customer complaints.
- Found hard-to-find parts for customers, by whatever means necessary.
- Located detailed product information for customers to facilitate accurate parts ordering.

Marketing/Promotion

- Organized customized accessory racks for display in retail outlets.
- Successfully demonstrated to customers the benefits of quantity purchases and incentive programs.
- Researched industry trade journals to identify potentially popular and profitable items and locate products requested by accounts.

Computer Skills

- Experience in operating PC's with Microsoft 16/19 programs Word, Excel, Power Point, Access and Outlook.

Employment History

2019 – Present	Area Sales Rep.	Future Electronics	Marion, IA
2017 – 2019	Sales Rep. (PT)	Radio World Inc.	Cedar Rapids, IA
2015 – 2017	Stocker	Best Buys Co.	Cedar Rapids, IA

Education

Kirkwood Community College, Cedar Rapids, IA

Electronics Engineering Technology, Associate of Applied Science - 2019

3.53/4.00 GPA

Functional Resume Sample

Cindy M. Smith

9065 Hillgass Avenue

Winfield, IA 52659

(319) 555-1212

csmith@mchsi.com

Highlights of Qualifications

- Excellent telephone communication skills.
- Friendly, courteous and articulate.
- Familiar with computer database and word processing.
- General working knowledge of business machines.

Relevant Experience

Office Skills

- Typed letters, envelopes, labels and invoices for student publications office.
- Ran copies on Xerox machine; refilled paper and toner.
- Waxed camera-ready copy in preparation for layout of newspaper.
- Completed basic accounting class; familiar with use of calculator.
- Answered phones, sold computer training courses and enrolled students in PC courses as Administrative Assistant at Computers! Retail store.
- Assisted architectural space planning project at City Hall, measuring and recording furniture and work areas on each floor and in each department.

Telephone Skills

- Filled in as receptionist at Center for Independent Living, handling 250 incoming calls per day and relaying messages to staff.
- Made over 100 PR calls to businesses for ADMARK Corp.
- Took incoming calls for campus newspaper staff at University of Iowa.

Computer Knowledge

- Completed computer introductory training courses at Computers! which covered Microsoft 16/19 Word, Excel and PowerPoint.
- Input 1000 names and addresses into Filemaker database for ADMARK Corp.

Employment History

1/18-Present	Office Assistant	Computers!	Iowa City, IA
2/17-1/18	Office Assistant (PT)	Manpower	Iowa City, IA
2016-2017	Carpentry Assistant	Hal Howard Floor Refinishing	Coralville, IA
2015-2016	Inventory Clerk	Iowa City Hall	Iowa City, IA
2013-2015	Office Assistant	Student Publications	West Burlington, IA

Education

Southeastern Iowa Community College, West Burlington, IA

Major: Administrative Assistant, Associate of Applied Science Degree - 2015

Functional Resume Sample

Polly Kelsa

5912 Ash Ave.

Cedar Rapids, IA 52402

(319) 555-1212

Pk1234@gmail.com

OBJECTIVE: Accounting position, including financial consultation and training.

Summary of Qualifications

- Four years' experience in bookkeeping for small businesses and corporations.
- Commitment to professional growth and development in financial services.
- Outstanding talent for assessing clients' needs and developing individualized financial systems.
- Experience in Microsoft Office 16/19 Excel, Word, Access and Quickbooks.

Relevant Experience

Bookkeeping & Accounting

- Served as full-charge bookkeeper and financial manager for several businesses, responsible for:
 - general ledger, cash disbursements journal, cash receipts journal
 - payroll and payroll taxes, accounts payable, accounts receivable
 - bank reconciliation, budgeting, financial statements
- Consulted with CPAs on behalf of businesses, presenting all financial materials to prepare for end-of-year taxes.

Needs Assessment/Advising

- Successfully advised and counseled small business clients on financial strategy, employing effective counseling methods. Combined candid assessment of current status with proposals for improving profitability.

Organization/ Administration

- Trained and supervised over 100 novice bookkeepers in bookkeeping skills.
- Advised on and implemented start-up procedures for small businesses in the State of Iowa, involving business license, bank account, fictitious name statement, resale number, state and federal employer ID number.
- Served as financial officer on committees and boards of over 20 organizations.
- Established my own financial bookkeeping service.

Employment History

2019-present	Owner/Consultant	Business Strategies	Cedar Rapids, IA
2016-2019	Co-Owner/Financial Mgr.	Beauty Secrets	Cedar Rapids, IA
2014-2016	Financial Manager	Miro Chiropractic	Cedar Rapids, IA
2012-2014	Bookkeeper	Janet Rogers, Chiropractor	Cedar Rapids, IA
2009-2012	Bookkeeper	Barnes Travel Agency	Iowa City, IA

Education & Training

University of Iowa, Iowa City, IA
Accounting, Bachelor of Arts - 2013

Kirkwood Community College, Iowa City, IA
Accounting Major – Completed 26 Semester Hours - 2011

Functional Resume Sample

LEE CRAIG

254-39 Peachtree Lane

Culinary, IA 52233

(319) 555-1212 LCraig@aol.com

OBJECTIVE: Executive Chef in charge of Corporate Dining Facilities and Events

HIGHLIGHTS OF QUALIFICATIONS

- Graduated with honors from the Culinary Institute of America
- Over 10 years' successful experience in restaurants and catering
- Effective manager with proven ability to train, motivate and direct staff
- Consistent performance of highest quality and creativity levels within budget
- Full range of experience in developing and presenting menus of diverse ethnic and cultural styles

RELEVANT SKILLS & EXPERIENCE

Management:

- Managed kitchen and support staff of 10-20, preparing menus for off-premise events
- Supervised and coordinated presentation of events ranging from elegant seated dinners, to corporate cocktail and large theme parties. Clients included: Rockwell, Transamerica, Citibank, The Chicago Ballet, Kirkwood Foundation and University of Iowa Football Team.
- Maintained and often surpassed a targeted 25% food cost
- Developed and implemented policies and standards of quality for private catering business
- Directed a cafeteria-style lunch operation serving 50-90 members daily
- Purchased all food for 300-seat restaurant and banquet facilities
- Trained staff in basic skills; taught seasoned employees enhanced preparation and presentation skills
- Directed layout and design of two full-service kitchens

Technical & Creative Expertise:

- Instituted a plan for menu and recipe development for own catering company, significantly increasing menu repertoire
- Created standardized recipe and accurate costing systems
- Conceived and priced menu for 160-seat restaurant serving lunch, dinner and brunch
- Designed, developed and executed menus including the following: Regional American, French and Italian; Middle Eastern, English Teas and Spa Cuisines

EMPLOYMENT HISTORY

2016-Present	Partner/Executive Chef	Lee Craig Catering	NYC/The Hamptons
2014-2016	Head Chef	S.K. Williams Catering	NYC/The Hamptons
2013-2014	Consultant	The West End Café	New York City, NY
2012-2013	Day Production Chef	Natalie's	New York City, NY
2010-2012	Receiving Steward/Line Cook	The Hotel	Cedar Rapids, IA

EDUCATION

The Culinary Institute of America, Hyde Park, NY

Executive Chef Management, B. A. – 2014

Kirkwood Community College, Cedar Rapids, IA

Culinary Arts Major, A.A.S. Degree - 2012

Computer Scanned Resume Sample

Jane D. Smith
299 King Street NE
Rich, IA 55555
(319) 555-1212
jane.smith@aol.com

Career Objective:

To obtain a Paralegal position in Moyer & Smith Law firm.

Professional Experience:

2019-Present Belding & Belding Law, Cedar Rapids, IA

Legal Assistant

Provide paralegal services to ten attorneys in residential real estate sales within Iowa and Illinois.

Monitor transactions from start to final settlement statement; order and review titles, obtain plot plans and municipal lien certificates, research background and work successfully against deadlines.

Serve as liaison for clients, banks and attorneys; schedule meetings, identify documents necessary for all parties.

Coordinate all post-closing functions, complete title insurance forms, send final payments to banks and municipalities and disburse funds.

2013 – 2019 Investors Life Insurance Co., Marion, IA

Deputy Clerk (2017 - 2019)

Negotiated payments with attorneys Third Party Liability cases and reviewed medical records.

Operator Clerk (2013 - 2017)

Provided subscriber information to customers, assisted in completion of questionnaires and forms.

Education:

Kirkwood Community College, Cedar Rapids, IA

Paralegal Studies, Associate of Arts Degree – pending 5/20

Business Administration: Management, A.A.S. Degree – 05/17

3.95/4.00 GPA

Computer Skills:

Experience in operating PC's, Win 2010 operating system, Microsoft programs

2016/2019 Word, Excel, Outlook and Internet. Knowledgeable in Microsoft programs

2016/2019 PowerPoint and Access. Also knowledgeable in Lexis and Westlaw research programs. Typing 60 wpm

Cover Letters

The purpose of a cover letter is to build a bridge between your resume and the job description of the open position. You must help the employer see how your experiences, which are listed on your resume, could help you be successful at this job, which is described in the job description. A cover letter should always accompany your resume when you are applying for a specific job even if not requested by the employer.

Parts of a Cover Letter

Header:

Include your contact information (address, city, state and zip code) at the top left side of your cover letter. You may use a standard letter format or you may use the same header as you do for your resume.

Date:

Make sure to place the date that you sent out the cover letter below the header information. There should be one space in between the header and the date.

Employer Contact Information:

This information will come one space below the date. This section should include the name of the contact person, their job title, name of employer and complete address including city, state and zip code. If this information is not available call the employer directly for that information. Having someone to send your cover letter to directly will help increase your chances for an interview. You will then have someone to contact when you want to follow-up.

Salutation:

This should start with Dear Mr. or Ms. Whether the female is married or not, addressing it Ms. is the proper way to address a female in a business/professional environment. The salutation should always be followed by a colon. For example: **Dear Mr. Pounds: or Dear Ms. Ebaugh:**

Opening Paragraph:

Grab the employer's attention. What do you know about the company that makes you want to work there? Identify the position you'd like to apply for and demonstrate your knowledge about the position. You should also identify how you learned about the position opening. You could do this by mentioning the name of a person who works at the organization or by referencing a job posting from a website or newspaper. When referencing a listing from a form of media such as a newspaper or website that reference should then be italicized.

Body:

This section will contain one or two paragraphs, in which you describe why you are qualified for the position. Don't repeat the same information from your resume. Instead, use the body of your letter to expand on some of the information from your resume. Include relevant details about specific projects or experiences. You may use paragraph form, bullets, or a combination of the two.

Repeat phrases from the job description in the body of your cover letter. This is a great strategy for helping employers see that you have what they want. Does the job description mention that the ideal candidate should have "excellent interpersonal communication skills?" Then your letter should read something like "Among the skills I have to offer are my excellent communication skills. For example,..." immediately back up every statement like this with some solid facts. Talk about something you've done that demonstrates your skills. (See pages 48 - 53)

Closing:

This is where you ask for an interview. Describe whatever step you will take next and be sure to follow through with what you say you'll do. It's appropriate to say you'll call them on a certain day to follow up. You will want to include your contact information here which includes your phone number and e-mail address and invite them to contact you with any questions. Close with "sincerely", then type and sign your name. Below your printed name make sure to include the words "**Enclosure: Resume**" letting the employer know that your resume has been sent with your cover letter.

Salary History:

Sometimes an employer will ask for your salary history. They want to get an idea of how much money you expect to earn. **IF** the employer asks you to include "salary history" or "salary information" with your application packet, address this issue between the body and closing of your cover letter. Always give a salary *range* and let them know if you're willing to negotiate. Visit www.salary.com to get an idea of a typical salary range for the position.

Example 1: My salary history from 1998 to present ranges from \$25,000 - \$50,000 annually.

Example 2: I would expect to earn \$35,000 - \$40,000 plus benefits, but I am willing to negotiate.

A Sample Cover Letter: with corresponding resume and job posting

Job Description:

NATURAL RESOURCE INTERN

Duties: Lead interpretive nature walks with guests of all ages. General park maintenance activities such as mowing, facility and area clean-up and painting;

Requirements: Excellent verbal communication skills and leadership ability a must. Knowledge of natural resource interpretation helpful. Experience with park maintenance helpful.

To apply: send resume / cover letter to John Smith, Human Resources Coordinator, County Conservation Board, Cedar Rapids, IA 52365

NOTICE THE PHRASES REPEATED FROM JOB DESCRIPTION

29 Jewel Dr. SE
Marion, IA 52302

04-06-20XX

John Smith, Human Resources Coordinator
Somewhere State Park
345 35th St. NE
Cedar Rapids, IA 52402

Dear Mr. Smith:

I am applying for the Natural Resource Internship I saw posted on www.kirkwood.edu/jobs website. Somewhere State Park has long been one of my favorite places to camp. I especially appreciate the fall color and fishing opportunities your park has to offer. I was excited to learn about your opening for a natural resources intern.

My excellent verbal communication skills and leadership ability are two qualities which I could contribute to your team. As a Day Camp Counselor, I led groups of children through a variety of activities. In this leadership role, I accommodated the special needs of individuals while keeping in mind the well-being of the entire group. I also used my communication skills to motivate children to participate in activities.

Also, I have knowledge of natural resource interpretation. As a backpacking trip leader, I led guests of all ages on multi-day excursions through the wilderness. Using my knowledge of geology, wildlife, and plants, I helped group participants gain a deeper appreciation for the natural wonders they were experiencing. Along with knowledge of natural resource interpretation, I have had some experience with park maintenance. As a part of the Muscatine County Conservation Corps, I worked with a team to maintain and improve county parks. I mowed, painted, cleaned up trash, cleared trails after storms, landscaped and trimmed weeds.

The knowledge and leadership skills I've gained through these experiences make me confident I would have plenty to offer Somewhere State Park. I will contact you in a few days to see to set up a mutual time to discuss my qualifications for this position. Please feel free to contact me at 319-555-8479 or marci-jase@gmail.com. Thank you for your consideration.

Sincerely,

Marci Jase

Marci Jase

Enclosure. Resume

Marci Jase
29 Jewel Dr. SE
Marion, IA 52302
(319) 377-5555
marci.jase@student.kirkwood.edu

OBJECTIVE: To obtain an Internship in the field of natural resources interpretation for the Summer of 2020

EDUCATION: Kirkwood Community College, Cedar Rapids, IA
A.A.S., Parks and Natural Resources Expected 08/20
G.P.A.: 3.45/4.00

RELATED COURSEWORK: Natural Resources Interpretation, Wildlife Identification & Management, Plant Material, Soil and Water Conservation, Park Maintenance

RELATED EXPERIENCE: **Backpacking Trip Leader (Volunteer)** Summers 2015 - 2019
Rocky Mountain National Park, CO; Grand Tetons, WY

- Led 6 groups of friends on backpacking trips through the Rockies
- Educated group members about the geology, plants, and wildlife of the area
- Planned routes, coordinated meals, and gathered necessary equipment
- Taught group members hiking techniques, water purification & cooking methods, wilderness safety, and environmental consciousness

Muscatine County Conservation Corps Spring - 2016
Muscatine County Conservation Board; Muscatine, IA

- Learned environmental principles from county conservation workers
- Worked on various conservation projects in county parks
- Maintained nature trails and constructed new trails
- Implemented techniques to prevent erosion on hillsides within area parks

Day Camp Counselor (Volunteer) 09/15 – 09/16
Girl Scout Camp Sacajawea; Muscatine, IA

- Taught girls how to build and cook over a fire
- Led girls on hikes, creek walks, and other outdoor activities
- Taught knot tying, orienteering, and camp safety

Day Camp Counselor Summer 2014
YMCA of the Rockies; Estes Park, CO

- Led groups of kids on hikes through the Rocky Mountain National Park
- Planned team-building activities
- Taught the kids about plants, animals, and geology
- Regularly administered First Aid on minor injuries.

COMPUTER SKILLS Experience in Microsoft 2016 programs: Word, Excel, and Outlook.

Cover Letter Samples

178 Green St.
Worryville, MO 55596
September 15, 20XX

Pat Cummings, Editor
ABE Corporation
4410 S. Main St.
Des Moines, IA 50319

Dear Mr. Cummings:

I recently read your advertisement in the *Des Moines Register* for the position of Assistant Editor and I am highly interested in learning more about the job's specific requirements.

I possess strong written and verbal communication skills, as well as computer and desktop publishing experience. My accomplishments include:

- Winning the Columbia Scholastic Press Association's First Place Gold Circle Award for graphic art.
- Serving as feature editor, art editor, graphic artist and reporter for various college publications.
- Completing a course in advertising art/desktop publishing, this focused on the use of PageMaker 8.0 software.
- Proficiency in PC's and Microsoft 16/19 Word and Excel software.

Please find my resume attached for your review. I would appreciate the opportunity to discuss my specific abilities in relation to your needs. I will call you next week to schedule a mutually convenient time to meet or you may contact me at (302) 555-5555 or by email at csmith@yahoo.com.

Thank you for your consideration.

Sincerely,

Chris Smith

Chris Smith

Enclosure: Resume

Cover Letter Sample

363 Ocean View St.
Somewhere, IA 55555
October 15, 20XX

Ms. Joan Doe, Manager
BCD Company
10 South Main Ave.
Frytown, IA 55551

Dear Ms. Doe:

In response to your ad in *The Gazette* on October 10 for the Management Assistant position, I am enclosing my resume for your consideration.

I think you may be interested in some of my accomplishments:

- Hired, supervised and trained 6 full-time staff and 12 seasonal assistants.
- Assisted in the development of our management training program; oversaw the program's \$350,000 budget.
- Designed office procedures; developed company policy on handling customers.
- Familiar with the use of PC's and Microsoft Office 16/19 programs, Excel and Word.

In accomplishing these tasks, I drew heavily on my educational training and my diversified work experience. Presently I am seeking a new opportunity where I can continue to utilize my abilities and skills.

My salary requirement would be \$44,750 to \$54,750 plus benefits. I am willing to negotiate.
(Only give salary requirements/salary history when requested by the employer)

I would like to meet with you and explore my qualifications and interest in the BCD Company. I will call your office in a few days to see when we can arrange time to meet, or you may contact me at (319) 555-1212 or by email at jsmith@hotmail.com. I would appreciate that you would not contact my present employer.

Sincerely,

Jane D. Smith

Jane D. Smith

Enclosure: Resume

Cover Letter Sample

123 Bridges Ave
Mt. Pleasant, IA 52641
May 25, 20XX

Dr. Michael Thomas
Beautiful Smile Dental
24 Straight Teeth St
Iowa City, IA 52242

Dear Dr. Thomas:

In response to your ad on www.kirkwood.edu/jobs for the Dental Assistant position at your Beautiful Smile Dental, I am enclosing my resume for your consideration. Please allow me to familiarize you with my qualifications in an effort to match my background to the position:

- Over four years of experience as a Certified Dental Assistant, contributing to direct patient care and patient relations.
- Graduated from one of the top rated Dental Assistant programs in the state of Iowa, Kirkwood Community College.
- Graduated with top honors with a 3.95/4.00 GPA
- Sound knowledge of medical terminology and clinical procedures.
- Certified in first aid, cardiopulmonary resuscitation and electrocardiography.
- Additional experience as Receptionist/Secretary with an executive search/management consulting firm, a financial management company and realty firms.
- Over four year's membership with the American Dental Assistant Association.
- Experience in Microsoft 16/19 programs, Word, Excel, PowerPoint and Outlook.

I hope you agree that my qualifications ideally suit this position. May we schedule a personal interview? I will call you in a few days to setup a mutual time to meet or you may reach me at (319) 254-5555 or by email at ssweetie@gmail.com. I would appreciate it if you would not contact my present employer.

Thank you for your consideration.

Sincerely,

Susie Sweetie

Susie Sweetie

Enclosure: Resume

Cover Letter Sample

178 Green St.
Mt. Pleasant, IA 52641
September 15, 20XX

Mr. Jerry Boss
Human Resource Manager
P.O. Box 7777
Des Moines, IA 50110

Dear Mr. Boss:

I am interested in the Editorial/Computer Production Manager position you advertised on www.kirkwood.edu/jobs. Let me briefly match your needs, as I understand them, to my background.

Your requirements:

- Proofreading, researching and writing skills.
- Knowledge of PC-oriented desktop publishing.
- Knowledge of computer online programs.

My relevant skills:

- Proficiency in proofreading and copyediting attained during seven years with a typesetting company. Completed freelance project in keying and copy editing for an IMIS Research reference book.
- Computerized a pre-PC typesetting system. Set up a Word-based newsletter system and completed initial work for a PageMaker-based hardware/software setup. Familiar with typesetting and page layout issues both from pre-PC and PC eras.
- Utilized PC communications for over ten years. Independently set up an E-Mail system using Outlook. Expanded knowledge of online systems as a library and information sciences student.

I hope you agree that my qualifications ideally suit this position. May we schedule a personal interview? I will call you in a few days to setup a mutual time or you may reach me at (608) 555-5555 or email at csmith@yahoo.com.

Thank you for your consideration.

Sincerely,

Chris Smith

Chris Smith

Enclosure: Resume

Other Writing Samples

“Fishing” Letter

If there is no advertised job opening:

You’ll want to write a different sort of letter. Here is an example letter you might use to inquire about possible job openings. Send your resume along with this letter. Be sure to follow up with a phone call. Ask them if they got your credentials and if they have any hiring needs.

“Cold Call” Cover Letter

178 Green St.
Marion, IA 52310

March 20, 20XX

Sid Cummings
Human Resource Manager
XYZ Computer Corporation
1140 Main St.
Ames, IA 50010

Dear Mr. Cummings:

I am writing to inquire about opportunities for Computer Programmers at XYZ Corporation and I am enclosing my resume for your consideration.

I think you may be interested in some of my accomplishments:

- Offer extensive knowledge of five computer languages and strong management, sales and sales support experience.
- As a Computer Specialist, I was responsible for the management of a center handling the complete line of Honeywell computers and peripherals for home and commercial use.
- B.S. degree in Business Administration, I will receive a certificate in Programming this May.

I feel confident that given the opportunity, I can make an immediate contribution to XYZ Corporation. I would appreciate the opportunity to meet with you to discuss your requirements. I will call your office in a week to schedule an appointment or you may contact me at (319) 373-5555 or by email at lsmith@yahoo.com.

Thank you for your consideration.

Sincerely

Landon Smith

Landon Smith

Enclosure: Resume

Reference Page

- Give your “reference page” to employers when they ask for your references or they can be sent with your Resume.
- Make sure you receive permission from the people who you ask to be a reference. It is very unprofessional not to get their permission.
- List 3-6 people who know you and can speak positively about your work ethic, skills, or character. You may list past supervisors, coworkers, clients, teachers, or student organization leaders and friends.
- Make sure you contact all of your references ahead of time. Let them know what kind of job you are looking for and who may contact them to inquire about you.
- Send your references a copy of your resume and thank you notes and let them know which job you’ve accepted.

Marci Jase

29 Jewel Dr. SE
Marion, IA 52302
(319) 377-5555

marci.jase@student.kirkwood.edu

REFERENCES:

Sam Pelly (*Name of Reference & Bold*)

Day Camp Director (*Job Title*)

YMCA of the Rockies (*Name of Company*)

2800 Tunnel Rd. (*Street Address – Work or Home*)

Estes Park, CO 98854 (*City, State, Zip - Work or Home*)

(908) 555-4857 (*Phone Number - Work or Home*)

spelly@yahoo.com (*Email Address*)

Jim Johnson

Conservation Crew Supervisor

Muscatine County Conservation Board

588 16th St.

Muscatine, IA 52761

(563) 555-8968

jjohnson@muscatine.iowa.gov

Jane Fritta

Camp Director

Camp Sacajawea

345 County Road B

Muscatine, IA 52761

(563) 555-4789

jfritta@gmail.com

Informational Interview Request Letter

377 Collingwood St.
Marion, IA 52302
May 6, 20XX

Terry Brooks
Telecommunications Consultant
D and D Corporation
6621 Lexington Rd
Cedar Rapids, IA 52402

Dear Mr. Brooks:

I'm a recent graduate from Kirkwood's Accounting program. I'm researching the field of accounting and learning about what's going on in the field by talking to people who are currently working in the industry. I've researched your company and I'm very interested in meeting with you to learn more about the field of accounting

It would be great to meet with you and see what you do. You might be able to offer some professional advice for someone who is just starting out in this field. I promise to only take 15-20 minutes of your valuable time. Would you be willing to help me out?

I would greatly appreciate any advice you might be able to give me. I will call you next week to follow up or you may contact me at (319) 378-5454 or by email at lwilson25@yahoo.com.

Thank you for your time.

Sincerely,

Liam Wilson

Liam Wilson

Letter of Acceptance

2030 Glass Ct. NE
Cedar Rapids, IA 52402
July 8, 20XX

Tom Smart
WXYZ Corporation
4949 Wenig Rd East
Des Moines, IA 50705

Dear Mr. Smart:

I would like to confirm our phone conversation, which occurred on July 7, 20XX. I am thrilled to accept WXYZ Corporation's offer to become your new Computer Specialists Manager for a yearly salary of \$48,000 plus benefits package.

I have formally resigned from Blackwell Company and will be relocating to the Des Moines area within the next 3 weeks. I will be able to better pinpoint an exact starting date within the next few days.

You will be hearing from me again soon to finalize the remaining details of our agreement.

Thank you again for giving me this opportunity to become a part of the WXYZ Corporation team. If you have any questions or require additional information, please do not hesitate to contact me at (319) 574-5555 or by email at csmith@yahoo.com.

Sincerely,

Chris Smith

Chris Smith

Letter of Decline

29 Glass Rd. NE
Cedar Rapids, IA 52402
June 7, 20XX

Sid Cummings
Human Resource Manager
XYZ Computer Corporation
1140 Main St.
Ames, IA 50010

Dear Mr. Cummings:

I would like to use this opportunity to thank you for taking the time to meet with me last week.

After careful thought and consideration, I must decline your tempting offer for the position of Computer Programmer. I've decided that my interests and career goals lie elsewhere at this point in my life. Perhaps our needs will coincide at a later date.

Thank you again. Best wishes for your continued success.

Sincerely,

Chris Smith

Chris Smith

Resignation Letter

24 South Bashford St.
Winfield, IA 52659
September 15, 20XX

Tom Smith
Director of Supply Services
Big City Company
2929 City Dr.
Cedar Rapids, IA 52411

Dear Mr. Smith:

I am writing to inform you of my resignation, effective September 30th. Although I have enjoyed my position as Department Manager, I have accepted another position where I feel my diverse skills are more fully utilized.

I want to thank you for the wonderful experience I had with Big City Company. Both the staff and you were great to work with these past 10 years.

I wish you the best of luck and future success.

Sincerely,

Jim Lucky

Jim Lucky

Thank You Letters

- Send a thank you after any kind of meeting (networking, informational interviewing or job interview).
- Send one to each person who spent a significant amount of time with you.
- Send it as a typed letter on resume paper or a *neatly* hand-written thank you card.
- Be prompt. Mail your letters within 24 to 48 hours of your interview/meeting.
- Proofread.

Thank You Letter:

Header:

Include your contact information (address, city, state and zip code) at the top left side of your thank you letter. You may use a standard letter format or you may use the same header as you do for your resume.

Date:

Make sure to place the date that you sent out the thank you letter below the header information. There should be at least one space between the header and the date.

Employer Contact Information:

This information will come at least one space below the date. This section should include the name of the contact person who interviewed you, their job title, company name and complete address including city, state and zip code.

Salutation:

This should start with Dear Mr. or Ms. whether the female is married or not, addressing it Ms. is the proper way to address a female in a business/professional environment. The salutation should always be followed by a colon. For example: Dear Mr. Pounds:

Opening Paragraph:

Thank the employer for taking the time to meet with you. Remind them of the position that you interviewed for and the date that you interviewed.

Body:

This is another opportunity for you to reiterate why you would be the best candidate. Remind them of what your experience has been and what you would bring to the position.

Closing:

Thank them again for their time. Let them know when you are looking forward to hearing back from them (based on asking them at the interview “when do you hope to have a decision made?”).

Sincerely:

Make sure to end with sincerely and then 3 to 4 spaces and then type your name. Make sure to always sign your thank you letter above your printed name.

Thank You Letter (Send after the Interview)

12 Gateway St.
Winfield, IA 52659
September 14, 20XX

Tom Jones, Sales Manager
US Market Inc.
101 Hwy 29 West
Marion, IA 52302

Dear Mr. Jones:

Thank you for meeting with me on September 13th regarding the Sales Representative opening. I enjoyed the opportunity to learn more about the position responsibilities and advancement opportunities available at US Market Inc.

I feel confident my 10 years of retail sales experience, combined with my communication and interpersonal skills, would make me an ideal candidate for this Sales Representative position.

Thank you for your time and consideration. I am looking forward to hearing from you next Tuesday.

Sincerely,

Jerry Smart

Jerry Smart

Thank You Letter After Interview

12 Gateway St.
Winfield, IA 52659
September 19, 20XX

Tom Jones, Plant Engineer
Engineer Inc.
8564 Radius Dr. SE
Des Moines, IA 50529

Dear Mr. Jones:

Thank you for taking the time to interview me on September 18, 20XX. Engineer Inc. is an impressive, modern manufacturing plant, which I would be interested in joining as a Mechanical Product Design Engineer.

Let me reiterate my accomplishments for this position.

My accomplishments:

- Managed mechanical design systems for over 250 consumer and PC products, both in assembled and kit form.
- Administered \$780,000 in expense budget, plus \$4 to \$10 million in research engineering department.
- Monitored production safety records and compliances.
- Added \$15 million of new revenue out of \$85 million total business revenue for 2011.

Your requirements:

- Administer mechanical product design and production.
- Prepare and regulate expense and capital budgets.
- Oversee product safety.
- Increase and maintain product revenue.

I look forward to your decision by next Wednesday. Thank you again for considering my qualifications.

Sincerely,

Jerry Smart

Jerry Smart

Thank You Card Sample

- Your thank you card should say "Thank You" on the front and be blank on the inside.
- Write your message only on the bottom inside flap of your card.
- Make sure to use store bought/professional cards.
- Handwritten cards should only be sent if your handwriting is nice enough for the employer to read. Otherwise send a typed thank you letter (See pages 61-62).
- Use a black inked pen.
- Make sure that the envelope is addressed properly which would include the employers name, address as well as your return address.
- Make sure to proofread your card before sending.



DO NOT:

- Send cards with butterflies, bugs, flowers or any funny characters on your card
- Send cards with a written statement/message already in the card
- Make a computer generated Thank you card



E-mail Correspondence

- When you email your resume, use your email message as your cover letter. You can just paste your cover letter into the message of the email, unless a separate cover letter is requested. Format your email cover letter as you would any email message. (Your contact info can go at the bottom; don't leave space for a signature—you won't be signing it!)
- If a separate cover letter is requested, your email should be brief. State the position you are applying for and mention that you've attached your cover letter and resume.
- Use the job title or job code as the subject line for your email. You may also want to include your name in the subject line, especially if your email address is not your name.
- All attachments should be in Microsoft Word or PDF documents unless requested otherwise. Test your resume by emailing it to your friends to make sure it opens easily on different computers.
- Name each file with your name and document description. (Example: jane-smith-resume.doc, jane-smith-coverletter.doc, jane-smith-references.doc)
- Be brief, polite and professional whenever you correspond with an employer.
- Make sure your email address, greeting and signature line are professional.

Sample E-mail message

Dear Mr. Prior:

I would like to apply for the Accountant position advertised in the *Cedar Rapids Gazette*. Please review the attached Cover letter and Resume in consideration for position #2445. Thank you for your time.

Sincerely,
Mark Myers

Netiquette Policy for Job Hunters

Netiquette (short for network etiquette) refers to rules of etiquette when communicating online via e-mails, discussion boards and chat rooms.

Use formatting wisely.

- TYPING IN ALL CAPITAL LETTERS IS EQUIVALENT TO SHOUTING! Shouting at your readers will have the opposite effect you intend; your readers are more likely to skim over what you have to say, or ignore you altogether.

Be professional, respectful and thoughtful in all communications.

- Please practice professional standards in all your online communications. Students, Alumni and Community people should treat all employers with respect when communicating online.

Pay attention to spelling and grammar.

- You will be judged by the quality of your writing. Therefore, whenever possible, lend e-mails and discussion posts the same attention to detail you would devote to any published work like your Resumes, Cover Letters and Thank you letters.

Read your messages carefully before sending it.

- Your communications online via e-mail or in discussion groups like LinkedIn are recorded and archived. Since anything you say online can easily be forwarded, avoid making statements you would not want to become public knowledge.

Keep your responses concise.

- Edit out anything that is not directly applicable to your response. While it is helpful to provide context for your reader by including the original e-mail in your reply, you should avoid burying your response in the layer-upon-layer of previous correspondence.

Job Search Tips

Some of the best jobs are snagged before they are even advertised! Here are some tips on how to be proactive and snag one for you:

1. Target a specific geographic area and research places where you'd like to work.
2. Ask everyone you know to keep their eyes open for potential job openings in your field. Even if they are not working in your field, they may know someone who is! (See pages 75 - 78) for more tips on networking)
3. Set up informational interviews with people in the organization you'd like to work (see page 7). Don't ask for a job, but do ask for advice on your resume (and if they like it, they may offer some job leads!).
4. Send letters of inquiry to places you'd like to work, via postal or email (see page 54). Follow-up your letters a few days later with a phone call.
5. Ask if you can call back in a month to see if there are any new job vacancies.
6. Check company websites and online job boards regularly for job vacancy announcements.

Internet Sites with Job Listings

Local Job Listings

- *Kirkwood's Job Website*: These employers are specifically looking for Kirkwood graduates: www.kirkwood.edu/jobs
- *Corridor Careers*: Cedar Rapids/Iowa City job listings: www.corridorcareers.com
- *Cedar Rapids/Iowa City Help Wanted*: www.cedarrapidsiowacityhelpwanted.com
- *The Iowa City Press-Citizen* newspaper puts their help-wanted pages online through: www.careerbuilder.com. Sign up to receive emails when new jobs meeting your search criteria are posted.
- *Iowa's Largest Job Bank*: www.iowajobs.org/. This website is managed by Iowa Workforce
- *Cedar Rapids Gazette* is the largest local newspaper in the area. www.gazetteonline.com
- *Des Moines Register* is the largest newspaper in Iowa which covers mainly Central Iowa and job listings throughout the whole state. www.dmregister.com
- *Iowa Year Wage Survey* is a part of the Iowa Workforce Development site. <http://iwin.iwd.state.ia.us/pubs/iowawage/statewide/Statewide%20Iowa%20Wage%20Survey%202013.pdf>

National Job Listings

- www.kirkwood.edu/jobs Kirkwood Community College
- www.indeed.com Indeed
- www.usajobs.gov Federal Jobs
- www.justice.gov/careers/careers.html Federal Jobs
- www.iowaleague.org Iowa League of Cities
- <http://www.qpsemployment.com> QPS Employment
- <http://www.iowajobs.org/> Iowa Jobs
- www.betterhawkeyejobs.com State of Iowa Jobs
- www.monster.com Monster Board
- www.careerbuilder.com Career Builder
- www.Job-Search-Engine.com Meta Career Directory
- www.RileyGuide.com Meta Career Directory
- www.nationjob.com Nation Job Network
- www.linkedin.com Networking

- www.tvjobs.com Communication Media Jobs
- www.entertainmentcareers.net Communication Media Jobs
- www.mediabistro.com Communication Media Jobs
- www.computerjobs.com Computer Jobs
- <https://careerlink.com/> Computer Jobs
- www.dice.com Computer Jobs
- www.computerwork.com Computer Jobs
- www.computerworld.com Computer Jobs
- www.TechEmployment.com Computer Jobs
- www.computerjobsfinder.com Computer Jobs
- www.hireability.com Computer Jobs
- www.justtechjobs.com Computer Jobs
- <http://www.informationtechnologyjobs.com/> Computer Jobs
- www.aecjobbank.com Construction Jobs
- www.constructionjobs.com Construction Jobs
- www.dentalassistantjobs.com Dental Assistant Jobs
- www.coolworks.com/teaching-jobs Education Jobs
- www.aecjobbank.com Architects, Engineers Jobs
- www.engineeringjobs.com Engineer Jobs
- <http://www.nationjob.com/engineering> Engineer Jobs
- <http://www.nationjob.com/aviation> Engineer/Aviation Jobs
- www.powerplantjobs.com Energy Plants Jobs
- www.ejobs.org Environmental Jobs
- <http://environmentalcareer.com> Environmental Jobs
- www.coolworks.com/environmental-jobs Environmental Jobs
- www.greenjobs.net Green Jobs
- www.horticulturaljobs.com Horticultural Jobs
- www.Hcareers.com Hospitality Jobs
- www.foodindustryjobs.com Hospitality Jobs
- www.hoteljobs.com Hospitality Jobs
- www.starchefsjobfinder.com Hospitality Jobs
- <http://wineandhospitalityjobs.com> Hospitality Jobs
- www.coolworks.com/resort-jobs Hospitality Jobs
- www.coolworks.com/retreat-conference-centers Hospitality Jobs
- www.coolworks.com/ski-resort-jobs Hospitality Jobs
- www.coolworks.com/restaurant-jobs Hospitality Jobs
- www.coolworks.com/guest-services Hospitality Jobs
- www.internabroad.com Intern Jobs
- www.internjobs.com Intern Jobs
- www.internweb.com Intern Jobs
- www.iowaworkforce.org/apprenticeship/individuals.htm Apprenticeship Jobs
- www.greatinsurancejobs.com Insurance Jobs
- www.insurancesalesjobs.com Insurance Jobs
- <http://www.overseasjobs.com/> International Jobs
- <http://jobs4police.myshopify.com> Law Enforcement Jobs
- www.jobcop.com Law Enforcement Jobs

- www.policeemployment.com Law Enforcement Jobs
- www.theblueline.com Law Enforcement Jobs
- www.911hotjobs.com Law Enforcement/Fire Fighter/Paramedic Jobs
- www.associationjobs.com Managers & Executives Jobs
- www.bluesteps.com Managers & Executives Jobs
- www.execsearches.com Managers & Executives Jobs
- www.coolworks.com/management-jobs Managers & Executives Jobs
- www.manufacturingjobs.com Manufacturing Jobs
- www.ceweekly.com Manufacturing/Technical Jobs
- www.coolworks.com/maintenance-jobs Maintenance Jobs
- www.marketingjobs.com Marketing Classifieds
- www.amic.com Marketing Jobs
- www.careers-in-marketing.com Marketing Jobs
- www.tigerjobs.com Marketing Jobs
- www.allretailjobs.com Marketing/Retail Jobs
- www.medicalworkers.com Medical Jobs
- www.medicaljobs.org Medical Jobs
- www.medhunters.com Medical jobs
- www.alltherapyjobs.com Medical Jobs
- www.therapyjobs.com Medical Jobs
- www.healthopps.com Medical jobs
- www.medzilla.com Medical jobs
- www.healthjobsusa.com Medical jobs
- www.4nursingjobs.com Medical jobs
- www.mynursejobs.com Medical Jobs
- www.advancedpracticejobs.com Medical Jobs
- www.cyber-sierra.com/nrjobs/index.html Natural Resources Jobs
- www.naturejobs.com Natural Resources Jobs
- www.coolworks.com/state-park-jobs Natural Resources Jobs
- www.coolworks.com/outdoor-adventures Natural Resources Jobs
- www.coolworks.com/fishing-jobs Natural Resources Jobs
- www.coolworks.com/conservation-corps Natural Resources Jobs
- www.coolworks.com/non-profits Non-Profits Jobs
- www.nurseryjobs.com Nursery Jobs
- www.affiliates.com Paralegal Jobs
- www.lawjobs.com Paralegal Jobs
- www.lawmatch.com Paralegal Jobs
- <http://www.nationjob.com/legal> Paralegal Jobs
- www.coolworks.com/retail-jobs Retail Jobs
- www.jobs4sales.com Sales Jobs
- www.salesjobs.com Sales Jobs
- www.salestrax.com Sales Jobs
- www.salesclassifieds.com Sales Jobs
- www.sciencecareers.org Science Jobs
- www.naturejobs.com Science Jobs
- www.earthworks-jobs.com Science Jobs

- www.salary.com Salary Wizard
- www.bls.gov Salary
- www.glassdoor.com Salary
- <http://jobstar.org> Salary
- www.payscale.com Salary
- www.salaryexpert.com Salary
- www.seniors4hire.org Senior Citizens Jobs
- www.retirementjobs.com Senior Citizens Jobs
- www.workforce50.com Senior Citizens Jobs
- <http://seniorjobs.org> Senior Citizens Jobs
- www.seniorjobbank.org Senior Citizens Jobs
- www.coolworks.com/older-bolder Senior-Citizens Jobs
- www.ilostmyjob.com Senior Citizens Jobs
- www.encore.org Senior Citizens Jobs
- www.overfiftyandoutofwork.com Senior Citizens Jobs
- www.retiredbrains.com Senior Citizens Jobs
- www.socialservice.com Social Service Jobs
- www.coolworks.com/driving-jobs Transportation Jobs
- www.hireveterans.com Veterans Jobs
- www.coolworks.com/volunteer Volunteering Jobs
- <http://weldingjobs.com> Welding Jobs
- www.journalismjobs.com Writing Jobs
- www.sunoasis.com Writing Jobs
- www.writejobs.com Writing Jobs
- www.careerexposure.com Career Exposure
- www.careerwomen.com Career Women
- www.diversitysearch.com Diversity Search
- www.google.com Google
- www.yahoo.com Yahoo
- www.ask.com Ask
- www.dogpile.com Dog Pile
- www.homefair.com Home Fair
- www.dressforsuccess.com Dress for Success
- www.dressingwell.com Dressing Well
- <http://www.kirkwood.edu/site/index.php?p=37401> Deciding on Major
- <https://www.bls.gov/ooh/> Deciding on Major/Career
- <https://www.onetonline.org/> Deciding on Major/Career
- <https://www.16personalities.com/> Identify your Personality Type
- www.damngood.com The Damn Good Resume

Employ an Eagle: Registering as a Job Seeker

www.kirkwood.edu/jobs

CHOOSE ACCOUNT TYPE

- Select the appropriate box for you.
Your choices are: *Student*, *Alumni*, or *Community Resident*.

CREATE ACCOUNT

- Click the gray box labeled Create Account.
- Enter a *unique ID* and *password* that you will remember. Confirm your password.
*Students must use a K# as their User ID. All others will use an e-mail address.**
Record your Login Information below for your reference.

User ID: _____ Password: _____

- Click Continue Registration.

REGISTRATION ENTRY

Be thorough to ensure the website shows you relevant jobs and so employers can search for you.

- Enter all demographic information.
Fields with an (*) asterisk are required (Name, Current Address, Phone).

UPLOAD A RÉSUMÉ

You should have a résumé completed at this time to upload.

- From your homepage, click My Résumés.
- Type a file name for your résumé, then click Choose File.
- Browse for the file, select it, then click Upload your résumé.

CREATE A CAREER PORTFOLIO

A career portfolio is a great way to showcase some of your specific examples of your work!

- From your homepage, click on the My Career Portfolio tab in the left hand sidebar
- Click on Create a Career Portfolio. Read the help page Career Portfolios: Getting Started by clicking that link on the right hand side of the page.
- Choose the right type of portfolio for you, then click on the + at the end of that row.
Your choices are: General, Art & Design, Theater, Dance, or Music. If you're not sure which type of portfolio to select, click on the + for each and read through the suggested majors for each type.
- Click the green Create button under the + for the type of portfolio you want to create.

SEARCH JOB AND INTERNSHIP POSTINGS

- The 3 large blue buttons you'll see on your homepage will help you find jobs and internships. When conducting a job search, selecting several search criteria such as Degree, Area of Interest, FT/PT, etc., will narrow your search. It is a good idea to conduct a focused search, but you may also want to try searching different criteria (especially if you get too few results).
- Select Search – My School's Jobs for jobs and internships posted directly to Kirkwood.
 - For a list of all openings, click on the green View All Jobs button.

SEARCH JOB AND INTERNSHIP POSTINGS (Continued)

- You may search openings by major (select your major from the dropdown list in the box that says “Select a Major...” and click View Jobs for a Major).
- You can also search by keywords. Type your search terms in the box that says “Enter keywords separated by spaces...” and click View Jobs by Keywords.
- To view jobs by type, select any of the options in the dropdown list labeled “Select a Job Type...” and click View Jobs by Job Type.
- To perform an advanced search, click on the v in the gray Advanced Search box on the upper right hand side of this page. Type or select any criteria (such as job targets and location) and click the blue Begin Search button at the bottom of this section.
- Select Search – Jobs Central for job listings posted on a national job board.
 - Enter any criteria you would like to search for and click Begin Search.
- Select Search – Intern Central to see only internship openings.
 - Enter any criteria you would like to search for and click Begin Search.
- To view details about a job or internship listing, click on its title. Click the heart next to the title to save a job. Saved jobs will appear on the job search home pages, next to a red heart.
- You may save any of your searches, which allows you to perform a new search with the same criteria at a different time. From any search results page, click on the blue Save This Search button at the top right hand side. Type a name and click Save Job Search. A link with My Searches will now appear on the job search homepage, directly above the gray Advanced Search bar. *Note: Saved searches stay on the page where they were created. If you saved a search under Intern Central, you will find it there. Likewise, a search saved under My School’s Jobs will be located on the My School’s Jobs search homepage.*

REPORT OFFERS/HIRES

- An *important* step in this process is reporting any hiring or job offers to our database. Use the Report Offers/Hires link in the left side bar of the home page to record this information.

BROWSE EVENTS & PROGRAMS

Special events like job fairs, career workshops, networking events, etc. will be listed here.

- Click on Events & Programs (on the left sidebar of the home page) to view upcoming opportunities. Check back regularly for new events!

MY ACCOUNT

Here is where you can change your password or update your registration information.

- Select My Account on the homepage to make any changes.
Some of the updates you can make are:
 - Address
 - Job interests (internships, full-time, part-time, etc.)
 - Job Targets (Carpentry, Education, Health Care, Network Technology, etc.).

*Need help navigating the Employ an Eagle website?
Contact Career Services office at (319) 398-5540 or Iowa Hall 125.*

Researching Companies / Organizations

Once you have targeted the geographic location you'd like to work, your next step is to target specific companies or organizations.

Researching companies will help you:

- Evaluate whether or not a company seems like a good fit for you. (Do you really want to work there?)
- Figure out how you could benefit the company, so that you can communicate specific ways you could contribute to/improve the company. (What are their needs?)
- Prepare for an interview. Researching the company beforehand conveys your interest in the company. It will also enable you to ask intelligent questions during the interview.

Tips on researching companies:

- Save time by using a resource book that compiles information on several companies in one place. The books may focus on a specific industry. You may be able to find these books in Kirkwood's library, the public library, or bookstores. (Examples: Dun & Bradstreet, Standard & Poor's Register, Moody's Manuals.)
- Review the company's website. Use a search engine to locate the website and then skim the site and gain as much information as you can.
- People who already work for the organization can be a great resource. If you know someone who works there, (or if you know someone who knows someone who works there) be sure to get in contact with that person. LinkedIn could be a good resource to find that connection!
- Join related trade or professional organizations to get an inside look at the industry.
- Read professional journals and magazines to learn about companies and trends in your field.
- Stay organized. Keep your information organized by using a spreadsheet or other methods. You don't want to confuse one company with another.

Things to investigate:

- Product/s made and services offered by the company
- The working environment
- Potential for growth
- Plans for the future
- Methods of decision-making
- Degree to which employees are involved in decision-making
- Frequency of turnover
- Management style
- Competitors
- History – including past accomplishments
- Major customers/clients
- Things that need improvement
- If you are researching in preparation for an interview, find out as much as you can about the specific position.

Websites for Researching Companies

- Cedar Rapids Metro Economic Alliance: www.cedarrapids.org. The membership directory has contact information and/or links to many local companies.
- Vault.com has detailed information about major companies worldwide. www.vault.com
- Symplicity.com provides detailed info on hundreds of companies. Registration is required, but it's fast and free. www.symplicity.com

Networking

80% of people today find jobs through networking. When used in conjunction with your excellent resume, cover letter and interviewing skills, networking can help you get your first big break! Networking is the process of making connections with people who may be able to help you in your job search.

Networking can help you find out about job openings before they are even advertised. People inside a company often know when there is a need for a new employee, long before people outside the company find out.

Networking can help get you hired. Most employers would prefer to hire someone they know, or an acquaintance of someone they know. The more people you know within your field, the better your chances for obtaining a job become.

But I don't know anyone in this field. How can I network?

Meet your friend's dad's neighbor's uncle's brother!

- Let's say you only know 10 people with real jobs and they are in career fields you are not interested in.
- Each of those people probably knows 15 people in other fields. (10 X 15 = 150)
- Now you have 150 contacts and one of them is likely to know someone that can help you with your job search.
- LinkedIn could be a good resource to find that connection!
- Whenever you meet someone, ask them if they can recommend anyone else who may be able to help you with your job search. This will expand your contact base even more.

Use informational interviewing as a way of initiating relationships (See page 7)

- Contact people within your field directly. Use a directory to find their contact info.
- If you call and have trouble getting a hold of the person, email may be the best way to initiate contact. You can send a letter asking to meet for 15 to 20 minutes. (See page 56)
- When asking for 15 to 20 minutes of their time, make sure to stick to the 15 to 20 minutes that you've asked for.
- Identify yourself as a student who is preparing to enter the work-world. Tell them you are learning more about the field and looking for some advice on entering the field. Make sure it's clear that you are not asking them for a job.
- Set up an appointment to come in and chat with the person.
- During the interview, ask questions about the industry and ask for advice on getting into the field. Show them your resume and ask for suggestions on how to improve it. Ask if they know anyone else who would be willing to speak with you.

Online networking: Join a chat room related to the specific industry you want to enter.
For Example: www.linkedin.com

Attend professional conferences and/or join a professional organization: Many professionals belong to professional organizations specific to their career field. Many times these organizations will hold conferences where area professionals gather to learn, socialize and network. Most organizations and conferences will give a discounted registration/membership rate to students. Ask your teachers or advisor for recommended professional organizations.

Join a career-related student organization: Involvement with a student organization related to your major can give you opportunities to meet and work with people in your field. Check with Student Life on the second floor of Iowa Hall room 230, or call (319) 398-5578.

Cold calls or Networking letters (see example of networking letter on page 78)

If you don't know anyone in your field and don't know anyone who knows anyone in your field, you may need to do some "cold" calling. You can call, email, or mail a letter to initiate contact with someone you've had no previous connection. You may obtain names and contact info from phone directories or company websites.

A networking "cold call" might go something like this:

You: Hello. Could I speak with Ms. Frank please?

Employer: This is Ms. Frank speaking. What can I help you with?

You: I'm a recent graduate from Kirkwood's Accounting program. I'm researching the field of accounting and learning about what's going on in the field by talking to people who are currently working in the industry. I've researched your company and I'm very interested in possibly meeting with you to learn more about the field of accounting. Would you be willing to help me out with this?

Employer: Well...ok...but we're not really hiring now.

You: Oh, that's fine. It would be great just to be able to meet with you and see what you do. You might be able to offer some helpful professional advice for someone just starting out in this field. Would you be available to meet with me next week sometime?

Employer: Well...I've got an open slot on Wednesday, at 11:00am.

You: Wednesday at 11:00am sounds great. I'll see you then. Thank you so much for your willingness to help!

Some things to remember as you meet people:

- **Prepare beforehand.** Know what you want. Have a list of questions. Be ready to ask them during an informational interview, at the grocery store, or at a conference. Networking can happen anywhere. Be ready.
- **Stay organized.** Keep a record of your contacts. Write down contact info and anything else you learn about the person or organization. You may need to contact them in the future and you'll want to remember all you can about them.
- **Ask for advice on your resume.** Make sure that they understand you are asking for advice and not begging for a job. Remember, you promised them on the phone that you wouldn't ask them for a job. However, getting tips on your resume and getting your resume before potential future employers can help you.

- **Respect their time.** If you ask for a 20-minute meeting, keep it to 20 minutes. Always try to make things as convenient as possible for them.
- **Do what you said you'd do, when you said you'd do it.** Call when you said you'd call, etc.
- **Introduce yourself each time you meet someone, even if you've met them before.** They may not remember you and introducing yourself will save them from the embarrassment of having forgotten your name.
- **Thank them!** Express your gratitude by saying thank you and sending people who help you thank you notes.
- **Keep in touch, but don't stalk them.** Ask if you can check back in with them in a month or two. (That way you can see if they've heard of any new job openings and ask them other questions about your job search) If they give you permission, contact them in a month or two if you're still looking for a job. Don't call more than once every few months, or you may start to annoy your contact.

Just Do It. Networking can be scary at first, but as you gain confidence, it will become easier and more pleasant. The worst that can happen is you'll meet someone that doesn't want to help you; so you have little to lose and much to gain. If you are polite yet persistent you'll find that most people are happy to help.



NETWORKING LETTER

266 Rainbow St.
Hiawatha, IA 52233
May 6, 20XX

Henry Johnson
Telecommunications Consultant
ZIP Corporation
88 Old Mill Rd
Chicago, IL 60605

Dear Mr. Johnson:

Several years ago I was a classmate of your son Dustin at the University of Iowa. I bumped into him last week in Billings, Montana, of all places. He informed me that you deal closely with several leading specialists in the telecommunications field and suggested I contact you immediately.

I am interested in joining a company where I can contribute by utilizing my strong skills and communications education.

I offer:

- Bachelor of Arts degree in Communication Science
- Familiarity with all areas of marketing, public relations and advertising
- Two-year experience as a Promotions Intern at KNRA radio station.
- Fluent in speaking and writing Spanish
- Excellent skills in operating Microsoft Office 13/16 programs – Word, Excel and PowerPoint.

I would greatly appreciate any advice and/or referrals you might be able to give me. I will call you in a few days to follow up or you may contact me at (319) 378-5454 or by email at mjohnson25@yahoo.com.

Thank you for your time.

Sincerely,

Mark Johnson

Enclosure: Resume

Social Networking

How to Get Started With Social Networking

Increasingly, social media provides a platform for recruiting employees, serving customers, professional networking, personal and professional branding and marketing products and services.

Popular Social Media Sites

LinkedIn is the premier site for professional networking, group discussions, publishing content and advertising jobs. LinkedIn web address: www.linkedin.com

Facebook provides a way for families and friends to stay in touch and share their daily lives and pictures.

Facebook also allows you to create business pages that are separate from your personal page. Facebook web address: www.facebook.com

Twitter is a platform where in 140 characters or less, people share their thoughts, share recommended reading, signal businesses that they need product help and advertise jobs. Twitter web address: <http://twitter.com/>

Social Networking Strategy #1: Use One Profile for All Social Media Networks

In this example, you would have just one account or profile at, say, Facebook (and another at Twitter, etc.).

When you update your status, add friends, or "like" new pages, this info will be visible to both your friends and professional contacts. You could write about anything -- from the very personal (my dog just destroyed my couch) to something more topical to your job (anyone know how to post a PowerPoint show online?).

Social Networking Strategy #2: Use Separate Personal and Professional Profiles

Set up a separate work-related account and another for personal use on each social networking site. When you want to post about work, log into your professional account and vice versa for personal social networking.

Social Networking Strategy #3: Use Separate Social Networking Services for Different Purposes

Some people use Facebook for personal use but LinkedIn or other niche professional social networks for work use. Facebook, with its games, virtual gifts and other fun but distracting apps may be more suited for general socializing. LinkedIn, meanwhile, has more of a professional focus, with networking groups for different industries and companies. Twitter is often used for both purposes.

Which Social Strategy Should *You* Use?

If you want the simplest method and are not concerned about mixing your business and personal personas, just use one profile on Facebook, Twitter, LinkedIn and/or other social networks.

If you want to keep your work and personal lives separate, though, use either multiple accounts or different networks for different purposes. It can be more complex, but may be better for work-life balance.

Using Social Networking Sites Wisely and with Confidence

Even though your personal information posted on the internet may be irrelevant to your internship or job search, employers accessing your Facebook account could develop preconceived ideas about you based on the information that's posted online.

- **Use pictures wisely.**
If you want to include pictures on your social networking site (and most people do) avoid pictures depicting partying and alcohol or any other discriminating behaviors.
- **Be sure to include your accomplishments, knowledge and skills on your site.**
Use your site to build on your personal attributes and accomplishments. Include things such as: internships, volunteer experiences, sports, honors, specific skills (foreign languages, art, music, etc.). Anything that promotes your interests, especially if they relate to your internship search, should be included on the site as well.

- **Make an Informed Decision.**

Even if you've already started an internship or job, be mindful of what and how much information you continue to post online. You still want to create a professional image for employers and co-workers so it's important to be vigilant and continually monitor your account to ensure it makes a favorable impression.

Job Fairs

- Job fairs are a place for employers and job-seekers to come together.
- Research attending companies beforehand, so you know who you want to speak with and what you want to speak about (see pages 73 - 74).
- Have your resume reviewed before attending the Career Fair.
- Dress professionally and bring plenty of copies of your resume.
- Write down questions for the employer ahead of time.
- Purposefully approach the companies that may have jobs you're interested in. Shake hands and introduce yourself. Chat about job opportunities with the company and your qualifications for specific job openings. Ask if they'd like your resume. Ask what the next step would be. Ask if they are going to be conducting on-campus interviews. Offer to follow up with a phone call.
- Request a business card from the employer/representative.
- Send a thank you card or letter to the employer/representative.
- Stop by 108 Iowa Hall, call 398-5540 or visit www.kirkwood.edu/jobs for dates and a list of employers for the next job fair.

Interviewing Tips

Before the interview:

- Research the company thoroughly beforehand. (See pages 73 - 74) Make sure you understand the position you are applying for and how your qualifications and career goals match the position.
- Call or visit the company website to obtain an extensive job description if available.
- Think about your answers beforehand. Know how you would answer each of the sample questions and be ready to share factual examples to support your answers.
- Practice your interview with a friend. Practice answering and asking questions.
- Pick out and try on the outfit you plan on wearing to the interview.
- Make sure you know where you're going. Give yourself plenty of time to drive to your destination and double-check your directions via the company website, receptionist and/or a city map.
- Bring extra copies of your resume, your reference sheet, a pen and pad of paper. Carry these things in a briefcase or professional folder.
- Bring a portfolio of items that document your abilities (i.e. writing samples, photos of you in action, relevant class projects, photos of past projects, letters of recommendation, etc.).

At the interview:

- Eat something ahead of time. You should be doing the talking, not your stomach.
- Arrive 10 to 15 minutes early.
- Leave your cell phone in your car.
- Be polite with everyone, including the receptionist.

- Watch your wait. Magazines you select while waiting can reveal your personal preferences, information that may affect the hiring decision. Instead, quietly gather your thoughts and review your answers.
- Greet your interviewer(s) by name. Check with the receptionist beforehand to make sure you know how to pronounce all names correctly.
- Shake your interviewer's hand firmly and smile.
- Make eye contact.
- Two-way traffic. The exchange should be a conversation. However, the interviewer is not your friend, so keep the interchange professional and watch what you divulge.
- Communicate. Be clear about what you expect to gain if hired so that you can clearly articulate your goals and contributions to the company.
- Listen carefully. If you feel the question is unclear, ask politely for clarification.
- Pause before answering to consider all the facts that may substantiate your response.
- Give and get attention by focusing on the interviewer's needs and not your own.
- Back up your responses by also giving quantitative information. Give dates and examples to also support your points.
- Be truthful, but try not to offer unsolicited information.
- Try not to open yourself to areas of questioning that could pose difficulties for you.
- Regardless of how things go, conclude with a sincere thank you, a firm handshake and a gracious smile.

Interview Don'ts

- Don't chew gum or smell like smoke.
- Don't take your cell phone in with you to the interview.
- Don't take your parents, spouse, fiancé, or friends to the interview.
- Don't make negative comments about previous employers or professors (or others).
- Don't make excuses. Take responsibility for your decisions and your actions.
- Don't falsify application materials or answers to interview questions.
- Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization.
- Don't give the impression you are only interested in salary; don't ask about salary and benefits issues until the subject is brought up by your interviewer.
- Don't act as though you would take any job or are desperate for employment.
- Don't be unprepared for typical interview questions. You may not be asked all of them in every interview, but being unprepared looks foolish.
- Don't go to the extremes with your posture; don't slouch and don't sit rigidly on the edge of your chair.
- Don't assume that a female interviewer is "Mrs." or "Miss." Address her as "Ms." Unless told otherwise. If she has a Ph.D. or other doctoral degree or medical degree, use "Dr. (last name)" just as you would with a male interviewer. Marital status of anyone, male or female, is irrelevant to the purpose of the interview.

After the interview:

- Send a thank you card or thank you letter 24-48 hours after your interview. (See pages 60-63)
- Make sure you understand the employer's next step in the hiring process; know when and from whom you expect to hear next. Know what action you are expected to take next, if any.
- After the interview, make notes right away so you don't forget critical details.

- Call a week or so after the interview. Ask if a decision has been made. Ask if you're a candidate.
- If you are still a candidate, ask if they'd consider giving you a 30-day trial period to prove yourself. Ask for a follow-up interview.
- If you have been eliminated, thank them for their time. Ask for constructive criticism (Example: What made you decide not to hire me? What are some areas I could improve upon?).
- Following up shows the employer that you really want the job.

Dress code for women:

- **Invest in a good dark suit:** Either a skirt or pants are acceptable. Navy blue and grays are the most suitable colors to wear.
- **Dress modestly.** Avoid low cut blouses, high skirt slits, or short skirts. Wear make-up, but keep it subtle.
- **Don't over-accessorize:** Chose a few classy accessories and leave the rest at home. Showy earrings, necklaces, bracelets, rings, pins, belts, or purses can be distracting.
- **Avoid flashy colors:** Don't wear things like bright red lipstick, neon green scarves, or hot pink nail polish. Stick to subtle colors.
- **If you wear a skirt,** wear nude hose color and closed-toe shoes that are no greater than 1 ½" heels.



Dress code for men:

- Dark suit coat (Navy blue and grays) with matching pants, white or light blue dress shirt, matching tie, shined shoes.
- No earrings, hats, or wild ties.
- Shave or trim facial hair.



Dress code for everyone:

- **Pay attention to the details:** Make sure buttons are sewn on securely, suit is neatly pressed, hair is recently trimmed and well-groomed
- **Don't wear too much cologne/perfume**
- **Be cautious of wearing a black suit with white blouse or white dress shirt which could represent you are attending a funeral. It is best to wear an off-color blouse or shirt, but not black and white.**
- **Overall, dress one level higher than what you would normally wear on the job daily!**

Guide to dress for interviewing: 15 Point System

Eight (8) points or less: Too plain and under dressed. Fifteen (15) points or more: Too flamboyant or overdressed. Optimal range 9 to 14 points.

Each item is worth one point or in some cases two points:

- Bald Head – 1 pt.
- Each Jewelry item – 1 pt. (Pairs count as 1 pt.)
- Tie Bar, Tie tack etc. – 1 pt.
- Bows, Ties and Scarf - 1 pt.
- Brief Case, Purse – 1 pt.
- Visible pens or Eyeglass cases – 1 pt.
- Eye Glasses – 1 pt.
- Shirt, Blouse – 1 pt.
- Pants, Dress, Skirt, Sweater, Jacket, Sports Coat, Nylons, Socks, Shoes, Belt – 1 pt.
- Big or Fancy Belt Buckle – 2 pts.
- Large Pins or Broaches – 2 pts.
- Large Earrings – 2 pts.
- Visible Tattoos – 1 to 2 pts.

(Information provided by Doug Thompson, PRN Associates)

A few types of interviews:

- **Panel Interview:** a group of search committee members or future coworkers interview you.
- **Group/Team Interview:** You are the member of a group of prospective employees who are interviewed all at the same time.
- **Behavioral/Situational Interviews:** is a structured interview process that is commonly used for interviewing at many organizations. Candidates are asked to describe situations that they

have experienced relative to the skill in question (like conflict or teamwork). All candidates are asked the same set of questions. When answering behavior/situational questions, it is important to give specific examples rather than a general answer. Use the SHARE model to frame your response:

- S** Describe a specific **S**ituation
- H** Identify **H**indrances or challenges
- A** Explain the **A**ction that you took
- R** Discuss the **R**esults or outcome
- E** Evaluate or summarize what you learned

Practice answering Behavioral/Situational questions before the interview (See pages 90 - 95). Take time to think of a good example rather than giving the first response that comes to mind. Short silences are expected.

- **Phone Interview:** These interviews are used by hiring managers as a tool for screening candidates for employment and determine which candidates to invite to interview in-person. They are also used at first and second round interviews by employers, in order to save in-person interview time and to reduce the applicant pool to the most qualified candidates for the job.

For long-distance job searches, you may be doing some interviewing over the phone. Sometimes employers will screen you over the phone, the first time you make contact. Be prepared for some interview questions anytime you call an employer. Here are additional tips in being prepared for the phone interview:

- Be dressed up so you feel like you are ready for the interview.
- Keep your resume in clear view, on the top of your desk, or tape it to the wall near the phone, so it's at your fingertips when you need to answer questions.
- Consider using a landline rather than your cell phone to avoid a dropped call or static on the line. If cell phone is your main phone, make sure it is fully charged and do not move around in case you have a weak signal in a spot in your living quarters and lose connection.
- Turn call-waiting off so your call isn't interrupted
- Have a short list of your accomplishments to review.
- If the time isn't convenient, ask if you could schedule another time and suggest some alternatives.
- Clear the room - evict the kids, spouses or significant partners, pets, or anything that might make noise like alarms on clocks. Make sure your stereo or TV is shut off.

Practice! Practice! & Practice! Talking on the Phone is not as easy as it seems. Have a Career Professional or friend do a mock interview with you over the phone and at the same time tape record your conversation so you can hear how you converse on the phone. Listen to the tone of your voice and how clearly you speak! If you hear your "uhs", "ums," and "okays" in your conversation, you need to practice in reducing them from the interview conversation.

During the phone interview, here are some tips to follow:

- Do keep a glass of water handy, in case you need to wet your mouth.
- Don't smoke, chew gum, eat or drink.
- Speak slowly and enunciate clearly.
- Smile! Smiling projects a positive image to the listener and will change the tone of your voice.

- Use the person's title (Mr. or Ms. and their last name.) Only use a first name if they ask you to.
- Don't interrupt the interviewer.
- Take your time – it's perfectly acceptable to take a moment or two to collect your thoughts.
- Give short answers.
- Remember your goal is to set-up a face-to-face interview. After you thank the interviewer, ask if it would be possible to meet in person.

It's important to take time to review the typical phone interview questions you'll be asked and to prepare answers. In addition, plan on being prepared for a phone conversation about your background and skills.

Phone Interview Questions about Your Background

- Name of company, job title and job description, dates of employment.
- What were your starting and final levels of compensation?
- What were your responsibilities?
- What major challenges and problems did you face? How did you handle them?
- Why are you leaving your job?
- What are your salary expectations?

Phone Interview Questions about the New Job and the Company

- What interests you about this job?
- Why do you want this job?
- What applicable attributes / experience do you have?
- Are you overqualified for this job?
- What do you know about this company?
- Why do you want to work here?
- What challenges are you looking for in a position?
- What can you contribute to this company?
- Are you willing to travel?
- Is there anything I haven't told you about the job or company that you would like to know?

Phone Interview Questions about You

- What are you looking for in your next job? What is important to you?
- What is your greatest weakness?
- What is your greatest strength?
- Describe a typical work week.
- How would you describe the pace at which you work?
- How do you handle stress and pressure?
- What motivates you?
- Tell me about yourself.
- Questions about your career goals.
- What type of work environment do you prefer?
- How do you evaluate success?
- Job interview questions about your abilities.

Phone Interview Questions to Ask

- How would you describe the responsibilities of the position?
- What qualities are you looking for in the person you hire?
- If I was hired, how would I be interacting with you and your department, what would be your expectations and your measures for success?
- How would I get feedback about how well my work meets the expectations?
- What do you view as the most challenging part of this job?
- Why is the last person who held this position leaving?
- Who does this position report to?
- How would you describe the company culture?
- What is the typical work week? Is overtime expected? How about travel?
- What are the opportunities for advancement with the company?
- Is there anything else can I tell you about my qualifications?
- Could I schedule an in-person interview at your convenience?
- If I am extended a job offer, how soon could I start?
- Would you like a list of references?
- When can I expect to hear from you?
- Are there any other questions I can answer for you?

Remember to say “Thank You.” Follow with a Thank You Letter or Card which reiterates your interest in the position. (See pages 60 – 63)

- **Interview during a Meal:** Sometimes this is the final interview as the hiring company wants to see how you interact in public in a dining situation. The company will watch how you eat and interact with the representatives. This can be one of the most stressful interviews as you need to know how to eat formally. You must know your dining etiquette!

Dining with a prospective employee allows employers to review your communication and interpersonal skills, as well as your table manners, in a more relaxed (for them) environment. Table manners do matter. Good manners may give you the edge over another candidate; so, take some time to brush up your dining etiquette skills.

Interview Dining Tips:

- Are you really nervous? Check out the restaurant ahead of time. That way you'll know exactly what's on the menu, what you might want to order and where the rest rooms are located.
- Be polite. Remember to say "please" and "thank you" to your server as well as to your host.
- Is the table full of utensils? Start at the outside and work your way in. Your salad fork will be on the far left; your entree fork will be next to it. Your dessert spoon and fork will be above your plate.
- Liquids are on the right, solids on the left. For example, your water glass will be on the right and your bread plate will be on the left.
- Put your napkin on your lap once everyone is seated.
- Remember keep your elbows off the table, sit up straight and don't talk with your mouth full!

During the Meal:

- Don't order messy food - pasta with lots of sauce, chicken with bones, ribs, big sandwiches and whole lobsters are all dangerous.

- Don't order the most expensive entree on the menu and do not be afraid to ask the Host (Employer) what they recommend. Order an entrée comparable to what they order especially in the price line.
- Do order food that is easy to cut into bite-size pieces.
- The polite way to eat soup is to spoon it away from you. There's less chance of spilling in your lap that way too!
- Break your dinner roll into small pieces and eat it a piece at a time.
- If you need to leave the table, put your napkin on the arm of your chair or fold it on back of the chair.
- When you've finished eating, move your knife to the "Nine to Three o'clock" position and your fork to the "Eight to Four o'clock" position so the server knows you're done.
- Remember to try and relax, listen and participate in the conversation and remember you will be talking about 70% of the time and eating about 30% of the time.

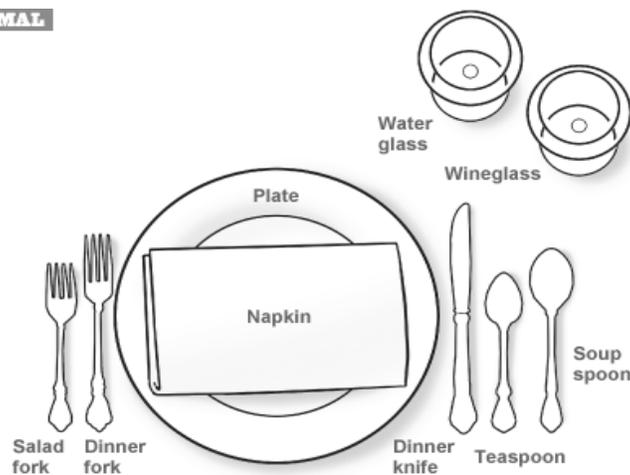
To Drink or Not to Drink:

- It's wise not to drink alcohol during an interview. Interviewing is tough enough without adding alcohol to the mix. Especially do not try to order alcohol when you are under age! Monitor your hosts on their consumption amount of alcohol as this will tell you the behavior of your new supervisor and co-workers.

After the Meal:

- Put your napkin on the table next to your plate on the left side.
- Let the prospective employer pick up the tab. The person who invited you will expect to pay both the bill and the tip.
- Remember to say "thank you." Consider also following-up with a thank you letter or thank you card which reiterates your interest in the job. (See pages 60 – 63)

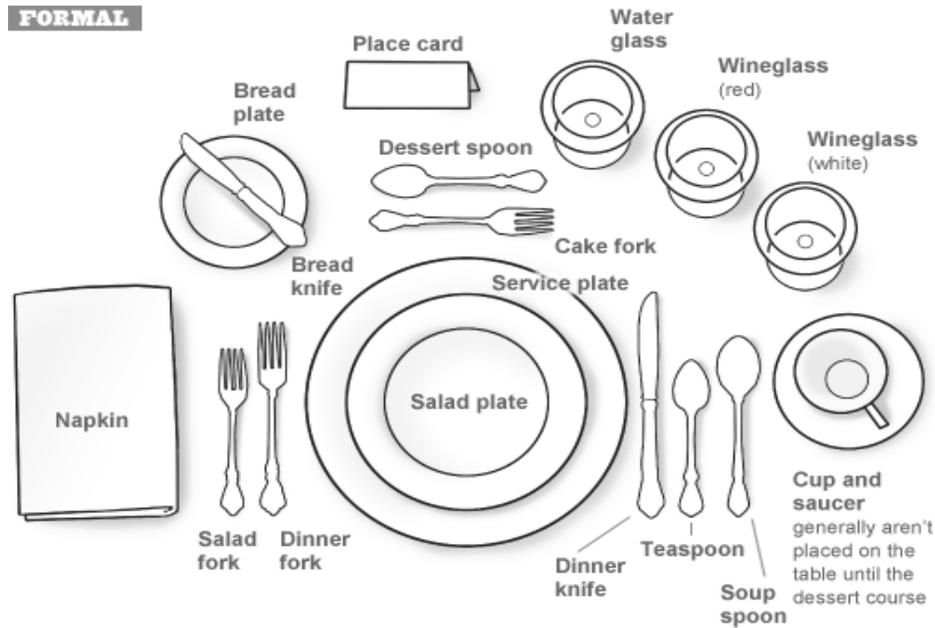
INFORMAL



Utensils are placed one inch from the edge of the table

Courtesy of www.dinner-party-menu-ideas.com

FORMAL



Interview Questions

For more information:

Practice Interviews, 500 sample interview questions and sample answers to questions can be found at: www.job-interview.net

Questions you might be asked:

Three top questions asked by Employers

1. Tell me something about yourself.
2. Why do you want to work for this company?
3. What is it about this job that interests you?

Other Popular Questions: (Asked by Employer)

1. What are your long-range career objectives?
2. What do you expect to be earning in five years?
3. Where do you see yourself in 5 years? 10 years?
4. How did you hear about the position?
5. Which is more important to you, the money or the type of job?
6. What are your greatest strengths and weaknesses?
7. Would you work 40+ hours a week? Explain!
8. Why should I hire you?
9. What can you offer us that someone else can not?
10. When you have been told, or discovered for yourself, a problem in your job performance, what have you typically done? Can you give me an example?
11. What are three things your former manager would like you to improve on?
12. Can you think of a problem you have encountered when the old solutions didn't work and when you came up with new solutions?
13. How do you work under pressure?
14. The last time you did not know what decision to make, what did you do?
15. In your present job, what approach do you take to get your people together to establish a common approach to a problem?

16. What qualities should a successful manager possess?
17. Have you ever quit a job? Why?
18. When did you leave your last job and why?
19. At your last job, how much of the work did you perform independently?
20. What prevented you from advancing in your former positions?
21. What do you expect to experience in this job that you did not experience in your past jobs?
22. How do you feel about evening work? Weekend work? Carrying a pager? Being on call?
23. What criteria are you using to evaluate the company for which you hope to work?
24. What do you do in your spare time?
25. What are your hobbies and interests outside of work?
26. Are you willing to relocate?
27. Are you willing to travel?
28. What factors did you consider in choosing your major?
29. What is your GPA? Do you feel it reflects your true abilities?
30. How has your schooling (Internship) prepared you for this position?
31. If you had it to do over again, would you choose the same major? Why?
32. What was your favorite course in college and why?
33. How did your college experience change you?
34. Do you intend to further your education?
35. Why didn't you participate in internship programs while in school?
36. Why are you applying for a job unrelated to your internship programs while in school?
37. Why are you applying for a job not related to your degree?
38. In what kind of work environment are you most comfortable?
39. Is there anything you would like to tell us about yourself that we may have overlooked?
40. How long do you expect to work for us if we offer you the position?
41. What do you expect for a salary?
42. Do you prefer to work under supervision or on your own?
43. Describe the relationship that should exist between a supervisor and those reporting to him or her?
44. What computer experiences do you have?
45. Are you willing to spend at least six months as a trainee?
46. What 2 or 3 things are most important to you in your job?
47. How has your military experience prepared you for this position?
48. Which skills did you learn in the military that will contribute the most to your effective performance in this job?
49. What was the single most important lesson that you have learned in the military?
50. What do you think will be your greatest adjustment in moving from the military to this position?
51. What makes you think your management experience in the military will transfer over as experience in the civilian workforce?
52. In what ways do you think you can make a contribution to our company?
53. Have you ever done any public or group speaking? Recently? Why? How did it go?
54. What in your last review did your supervisor suggest needed improvement?
55. How would you apply your education to this job? What would you do and what would you expect to result from it?
56. Tell me about the best supervisor and worst supervisor you had.
57. Let's role play. I'm going to pretend to be a customer with (a specific crisis situation). Show me what you would do in this situation by role-playing.
58. What kind of people do you find it most difficult to work with? Why?
59. Do you consider your progress on the job representative of your ability? Why?

60. What special aspects of your education or training have prepared you for this job?
61. What things frustrate you the most? How do you usually cope with them?
62. What kind of problems have people recently called on you to solve? Tell me what you have devised.
63. What was your most difficult decision in the last six months? What made it difficult?
64. Why are you leaving your present position?
65. Why did you change jobs so frequently?
66. In this job, you may be asked to work weekends and some holidays. Are you willing to do that?
67. How would you describe your personality?
68. What are your standards of success in your job?
69. What specifically do you do to set an example for your employees?
70. How do you get people who do not want to work together to establish a common approach to a problem?
71. Have you made any individual presentations recently? How did you prepare?
72. Assuming we make you an offer, what do you see as your future here?
73. What are some things you would like to avoid in a job? Why?
74. Final question: What question did you think we would ask you today and we didn't? Can you give us the question and please answer it!

Sample Questions for Behavioral/Situational Interviews

Attention to Detail

Please give me some examples of things you have done on previous jobs, which demonstrate your ability to pay attention to detail. Tell me what you did and what resulted from your actions?

Please give me an example of where you may have found an error in some aspect of work that others may have overlooked. What was the error, how did you find out and what resulted from your actions?

How did you go about making the changes (step by step)? Answer in depth or detail such as "What were you thinking at that point?" or "Tell me more about meeting with that person", or "Lead me through your decision process".

Adaptability

Describe a major change that occurred in a job that you held. How did you adapt to this change? What resulted from your actions?

Tell us about a situation in which you had to adjust to changes over which you had no control. How did you handle it? What resulted from your actions?

What do you do when priorities change quickly? Give one example of when this happened. Explain in detail?

Ambition

Describe a project or idea that was implemented primarily because of your efforts. What was your role? What was the outcome?

Describe a time when you made a suggestion to improve the work in your organization. What resulted from your actions?

What is the most competitive work situation you have experienced? How did you handle it? What was the result?

Building Relationships

Give a specific example of a time when you had to address an angry customer. What was the problem and what was the outcome? How would you assess your role in diffusing the situation?

It is very important to build good relationships at work but sometimes it doesn't always work. If you can, tell about a time when you were not able to build a successful relationship with a difficult person.

Tell us about a time when you built rapport quickly with someone under difficult conditions.

What, in your opinion, are the key ingredients in guiding and maintaining successful business relationships? Give examples of how you made this work for you.

Describe a situation in which you were able to effectively "read" another person and guide your actions by your understanding of their individual needs or values.

How do you go about explaining a complex technical problem to a person who does not understand technical jargon? What approach do you take in communicating with people?

Initiative

Give me an example of when you had to go above and beyond the call of duty in order to get a job done. Explain the situation and what resulted from your actions?

Give some instances in which you anticipated problems and were able to influence a new direction. Explain the situation in detail!

Integrity

Describe a time when you were asked to keep information confidential. Explain in detail of the situation!

Give examples of how you have acted with integrity in your job/work relationship. Explain in detail of the situation! What resulted from your actions?

If you can, tell about a time when your trustworthiness was challenged. How did you react/respond? What resulted from your actions?

On occasion we are confronted by dishonesty in the workplace. Tell about such an occurrence and how you handled it. What resulted from your actions?

Tell us about a specific time when you had to handle a tough problem which challenged fairness or ethical issues. What resulted from your actions?

Listening

Give an example of a time when you made a mistake because you did not listen well to what someone had to say. Explain the situation in detail! What resulted from your actions?

How often do you have to rely on information you have gathered from others when talking to them? Explain the situation in detail! What resulted from your actions?

Teamwork

Please give me some examples of where you have demonstrated the ability to be an effective member of a team. What did you do and what resulted from your actions?

Please give me an example of where you have made any team, which you were a member of more effective. Tell me what you did and how the team and the organization benefited from your actions.

Describe a situation in which you had to arrive at a compromise or help others to compromise. What was your role? What steps did you take? What was the end result?

Some people work best as part of a group - others prefer the role of individual contributor. How would you describe yourself? Give an example of a situation where you felt you were most effective.

Tell us about the most difficult challenge you faced in trying to work cooperatively with someone who did not share the same ideas? What was your role in achieving the work objective? What steps did you take? What was the end result?

Quality of Work

Please give me some examples of things you have done which demonstrate the quality of the work you do. What did you do and how did your organization benefit from your actions?

Please give me some examples of your accomplishments, which would demonstrate your ability to perform this job. What did you do and how did it benefit your organization?

Please give me an example of why your previous organization was better off by you working there. What did you do and how did the organization benefit?

Application of Education

Please give me some examples of how you have applied your education to previous jobs. What did you do and what resulted from your actions?

How would you apply your education to this job? What would you do and what results would you expect?

Personal Development

Please give me your most recent example of something you did to improve your job performance. What did you do, why did you do it and what resulted from it?

Please give me an example of where you failed (or received some very negative feedback) in some aspect of your job performance. What did you do to try to correct this failure and what resulted from your actions?

Resolving Conflict Effectively

Please give me an example of where you had a conflict with a peer. What was it over and how did you handle it? What resulted from it? Would you handle it in a different manner now? Why?

Please give me an example of where you had a conflict with a customer. What was it over and how did you handle it? What resulted from it? Would you handle it in a different manner now? Why?

Describe a time in which you were faced with problems or stresses which tested your coping skills. What did you do and what resulted from your actions?

Give an example of when you "went to the source" to address a conflict. Do you feel trust levels were improved as a result? What did you do and what resulted from your actions?

Sales Ability

Please give me some examples of how you generated new business from a client. What did you do and what resulted from your actions?

Describe a major sale you lost. Why did you think you lost it and what did you do differently as a result of that experience?

Describe your most creative sale. How did you create that sale and describe how you'd be creative in selling our products?

Describe your most difficult client. What did you do to maintain that client?

Give me some examples of where you have been able to anticipate complaints/problems and correct them before they became an issue. What did you do and what resulted from your actions?

Managing People

Have you ever had a difficult subordinate? If yes, tell me how you dealt with him/her and what resulted from your actions. If no, tell me what you would do and what you would expect to happen from your actions.

Give me some examples of things you have done which demonstrate your ability to manage people effectively. What did you do and how did the organization benefit from your actions?

Please give me some examples of things you have done to obtain maximum performance from your subordinates. What did you do and what resulted from your actions? How would you apply those techniques in this job?

Give an example of a time when you helped a staff member accept change and make the necessary adjustments to move forward. What were the change/transition skills that you used? Explain in detail!

Tell us about a specific development plan that you created and carried out with one or more of your employees. What was the specific situation? What were the components of the development plan? What was the outcome?

Managing Costs

Please give me some examples of things you have done which demonstrate your ability to manage a budget effectively and would demonstrate your ability to perform this job.

Please give me some examples of how you have demonstrated the ability to control costs and still achieve organizational objectives.

Motivation

Please give me some examples of things you have done which demonstrate your level of motivation. What did you do and what resulted from your actions?

Please give me some examples of where you took extraordinary efforts to achieve a deadline. What did you do and what resulted from it?

Response to Deadlines

Give me some examples of things you have done in the past which demonstrate your ability to respond to tight deadlines. What did you do and what resulted from your actions?

Please give me some examples of things you have done which demonstrate your ability to handle multiple priorities. What did you do and what resulted from your actions?

Creativity

Please give me some examples of things you have done on previous jobs, which demonstrate your creativity on the job. What did you do and what resulted from your actions?

Stress Management

How did you react when faced with constant time pressure? Give an example in detail! What did you do and what resulted from your actions?

People react differently when job demands are constantly changing; how do you react? Give an example in detail! What did you do and what resulted from your actions?

Organization

Please describe some things you have done on previous jobs or in school that would demonstrate your organizational skills. What did you do and what resulted from your actions?

Describe a recent project you were in charge of. Indicate how you organized that project and the impact of your organization on the outcome of the project.

How do you schedule your time? Set priorities? How do you handle doing twenty things at once? Explain the situation in detail!

What do you do when your time schedule or project plan is upset by unforeseen circumstances? Give an example in detail. What did you do and what resulted from your actions?

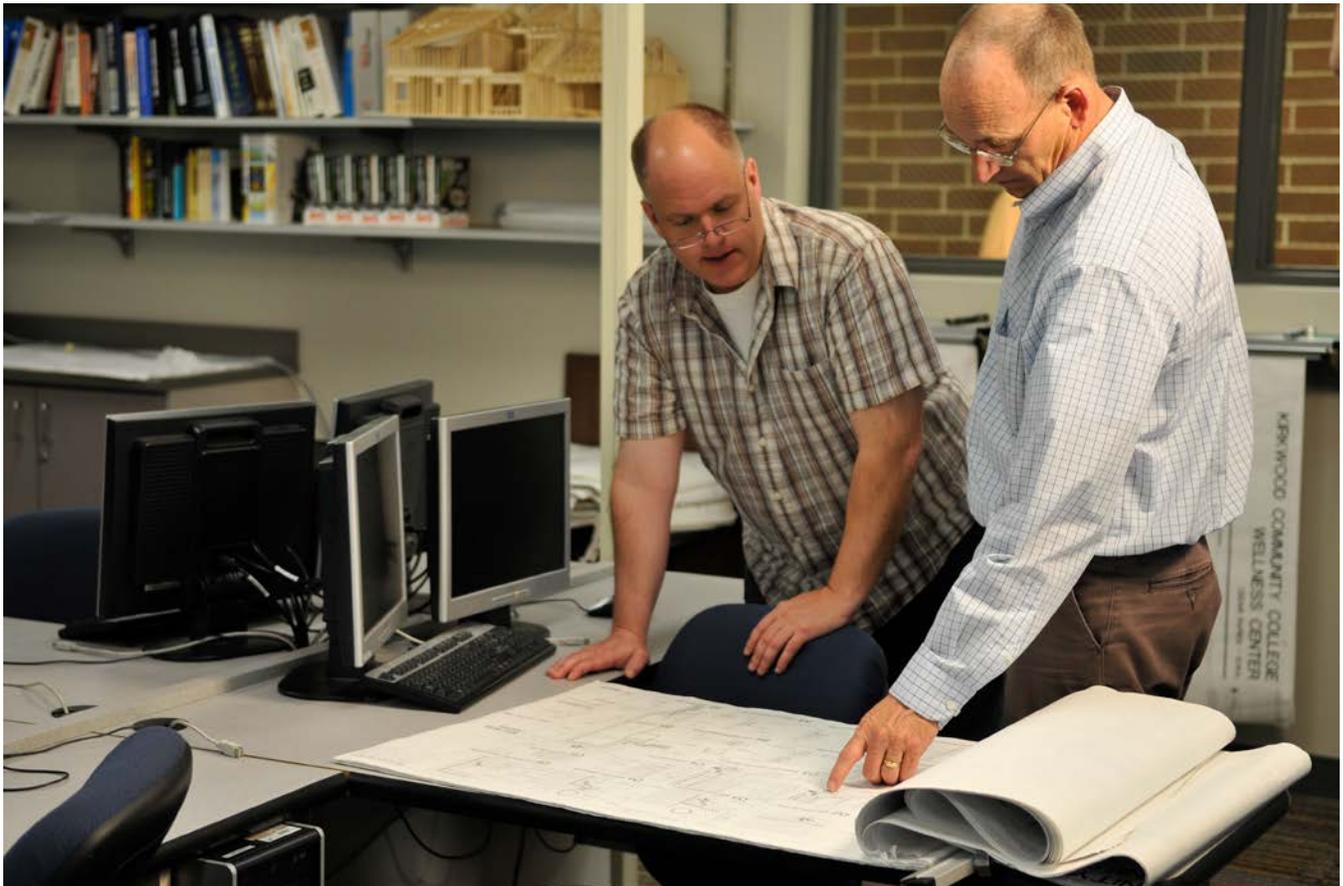
Mesh with Corporate Culture/Job

When you've held previous jobs, how did you determine what were the appropriate and inappropriate things to do? Cite some specific examples.

Give a realistic job preview then ask the following question – Please give me specific examples of things you have done on previous jobs or in your education, which would demonstrate that you would perform effectively and enjoy this position.

Common Closing Question

Is there any question I didn't ask, that you wish I had asked? (Use this time to mention anything you want to add that would demonstrate your ability to perform the job)



Illegal Questions

Employers cannot ask illegal questions in regard to your age, marital status, children, childcare arrangements, gender, race, religion and sexual orientation. Illegal questions may relate to circumstances that are not specific to the job in which you are interviewing. If you were asked an illegal question such as “What’s your marital status?” an appropriate question would be: “Would you be willing to relocate if necessary?” There are 3 ways to answer the illegal question and they are **1.** Simply answer the question. **2.** Refuse to answer the question. **3.** Reflect the question back to the interviewer for clarification as to what they are really asking. If you are asked inappropriate questions when interviewing, be polite and try not to be defensive. If the interviewer is very pushy in knowing personal information, you have to ask yourself, do you want to work for this company?

Pre-employment Questions

This area is a guide to help you understand what the legal and illegal pre-employment inquiries are.

Inquiry Area	Illegal Questions	Legal Questions
National Origin/Citizenship	<ul style="list-style-type: none"> <input type="checkbox"/> Are you a U.S. citizen? <input type="checkbox"/> Where were you/your parents born? <input type="checkbox"/> What is your “native tongue”? 	<ul style="list-style-type: none"> <input type="checkbox"/> What languages do you read, speak, or write fluently? (<i>If related to job performance.</i>) <input type="checkbox"/> Are you authorized to work in the U.S.?
Age	<ul style="list-style-type: none"> <input type="checkbox"/> How old are you? <input type="checkbox"/> What is your date of birth? 	<ul style="list-style-type: none"> <input type="checkbox"/> Are you over the age of 18?
Marital/Family Status	<ul style="list-style-type: none"> <input type="checkbox"/> What’s your marital status? <input type="checkbox"/> Who do you live with? <input type="checkbox"/> Do you plan to have a family? When? <input type="checkbox"/> How many kids do you have? <input type="checkbox"/> What are your childcare arrangements? 	<ul style="list-style-type: none"> <input type="checkbox"/> Would you be willing to relocate if necessary? <input type="checkbox"/> Travel is an important part of the job. Would you be able and willing to travel as needed by the job? (<i>This question is okay, as long as ALL applicants for the job are asked it.</i>) <input type="checkbox"/> This job requires overtime occasionally. Would you be able and willing to work overtime as necessary?
Affiliations	<ul style="list-style-type: none"> <input type="checkbox"/> What clubs or social organizations do you belong to? 	<ul style="list-style-type: none"> <input type="checkbox"/> List any professional or trade groups or other organizations that you belong to that you consider relevant to your ability to perform this job?
Personal	<ul style="list-style-type: none"> <input type="checkbox"/> How tall are you? How much do you weigh? <input type="checkbox"/> What is your sex? 	<ul style="list-style-type: none"> <input type="checkbox"/> Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job? (<i>Questions about height and weight are not acceptable unless minimum standards are essential to the safe performance of the job.</i>)

Inquiry Area	Illegal Questions	Legal Questions
Disabilities	<ul style="list-style-type: none"> <input type="checkbox"/> Do you have any disabilities? <input type="checkbox"/> Please complete the following medical history. <input type="checkbox"/> What was the date of your last physical exam? <input type="checkbox"/> How's your family's health? 	<ul style="list-style-type: none"> <input type="checkbox"/> Based on the job description, are you able to perform the essential functions of this job with or without reasonable accommodations? <input type="checkbox"/> As part of the hiring process, after a job offer has been made, you will be required to undergo a medical exam. <i>(The results of the exam must be kept strictly confidential, except medical/safety personnel may be informed if emergency medical treatment is required and supervisors may be informed about necessary accommodations to the job based on the results of the exam.)</i> <input type="checkbox"/> Can you demonstrate how you would perform the following job-related function?
Arrest Record	<ul style="list-style-type: none"> <input type="checkbox"/> Have you ever been arrested? 	<ul style="list-style-type: none"> <input type="checkbox"/> Have you ever been convicted of _____? <i>(The crime named should be reasonably related to the performance of the job in question.)</i>
Military	<ul style="list-style-type: none"> <input type="checkbox"/> If you've been in the military, were you honorably discharged? 	<ul style="list-style-type: none"> <input type="checkbox"/> In what branch of the Armed Forces did you serve? <input type="checkbox"/> What type of training or education did you receive in the military?

Sample Questions to Ask an Interviewer

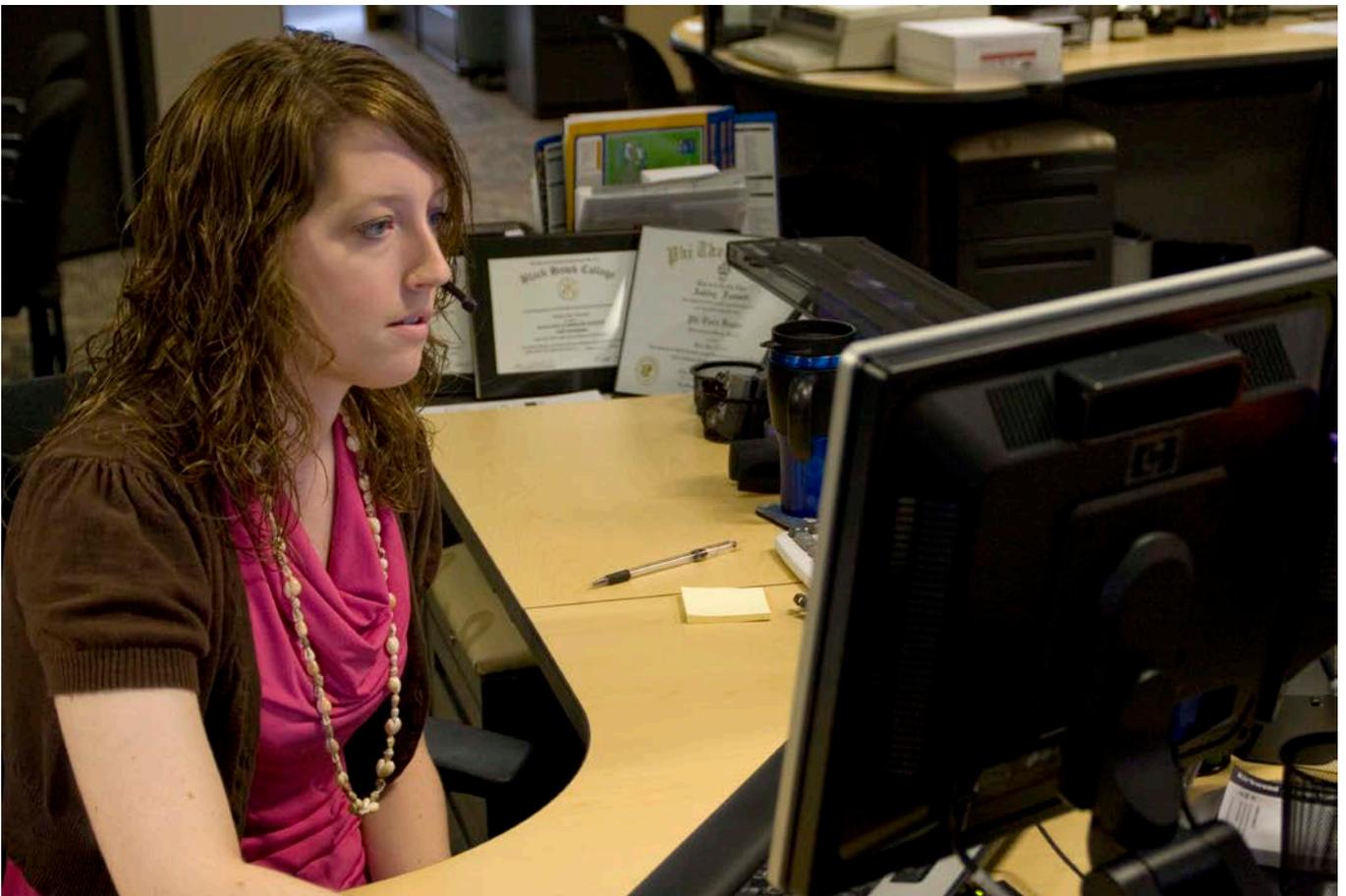
1. Can you tell me a little bit about your interview process? Is there just this one interview here today? Do strong candidates go onto a 2nd or 3rd interview?
2. You've heard all about me, would you mind telling me a little about yourself?
3. Describe what my responsibilities would be on this job?
4. Is this a newly created job?
 - *If yes, what results are you hoping to see?
 - *If not, what is the last person who held this job doing now?
 - *If resign, why?
 - *If promoted, what contributed to his/her advancement?
5. What do you consider to be the most difficult task on this job?
6. How would I be trained for this position?
7. What are the strengths of the department and what do you see for improvements in the department?
8. Upon what criteria are employees in this department evaluated?
9. What types of people succeed in your organization?
10. What did you like most about the person who previously held this position?
11. How will I get feedback on my job performance?
12. Does your company believe in and support continuing education?
13. What is your company's policy on providing seminars, workshops and training so employees can develop their skills?
14. What particular computer equipment and software do you use here? When was your last upgrade?
15. Are your sales up or down over last year?
16. Why do you enjoy working here?
17. If you were to offer me the position, where could I expect to be 5 years from today?
18. What are the department goals for the year?
19. Could you describe your style of supervision?
20. What is the company's management style?
21. What are the opportunities for advancement within this organization?
22. (Formulate questions that show you've done your research.) For example; I've noticed your stock has increased by 5 % in the last quarter. To what do you attribute this success?
23. Do you think I'll find this job to be challenging and stimulating?
24. I want this position! Could I have a 30 day trial period to prove myself?
25. What is a realistic time frame for advancement?
26. How much travel is expected?
27. Is relocation a possibility?
28. How has your career progressed here? Are similar opportunities available today?
29. Can you describe what a work week is like as a (fill in position you're seeking) here?
30. What is the length and structure of the training program?
31. Does the position offer exposure to other facets of your organization?
32. What other positions and/or departments will I interact with most?
33. To whom does this position report?
34. Are there any restraints or cutbacks planned that would decrease the budget here?
35. What's the makeup of the team as far as experience? Am I going to be a mentor or will I be mentored?

36. What does this company value the most and how do you think my work for you will further these values?
37. What kinds of processes are in place to help me work collaboratively?
38. What can I bring to Company XYZ to round out the team?
39. What's the most important thing I can do to help within the first 90 days of my employment?
40. Do you have any questions or concerns about my ability to perform this job?
41. When top performers leave the company why do they leave and where do they usually go?
42. What do you see in me? What are my strongest assets and possible weakness? Do you have any concerns that I need to clear up in order to be the top candidate?
43. Could you describe to me your typical management style and the type of employee that works well with you?
44. What are some examples of the achievements of others who have been in this position?
45. How many people have held this job in the last five years? Where are they now?
46. If this position is offered to me, why should I accept it?
47. What are your major concerns that need to be immediately addressed in this job?
48. What do you see in my personality, work history or skill set that attracts you to me?
49. How soon do you expect to make a decision?
50. If I am offered the position, how soon will you need my response?
51. May I see an organizational chart?
52. What can you tell me about your new product or plans for growth?
53. What is this company's culture? (Ex: Is it rigid and formal or relaxed and flexible?)
54. Describe the work environment?
55. How much decision making authority is given to new employees?
56. What makes your organization different from its competitors?
57. Are there any other questions I can answer for you?
58. When can I start?
59. What is the next step that I need to do to be a part of your team?
60. Have I said anything to lead you to believe that I would not be the best person for the job?

Part-Time Job Interview Questions to Ask

1. How many hours a week are available?
2. How many hours per week/day are offered with this position?
3. What are the typical shifts covered by this position?
4. Are weekend/evening hours required?
5. How flexible are the hours?
6. Do the hours vary weekly, or stay pretty much the same?
7. What kinds of projects will I be working on?
8. How many part-time people do you employ?
9. Will I be a part of a team, or be working primarily independently?
10. Is this a position that has always been part-time?
11. Will I have the opportunity to interview with the supervisor of this position?
12. Is there a full-time person here with similar duties, who I would be working with?
13. Are there extra hours available seasonally?
14. What are the responsibilities of this position?
15. Can you describe for me a typical day in this position?
16. Does the person who previously did this job still work here?
17. Why did the person who previously held this position leave?
18. How would you describe your company's management style?
19. If I am offered this position will I have the opportunity to meet with my supervisor?

20. How many part-time employees does this company employ?
21. How many full-time employees does this company employ?
22. Would there be any opportunity to work from home occasionally?
23. How far in advance is the schedule posted?
24. Is there opportunity for growth within the company?
25. What do you like best about working here?
26. What do you like least about working here?
27. Would you change anything about this department?
28. If I'm offered this position, how soon would you like me to start?
29. How many applicants are you interviewing for this position?
30. Do you have any additional questions for me?
31. When should I expect to hear from you?



Job Applications

When applying for jobs, you may be asked to fill out a job application. Here are some things to keep in mind when filling out application forms.

- Follow the directions very carefully. Take your time.
- Some companies may ask you to fill out an online application form.
- Photocopy the original application form, before you fill in the blanks. That way if you can't fix your mistakes, you can start over without having to go back and ask for a new form. Also, you can use the photocopy as a referral sheet in filling out future applications.
- Use erasable blue or/and black ink pen.
- Be honest! Because your application is a legal document, you can be fired for false information.
- Never leave an item blank. If the questions don't apply to you write "NA" (non-applicable). This ensures the employer that the application is complete.
- Answer the question on "*position desired*", "*job preference*" or "*job for which you are applying*" with a specific job title or type of work. Avoid leaving this field blank. Also, do not use the responses "Any" or "Open."
- If the job is an advertised job, or if you are looking for a specific position, enter that job title. When you are not applying for a specific position, state the name of the department in which you wish to work. If you are interested in more than one job, fill out more than one application. For salary requirements, some employers may use this question to screen out applicants. It is best to give a salary range or to respond with "negotiable." Check this website:
<https://www.iowaworkforcedevelopment.gov/iowa-wage-report>
- When giving reasons for leaving a previous position you should choose your words carefully when responding to this question. Avoid using the words "Fired," "Quit," "Illness," or "Personal Reasons." These responses may reduce your chances of being hired. Always look for positive statements to use in answering this question such as "involuntary separation" or "employer requested".
- Keep your application consistent with your resume, coincide details like dates, names, titles, etc.
- Keep a record of everywhere you have applied. If applying online, record any usernames, passwords and application numbers you may be given.
- When applying online prepare for technical glitches. If the site has a *save as you go* option, do take advantage of this.
- Be sure to check your spelling and proofread your entire application.
- Whenever you pick up or turn in an application, dress professionally.
- Follow up a few days (7 working days) later with a phone call.
- Major in high school should be labeled as "General".

Federal Applications

KSA's and Essays are important parts of your total application. Most federal applications are composed of two or three parts. First is the federal Resume (usually electronic format). Then there is often a requirement for *Knowledge, Skills and Abilities (KSA)* narratives. More recently, agencies have been adding Questionnaires with Self-Assessment Questions and Essay Answers as a part of the application process. The third part is faxes of additional information.

In KSA's you give examples that demonstrate your performance. The KSA narratives exemplify the critical job elements that require specialized experience. Supervisors are looking for examples that demonstrate your highest level of experience.

There are three different KSA/Essay styles:

1. **Narrative CCAR KSA (long-one page):** This style includes full sentences, descriptions, details and long and short sentences. It could include the full *Context, Challenge, Action and Results (CCAR)* formula that tells a complete story, or an example that demonstrates your competency in the area.
2. **Example KSA – shorter (medium – half page):** Project details are similar to the narrative style, but presented in a shorter format. The example may not include a CCAR story, just an example demonstrating performance.
3. **List KSA (shortest – half page):** This response provides a list of relevant examples that will prove your skill level for the Questions or KSA response. The list should include the name of the project or item, plus a description. Each list entry should include a short description.

Application Worksheet

The worksheets on pages 103 to 106 will give you a chance to practice filling out an application and can be used as a cheat sheet when you fill out any application online or at the place of business.



Civilian Application

Application Worksheet Personal

Last Name	First	Middle	Date
Street Address			Home Phone ()
City, State, Zip			Mobile Phone ()
Position Desired <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time			Social Security No.
Have you ever applied for employment with us? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes: Month and Year: Location:			Salary Desired (Per Year):
Are you legally eligible for employment in the United States?			When will you be available to begin work?
Have you ever been convicted of a crime (felony or misdemeanor) other than a minor traffic violation? (This information may be considered in hiring or job placement, but will not automatically disqualify you for employment.) <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:			Are you over the age of 18 years old? <input type="checkbox"/> Yes <input type="checkbox"/> No
Please indicate source of referral to this Company: <input type="checkbox"/> Contacted on own <input type="checkbox"/> Current Employee <input type="checkbox"/> College Campus Recruiter <input type="checkbox"/> Website Ad <input type="checkbox"/> National Publication <input type="checkbox"/> Dept. of Employment Ser.			Will you work overtime if asked? <input type="checkbox"/> Yes <input type="checkbox"/> No

Education

Schools	Name & Location of School	Major	No. of Years Completed	Did You Graduate?	Degree, Certificate, or Diploma
High School				<input type="checkbox"/> Yes <input type="checkbox"/> No	
College				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Business, Trade, Technical, Other				<input type="checkbox"/> Yes <input type="checkbox"/> No	

Computer & Software Skills

What type of computers have you worked with before?
Which software and hardware applications are you most familiar with?

Employment Experience

Please give accurate, complete full-time and part-time employment record. List last four employers, most recent experience first.

Name of Employer	Telephone () -
Address, City, State	Employed (State Month and Year) From To
Name of Supervisor	Hourly or Yearly Pay Start Last
State Job Title and Describe Your Work	Reason for Leaving _____ May We Contact the Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Name of Employer	Telephone () -
Address, City, State	Employed (State Month and Year) From To
Name of Supervisor	Hourly or Yearly Pay Start Last
State Job Title and Describe Your Work	Reason for Leaving _____ May We Contact the Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Name of Employer	Telephone () -
Address, City, State	Employed (State Month and Year) From To
Name of Supervisor	Hourly or Yearly Pay Start Last
State Job Title and Describe Your Work	Reason for Leaving _____ May We Contact the Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Name of Employer	Telephone () -
Address, City, State	Employed (State Month and Year) From To
Name of Supervisor	Hourly or Yearly Pay Start Last
State Job Title and Describe Your Work	Reason for Leaving _____ May We Contact the Employer? <input type="checkbox"/> Yes <input type="checkbox"/> No

Military Experience

Have you served in the Armed Forces? <input type="checkbox"/> Yes <input type="checkbox"/> No	Branch
From: To:	Education Received
Reason for leaving the Service?	Specialty (Training Received):

Personal References

(Not Former Employers or Relatives)

Name & Occupation	Complete Address & Email Address	Phone (Home or Work)	Relationship
1.			
2.			
3.			
4.			

Remarks

Please use the space below to summarize any additional information necessary to describe your qualifications.

I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed; falsified statements on this application shall be grounds for dismissal.

I authorize investigation of all statements contained herein and the references listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise and release all parties from all liability for any damage that may result from furnishing same to you.

I understand and agree that, if hired, my employment is for no definite period and may, regardless of the date of payment of my wages and salary, be terminated at any time without prior notice.

Date _____ Signature _____

Follow Up

- You will improve your chances of getting a job, if you follow up on all jobs you apply for and all “fishing” letters you send.
- Call or email 3-5 days after sending a resume, unless the employer requests no phone calls.
- Some sample questions you could ask during your follow-up call: Did you receive all of my credentials? Do you have any questions for me? Where are you in your hiring process? Am I a candidate? When can I expect to hear from you? Would you be interested in setting up a time to meet with me?
- If you are granted an interview, send a thank you note immediately afterwards.
(See pages 60-63)



Evaluating Job Offers

Eventually, you may be offered a position with a company. Congratulations! Your next step is deciding whether or not to take the job. You may have to choose between two offers. Here are some things to consider.

Look at the corporate culture

- Do you really want to work there?
- Is there work/life balance?
- Is there open communication?
- Is it a positive working environment?
- Will you enjoy your coworkers?
- Are there opportunities for training and advancement?
- Can you get behind the vision of the company?
- How do the company's values align with your own?
- Will your work activities be interesting and fulfilling?
- How flexible will your work hours be?
- How's the company's reputation?

Understand the benefits package. Benefits add value to your package. You may actually walk away with more money at a lower salary job with excellent benefits. Ask questions to clarify what's included in your benefits package.

- What is the cost to the employee for health insurance?
- What all is covered by the insurance? What is the co-pay? Dental? Vision?
- 401K matching?
- Retirement or early retirement programs?
- Tuition reimbursement?
- Life insurance?
- Flexible spending accounts?
- Profit sharing or stock options?
- Vacation days? (Divide base salary by 260 to determine the cash value of each paid vacation day)

Know what you're worth

- Find out what others who do similar work in the same geographic location are being paid. Make sure your offer is comparable.
- Use www.salary.com or Bureau of Labor Statistics <http://www.bls.gov> to locate this information.

Can you negotiate?

You may want to consider asking for a larger salary or added benefits if a few of the following are true:

- The salary offered is significantly below your market value.
- The person who offered you the job has the power to increase your salary.
- The company is large and/or financially stable.
- They are urgently trying to fill the position.
- You are significantly more qualified than the other applicants, or there is little competition for the position.

Some Final Tips on Job Searching

- Don't give up. If you are like most people, you will be rejected many times before you land a job. This is to be expected. If you have to work a dead-end job to pay bills, continue to set aside time each week to devote to finding a job you like.
- During your job search, be sure to spend time around people who affirm you and encourage you in your search. This will help keep you positive and motivated.
- Be willing to start at the bottom. Look at the big picture. The job may not be your dream job, but it may lead to your dream job someday. Consider: Will you improve your skills and learn new skills? Will you develop valuable contacts? Are there opportunities for advancement? Will this job enhance your resume?

Transitioning from School to Work

Making the transition from school to work can be a time filled with uncertainties and nervousness.

Leaving Kirkwood

- Get letters of reference from your instructors or ask if they will be a reference for you. It's better to get them while they still remember you. You may need letters of reference in the future for scholarships, jobs, or graduate school. Remember to always stay in contact with your references.
- Stay connected with student organizations that may be able to help you in terms of networking.
- Check with the financial aid office to make sure you understand your financial obligations.

At your first job

- In the workplace, it doesn't really matter how cool you are, or how cool you were. It does matter how ambitious, competent, positive, diligent and dedicated you are.
- Be sure to ask for clarification or direction when you need it; on the other hand, take initiative and try to figure things out on your own. You will drive everyone crazy if you ask too many questions.
- Don't hesitate to take on projects that will challenge you and help you refine your skills.
- Strive for professionalism: Dress appropriately, avoid swearing, avoid gossip!!
- Actively manage your money: Seek financial advice, learn about investments and make a budget.

