

Kirkwood

CAREER SERVICES

The Kirkwood Career Services office provides guidance and support to job seekers who want to stand out from the crowd. For over 10 years, we've helped students, alumni, and community members prepare for, and successfully navigate, the highly competitive job search process.

JOB SEARCH SUCCESS WORKBOOK



CAREER SERVICES

Our guide will help you:

- Become familiar with Kirkwood's in-person and online career resources
- Understand tips for résumé writing, cover letter writing, and interviewing
- Search for internships, part-time positions, and full-time jobs

**To talk with our career coaches
call 319-398-5540.**

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www.facebook.com/KirkwoodCareerServices

Kirkwood Community College declares and affirms that it values and respects diversity and inclusion in all college-sponsored events, all employment practices, and all educational programs and activities. The college will not tolerate unlawful discrimination or harassment of persons on the basis of race, creed, color, sex, sexual orientation, gender identity, marital status, national origin, age, religion, or disability. Anyone who has questions or complaints should contact the vice president of human resources at Kirkwood Community College, 313 Kirkwood Hall, 6301 Kirkwood Blvd. SW, Cedar Rapids, IA 52404, or by phone at 319-398-5572, or the Director of the Office for Civil Rights, U.S. Department of Education, John C. Kluczynski Federal Building, 230 S. Dearborn Street, 37th Floor, Chicago, IL 60604-7204, Telephone: 312-730-1560, Fax: 312-730-1576, Email: OCR.Chicago@ed.gov.

SUCCESSFUL JOB SEARCH STRATEGIES

Job Search Tips Checklist

- ☐ Target a specific geographic area and research places where you'd like to work.
- ☐ Ask everyone you know to keep their eyes open for potential job openings in your field.
- ☐ Check company websites and online job boards regularly for job vacancy announcements.

Write your Elevator Pitch

This is a clear, brief message or “commercial” about you. It communicates who you are, what you’re looking for, and how you can benefit a company or organization. It’s typically about 30 seconds, the time it takes people to ride from the bottom to the top of a building in an elevator.

I am: This is your opener. Extend your hand for a handshake while introducing yourself. **EXAMPLE:** “Hi, my name is Jennifer Smith”

I am currently: This is where you share with your contact some current work or training relevant to your interest of work. **EXAMPLE:** “I am currently completing Kirkwood’s Business Administration: Management program while working as a cashier with Hy-Vee Food Stores.”

I am looking for: State the type of work that you are looking for as well as some of the strengths and skill sets that you offer. **EXAMPLE:** “I am currently looking for a management opportunity where I can utilize my training, as well as my strengths in communication and customer service.”

Combined, that makes your elevator speech:

“Hi, my name is Jennifer Smith. I am currently completing Kirkwood’s Business Administration: Management program while working as a cashier with Hy-Vee Food Stores. I am currently looking for a management opportunity where I can utilize my training, as well as my strengths in communication and customer service.”

Now you try:

I am:

I am currently:

I am looking for:

Networking

“EIGHTY-FIVE PERCENT OF
CRITICAL JOBS ARE FILLED
VIA NETWORKING.”

— Adler, Lou (2016)

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 and can help get you hired because most employers would prefer to hire someone they know, or an acquaintance of someone they know.

(www.linkedin.com/pulse/new-survey-reveals-85-all-jobs-filled-via-networking-lou-adler)



Informational Interviewing

Informational interviews are one of the most important tools in the modern job search.

What is an informational interview?

The informational interview is a conversation between you and a professional in your desired area to collect relevant information about the professional's career, organization, field of study/research or their path to their current employer. Conducting informational interviews not only provides you with information about potential careers, it also builds your professional network. Think of it as relationship building.

Benefits of conducting an informational interview:

- Gather valuable information to aid in your career planning.
- Develop confidence in discussing your interests and goals.
- Gain access to the “hidden job market,” as over 80 percent of jobs are secured today through networking.
- Expand your network of contacts in your field of interest for future opportunities.
- Gain referrals to other professionals in the same field for additional networking.

How do you find contacts for the informational interview?

Most likely you will talk with a person you don't know personally, but who has been referred to you through a career coach at Kirkwood or by family, friends, colleagues, faculty/staff members, or peers. Initiating the request for an informational interview should be done by emailing the person to whom you would like to speak.

Contact Email Sample

The screenshot shows an email composition window. At the top, there's a toolbar with icons for Send, Paste, Undo, Redo, and various text formatting options like Bold, Italic, Underline, and font color. Below the toolbar, the "Message" tab is active, displaying the "To:" field with the address "M.Brooks@accountingbusiness.com". The "Cc:" and "Bcc:" fields are empty. The "Subject:" field contains the text "Professional Advice". The main body of the email starts with "Dear Mr. Brooks," followed by three paragraphs of text. The first paragraph introduces the sender as a student at Kirkwood's Accounting program who was given contact information by Roy Pettibone. The second paragraph states the sender's interest in accounting research and their desire to meet with Mr. Brooks. The third paragraph expresses belief in the mutual benefit of the meeting and asks for a suitable time. The final paragraph provides the sender's contact information: "I can be reached at liam.jones@yahoo.com or at (319) 555-1234. Thank you in advance." The signature "Liam Jones" appears at the bottom.

Informational Interview Preparation

How to prepare for an informational interview:

- Conduct some basic research about your contact, their field, and their employer.
- Prepare a list of questions or areas you would like to explore as part of the interview.
- If you meet face to face, dress in appropriate attire for the situation.

How should you conduct the informational interview?

Develop a list of questions to guide the conversation and elicit helpful information from your contact. You are seeking lively conversation topics that show your genuine interest in the individual as well as the field or industry.

Phase 1: Small Talk (3 – 5 minutes)

Small talk comes more naturally to some people than to others. It is an important skill to develop, as it shows

genuine interest in another individual, sets both parties at ease, and gives the other person a chance to talk about whatever they want initially.

Questions to consider when opening with small talk:

1. How is your day going so far?
2. What projects are you working on right now?
3. Can you tell me about your background and how you came to work for your employer?

Phase 2: Questions and Answers (15 – 20 minutes)

One of the most critical areas of the informational interview is to know what questions to ask. Having a framework, such as TIARA (trends, insights, advice, resources, and assignments), to follow can prove to be extremely helpful in structuring your thoughts. The fundamental thesis of TIARA is that you begin the conversation by treating your contact as an expert. Over the course of the informational interview, your questions will shift in tone and depth so you can view this person as a mentor or coach.

TIARA Questions

TRENDS • What trends are impacting your business/field the most right now? • How has your business or field changed most since you started? • How do you think your business or field will change most dramatically in the next several years?

INSIGHTS • What surprises you most about your job/field/employer? • What's the best lesson you've learned on the job? • What's been your most valuable experience at your employer so far, and why? • If you had to attribute your success to one skill or trait, what would it be?

ADVICE • What can I be doing right now to prepare myself for a career in this field? • What do you know now that you wished you'd known when you were in my position? • If you were me, what would you be doing right now to maximize your chance of breaking into this industry/field/function?

RESOURCES • What resources should I be sure to look into next? • What next steps would you recommend for someone in my situation?

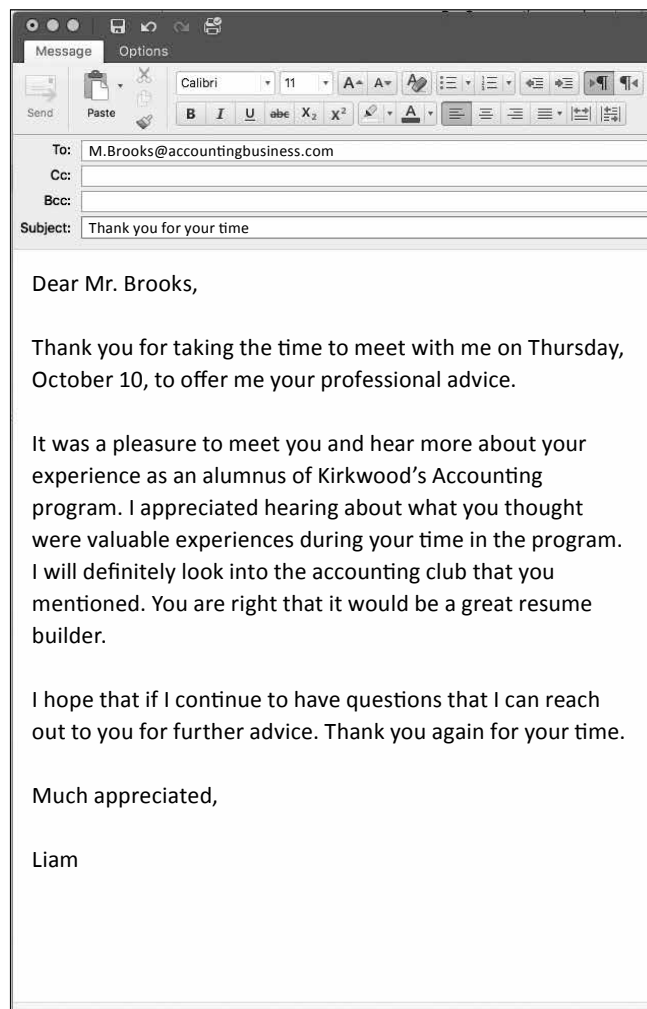
ASSIGNMENTS • What project(s) have you done that you felt added the most value? • Have any projects increased in popularity recently at your organization? • Have you had interns/new graduates in the past? If so, what sort of projects have they done?

Resource: Steve Dalton's TIARA Framework, outlined in his book, "The 2-Hour Job Search."

Phase 3: Next Steps (3 – 5 minutes)

Your next step is to not only follow up on any new connections and suggestions, but also to stay in touch with your first contact, letting them know the results of your further actions. To bring closure to the informational interview, thank them aloud for spending the time with you, and then send them a thank you note via email the next day.

Follow Up Email Sample



Stay Connected!

You might not always get the maximum benefit from just the one visit. Keep in touch by sending them an article on a related topic, offering to assist them in some way with their work or research, or connecting with them via social media channels such as LinkedIn.



LinkedIn Profile Checklist

☐ **PHOTO:** It doesn't have to be fancy - just use your cellphone camera in front of a plain background. Wear a nice shirt and don't forget to smile!

☐ **HEADLINE:** Tell people what you're excited about now and the cool things you want to do in the future.

☐ **SUMMARY:** Describe what motivates you, what you're skilled at, and what's next.

☐ **EXPERIENCE:** List the jobs you held, even if they were part-time, along with what you accomplished at each. Even include photos and videos from your work.

☐ **ORGANIZATIONS:** Have you joined any clubs at school or outside? Be sure to describe what you did with each organization.

The screenshot shows a LinkedIn profile for David Xiao, an Economics Major and Aspiring Financial Analyst. The profile includes a professional photo, a headline, a summary, and two experience entries. The first experience entry is for a Venture Capital Internship at Berkeley Ventures, and the second is for Berkeley A Capella. The profile also shows a search bar at the top and a 'Contact Info' button.

David Xiao
Econ Major and Aspiring Financial Analyst
San Francisco Bay Area | Financial Services

Previous Education: Berkeley Ventures, University of California, Berkeley

153 connections

[www.linkedin.com/in/davidxiao/](#)

Background

Summary

I'm a senior at Berkeley, starting to look for roles in the financial industry. As an economics major, I'm fascinated by the invisible forces that shape our world. Why does one company succeed and another fail? Is it possible to predict which idea will be the next big thing?

As such, I've taken lots of microeconomics coursework and have interned with a local venture capital firm. And now I'd like to put that experience to good use, analyzing tomorrow's up-and-coming companies.

Experience

Venture Capital Internship
Berkeley Ventures
May 2013 – September 2013 (5 months) | Berkeley, CA

Conducted research on 20 startup companies and presented my findings to the fund's board, leading to a new \$1.5 million investment.

Organizations

Berkeley A Capella
Lead Singer
March 2012 – Present

Schedule and perform at events for one of Berkeley's oldest a cappella groups, including last year's Cal-Stanford game.

☐ **EDUCATION:** Starting with college, list all the educational experiences you've had - including summer programs.

☐ **VOLUNTEER EXPERIENCE & CAUSES:** Even if you weren't paid for a job, be sure to list it. Admissions officers and employers often see volunteer experience as just as valuable as paid work.

☐ **SKILLS & EXPERTISE:** Add at least 5 key skills - and then your connections can endorse you for the things you're best at.

☐ **HONORS & AWARDS:** If you earned a prize in or out of school, don't be shy. Let the world know about it!

☐ **COURSES:** List the classes that show off the skills and interests you're most excited about.

☐ **PROJECTS:** Whether you led a team assignment in school or built an app on your own, talk about what you did and how you did it.

☐ **RECOMMENDATIONS:** Ask managers, professors, or classmates who've worked with you closely to write a recommendation. This gives extra credibility to your strengths and skills.

Education

University of California, Berkeley
Economics, B.A.
2010 - 2014 (expected)



Volunteer Experience & Causes

Big Buddy

Skyline High School

September 2012 - May 2013 (9 months) | Education

Mentored an Oakland high school student through the college application process, helping him get into his dream school.

Skills & Expertise

Most endorsed for...

12 Economics

11 Start-ups

10 Due Diligence

10 Venture Capital

10 Management



Honors & Awards

The Achievement Award Program

UC Berkeley

Four-year scholarship awarded to community-minded students with a proven track record of academic success.

Courses

University of California, Berkeley

- Microeconomic Theory (Econ 101A)
- International Monetary Economics (182)
- Public Economics (230A)

Projects

Venture Capital Financing in India

May 2013

For our international Monetary Economics course, Paul and I decided to study the emerging venture capital industry in India. By looking at data from the World Bank, we were able to understand the challenges and opportunities facing this nascent sector. And we developed a series of recommendations for overcoming these challenges, which we delivered to our professor in a final term paper.

5 team members



David Xiao
Econ Major and Aspiring Financial Anal...



Paul Smith
Student at UC Berkeley

Recommendations

Received (2) ▾

Venture Capital Internship Berkeley Ventures



Tim Lee
Partner

“David spent the summer with us at Berkeley Ventures and made an immediate impact. He showed us a brand new technique for firm analysis that he had just learned in school and came through with recommendations that opened our eyes to a unique set of opportunities.

We don't normally hire undergrads as interns but after working with David, we will again!

November 13, 2013, Tim managed



Job Search Websites

Local Job Listings

Better Hawkeye Jobs

www.betterhawkeyejobs.com

Cedar Rapids Gazette

classifieds.thegazette.com/category/employment

CedarRapidsJobs.com

www.cedarrapidsjobs.com

CR/IC Help Wanted

www.cedarrapidsiowacityhelpwanted.com

Corridor Careers

www.corridorcareers.com

Des Moines Register

jobs.desmoinesregister.com

Future Ready Iowa

www.futurereadyiowa.gov/find_a_job

IowaJobs

www.iowaworks.gov

Kirkwood's Job Website

www.kirkwood.edu/jobs

ICR's Recruit Me

offers.icriowa.org/recruit-me

Your Targeted Employer's Website

(Identify companies you'd like to work for and check their websites for new listings.)

National Job Listings

Career Builder

www.careerbuilder.com

Indeed

www.indeed.com

LinkedIn

www.linkedin.com/jobs

Monster

www.monster.com

Muse

www.themuse.com/jobs

SimplyHired

www.simplyhired.com

SnagAJob

www.snagajob.com

USA Jobs

www.usajobs.gov

ZipRecruiter

www.ziprecruiter.com

Job Search Plan

List three ways you will identify the job openings.

1.

2.

3.

List three ways you will contact employers.

1.

2.

3.

List three ways you intend to follow-up with employers.

1.

2.

3.

List four people in your network. List their name, job title, and how they can help you network.

1.

2.

3.

4.

Research Companies

It's important to research companies you are potentially interested in working for. The employer will most likely ask either "What do you know about our company?" or "Why do you want to work for our organization?" Look for the following information that you can obtain from the organization's website, social media pages, or company brochures.

- Number of locations and employees
- Age of the company/length of time in the community
- Services or products provided
- New products/projects
- What type of employees or positions do they hire?
- Contact person/job title

Now you try!

Name of employer:

Method of finding information:

What do you know about our company?

Job Fair Checklist

Job or career fairs are another great opportunity to meet and network with local employers.

- ☐ Research attending companies beforehand so you know who you want to speak with and what you want to speak about.
- ☐ Have your résumé reviewed before attending the career fair.
- ☐ Dress professionally and bring plenty of copies of your résumé.
- ☐ 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.
- ☐ Request a business card from the employer/representative.
- ☐ Send a thank you card or letter to the employer/representative.

WRITING A RÉSUMÉ



Résumé Sections

Header

- ☐ List your name first, in bold and a large font (14- to 18-point size).
- ☐ Add your address, phone number, and email address in a 10- or 12-point font.

Tip: Remove your address on résumés that you upload online to guard against identity theft

Objective (optional)

- ☐ Keep it clear, concise, and specific to each position.

Profile/Summary/Highlights (optional)

- ☐ Your most relevant and impressive professional accomplishments and experiences that will enable you to succeed in this position/field.
- ☐ Focus on answering the question, *What do I have to offer the employer?*
- ☐ Connect the dots—how will your past experiences and skills be useful in this position?
- ☐ List these in bullet points or paragraph form.

Education

- ☐ Include information about colleges attended: school name, city, state, graduation month/year, degree type (A.A.S., B.A., Diploma, etc.), and major.
- ☐ If you are currently attending school, list your graduation month/year as anticipated or expected.
- ☐ Exclude high school once you have attended college.

Certifications/Licenses (optional)

- ☐ Add credentials relevant to your field.
- ☐ Include the credential name, who awarded it to you, and when you earned it (e.g., CPR/First Aid, American Heart Association, April 2025).

Skills (optional)

- ☐ Job-specific skills; include things like expertise with industry software and special equipment.
- ☐ Include transferable skills, which are qualities and experiences that are useful for every job, such

as communication, teamwork, foreign language fluency, etc.

- ☐ List knowledge or proficiency for software programs if applicable.

(Knowledgeable = some experience/familiarity.
Proficient = expert user.)

Work Experience

- ☐ Use three to five bullet points for each job to clearly describe what you did, focusing on skills and accomplishments.
- ☐ Your experiences may include such things as full-time professional work, part-time jobs, internships, volunteering, and campus/community involvement.
- ☐ Focus on transferable skills and how you will apply these skills in your new role.
- ☐ Look for clues in job advertisements to discover what skills employers value most for your target position.

Other Optional Sections

- ☐ Depending on your career path, you may have sections such as internships, involvement, clinical rotations, awards, leadership activities, etc.
- ☐ Format these sections in the same way as the rest of your résumé.

References

- ☐ Obtain permission from three to five professional contacts who are willing to provide a positive reference.
- ☐ List the following information for each reference:

Name

Job Title (or relationship to you if it is not clear based on their current employment)

Employer Name

Street Address

City, State, ZIP Code

Phone Number

Email Address

- ☐ List references on a separate page (use your résumé's heading; see example on page 16) or at the very bottom of your résumé if you have room (these can be arranged in two columns to take up less space; see example on page 10).

Writing Résumé Bullet Points

- ☐ Use action verbs in each bullet to describe a skill you used (see examples on page 12).
- ☐ Share your results and accomplishments. Ask yourself these questions and add some of this information to your bullets:
 - Who?** (e.g., Who did my job help? Customers? My employer?)
 - What?** (e.g., What resulted from this task or duty? What was involved in accomplishing this?)
 - When?** (e.g., When did this happen? How often?)
 - Why?** (e.g., Why was this task or responsibility important?)
 - How?** (e.g., How did this get accomplished? What methods or techniques did I use?)
- ☐ Include transferable skills, which are any skills you learned through past experiences that you could use in a future job (e.g., communication, customer service, leadership, problem solving, etc.).

Tip: Break this task into smaller chunks to make it easier. Start by making a list of your job responsibilities. Add your work accomplishments to the list. Then consider what skills you used/developed by doing these things.

Résumé Formatting

Format Options (see examples on pages 13 – 20)

Chronological

- Appropriate format for people with steady work history relevant to the position sought.
- Details your experience in reverse chronological order.

Functional

- Recommended for those with employment gaps or little experience.
- Focuses on skills.

Hybrid

- Great for entry-level applicants and those with inconsistent work history.
- Includes descriptions of skills and work history.

Résumé Checklist

Rules of Thumb

- ☐ Print on résumé paper (use white or light-neutral paper colors).
- ☐ Stick to one page until your experience requires more (only use a second page if you have extremely relevant qualifications to include there).
- ☐ Focus on the skills that are most relevant to the position you're applying for.

Formatting Guidelines

- ☐ Use an easy-to-read font such as Times New Roman, Arial, Calibri, Garamond, Tahoma, or Franklin Gothic.
- ☐ Use a body text size of either 10 or 12 point and margins between ½-inch and 1¼-inches wide.
- ☐ Consistency is key: The font, headings, verb tense, and overall look of your résumé should be consistent.
- ☐ Use style (**bold**, *italics*, underline) to showcase important items and indicate category headings.

Mistakes to Avoid

- ☐ Not proofreading (have several people check for errors and ask a professional to check the content).
- ☐ Sloppy or disorganized formatting.
- ☐ Using an unprofessional email address.
- ☐ Sending the same résumé with all of your applications.
- ☐ Sharing personal information that is illegal for employers to ask about (age, marital status, political or religious affiliation, and other characteristics protected against discrimination).
- ☐ Listing "References available upon request" (unnecessary).

Action Verb Examples

Administrative

Example: Organized patient records according to hospital policies

Adjusted	Classified	Eliminated	Maintained	Prepared	Scheduled
Altered	Collected	Established	Monitored	Processed	Selected
Arranged	Compiled	Forwarded	Obtained	Purchased	Simplified
Calculated	Coordinated	Generated	Operated	Recorded	Straightened
Catalogued	Dispatched	Implemented	Orchestrated	Retrieved	Updated
Charted	Distributed	Inspected	Organized	Screened	

Communication

Example: Drafted monthly customer newsletters using Microsoft Publisher

Adapted	Communicated	Drafted	Interviewed	Presented	Suggested
Addressed	Cooperated	Edited	Motivated	Promoted	Summarized
Arranged	Developed	Influenced	Negotiated	Reported	Wrote
Collaborated	Directed	Interpreted	Persuaded	Represented	

Getting Results

Example: Generated 40 percent increase in sales during first year and maintained this trend each year

Accomplished	Conducted	Ensured	Generated	Joined	Processed
Achieved	Constructed	Entered Excelled	Grew	Labored	Produced
Acted	Contributed	Exercised	Guaranteed	Launched	Proved
Added	Decreased	Expanded	Handled	Minimized	Received
Administered	Delivered	Expedited	Improved	Modernized	Reduced
Advanced	Demonstrated	Extended	Increased	Obtained	Restored
Built	Displayed	Finalized	Integrated	Opened	Shipped
Collected	Distributed	Forwarded	Installed	Operated	Sold
Combined	Earned	Fulfilled	Introduced	Orchestrated	Stocked
Completed	Eliminated	Gained	Invented	Performed	Targeted

Helping

Example: Demonstrated proper techniques to trainees and won "Trainer of the Month" award 4 times

Accommodated	Coached	Enabled	Guided	Referred	Supported
Advised	Demonstrated	Enhanced	Helped	Relieved	Sustained
Alleviated	Diagnosed	Enriched	Listened	Represented	Taught
Assisted	Educated	Expedited	Protected Provided	Served	

Organization/Detail

Example: Scheduled appointments for 4 physicians and 7 technicians in a facility with over 3,000 active patients

Adjusted	Charted	Distributed	Inspected	Organized	Screened
Altered	Classified	Eliminated	Maintained	Prepared	Scheduled
Arranged	Collected	Established	Monitored	Processed	Selected
Calculated	Compiled	Generated	Obtained	Recorded	Simplified
Catalogued	Coordinated	Implemented	Operated	Retrieved	Updated

Problem Solving

Example: Repaired complex industrial machinery quickly to limit production delays

Alleviated	Developed	Formulated	Repaired	Satisfied	
Debugged	Evaluated	Inspected	Resolved	Solved	
Determined	Fixed	Remedied	Revamped		

Technical

Example: Fabricated various metal structures per customer specifications while ensuring quality standards

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

Angie Lucason

angie-lucason@gmail.edu

Local Address

109 James St.
Cedar Rapids, IA 52401

(563) 555-7885

Permanent Address

35 Maurer St.
Wilton, IA 52778

OBJECTIVE	To obtain an Accounting Internship during the Fall semester of 2018	
EDUCATION	Kirkwood Community College (Cedar Rapids, IA)	
	Accounting , Associate of Arts Degree	Pending 12/18
	<ul style="list-style-type: none">GPA: 3.85 / 4.00	
PROFESSIONAL EXPERIENCE	Treasurer	Fall 2016 – Present
	Kirkwood Accounting Club (Cedar Rapids, IA)	
	<ul style="list-style-type: none">Maintained a balanced budget of \$1000Wrote checks for club expensesCollaborated as part of a governing leadership group to make club decisions	
	Server (PT)	08/15 – Present
	Texas Roadhouse (Cedar Rapids, IA)	
COMPUTER SKILLS	<ul style="list-style-type: none">Efficiently provided service for up to 6 tables at a time and pitched in to help co-workers when possibleBalanced cash register totals after each shift, often in excess of \$1500Trained 8 new employees	
	Teller	04/14 – 08/16
	Wilton Savings Bank (Wilton, IA)	
	<ul style="list-style-type: none">Processed customer transactions accurately and efficiently, resulting in a customer satisfaction rating from 96-98% for all three yearsExplained policies and answered questions for customersOperated adding machine, calculator, coin machine and currency counter	
	Experienced with Windows and Mac operating systems. Expert in Peachtree and QuickBooks. Proficient with HTML and in Microsoft Excel, Access, Word, and PowerPoint. Typing speed 70 wpm.	
LEADERSHIP EXPERIENCE	Student Ambassador	08/16 – Present
	Admissions Office, Kirkwood Community College (Cedar Rapids, IA)	
	<ul style="list-style-type: none">Speak to groups of 20+ prospective students at a time about attending Kirkwood Community CollegeConduct tours of campus	
ACTIVITIES	Volunteer, Freedom Festival (Cedar Rapids, IA)	Summers 2015, 2016, 2017
	Team Member, Ultimate Frisbee Team (Cedar Rapids, IA)	Fall 2016
	Volunteer, Salvation Army (Marion, IA)	Fall 2016

Joseph L. Nurse

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

Career Objective

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

Education

Kirkwood Community College, Cedar Rapids, IA
Nursing, Associate of Nursing Degree

Anticipated 05/21

- GPA 3.78 / 4.0

Licensure & Certifications

Registered Nurse (Iowa)
BLS for Healthcare Providers, American Red Cross

Anticipated 08/21
07/16

Clinical Rotations

UnityPoint Health St. Luke's, Cedar Rapids, IA

156 Hours

Preceptorship - Emergency Department

- Coordinated with Emergency Department personnel to obtain vitals and patient histories, perform assessments, and administer emergency treatment
- Determined prioritization of medical care and interventions for patients in an emergency setting
- Evaluated the effectiveness of interventions
- Participated in patient discharge process including teaching and providing resources

Mercy Hospital, Iowa City, IA

72 Hours

Medical / Surgical Unit

- Assessed new surgical patients and monitored existing patients
- Monitored surgical sites and noted any changes, administered medications and changed dressing
- Provided postoperative care by closely monitoring patients waking up from anesthesia, administering medicines, and checking vitals, IV lines and catheters

University of Iowa Hospitals & Clinics, Iowa City, IA

72 Hours

Cardiac Telemetry Unit

- 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

56 Hours

Behavioral Health

- Observed and assessed changes and trends in patients' physical or mental conditions
- Planned, implemented, and evaluated therapeutic interventions and patient responses to treatment
- Maintained a safe and therapeutic environment, remaining alert for early cues of agitation and intervening as needed

Joseph L. Nurse

P.2

Clinical Rotations (Continued)

UnityPoint Health St. Luke's, Cedar Rapids, IA

32 Hours

Pediatrics

- Provided medical and emotional care for 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

72 Hours

Orthopedics

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

Kalona Care Center, Kalona, IA

72 Hours

Long Term Care

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

Work Experience

Pathfinder Services, Tiffin, IA

07/16 – 01/20

Direct Support Professional

- Provided care for 16 individuals with mental and physical disabilities in residential setting
- Assisted patients with daily living tasks and skills

Go Daddy, Cedar Rapids, IA

06/14 – 07/16

Sales and Support Consultant

- Consulted with new and existing businesses to enhance their online presence and experience
- Assisted clients with technical issues regarding products while ensuring customers had products they needed to successfully run their organizations

The City of Cedar Rapids, Cedar Rapids, IA

11/11 – 06/14

Public Safety Officer

- Responsible for the safety of persons in and around airport grounds
- Provided law enforcement, fire safety, and emergency medical support for airport and surrounding areas
- Facilitated airport operations compliance with local, state, and federal regulations

Computer Skills

Experience in EPIC, Microsoft Office Word, Excel, PowerPoint, and Outlook

Joseph L. Nurse

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

References

Suzy Ebaugh

Emergency Department Registered Nurse
UnityPoint Health St. Luke's Hospital
1026 A. Ave. NE
Cedar Rapids, IA 52402
W: (319) 555-1111
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) 555-2222
jmiller@unitypoint.com

Jane Smith

Nursing Program & Clinical Instructor, Registered Nurse
Kirkwood Community College
6301 Kirkwood Blvd. SW
Cedar Rapids, IA 52404
W: (319) 555-3333 ext. 1212
jane.smith@kirkwood.edu

Anita Job

101 Eagle Lane
Cedar Rapids, IA 52404

(555) 555-5555
anita.job@kirkwood.com

EDUCATION

Kirkwood Community College, Cedar Rapids, IA

Associate of Arts, Early Childhood Education

Anticipated 5/24

Relevant Coursework Includes:

Child Growth & Development	Infant/Toddler Care & Education	Developmental Psychology
Educational Psychology	Child Health, Safety, & Development	Behavior Management
Autism Spectrum Disorder Support	Cultural and Linguistic Diversity	Technology in Early Childhood

RELEVANT EXPERIENCE

Teaching Assistant (PT), College Community School District, Cedar Rapids, IA

1/22 – Present

- Improved first grade students' math skills through consistent, creative teaching and curriculum development
- Designed curricula with focus on individualized methods

President, Eagle Educators Association, Cedar Rapids, IA

8/18 – Present

- Lead weekly meetings and preside over club activities and events
- Establish short- and long-term goals and objectives
- Mentor club members to develop new leaders and next club president
- Approve financial decisions and communications

Tutor and Teacher's Aide, Viola Gibson Elementary School, Cedar Rapids, IA

8/17 – 12/21

- Developed and implemented year-long project for ESL students, resulting in a journal of autobiographical works for use as a learning tool for ESL instructors
- Contributed to drafting of grant proposal, resulting in full funding for district project

OTHER EXPERIENCE

Assistant Night Shift Manager, Wendy's, Marion, IA

6/16 – Present

Communications Intern, Kirkwood Community College, Cedar Rapids, IA

1/22 – Present

Co-Editor & Contributor, Cedar Valley Divide, Cedar Rapids, IA

1/22 – Present

LEADERSHIP

Forward, Women's Club Soccer Team, Kirkwood Community College, Cedar Rapids, IA

8/22 – Present

CERTIFICATIONS

Elementary Education License, State of Iowa Board of Education

Anticipated 5/24

CPR/First Aid, American Heart Association

8/17 – Present

REFERENCES

Suzy Smith

Principal
College Community School District
401 76th Ave. SW
Cedar Rapids, IA 52404
suzy.smith@harrison.ia.k12.gov
(222) 345-6789

Kim Friedman

First Grade Teacher
Viola Gibson Elementary School
6101 Gibson Dr. NE
Cedar Rapids, IA 52411
kim.friedman@harrison.ia.k12.gov
(333) 456-7890

Marcus Aurora

Instructor, Early Childhood Education
Kirkwood Community College
6301 Kirkwood Blvd. SW
Cedar Rapids, IA 52404
marcus.aurora@kirkwood.edu
(777) 890-6543

Jack Graham

555-555-5555 | jgraham@googlemail.com
1227 Evans Ct. | Center Point, Iowa 52213

EDUCATION

Kirkwood Community College | Cedar Rapids, IA May 2023
Construction Management, A.A.S.
GPA: 3.7/4.0

RELEVANT COURSEWORK

ACE Professions, Architectural Plans and Specs, Industrial Math 2

WORK EXPERIENCE

ABC Electric | Marion, Iowa May 2021 – Present
Production Worker

- Inspect final products to assess compliance with quality standards and establish tolerances.
- Examine incoming materials and compare to documentation for accuracy and quality.
- Support coworkers in set up and operation of production equipment resulting in efficient runs.
- Employing MIG welding techniques to assemble parts and components.
- Train newly hired employees in proper use of power tools to avoid workplace injuries.
- Conduct quality inspections of finished products and make minor repairs to meet project expectations.

Midway Construction | Cedar Rapids, Iowa May 2020 – August 2020
Laborer

- Learned the basics of large facility construction, including materials used and methods of construction.
- Worked with the crew to pour concrete foundations and walls.
- Operated equipment (Front Loader, Fork Lift, Manlift).
- Maintained proper OSHA safety procedures around the jobsite.

City of Cedar Rapids | Cedar Rapids, Iowa Seasonal May-August 2018 – May-August 2020
Lifeguard

- Ensure safety of pool guests and taught swimming lessons.
- Promoted to manager after demonstrating strong leadership and dedication.

CERTIFICATIONS

OSHA 10 | Cedar Rapids, Iowa May 2020
CPR | Cedar Rapids, Iowa April 2018

INVOLVEMENT & AWARDS

Leaders for Tomorrow Scholarship | Cedar Rapids, Iowa April 2021
Three-Time State Track Qualifier | Center Point, Iowa May 2019 – May 2021
Football 2nd Team District | Center Point, Iowa November 2020
Football Team Captain | Center Point, Iowa August 2020

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 consecutive years.
- Strong product knowledge from 11 years' experience in the field.
- Able to handle large territories effectively.
- Experience serving wide range of electronics industries.

Education

Kirkwood Community College, Cedar Rapids, IA
Business Administration: Marketing Management, Associate of Applied Science - 2018

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.
- Managed 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.
- Located hard-to-find parts for customers by whatever means necessary.
- Memorized and explained detailed product information to customers to facilitate sales and ensure accurate parts ordering.

Marketing / Promotion

- Designed and organized customized accessory racks for display in retail outlets.
- Demonstrated products to customers, focusing on persuasive techniques to convey 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

Proficient in Adobe Creative Cloud, Microsoft Word, Excel, Power Point, Access and Outlook;
Knowledgeable in Mac operating systems and Apple Safari and Pages

Employment History

2016 – Present	Area Sales Representative	Midwest Stereo	Marion, IA
2008 – 2016	Sales Representative (PT)	Radio World, Inc.	Cedar Rapids, IA
2007 – 2008	Stocker	Future Electronics	Cedar Rapids, IA

SHIRLEY I. QUALIFY

5555 Lakewood Road
Somewhere, MN 55555
(555) 555-5555
shirley.i.qualify@kirkwood.com

SUMMARY

Dependable administrative professional with more than 10 years of transferable experience. Proven clerical, customer service, and communication skills in a variety of settings. Upbeat, positive attitude with a history of producing quality results and satisfied customers. Computer literate.

SELECTED SKILLS

General Office

- Organized and implemented group activities in an efficient manner
- Scheduled appointments and assured timely arrival
- Maintained accurate financial records and paid all invoices on time
- Answered phones and took accurate messages
- Prepared reports and created documents using Microsoft Word and Excel
- Researched information using the Internet to update and improve company processes

Customer Service

- Welcomed all visitors in a friendly and courteous manner
- Assisted customers with concerns by listening and responding calmly, de-escalating tense situations as needed
- Provided customers and clients with desired information in a timely manner
- Established friendly and lasting relationships with regular customers and vendors

Communication

- Demonstrated ability to express ideas in a team environment and influence action
- Established rapport with diverse individuals and groups
- Utilized e-mail as an effective communication tool
- Answered phones in a courteous and professional manner

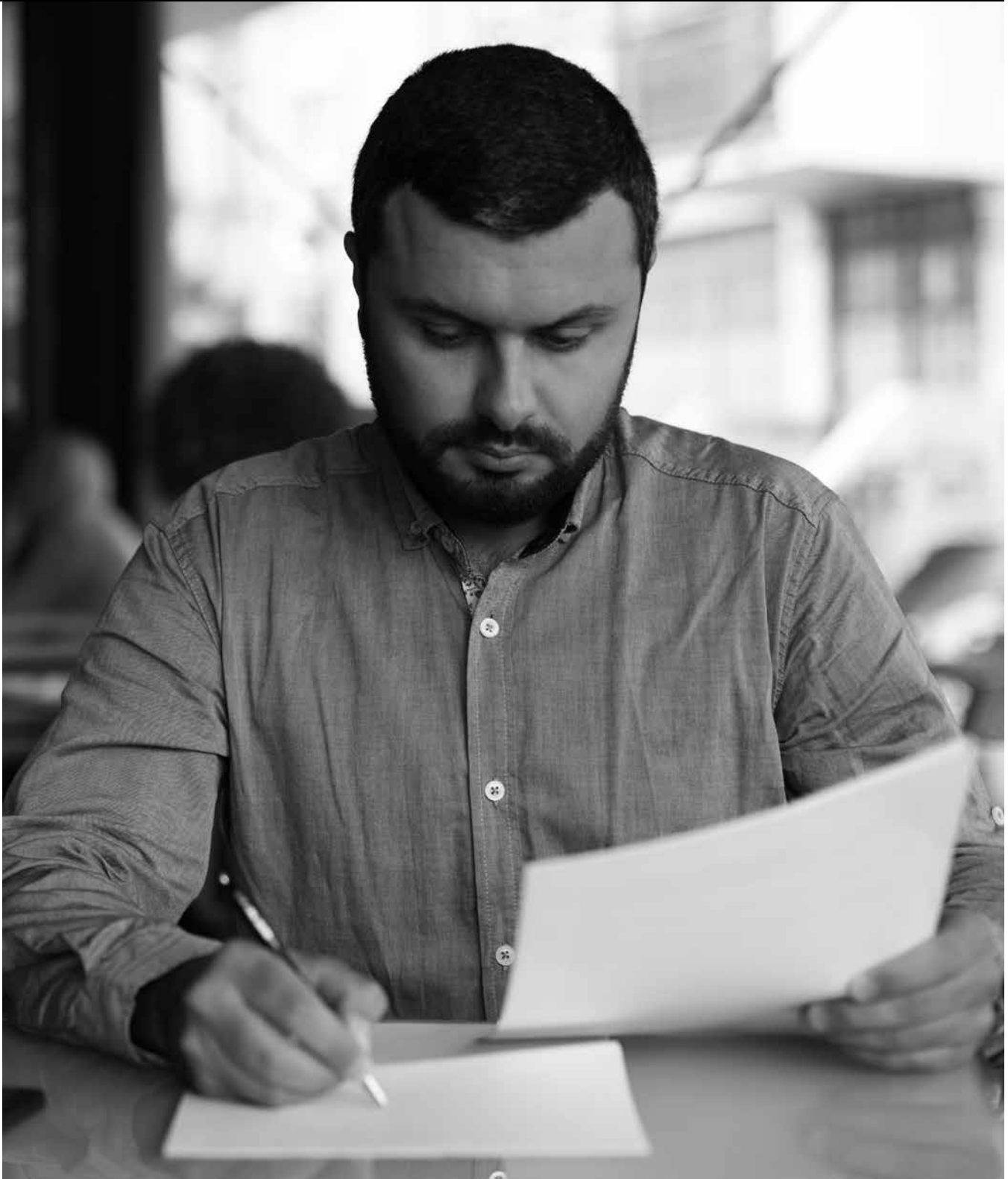
RELATED EXPERIENCE

<i>Office Assistant</i>	Salvation Army – St. Paul, MN	2019 – Present
<i>Elected Secretary</i>	Parent Teachers Association (ISD 11) – Anoka, MN	2015 – Present
<i>Event Coordinator</i>	Neighborhood Involvement Program – St. Paul, MN	2016 – 2018
<i>Group Activities Leader</i>	Girl Scouts of America – St. Paul, MN	2012 – 2016

EDUCATION

<i>Administrative Assistant, Associate of Applied Science</i>	2012
Rochester Technical College, Rochester, MN	

WRITING COVER LETTERS



Cover Letter Sections

Header, Date, and Employer Contact Info

- ☐ List your name, address, phone number, and email address first.
- ☐ Include the date submitted in full written form (e.g., October 17, 2026).
- ☐ List the hiring manager's or supervisor's contact info (name, job title, and company name).

Opening

- ☐ Greet the reader with a "Dear Mr. LastName" or "Dear Ms. LastName" followed by a colon.
- ☐ State your purpose for writing and which position you're applying for.
- ☐ Mention how you found out about the job.
- ☐ Share a specific reason for wanting the position.

Body

- ☐ Describe why you are qualified for the position and give specific examples.
- ☐ Include personal qualities, skills, and competencies that match the job.
- ☐ Expand on your most relevant résumé material but avoid copying your résumé.
- ☐ You can use bullet points to highlight important info or stick to paragraphs.

Closing

- ☐ Restate why you are a good match for the job and the company.
- ☐ Ask politely for the interview and thank the reader for their time.
- ☐ End with "Sincerely" and type your name twice.

Change the font on your name to make it look like a signature (see examples)

- ☐ In the bottom left of your letter, add "Attached: Résumé" or "Enclosed: Résumé."

Special Considerations

- ☐ Address special circumstances in your cover letter. Anticipate questions the reader may have and give them the answer before they ask. Situations may include: relocating, employment gaps, making a career change, etc.

Rules of Thumb

- ☐ Address the letter to a specific person.
- ☐ Write an original letter for each employer and position.
- ☐ Use proper formatting for standard business letters (see examples) and choose the same font used on your résumé.
- ☐ Make your points quickly and clearly.
- ☐ Repeat or rephrase some specific qualifications and skills you possess that are listed in the job ad.
- ☐ Proofread and ask others for feedback.
- ☐ Always send a cover letter with your résumé unless you are specifically directed otherwise.

Chris Smith
178 Green St.
Carefree, MO 55596
(302) 555-5555
csmith@yahoo.net

September 15, 2024

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

Dear Ms. 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 using PageMaker 7.0 and Adobe Creative Cloud software
- Proficiency in Windows and Mac operating systems and Microsoft Office products

Please find my resume attached for your review. I would appreciate the opportunity to discuss my specific abilities in relation to your needs. You may reach me at (302) 555-5555 or by email at csmith@yahoo.net at your convenience. Thank you for your time and consideration, and I look forward to your response.

Sincerely,

Chris Smith

Chris Smith

Attached: Résumé

James Smith
987 Green St.
Mt. Pleasant, IA 52641
(608) 555-5555
jsmith@wahoo.com

February 19, 2023

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

Dear Mr. Roberts:

Your open Editorial/Computer Production Manager position advertised on www.kirkwood.edu/jobs matches well with my skills and background. Below is an explanation of why I would make a great addition to your team.

Your requirements:

- Proofreading, researching and writing skills.
- Knowledge of PC-oriented desktop publishing.
- Editorial experience in both online and print publications.

My relevant skills and experience:

- Proficiency in proofreading and copy editing attained during seven years with the Chicago Sun Times.
- Frequent use of multiple desktop publishing programs such as Adobe InDesign, Microsoft Publisher, Apple Pages and Adobe Dreamweaver.
- Freelance experience reviewing and editing printed mailings and email promotions.

I hope you agree that my qualifications ideally suit this position. I welcome the opportunity to speak with you about how I can contribute to your team. You may reach me at (608) 555-5555 or by email at jsmith@wahoo.com. Thank you for your consideration.

Sincerely,

James Smith

James Smith

Enclosure: Résumé

INTERVIEW TIPS AND PRACTICE





Congratulations, you have an interview! The employer likes your résumé and qualifications.

Now your task is convincing them they are right. Review these tips to prepare.

Tip Checklist

BEFORE THE INTERVIEW

- ☐ Research the company. Use a search engine like Google.com to locate the company's website. Skim the site and gain as much information as you can.
- ☐ 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 résumé and reference sheet, and bring a pen and pad of paper. Carry these things in a briefcase or professional folder.
- ☐ Think about the specific skills you would bring to that position. Be ready to share some examples of how you've demonstrated those skills.

AT THE INTERVIEW

- ☐ Arrive 10 to 15 minutes early.
- ☐ Leave your cell phone in your car. If you used public transportation or absolutely must bring your phone inside, turn it off. If there is a call so urgent that you cannot be away from your phone for the duration of the interview, you should reschedule.
- ☐ Be polite with everyone, including the receptionist.
- ☐ Shake your interviewer's hand firmly, make good eye contact, and smile.
- ☐ 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 share.
- ☐ Communicate. Be clear about how this position fits into your career aspirations if hired, so you can clearly articulate your goals and contributions to the company.
- ☐ Listen carefully. If you feel the question is unclear, ask politely for clarification.
- ☐ Focus on the interviewer's needs and not your own.
- ☐ Back up your responses by giving examples, such as dates and quantitative information.
- ☐ Regardless of how things go, conclude with a sincere thank you, a firm handshake, and a gracious smile.

AFTER THE INTERVIEW

- ☐ 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.
- ☐ Don't forget to ask for a business card.
- ☐ After the interview, make notes right away so you don't forget critical details.
- ☐ Send a thank you card or thank you email 24 – 48 hours after your interview.

Strengths & Skill Sets Worksheet

What do you want the employer to remember about you? Why do your skills and strengths make you a good fit for the position? List examples of how you demonstrated each of these.

Strengths & Skill Sets	Example 1	Example 2
EXAMPLE Skill: Adaptable	“I am highly adaptable to change. During my internship a new payroll system was introduced. While some other members of staff were unhappy about it, I taught myself the system in my own time and was then able to train others how to use it.”	

Area(s) for Improvement	How am I currently improving on it?
EXAMPLE Area: Epic software HINT: Share a professional area for improvement that you are working on. The job advertisement may contain clues for skills you have not yet mastered. Be careful not to share a weakness so crucial to the job that it will be a red flag (e.g., time management for nursing roles, customer service for hospitality jobs, etc.).	While I am familiar with Epic software due to my training at Kirkwood and my clinical experiences, it is a system that I am working to become more proficient in. I am using Epic more frequently during my preceptorship at the University of Iowa Hospitals and Clinics, where I also have the opportunity to ask questions of the other RNs.

Behavioral/Situational Interviews

In a behavioral or situational interview, you will be asked to respond to a specific situation you might face on the job. When answering behavioral/situational questions, it is important to give specific examples and to talk about the results. Use the SHARE method to help structure your answers.

S SITUATION	Give some context – what was the situation?
H HINDRANCE	Explain the problem if it's not already clear.
A ACTIONS	What actions did you take?
R RESULTS	How did it all turn out?
E EVALUATION	What did you learn? How can you apply that to this new role?

SHARE Method Example

"Tell me about a time when you had to be strategic in order to meet all of your top priorities."

S SITUATION	"In my previous sales role, I was put in charge of the transfer to an entirely new database system—on top of handling my daily sales calls and responsibilities."
H HINDRANCE	"The goal was to have the migration to the new database completed within three months, without letting any of my own sales numbers slip below my targets."
A ACTIONS	"In order to do that, I had to be very careful about how I managed all of my time. So I blocked off an hour each day on my calendar to dedicate solely to this project. During that time, I worked on transferring the data, as well as cleaning out old contacts and updating outdated information. Doing this gave me enough time to chip away at that project, while still handling my normal tasks."
R RESULTS	"As a result, the transfer was completed two weeks ahead of deadline and I finished the quarter 10 percent ahead of my sales goal."
E EVALUATION	"This position involves juggling a lot of projects, but as you can see, I am experienced at managing my time well and prioritizing tasks appropriately. I feel confident that I could do the same at this company."

TELL US ABOUT A TIME WHEN YOU ...

... DEMONSTRATED BEING AN EFFECTIVE MEMBER OF A TEAM

Situation:

Hindrance:

Action:

Results:

Evaluation:

... USED GOOD COMMUNICATION SKILLS

Situation:

Hindrance:

Action:

Results:

Evaluation:

... HAD TO ADJUST TO CHANGES YOU HAD NO CONTROL OVER

Situation:

Hindrance:

Action:

Results:

Evaluation:

... HAD TO DEAL WITH CONFLICT OR DEMONSTRATE PROBLEM SOLVING

Situation:

Hindrance:

Action:

Results:

Evaluation:

Traditional Interview Questions

The questions below are typical in many interviews. Preparing for them and developing your own framework can help you approach the interview with confidence.

Top three 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 employers:

1. Why do you want to leave your current position?
2. Where do you see yourself in five years? Ten years?
3. How do you handle mistakes?
4. What one word would your last supervisor use to describe you?
5. What are two or three things that are most important to you in your job?



Practice your answers!

How to answer “Tell us something about yourself.”

Employers want to know:

- About you as a professional, what YOU think is important for the job, and how you are going to fit in with the company and provide value.

TIP: Give examples of **Education**, **Experiences**, and/or **Skills** that are relevant to the position (E.E.S.) Experiences can be assignments/projects from school or jobs where you acquired relevant skill sets.

How to answer “Why do you want to work for this company?”

TIP: Is it because of their vision or mission statement? Have you heard great things about the culture of the organization? Did you read in the news recently about their current and projected growth?

How to answer “What is it about this job that interests you?”

TIP: Does it fit perfectly with your education and training? Does it require certain certifications and/or specific software knowledge that you have? Reference back and forth between their needs and how you meet them.

How to answer “Why should I hire you?”

TIP: Remind them of your education, experiences, and skills that are relevant. What are some of the “power skills” you bring that others might not? Customer service? Relationship building? Time management?

How to answer “How would you apply your education to this job?”

TIP: BE SPECIFIC about what assignments, projects, or hands-on activities you completed that demonstrate practical experience. For example, did you complete an internship or clinical experience? Talk about that in detail.

How to answer “Why are you leaving your current position?”

TIP: Are you looking for an opportunity that better fits your recent education and training? Are you looking for a new challenge that would better align with your strengths and skills?

How to answer “How would your boss and co-workers describe you?”

TIP: This is a great opportunity to highlight your “power skills.” Focus on skills such as communication, being an effective team player, or time management. And why not ask your boss and co-workers to see what they say?

How to answer “How do you deal with stressful situations?”

TIP: Be detailed in your response. What might be the first thing you do? How do you bring yourself back around? What have you learned from these experiences happening in the past?

What type of work environment do you prefer?

HINT: Ideally one that’s similar to the environment of the company you’re applying to. Be specific.

Can you explain why you changed career paths?

HINT: Explain to the hiring manager why you’ve made the career decisions you have. More importantly, give a few examples of how your past experience is transferrable to the new role. This doesn’t have to be a direct connection; in fact, it’s often more impressive when a candidate can make seemingly irrelevant experience seem very relevant to the role.

Sample Questions to Ask an Interviewer

“What questions do you have for me?” This is a great opportunity to continue figuring out if this job is a good fit for you. You should always have questions prepared to ask the interviewer, based on what you need to know to assess the opportunity.

Some questions you might ask are ...

1. Can you tell me about the timeline for this position? When should I expect to hear from you next?
2. You’ve heard all about me. Would you mind telling me a little about yourself?
3. What would my responsibilities be for this job? (Ask only if the interviewer did not go over this during the interview.)
4. What do you consider to be the most difficult task in this job?
5. How would I be trained for this position?
6. How would I receive feedback on my job performance?
7. What are some of the top skills or traits that you look for in candidates which help a person succeed in your organization?
8. What would be a few key things to learn in the first 90 days of hire?
9. Do you expect the main responsibilities for this position to change in the next six months to a year?
10. Are there opportunities for advancement or professional development?
11. Where have successful employees previously in this position progressed to?
12. What metrics or goals will my performance be evaluated against?
13. Where do you see this company in the next few years?
14. What are the current goals that the company is focused on, and how does this team work to support hitting those goals?
15. What gets you most excited about the company’s future?
16. What are the common career paths in this department?
17. What’s different about working here than anywhere else you’ve worked?

What are some questions you’ll want to ask?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____



Handwritten Thank You Card Sample

- Your card should say “Thank You” on the front and be blank on the inside.
- Write your message only on the bottom inside portion of your card.
- Make sure to use store-bought/professional cards and use a pen with black ink.
- Make sure the envelope is addressed properly, which would include the employer’s name, address, and your return address.
- Make sure to proofread your card before sending.

J. Sender
456 Everywhere Blvd
Cedar Rapids IA 52406



Mr. T. Smith
XYZ Company
123 Somewhere Place SW
Cedar Rapids, IA 52402

Dear Mr. Smith,

Thank you for taking the time to meet with me on Monday. I enjoyed speaking with you regarding opportunities with XYZ Company. I am very excited about the possibility of interning with you this summer. I look forward to hearing from you soon.

**Sincerely,
Jane Taylor**

*Thank
You!*



Thank You Email Sample

Message Options Untitled - Informational Interview Communication

Send Paste Calibri 11 B I U abc X₂ X² Attach File Table Pictures Link High Priority Low Priority Check Names

To: t.smith@xyzcompany.com

Cc:

Bcc:

Subject: Thank you for the interview

Dear Mr. Smith:

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

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

Thank you for your time and consideration. I look forward to hearing from you soon.

Sincerely,
Jane Taylor

JOB APPLICATION TIPS



Job Application Rules of Thumb

- ☐ Write neatly on paper applications.
- ☐ Follow the directions carefully and take your time
 - It's a good idea to make a rough draft on a separate sheet of paper so you can make adjustments.
- ☐ Be honest, because you can be fired for falsifying information.
- ☐ Never leave an item blank—write “N/A” (not applicable) instead.
- ☐ Never list “See Résumé” on applications, even if you have included or attached your résumé. Employers may use the application to eliminate candidates before reviewing résumés. It also makes you look lazy, which is not the impression you want to give a potential employer!
- ☐ Dress professionally to pick up and turn in a paper application.
- ☐ Follow up one week after you submit an application, unless the employer requests otherwise
 - An easy way to follow up is to confirm that all of your application materials were received (application, résumé, cover letter) and ask if there is any additional information you can provide.
- ☐ Check your spelling and proofread the entire application.
- ☐ Be thoughtful with your answers, especially in the Skills & Qualifications section. Think carefully about what you have to offer the employer: What have you learned in school, work, and life that will be useful in this position? These are your transferable skills. You should also include industry-specific skills if you can, such as a forklift operator's license, experience with Photoshop, or computer programming experience.
- ☐ In the Education section, your major or field of study in high school should be “General”.

Reasons for Leaving Past Jobs

- ☐ Be honest, but choose your words carefully and focus on positives.
- ☐ Avoid negative responses like “Fired,” “Quit,” or “Illness”.
- ☐ If you were fired, list “Involuntary Separation” or “Employer Requested” and be prepared to discuss during an interview what you learned from that experience.
- ☐ List a valid reason that will not be a red flag for employers. Some good options include:
 - Accepted position with another company
 - Promoted
 - Pursued new opportunity
 - New position/company was a better fit
 - Enrolled in school full-time
 - Position was temporary
 - Needed full-time employment
 - Became primary caregiver to sick family member (no longer an issue)
 - Laid off due to restructuring/economic downturn/business closing/etc.
 - Relocated
 - Pursued a career change
 - Started own business

Salary Desired

- ☐ List a salary range or respond with “Negotiable.”
- ☐ Research local wages to determine salary range. Try these sources:
 - www.iowaworkforcedevelopment.gov/iowa-wage-report
 - www.careeronestop.org/JobSearch/Plan/research-salaries.aspx
 - www.bls.gov/bls/blswage.htm

How to Handle a Criminal Background

- ☐ Read the application question carefully!
 - Some applications ask for specific types of convictions (e.g., felonies but not misdemeanors) or specific time frames (e.g., in the past seven years). If your criminal history occurred outside of those criteria, you can truthfully answer “No” or “N/A” on that application.
 - You may be able to write “Yes, will explain during interview” rather than naming your charge or conviction.
- ☐ Be honest, and focus on positives as much as possible—like what you learned and how things have changed.
- ☐ Keep it simple; do not offer more information than requested.
- ☐ Visit CareerOneStop's Resource Page for Ex-Offenders at www.careeronestop.org/ExOffender.

References

- ☐ Choose three to five professional contacts who can provide information about your work ethic, skills, and professionalism (how you conduct yourself at work, if you are punctual and reliable, etc.).
- ☐ Ask each potential reference if they are willing to provide a positive reference to potential employers. This is an essential step! If you think asking permission will be awkward, imagine how much worse it would be if you made it all the way through the interview and lost the opportunity due to a bad reference.
- ☐ If any of your references are current or former supervisors, have additional references ready (some employers will not accept these individuals as references).
- ☐ Provide job application materials (job description, résumé, cover letter, etc.) so they have all the current and relevant information about you.

SAMPLE JOB APPLICATION

EMPLOYMENT APPLICATION

Position Sought Maintenance Technician Full-Time ☒ Part-Time ☐

CANDIDATE INFORMATION

Name Smith John A
Last First Middle Initial

Address 123 Main Street Cedar Rapids, IA 52400
Street City, ST Zip Code

Phone 555-123-4567 E-mail john.smith@kirkwood.edu Social Security Number 555-00-1234

Are you able to perform the essential functions of this position with or without accommodations?

Yes ☒ No ☐

Are you at least 18 years of age?

Yes ☒ No ☐

Are you legally eligible for employment in the U.S.?

Yes ☒ No ☐

Indicate your hours of availability in which you are willing to work:

Any ☒ Mon ☐ Tues ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐

All Hours ☐ Day Shift (7AM – 3PM) ☒

Afternoons (3PM – 11PM) ☒ Nights (11PM – 7AM) ☐

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.

Yes ☐ No ☒

If yes, please explain: N/A

Are you willing and able to:

Work Overtime?

Yes ☒ No ☐

Work during holidays?

Yes ☐ No ☒

Provide a valid Driver's License?

Yes ☒ No ☐

If Yes: Issuing State: Iowa Type: Driver's

Endorsements: N/A

When will you be available to begin work?

2 weeks after offer of employment

Are you a veteran?

Yes ☐ No ☒

If yes, please list duty/specialized training:

N/A

EDUCATION

	School Name & Location	Years Completed	Field of Study	Did You Graduate?	Degree/ Certificate/Diploma
High School	Cedar Rapids High School	4	General	Yes	High School Diploma
College/University	Kirkwood Community College	2	Industrial Maintenance	Yes	A.A.S. Industrial Maintenance
Additional	N/A	N/A	N/A	N/A	N/A

EMPLOYMENT HISTORY

List your most recent employment first, followed by previous job experience(s). Use a separate sheet of paper if needed.

Employer Name & Address: XYZ Warehouse Co Cedar Rapids, IA	Job Title: Picker/Packer	Start Date: 07/2008	End Date: Present
Telephone: 555-987-6543	Duties: Drive forklift, locate items in warehouse, place orders on pallets for shipment.	Reason for Leaving: N/A	
	Pay: \$10/hr Supervisor: Mike Greene		
Employer Name & Address: Hy-Vee Omaha, NE	Job Title: Stocker (PT)	Start Date: 05/2006	End Date: 07/2008
Telephone: 555-012-3456	Duties: Placed items neatly on shelves, assisted customers, and straightened aisles.	Reason for Leaving: Moved to Cedar Rapids	
	Pay: \$6/hr Supervisor: Tom Jones		
Employer Name & Address: N/A	Job Title: N/A	Start Date: N/A	End Date: N/A
Telephone: N/A	Duties: N/A	Reason for Leaving: N/A	
	Pay: N/A Supervisor: N/A		

SKILLS & QUALIFICATIONS

Other qualifications such as special skills, abilities, or honors that should be considered, including types of computers, software, and other equipment you are qualified to operate or repair:

Diagnostic and repair experience on engines, pneumatic tools, production machines, and motors.

Some knowledge of HVAC systems and basic electrical equipment. Forklift license.

Professional licenses, certifications, or registrations:

Certified Maintenance & Reliability Technician (CMRT), Society for Maintenance & Reliability Professionals May 2018

REFERENCES

List three personal references:

Mike Greene	Cedar Rapids, IA	555-987-5555	mgreene@xyzcorp.com	Shift Supervisor	10
Name	Address	Telephone	E-mail	Occupation	Years Known
Sherri Roberts	Monticello, IA	555-555-2865	sherryroberts@gmail.com	Manager (Hy-Vee)	12
Name	Address	Telephone	E-mail	Occupation	Years Known
Russ Martinez	Cedar Rapids, IA	555-999-0152	russm@kirkwood.edu	Maintenance Professor	2
Name	Address	Telephone	E-mail	Occupation	Years Known

NOTICE TO APPLICANT

I certify that the information contained in this application is true and complete to the best of my knowledge. I understand that falsified statements, misrepresentations, or omissions may be grounds for dismissal.

I authorize investigation of all statements contained herein and the references listed above to give any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise. I release all parties from all liability for any damage that may result from furnishing this information to you. I understand that I may make a written request for information derived from background and reference checks.

If necessary for employment, you may be required to: supply your birth certificate or other proof of authorization to work in the United States, have a physical examination and/or a drug test, or to sign a conflict of interest agreement and abide by its terms. If hired, employment is for no definite period and may be terminated at any time without prior notice. I understand and agree to the information shown above.

John A. Smith

08/15/2018

Signature of Applicant

Date

EMPLOYMENT APPLICATION PRACTICE SHEET

EMPLOYMENT APPLICATION

Position Sought _____ Full-Time ☐ Part-Time ☐

CANDIDATE INFORMATION

Name _____
Last *First* *Middle Initial*

Address _____
Street *City, ST* *Zip Code*

Phone _____ E-mail _____ Social Security Number _____

Are you able to perform the essential functions of this position with or without accommodations?

Yes ☐ No ☐

Are you at least 18 years of age?

Yes ☐ No ☐

Are you legally eligible for employment in the U.S.?

Yes ☐ No ☐

Indicate your hours of availability in which you are willing to work:

Any ☐ Mon ☐ Tues ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐

All Hours ☐ Day Shift (7AM – 3PM) ☐

Afternoons (3PM – 11PM) ☐ Nights (11PM – 7AM) ☐

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.

Yes ☐ No ☐

If yes, please explain: _____

Are you willing and able to:

Work Overtime?

Yes ☐ No ☐

Work during holidays?

Yes ☐ No ☐

Provide a valid Driver's License?

Yes ☐ No ☐

If Yes: Issuing State: _____ Type: _____

Endorsements: _____

When will you be available to begin work?

Are you a veteran?

Yes ☐ No ☐

If yes, please list duty/specialized training:

EDUCATION

	School Name & Location	Years Completed	Field of Study	Did You Graduate?	Degree/ Certificate/Diploma
High School					
College/University					
Additional					

EMPLOYMENT HISTORY

List your most recent employment first, followed by previous job experience(s). Use a separate sheet of paper if needed.

Employer Name & Address:	Job Title:	Start Date:	End Date:
	Duties:	Reason for Leaving:	
Telephone:	Pay:		
Employer Name & Address:	Job Title:	Start Date:	End Date:
	Duties:	Reason for Leaving:	
Telephone:	Pay:		
Employer Name & Address:	Job Title:	Start Date:	End Date:
	Duties:	Reason for Leaving:	
Telephone:	Pay:		

SKILLS & QUALIFICATIONS

Other qualifications such as special skills, abilities, or honors that should be considered, including types of computers, software, and other equipment you are qualified to operate or repair:

Professional licenses, certifications, or registrations:

REFERENCES

List three personal references:

Name	Address	Telephone	E-mail	Occupation	Years Known
Name	Address	Telephone	E-mail	Occupation	Years Known
Name	Address	Telephone	E-mail	Occupation	Years Known

NOTICE TO APPLICANT

I certify that the information contained in this application is true and complete to the best of my knowledge. I understand that falsified statements, misrepresentations, or omissions may be grounds for dismissal.

I authorize investigation of all statements contained herein and the references listed above to give any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise. I release all parties from all liability for any damage that may result from furnishing this information to you. I understand that I may make a written request for information derived from background and reference checks.

If necessary for employment, you may be required to: supply your birth certificate or other proof of authorization to work in the United States, have a physical examination and/or a drug test, or to sign a conflict of interest agreement and abide by its terms. If hired, employment is for no definite period and may be terminated at any time without prior notice. I understand and agree to the information shown above.

Signature of Applicant

Date

EMPLOY AN EAGLE

Kirkwood's Online Job Resource

www.kirkwood.edu/jobs

- Find current information on special events, job fairs, career workshops, and networking opportunities.
- Powerful search tools, including local jobs posted directly to Kirkwood, internships, and national job listings. Find and save your job searches with updated listings.
- Browse jobs by major, keyword, job type, or view all postings.

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