

JOB SEARCH HANDBOOK



MINNESOTA STATE UNIVERSITY, MANKATO

CAREER DEVELOPMENT CENTER

JOB SEARCH HANDBOOK

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CAREER DEVELOPMENT CENTER

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Employers in all fields want to hire talented college graduates who possess these skills, talents, and strengths...

Will you be CAREER READY?



Critical Thinking & Problem Solving

Exercise sound reasoning to analyze issues, test possible solutions, make decisions, and overcome problems.

- Gather information and evaluate legitimacy and relevance
- Apply previously understood information and experiences to new situations Ask insightful questions, consult others as needed
- Demonstrate creativity, originality, and inventiveness
- Ask insightful questions, consult others as needed



Teamwork/Collaboration

Build relationships with colleagues and customers representing diverse cultures, races, religions, lifestyles, and viewpoints. Work well within a team culture and manage conflict.

- Collaborate with others on team projects
- Effectively communicate to define common goals
- Be receptive to new ideas and perspectives
- Reach consensus on processes and solutions



Digital Literacy

Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals.

- Demonstrate adaptability to new and emerging technologies

- Evidence proficiency with general and specific technologies used in field
- Select and use appropriate tools and technology resources to accomplish a variety of tasks, solve problems, and communicate professionally
- Remain current on emerging technology related to profession



Career Management

Identify and articulate personal skills, knowledge, strengths and experience. Explore and pursue job opportunities and advocate for self in the workplace.

- Identify and work to improve areas of professionalism
- Participate in and contribute to professional organizations in field
- Form mentor relationships



Oral & Written Communication

Effectively articulate thoughts and information verbally, in writing, and digitally.

- Write and edit professional letters and reports clearly, concisely, and effectively
- Use public speaking skills and present ideas to others in a ideas well thought out manner
- Adapt messages to different audiences
- Listen attentively to others and respond appropriately



Leadership

Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. Assess and manage emotions.

- Use a variety of skills to guide and motivate others; and organize, prioritize, and delegate work
- Understand the big picture of the organization and field
- Manage projects from beginning to end



Professionalism/Work Ethic

Demonstrate accountability, effective work habits, integrity and ethical behavior, act responsibly, and learn from mistakes.

- Manage work time efficiently
- Build professional relationships and work successfully with others
- Understand the impact of non-verbal communication
- Be punctual, productive, and self-aware
- Demonstrate integrity and ethical behavior
- Accept supervision and direction, demonstrate initiative



Global/International

Fluency Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. Demonstrate openness, inclusiveness, sensitivity and understanding of individual differences.

- Work effectively with colleagues and customers from diverse backgrounds, viewpoints, and lifestyles
- Understand and manage one's own biases and use that awareness for self-improvement

ARE YOU CAREER-READY?

Research has identified the following Career Readiness Competencies as necessary to succeed in the workplace. Rank yourself on a scale of "experienced" (5) to "requires substantial work" (1). Use the space to the right to list ways in which you can work toward improvement.

<p>PROFESSIONALISM & WORK ETHIC Demonstrate integrity, resilience, accountability, take initiative, maintain effective work habits, produce high quality results, project a professional image</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>CRITICAL THINKING & PROBLEM SOLVING Ability to analyze issues, synthesize information, make decisions, think critically and strategically to develop original ideas and innovative solutions</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>ORAL & WRITTEN COMMUNICATION Articulate thoughts, express ideas, interpret messages using oral, written, non-verbal communication, and listening skills; instruct, persuade, deliver information</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>TEAMWORK & COLLABORATION Build and maintain collaborative relationships to work effectively with others, shared responsibility, and respect both inside and outside of the organization</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>LEADERSHIP Leverage strengths of others to achieve common goals, coach and develop others, able to assess and manage emotions, use empathy, motivate, organize, delegate work</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>GLOBAL/INTERNATIONAL FLUENCY Value, respect, learn from diverse cultures, races, ages, genders, sexual orientations, religions, demonstrate inclusiveness, ability to interact respectfully and understand differences</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>DIGITAL LITERACY Leverage existing technologies ethically and efficiently to solve problems, complete tasks, accomplish goals. Demonstrate effective adaptability to new and emerging technologies</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>
<p>CAREER MANAGEMENT Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, identify areas necessary for professional growth</p>	<p>RANK:</p>	<p>NOTES: _____ _____ _____</p>

THE STORY OF YOU

Understanding your growth areas can help you make decisions in order to create a meaningful and purposeful life and career. YOU are the author of your story! Your large story is a collection of smaller stories, which you will share with others (including potential employers).

Main Character: You

What words best describe you?

In life, what roles do you play? (For example a student, sibling, cousin, friend, parent)

What major life events have influenced who you are?

What is your favorite quote or saying?

Plot and Theme

What do you want to do academically?

What activities have you engaged in (clubs, internships, volunteer work, or part-time job)?

Whom do you admire? Describe their personality and characteristics.

What are your values? What do you value in life? What do you value in a career?

Your next chapter

What do you want to do when you leave Minnesota State Mankato?

As a Maverick, what will be your impact in your community?

How will you begin your next chapter?

Self-Inventory

1.

My preferred kinds
of people to work with:

1. _____
2. _____
3. _____
4. _____
5. _____

2.

My favorite working conditions:

1. _____
2. _____
3. _____
4. _____
5. _____

3.

What I can do and love to do
(My favorite transferable skills):

1. _____
2. _____
3. _____
4. _____
5. _____

4.

My goal, purpose, or
mission in life (or my
philosophy about life):

1. _____
2. _____
3. _____
4. _____
5. _____

5.

My favorite fields of interest:

1. _____
2. _____
3. _____
4. _____
5. _____

6.

Level of responsibility I'd like:

Other rewards hoped for:



7.

My preferred place(s) to live:

1. _____
2. _____
3. _____
4. _____
5. _____

8.

My preferred
geographical factors:

1. _____
2. _____
3. _____
4. _____
5. _____

Take the free FOCUS Career & Education Planning Assessment

SELF-ASSESSMENT

FOCUS is an online interactive, self-guided, interactive program designed to help you select the right college major and plan your career. You can take five self-assessments: work interests, personality, skills, values, and leisure interests; and use the assessment results to explore careers and majors offered at Minnesota State Mankato.

Log into FOCUS from the Career Services website using access code: **mavericks**

When you register to use FOCUS, don't forget to write down your login and password information!

Login: _____ Password: _____

WORK INTERESTS

What is your Holland Code?

Write the characteristics of your Holland Code and the types of work activities that appeal to you.

PERSONALITY

Write the characteristics of your personality and the types of work activities that appeal to you.

SKILLS

Write your top three skills and the types of work activities and/or majors that appeal to you.

VALUES

Write your top three values and the types of work activities and/or majors that appeal to you.

LEISURE INTERESTS

Write your top three leisure interests. How may they influence the types of work that appeal to you?

JOB SEARCH STRATEGIES

HANDSHAKE

Handshake is the Minnesota State University, Mankato Career Development Center's online system for connecting students and alumni with parttime and seasonal jobs, internships, and professional employment after graduation.

Benefits for students and alumni

- View all types of positions in a wide variety of fields, including parttime/seasonal, post-graduation (entry-level and experienced), and internships.
- Upload and store resumes and documents of other types (cover letters, unofficial transcripts, writing samples, etc.) and apply for jobs directly online. Feature your resume on your profile.
- Review the schedule of on-campus interviews and employer information sessions and apply online.
- Track your job search activities for jobs and applications.
- Receive notification of new openings that match your job-search criteria by requesting Job Alerts.
- Search our database of employers by industry and/or location. Tag your "favorites" for organizations and jobs that you'd like to keep tabs on.
- Stay informed on career and job search events both on and offcampus.

How to get started

The CDC automatically creates a Handshake account for all new Minnesota State Mankato students based on academic course registration records provided by the campus Registrar. There is no charge to alumni for system access. Log-in with your Minnesota State Mankato StarID and usual password.

Resources for your search

Update your Handshake account, set up a job agent, and check back frequently! On the CDC website, under Students & Alumni, go to the "Jobs, Internships, Co-ops" section for a list of Internship Coordinators by College, additional internship listing sites, and a list of prior sites Minnesota State Mankato students have held an internship.



Minnesota Career Fields, Clusters & Pathways Chart Explanation

FOUNDATION KNOWLEDGE AND SKILLS

Foundation Knowledge and Skills, located in the centermost circle of the Minnesota Career Fields, Clusters & Pathways chart, represent the base from which to build work and college readiness.

CAREER FIELDS

Career Fields, which are identified in the segmented ring around Foundation Knowledge and Skills, are the organizing structure for the 16 career clusters and 81 pathways. The fields represent the broadest aggregation of careers. Students are normally exposed to career field exploration in middle school and early high school. Career fields have been identified as:

- ~ Agriculture, Food, & Natural Resources
- ~ Arts, Communications, & Information Systems
- ~ Engineering, Manufacturing, & Technology
- ~ Health Science Technology
- ~ Human Services
- ~ Business, Management, & Administration

CAREER CLUSTERS

Career Clusters, which are identified in the bold, colored bullets (■), represent a grouping of occupations and broad industries into a national classification of 16 clusters that are based upon common knowledge and skills. Career clusters include hundreds of occupations that may be grouped into pathways around which educational programs of study can be built.

- ~ Agriculture, Food, and Natural Resources
- ~ Hospitality and Tourism
- ~ Architecture and Construction
- ~ Human Services
- ~ Arts, Audio/Video Technology and Communications
- ~ Information Technology
- ~ Business, Management, and Administration
- ~ Law, Public Safety, Corrections, and Security
- ~ Education and Training
- ~ Manufacturing
- ~ Finance
- ~ Marketing
- ~ Government and Public Administration
- ~ Science, Technology, Engineering, and Mathematics
- ~ Health Science
- ~ Transportation, Distribution, Logistics

CAREER PATHWAYS

Career Pathways, which are identified by the symbol (>) under each cluster heading, represent an organizational area within a specific career cluster. Each of these pathways has identified knowledge and skills validated by industry from which programs and pathways of study are developed.

See Reverse Side



Minnesota
STATE COLLEGES
& UNIVERSITIES



The Minnesota State Colleges and Universities system and the Minnesota Department of Education are Equal Opportunity employers and educators.

Minnesota Programs of Study

The Minnesota Career Fields, Clusters & Pathways chart, on the reverse side, graphically depicts the organizing framework of the foundation knowledge and skills, career fields, career clusters, and career pathways that Minnesota will use for developing programs of study in career and technical education. Once developed, learners at various levels (high school, collegiate, or workforce training level) will then be able to choose from several individual programs within a program of study in order to attain the specific knowledge, skills and abilities needed to pursue a career of their choice.

Programs of study are sets of aligned programs and curricula that begin at the high school level and continue through college and university certificate, diploma and degree programs. The following are some of the key elements that underlie the definition:

- ~ Competency based curricula tied to industry expectations and skill standards;
- ~ Sequential course offerings that provide strategic entry and exit points as needed throughout a lifetime - this leads to manageable "stepping stones" of skill building, high school graduation and postsecondary education completion;

- ~ Flexible course and program formats convenient for learner segments;
- ~ Course portability for seamless progression;
- ~ Multiple entry and exit points to support continuing education, returning adults, and dislocated workers;
- ~ Connections between high school and postsecondary education, skill progression, and career opportunities that align academic credentials with job advancement in high-skill, high-wage or high-demand occupations.

NETWORKING

What is Networking?

Networking is simply about building relationships—connecting with someone else. The goal of networking is to find out how you can benefit that other person. What do you have to offer? Is it your skills, personality, connections for them perhaps?

Networking is the most effective way to find a job or internship. The more people you know, the more resources you have for information or opportunities that might interest you.

What networking is NOT:

- Schmoozing or trying to win someone over
- Constantly calling your friend in human resources
- Getting something from someone
- Begging strangers for a job

What networking IS:

- Establishing mutually beneficial relationships with others
- Locating and meeting new people every day, everywhere
- Going the extra mile by reaching out to those who can help you in your field
- Understanding what you have to offer and how you can help someone
- Being open and receptive to any opportunities that may be available to you

How can I prepare myself?

Know why you are networking and be prepared to be honest about that with the people with whom you network. Are you exploring majors and careers, or are you interested in employment? Research the contact's organization as much as you can prior to meeting them.

How Do I Establish My Network?

Brainstorm, categorize and prioritize the names of people you think can assist in your job search.

People in your network:

- | | | |
|--|--|--|
| • Your Parents/Your Parents' Friends | • Professional Organization Contacts | • Local Chamber of Commerce |
| • Your Friends/Your Friends' Parents | • Speakers of Meetings You've Attended | • Career Counselors |
| • Classmates (High School and College) | • People You've Met at Conferences | • Alumni |
| • Neighbors | • Faculty/Academic Advisor | • Members of your Religious Organization |
| • Relatives | • Past Supervisors (Work/Internship) | • Recruiters Attending Career Fairs |
| • Group and Club Members | • Past Colleagues/Clients | |

How do I establish my online network?

From here on out, connect with your classmates and folks at organizations you would one day like to work with. Join LinkedIn.com and completely fill out your profile. Use LinkedIn as your online database – once you collect a business card, go online and request a connection. Connect with us! [linkedin.com/in/career-development-center](https://www.linkedin.com/in/career-development-center)

Making the Initial Contact

1. Commit to a schedule (connecting with 2 people a day is over 500 contacts a year)
2. Send an email or call the contact:
 - Introduce yourself; mention the name of the person who referred you
 - Explain the reason for your contact
 - Do NOT ask for a job – ask for more information on a topic or even better, a 20 - 45 minute informational interview
3. Send a resume and cover letter to the contact to provide context. Explain in the letter that you have enclosed your resume only so that he/she/they might review it and give you suggestions as to your qualifications for the industry
4. Send a thank-you email or mailed letter following the response or informational interview

ELEVATOR PITCH FOR NETWORKING

Introduce yourself to start a conversation which supports your interests and goals.

Example: Thanksgiving. Uncle Joe asks “What’s your major?” or “How’s school going?”

Goal: To answer the question, open a conversation, and connect with someone to talk to about your academic and career interests.

I am in my 1st semester at Minnesota State Mankato.

I still have 3 weeks left on the 15 credits I am taking. All my classes are going well but I still have final exams ahead.

I took a class which has helped me understand my possible career paths. It seems like Finance might be a good option because of my attention to detail, and interest in business.

Do you have some time today for me to ask some questions about your work?

WHY IS HAVING AN ELEVATOR PITCH SO IMPORTANT?

- **You only have 30-60 seconds to make a powerful first impression.** The attention span of the average person is just 30 seconds before their mind starts wandering.

ESSENTIAL ELEMENTS OF A POWERFUL ELEVATOR PITCH

- **Concise.** Your pitch should take no longer than 30-60 seconds.
- **Clear.** Use language that everyone understands. Don’t use fancy words thinking it will make you sound smarter. Your listener won’t understand you and you’ll have lost your opportunity to hook them.
- **Powerful.** Use words that are powerful and strong. Deliver the “Sis-Boom-Bang” to grab their attention!
- **Visual.** Use words that create a visual image in your listeners mind. This will make your message memorable.
- **Tell a Story.** A short story, that is. A good story is essentially this: someone with a problem either finds a solution or faces tragedy. Either type of story can be used to illuminate what you do.
- **Targeted.** A great elevator pitch is aimed at a specific audience. If you have target audiences that are vastly different, you might want to have a unique pitch for each.
- **Goal Oriented.** An Elevator Pitch is designed with a specific outcome in mind. What is your desired outcome? You may have different pitches depending on different objectives. For instance, do you want to: make a sale, gain a prospect, enlist support for an idea, or earn a referral.
- **Has a Hook.** This is the element that literally snags your listener’s interest and makes them want to know more.
- **Dress Rehearsal.** Run it by as many people as possible. Get feedback from friends and family.
- **Done for Now.** Take your final elevator pitch and write it down. Practice it.
- **Continue to Improve.** Listen for phrases that you think could make your elevator pitch more clear and impactful. And then test it out. Every once in a while you will probably benefit by starting from scratch because things always change: you, your goals, and your interests.

CDC RESOURCES & OPPORTUNITIES



LINK.MNSU.EDU/HANDSHAKE

Minnesota State University, Mankato's exclusive job searching website! This is a one-stop shop for searching and applying for all levels of employment including part-time, internship, & degree-required positions. All Minnesota State Mankato students have an account and log in using their StarID and StarID password.



FAIRS & EVENTS

The Career Development Center partners with departments across campus to offer a variety of career events. Attending these events offers you the chance to connect with employers and enhance job-searching skills. Stop in WA 209 for a copy of our fairs & events list or visit www.mnsu.edu/cdc.



FOCUS ASSESSMENT

FOCUS is an online, self-guided, interactive program designed to help you select the right major and plan your career based on your personal interests, values, skills, personality and aspirations. It is free and provides great career insight!



CANDID CAREER

These short videos offer quick advice on an array of job searching topics such as resume & cover letter writing, interviewing, attending career fairs, networking and much more! Watch them now at www.mnsu.edu/cdc.



GOING GLOBAL

Going Global allows you to explore job/internship postings from around the world. It offers expert advice to domestic & international students looking to work in the United States or abroad. Log into your Handshake account to access Going Global which is located in the resources section.

SOCIAL MEDIA

Keep up with upcoming events, career news, advice, and information about our services. Check out our Facebook, LinkedIn, Twitter & Instagram accounts for more.



/cdc.mnsu



@msucdc



cdcmnsu



LinkedIn/IN/career-development-center



youtube.com (Minnesota State Mankato Career Development Center)

ARE YOU RESUME READY?

Is Your Resume Ready? Things to Check:

- Is your email address professional? (sara@gmail.com vs. sarabearlovespie11@gmail.com)
- Is your email address from a professional and current domain, like Gmail or @mnsu.edu?
- Does your resume align with your LinkedIn profile? (Hiring managers will probably check out both.)
- Have you included links to social profiles, a personal website, or an efolio, if relevant?
- Have you audited your social media profiles to ensure no unprofessional content is available?
- If you have the hiring person's name, have you customized any communications to address the person?
- If you're sending your resume as a Google Doc, have you granted the recipient the proper permissions to view it or opened up permissions to everyone?

Is Your Resume Well-Written? Things to Check:

- Have you included your basic contact information: name, address, email address, and phone number?
- Are you writing in a tone that matches the tone of the organization to which you're applying?
- Have you customized your resume for the specific job you're applying to?
- Do you have a clear objective at the top of your resume that is organization-focused, not applicant-focused?
- Have you included both accomplishments and responsibilities under each job? (Both should be easy to find when quickly scanning your resume.)
- Have you used metrics (numbers) where possible to better illustrate your accomplishments and skills?
- Do you illustrate career progression? Is it clear that you were promoted, gained additional responsibility, or switched jobs laterally to acquire more skills?
- Have you included relevant information about your education? License or other certifications?
- Have you added anything that points to your personality or interests outside of work?
- Does your unique value shine through? (Something that makes you stand out from ALL other applicants, or highlights that you are uniquely qualified for the position)
- If relevant for the position, have you included links to a portfolio or samples of your work?

Is Your Resume Properly Formatted & Designed? Things to Check:

- Have you done a spell check and grammar check?
- Is your resume visually appealing and easy to read?
- Is your resume too creative for the position you are applying to?
- Have you selected a readable font?
- Have you made use of common formatting conventions to make content easier to read, like bullet points and header text?
- Has your formatting remained consistent across all positions? (For example, if you're bolding job titles, are all job titles bolded?)
- Are your margins even?
- Are all items properly aligned? (For example, if you've right-aligned dates, are they all lining up with one another?)
- Are all links included clickable?
- Have you converted your resume to a format that allows all recipients to read it as intended, without downloading specific fonts or needing special software? (A PDF format is recommended.)

Is Your Resume Edited & Polished? Things to Check:

- Have you included industry keywords and language in your resume?
- Have you edited out irrelevant job experiences?
- Are sections of your resume in the order that best highlights your skills and what you have to offer this employer?
- Have you edited out generic action verbs for more specific ones?
- Have you made use of a thesaurus to prevent monotony?
- Have you found more professional-sounding alternatives to unprofessional-sounding terms?
- Are your special skills truly special?
- Is everything 100% true? (If you write that you're fluent in a foreign language on your resume, you should be prepared to speak that language during the interview. If you say you like baking, you should be ready to answer which dishes you like to bake.)
- Finally, have you asked anyone to provide a final glance for errors, inconsistencies, or confusing phrasing?

If you've gotten this far and checked every box, you should be ready to send that resume. Good luck with your applications!

CREATING A RESUME

Resume Quick Tips

- Word is the best program for creating and editing your resume.
- Resumes are most often skimmed in seconds – not read word for word.
- It is very important to customize your resume for each application.
- Your resume should contain key words and phrases relevant to the career and job you are seeking.
- It's all about relevance. Use your knowledge of the position and organization to make decisions about how you describe your experience and skills.
- Active, skills-based language is the best way to write your resume. Even a quick skim by a reader should give them enough to know whether they want to read more.
- Go beyond duties and responsibilities. Be specific and results-oriented. If possible, quantify your accomplishments.
- Employers are interested in what you've done recently. Leave out your high school education and activities unless you are a first-year student looking for a part-time job or internship.
- Your resume will need to be updated regularly to reflect new skills and experiences as you gain them.
- For most positions, colored paper, funky fonts, and fancy graphics are not going to help, and may hurt your chances. Content is key.
- When e-mailing or uploading your resume, the best format is PDF. Follow all application instructions.

RESUME PREPARATION

A resume is a summary of your education, experience, and skills that relate to your career goal or job objective. The primary purpose of a resume is to obtain interviews with potential employers. Therefore, a resume should:

- Present a positive image
- Describe qualifications
- Detail what you have done
- Provide framework for an interview

A resume should outline your educational background, extracurricular activities, and paid or volunteer work experiences. Your resume should also summarize your skills. Before you begin your resume, do some brainstorming. Brainstorming is a very important step in preparing your resume. As you brainstorm, focus on tasks performed, skills and abilities used, and accomplishments.

Choose a resume style that best fits your goals and experience. After choosing your style, complete a first draft. Schedule an appointment and have your resume critiqued by a member of the CDC staff or, for quick feedback, stop by the CDC's "QuickStop".

Your resume needs to be concise and catchy as the average time spent on a resume by a future employer is less than 1 minute! The typical resume is 1 or 2 pages long. Be prepared to write more than one draft and to tailor your resume to the specific job you are applying for. It takes a lot of effort, but this is effort well-spent as your resume is **your most important job hunting tool**.

Should you use a resume template?

Resume templates come standard in many word processing programs and can also be purchased separately. There are several drawbacks to resume templates. First, recruiters have seen these templates many times and they do not stand out from other resumes. Also, resume templates can be very difficult to work with. If your experiences are unique or if you want to highlight something in a particular way, you might not be able to do so. Many templates have settings for font size, spacing, margins, and categories which cannot be changed.

The staff in the Career Development Center recommend that you start your resume on your own in a basic word processing document. We do not encourage the use of templates

Basic Tips

- Be positive. Be honest. Stick to the facts.
- Avoid abbreviations.
- Appearance is important. Do not clutter your page. Generally, 0.5" - 1" margins are used. Use bold print and capital letters to emphasize important items.
- Don't forget your name, address, phone, and e-mail address. Be sure your e-mail address is professional sounding (melissa.adams@gmail.com vs. cutiepie@hotmail.com)
- Personal information such as age, marital status, height, weight should NOT be included on your resume.
- Do not include reference names, addresses, or phone numbers on your resume. List these on a separate sheet.
- Read the job description thoroughly and talk with people in the field to understand what the employer is looking for. Create a resume that highlights how you meet these qualifications.
- Create a master resume that includes everything you have ever done for record purposes. Then create a tailored resume simply by cutting and pasting information back in that is relevant to the specific position you are applying to.

RESUME WRITING BULLET POINTS

When writing bullet points, it is important to go beyond just your “duties” at a job.

WHO – Who did your job help? The company? Clients? Customers?

WHAT – What happened with the results of the job? If you did research, was that information published? If you had to do a report, what was done with that information?

WHEN – When did this happen? Daily? Weekly? Monthly? Talking about how often you did something is an easy way to show productivity in your job.

WHERE – Where did your duties occur? Did you have to travel for a job? Were you responsible for interacting with people outside of your organization?

WHY & HOW– Why did you do this? How did your job duties help or add to the organization’s ability to function?

Below is a basic formula for creating detailed bullet points. Use this formula as a starting point when writing your bullet points.

SKILL + **what you DID** + **RESULTS/OUTCOME**

(power verb) + (job responsibility) + (how/why)

Example 1: Made a documentary

Example 2: Filmed a 10 minute documentary using the x3000 camera (ex. explaining “how”)

Example 3: Filmed a 10 minute documentary on AIDS awareness for a class presentation (ex. explaining “why”)

More samples

- Created personal brand vs. Enhanced skills for future success by creating personal brand shared with 12 area employers
- Attended weekly meetings vs. Participated in bi-weekly meetings in order to expand knowledge of marketing strategies
- Volunteered at service organizations and fundraising events vs. Attended and participated in 4 service activities and 3 fundraisers in order to apply experiential involvement theory
- Assisted with inventory vs assisted with daily and monthly inventory of over 1,200 domestic and foreign products
- Provided quality customer service vs. Provided quality customer service by handling customer questions, complaints via email, phone calls, and in person
- Ran cash register vs. Handled over 200 cash and credit transactions, balanced drawer, and ATM accurately each shift

Sprinkle with the correct language and some numbers!

ATTRIBUTES EMPLOYERS SEEK ON A CANDIDATE'S RESUME

Attribute	% of Respondents
Communication skills (written)	82.0%
Problem-solving skills	80.9%
Ability to work in a team	78.7%
Initiative	74.2%
Analytical/quantitative skills	71.9%
Strong work ethic	70.8%
Communication skills (verbal)	67.4%
Leadership	67.4%
Detail-oriented	59.6%
Technical skills	59.6%
Flexibility/adaptability	58.4%
Computer skills	55.1%
Interpersonal skills (relates well to others)	52.8%
Organizational ability	43.8%
Strategic planning skills	38.2%
Tactfulness	25.8%
Creativity	23.6%
Friendly/outgoing personality	22.5%
Entrepreneurial skills/risk-taker	16.9%
Fluency in a foreign language	11.2%

Source: *Job Outlook 2019*, National Association of Colleges and Employers

RESUME PREPARATION - WHAT SHOULD YOU INCLUDE IN YOUR RESUME?

Education

For many new graduates, the bulk of their experience comes from their educational background. When completing your education section, list your most current institution first, followed by other schools you have attended. If you did not receive a degree from a prior institution, you do not have to include it. Exceptions would include if you spent a significant amount of time at that institution and feel it is important to note. The following information should be included regarding your educational experiences:

Bachelor of Science, Accounting

Business Administration Minor
Minnesota State University, Mankato
Dean's List, Magna Cum Laude Honors

May 2020
GPA: 3.5

Associate of Applied Sciences, Accountant

South Central College – North Mankato, MN

May 2018
GPA: 3.8

Related/Relevant Coursework (optional):

Education is a major source of experience for most new graduates. For example, graduates with a technical background may want to detail the courses they completed. This may also be very effective for candidates who are applying for jobs that are not an exact fit with their majors (i.e., an English major who is seeking a career in sales may have taken a number of communication courses to prepare for this field). Be selective and choose to include only those courses which are related to your career goals.

Relevant Coursework:

Statistics for Psychology
Social Work in the School Setting
Applied Behavior Analysis
Research Methods & Design

Abnormal Psychology
Adolescent Psychology
Community Social Service Projects
Intro to Clinical Psychology

Experience:

This can be paid OR volunteer. List your most recent experience first and work in reverse chronological order. This section may include volunteering, internships, field experience, research, co-ops, part-time or summer jobs, etc. You may also use a variety of section headings, depending on the experience you have.

General:

Work Experience
Work History
Experience
Employment History
Professional Experience

Specific:

Related Experience
Volunteer Experience
Internship Experience
Education-related Experience
Clinical Experience

Example 1:

RELATED EXPERIENCE:

Marketing and Promotions Intern

Infinity Broadcasting Inc.

February 2018-present
Minneapolis, MN

- Write promotional copy for radio contests and station events for WCCO, WLTE, KCCO, AND MIX-104
- Plan and execute promotional events at trade shows, concerts, and other sponsored events
- Organize remote station appearances
- Construct promotional materials

Radio Show Host: KMSU-FM

KMSU-FM

August 2017-January 2018
Mankato, MN

- Oversaw all aspects of production of a weekly radio show
- Scheduled guests on a weekly basis
- Prepared and wrote script
- Researched guests for on-air interviews

Example 2:

Other Experience:

Team Leader

Target

2015-2018
Burnsville, MN

- Supervised 20+ employees per shift
- Effectively and efficiently handled guest complaints
- Developed weekly employee schedules
- Promoted from Cashier to Team Leader based on outstanding job performance

Skills (optional):

This section allows you to emphasize skills you feel will contribute to attaining your career goal. For example, you may have a number of technology, communication, language, or management skills you want to list. If you choose to include a skills section, there is no specific order in which this section should be placed. The resume examples at the back of this handbook show a variety of options.

Example 1:

SKILLS

Sales:	Retail, household appliance, and Internet sales experience
Customer Service:	Provided effective customer service to a range of ages and needs
Leadership:	Coaching, motivating, and training
Computer:	Strong experience with MS Office, Mac and PC, and some web design
Communication:	Public speaking, interpersonal, excellent writing skills
Management:	Supervised, evaluated, and trained personnel

Example 2:

Highlights of Qualifications:

- Experience working with diverse populations
- Basic knowledge of Spanish language, both verbal and written
- Proficient with computers including Mac and PC hardware and software
- Excellent communication skills, both interpersonal and presentation
- Active team player with proven leadership skills

Additional Information (optional):

Membership or leadership experience, athletic participation, or scholarships, awards and honor societies are impressive "additional" items to add to your resume. Read through the following list to see if any of these items apply to you. If yes, how can you add them to your resume? See the examples below for ideas on how to build a new section that fits your experience. *(Hint: If you don't have much in the way of additional information, find ways to gain some of these great resume builders!)*

- | | |
|--|---|
| <input type="checkbox"/> Language abilities | <input type="checkbox"/> Volunteer activities |
| <input type="checkbox"/> Technology skills | <input type="checkbox"/> Professional recognition |
| <input type="checkbox"/> Study or travel abroad | <input type="checkbox"/> Honors, awards |
| <input type="checkbox"/> Professional memberships | <input type="checkbox"/> College activities |
| <input type="checkbox"/> Leadership positions (campus/community) | <input type="checkbox"/> Athletics |
| <input type="checkbox"/> Conference attendance | <input type="checkbox"/> Community service/service learning |

Example 1:

Vice President, Alpha Chi Omega, Minnesota State University, Mankato 2017-2018

- Coordinated and implemented service projects through the Theresa House Shelter, Salvation Army, and Feed My Starving Children
- Ensured that all standing rules and bylaws, as well as national rules, were adhered to consistently
- Actively cultivated positive relationship with university administration and other Greek organizations

Example 2:

Volunteering

Eagle Glen Charter School – Assistant Art Teacher

- Assist team leader with creating and facilitating educational art projects while interacting on a one-to-one basis with children (ages 7 to 14) with behavioral disorders.

Sunset Village – Volunteer

- Assist elderly residents with activities to encourage physical, mental, social, and spiritual activity.
- Provide enriching activities that promote a high quality of life.

Sherman Elementary School - Maverick READ Program Volunteer

- Assist children (Pre-K to 3rd grade) with advancing in language, literacy, social, and motivational skills.

Example 3:

**Team Captain/Member – Division I Men’s Hockey Team
Minnesota State University, Mankato - Mankato, MN**

2018-present

- Devoted 20+ hours per week to athletics while carrying a full course load and maintaining a 3.6 GPA
- Served as a leader and role model for Minnesota State Mankato students with high visibility in the Mankato community
- Gave multiple interviews to the press utilizing professional communication skills
- Named NCAA Academic All-American 2017, 2018
- Organized and implemented team building initiatives for 20+ student athletes
- Mentored first year student athletes; provided support regarding academics and time management
- Assisted in the implementation and enforcement of the NCAA policies and procedures

Example 4:

International Experience

Independent Research Project

Fall 2018

- Used primary and secondary research methods to study Paris from the student’s perspective
- Combined research into a comprehensive report and presented findings in English and French to the Foreign Language department

Semester Abroad in Paris, France

Spring 2019

- Adapted to an unfamiliar environment and embraced cultural and language differences
- Used communication and organization skills to navigate through new cities
- Managed finances in varying currencies

International Student House Resident Assistant

Spring 2019

- Built interpersonal relationships with students from all over the world
- Planned and supervised community events that appealed to students of all cultures

Action Verbs

Action verbs convey accomplishments.

adapt
administer
advise
analyze
anticipate
appoint
appraise
approve
arrange
assemble
audit
calculate
boost
build
circulate
classify
coach
compile
complete
compose
conceive
conduct
confront
construct
contract
control
coordinate
correspond
counsel

create
decide
delegate
demonstrate
design
develop
diagnose
direct
dissect
display
draft
edit
eliminate
establish
estimate
evaluate
examine
exhibit
expand
expedite
facilitate
forecast
formulate
generate
hire
implement
improve
increase
influence

initiate
inspire
interview
investigative
launch
lead
lecture
locate
maintain
manage
match
measure
mediate
monitor
motivate
negotiate
observe
operate
organize
originate
participate
perform
persuade
plan
predict
prepare
print
process
promote

propose
provide
question
recommend
record
recruit
refer
regulate
reinforce
reorganize
represent
research
revamp
review
schedule
sell
serve
sketch
solve
speak
structure
supervise
support
talk
train
translate
update
write

Adjectives

Adjectives enhance descriptions.

accurate
adaptable
ambitious
analytical
capable
clear-thinking
competent
competitive
confident

conscientious
cooperative
determined
discrete
effective
efficient
energetic
firm
flexible

industrious
intelligent
logical
methodical
meticulous
motivated
open-minded
organized
patient

precise
quick
rational
reliable
resourceful
responsible
strategic
successful

Skill Areas

Use action words to describe your transferable skills.

administering programs
advising people
analyzing data
budgeting expenses
collaborating ideas
communication
comparing results
compiling statistics
conducting meetings
confronting other people
constructing buildings
coordinating
coping with deadlines
creating
defining a problem

delegating responsibilities
designing
displaying artistic ideas
distributing products
developing rapport
editing work
encouraging others
enduring long hours
enforcing rules
entertaining people
evaluating programs
executing tasks
expressing feelings
handling complaints
handling detail work

interpreting languages
investigating problems
listening to others
maintaining accurate records
making decisions
managing people
managing use of money
motivating others
negotiating/arbitrating
organizing tasks
overseeing operations
persuading others
planning
prioritizing work
programming

promoting events
proposing ideas
public relations
public speaking
raising funds
rehabilitating people
relating to the public
reporting information
selling products
speaking to the public
supervising employees
synthesizing information
teaching
working in a team
writing reports

SAMPLE RESUME – TECHNOLOGY

Jesse L. Cooper

1234 Anyname St.
Mankato, MN 56001
(507) 555-1234
jesse.cooper@mnsu.edu

OBJECTIVE

Seeking a full-time position where web development and customer service experience can be utilized.

EDUCATION

Bachelor of Science in Information Technology

Marketing Minor

Minnesota State University, Mankato

May 2019

GPA 3.5

Mankato, MN

SKILLS

Web Development/Programming Languages: XHTML, HTML, CSS, Flash/Actionscript, JavaScript, PHP, Python, Java

Web Design/Graphics Design Tools: Photoshop CS5, Dreamweaver CS5, Flash CS5

Software Technologies/Operating Systems: Windows XP/Vista/7, Windows Server 2008, VMware Player, Rhozet Carbon Coder, Microsoft PlayReady

Database Servers and Tools: Oracle, MySQL, Firebird, SWL Server, Microsoft Access, Microsoft Visio, DB Designer Fork

Communications: Excellent oral, written, and visual communication skills; Project management

WORK EXPERIENCE

Web Developer Assistant

Minnesota State University, Mankato

2017 - 2019

Mankato, MN

- Designed, developed and maintained various University related websites
- Built and hand coded websites from the ground up using standards based XHTML, CSS, and Javascript
- Created graphics to be used throughout the university website and kept content updated
- Developed various web applications using AJAX and Flash/Actionscript

Computer Technician

Minnesota State University, Mankato

2017 - 2018

Mankato, MN

- Supported faculty, staff, and student issues with software and hardware related computer issues
- Preserved confidentiality
- Maintained friendly environment while developing relationships with faculty and staff

Grounds/Maintenance Keeper

United South Central Middle School

Summers 2015 - 2017

Kiester, MN

- Provided maintenance of school grounds
- Managed two school properties plus athletic fields
- Cleaned inside the school; self-managed work assignments

ACTIVITIES/ACHIEVEMENTS

- Federated Insurance IT Scholarship recipient
- Minnesota State Mankato Web Developers Group member
- Minnesota State Mankato Information Systems Club: Secretary; Vice President
- Intramural sports participant: basketball, softball, football

SAMPLE RESUME – COMMUNICATIONS

Isabella Espinosa

101 Plum Street • St. Peter, MN 56082 • 507-555-0712 • isabella.espinosa@mnsu.edu • www.linkedin.com/in/isabellaespinosa

OBJECTIVE	Event planning position with a non-profit organization	
EDUCATION	Bachelor of Science, Mass Media Minors in Creative Writing and Marketing Minnesota State University, Mankato, MN	May 2019 GPA 3.0
	International Study Center for European Studies, Madrid, Spain Studied Spanish language, history, and art Traveled to Italy, Germany, Austria, France, and England	January-April 2015
EVENT PLANNING EXPERIENCE	Event Planner Minnesota State, Mankato Career Development Center, Mankato, MN <ul style="list-style-type: none">Plan 3 major events with up to 100 employer participants and 1000 student attendeesPromote events through designing and developing print ads, emails, posters, and flyersSupervise 3 student workers on promotional projectsDevelop an innovative marketing plan to attract students to eventsSolicited prizes and support from local businesses	January 2018-Present
	Intern Mankato Chamber of Commerce, Mankato, MN <ul style="list-style-type: none">Assisted with planning 2012 Careers event for local sophomoresDeveloped and sent registration materials to local businesses, non-profit organizations, and educational institutionsSent out meeting reminders and minutes to planning groupSolicited support from local businesses	September-December 2017
MANAGEMENT/ LEADERSHIP EXPERIENCE	Shift Manager Perkins, Mankato, MN <ul style="list-style-type: none">Supervise up to 10 staff members per shift and display solid leadership capabilitiesTrain new wait staff on how to provide excellent customer service as well as opening and closing dutiesDemonstrate strong organizational skills by managing schedules of 28 wait staff membersEffectively handle customer complaints by listening carefully and offering pragmatic solutionsServe customers efficiently and effectively	September 2016-Present
VOLUNTEER EXPERIENCE	<ul style="list-style-type: none">Event Coordinator, Communication Day Minnesota State MankatoBig Sister, Mankato YMCAOff-Campus Student Senate Representative, Minnesota State MankatoMcElroy Hall Representative, Minnesota State University, Mankato	2018 2016-2018 2016-2017 2016
SKILLS	<ul style="list-style-type: none">Microsoft Office (Word, Excel, PowerPoint, Access)Adobe InDesignMicrosoft PublisherWeb design including FrontPage and DreamweaverFluent in Spanish	

SAMPLE RESUME – TEACHING (2 PAGES)

Sadeem Temecula

163 Juniper Drive SW – Lonsdale, MN 55046 – (507) 349-1234 – Sadeemtemecula@yahoo.com

Summary of Qualifications

- Four years of experience establishing effective classroom management strategies in diverse student environments.
- Experience in the establishment, organization, and teaching of social studies curriculum with the ability to teach beyond endorsement areas.
- Ability to utilize technology to enhance the classroom experience for students at all levels of learning.
- Experience working with special education and behaviorally disordered students helping them cope with the daily requirements of the school environment.
- Exceptional organization, problem solving and leadership skills with the ability to work efficiently under extreme time constraints with little or no supervision.
- E licensed soccer coach with thirteen years of coaching experience in highly competitive leagues.

Education

Bachelor of Science, Social Studies and Education

December 2019

Emphasis: History

Minnesota State University, Mankato

GPA 3.93, Summa Cum Laude, Dean's List

Related Experience

Student Teacher

September 2019 – Present

Montgomery-Lonsdale High/Middle School – Lonsdale, MN

- Taught Geography to 7th grade students and U.S. History to 11th grade students.
- Develop innovative and interactive lesson plans including a debate, mock election, and inquiry based learning that engage students of all learning levels.
- Collaborate with the English department to establish an interdisciplinary unit for writing in historical context.
- Consult with team members to identify students that deserve school-wide recognition and identify students that require special attention and additional remediation.
- Effectively implement classroom management skills in a progressively challenging classroom with a high percentage of at-risk students.
- Utilize computer labs to integrate technology into the learning environment.

Instructional Technician

August 2015 – October 2017

Lincoln Public Schools, Transition and Expulsion Program – Lincoln, NE – Grades 9-12

- Assigned, scheduled, and taught all curriculum to high school students.
- Established class schedules and curriculum to be taught to new students by working directly with the school responsible for expulsion.
- Coordinated and maintained online learning components through the use of the Apex platform.
- Created and wrote video curriculum for students based on specific curriculum requirements through the use of various online platforms.
- Provided in-class technical support to both students and other teaching staff.
- Coordinated, scheduled and performed weekly in-take meetings with parents and new students.
- Monitored all student activities before and after school.
- Coordinated, recorded, reported, and administered disciplinary actions with students.
- Mentored, counseled, and supported students as needed.
- Administered standardized tests (CRT's) to students as prescribed by Lincoln Public Schools.
- Served on district's online learning panel evaluating online learning vendors and providing the recommendation for the district's new online platform.

Sadeem Temecula

– Page 2–

Related Experience (Continued)

Para-educator

August 2014 – August 2015

Lincoln Public Schools, Dawes Middle School – Lincoln, NE

- Developed and scheduled daily instruction, supervision and support to special education students.
- Created and maintained a goal system for special education students.
- Provided teacher assistance in social studies, math, health and physical education involving extensive conflict resolution support with special education students.
- Directed and supervised all lunchtime recreation activities.
- Provided technical support to students and other teaching staff.
- Created, maintained and instructed weekly guitar instruction in CLC after school program.
- Administered standardized tests (CRT's) as prescribed by Lincoln Public Schools' programming.

Soccer Coach (E License)

2003 – 2015

Nike Rush, Capital Soccer Association, YMCA – Lincoln, NE

- Competitive Leagues, ages 13-18
- Recreational Level, ages 7-12

Work History

Supervisor, Management Trainee, Group Lead

June 1996 – August 2014

St. Elizabeth Regional Medical Center – Lincoln, NE

- Supervised 25-30 employees and provided regular evaluations based on performance measures.
- Effectively trained new employees by providing a balance of challenge, support, and follow-up.
- Assisted employees with questions from dealers regarding: reprints, credits, how to schedule orders, etc.
- Calmly resolved escalated customer calls resulting in a fair and reasonable resolution.
- Executed solid decision making abilities by determining promotions and terminations of employees.

Activities and Volunteer Experience

- Mentor – Connected Kids, Northfield Public Schools December 2017 – Present
- Service Learning – Northfield Public Schools, 6th Grade ESL December – March 2017

Academic Honors

- Who's Who Among Students in American Universities and Colleges 2019
- Golden Key International Honor Society Invitation 2019
- Kappa Delta Pi Honor Fraternity for Educators Invitation 2019

Technical Skills

- Mac and Microsoft Operating Systems
- Microsoft Office (Word, Excel, & PowerPoint)
- Website creation and maintenance
- JMC Grade Book System
- Infinite Campus
- SmartBoard
- iPad
- Prezi - a cloud-based presentation software
- Social Media - Facebook, LinkedIn, Twitter, Pinterest

SAMPLE RESUME – DENTAL HYGIENE

Kathryn Davis

1234 South 5th Street • Mankato, MN 56001 • KMDavis@gmail.com • 507-388-1122

OBJECTIVE: To obtain a position as a full or part-time Dental Hygienist.

EDUCATION:

Bachelor of Science, Dental Hygiene 5/2019
Minnesota State University, Mankato - Mankato, MN GPA 3.64
Accredited by Commission on Accreditation, American Dental Association

DENTAL HYGIENE CLINICAL EXPERIENCE:

Minnesota State Mankato Dental Hygiene Clinic - Mankato, MN 2/2018-5/2019

- Demonstrated proficiency in the removal of calculus, plaque and extrinsic stain with the use of hand and mechanical instruments
- Took and developed diagnostic dental radiographs (FMS, BWS, & PAN)
- Administered local anesthetic and nitrous oxide
- Accurately collected, recorded, and analyzed patient assessment data both on written form and on dental computer software - Dentrix
- Placed composite, amalgam, and glass ionomer restorations on Class I, II and V preparations
- Counseled patients in oral health instruction appropriate to patient needs
- Constructed bleaching trays and monitored progress of bleaching process

Open Door Clinic - Mankato, MN 9/2018-5/2019

- Gained insight into care available for the patient population encountering difficulty accessing care due to financial constraints

Madelia Community Hospital - Madelia MN 9/2018-5/2019

- Increased appreciation for the cultural diversity of MN by performing Dental Hygiene services for a predominantly Latino population

Prairie Dental Arts - Waseca MN 9/2018-5/2019

- Provided Dental Hygiene services for a patient population who would otherwise encounter difficulty accessing dental care

Federal Correctional Institute - Waseca MN 9/2018-5/2019

- Performed removal of tenacious supragingival and subgingival calculus on patients with use of hand instruments and ultrasonics

Hillcrest Health Care Center - Mankato MN 9/2018-5/2019

- Provided oral health screening for patients

CERTIFICATIONS:

Restorative Functions Certification 5/2019
Nitrous Oxide and Local Anesthetic Certification 5/2019
CPR Certification Current

COMMUNITY TEACHING:

LeCenter Head start - oral hygiene education
South Elementary, St. Peter 1st grade - oral hygiene and nutrition education
North Intermediate, St. Peter 6th grade - tobacco education
Hill Crest Health Care Center special needs patient - oral hygiene instruction
Hill Crest Health Care Center - in-services on oral hygiene care for the elderly

WORK EXPERIENCE:

Registered Nursing Asst./Rehab. Aide, HC Care Clinic - Mankato, MN 2018-present

PROFESSIONAL AFFILIATION/ACHIEVEMENTS:

American Dental Hygiene Association - Student member 2018-present
Mary Jane Young Scholarship recipient 2017
Southern District Dental Society Scholarship recipient 2016

SAMPLE RESUME – SCIENCE

Amy Sanchez

123 Main Street Mankato, MN 56001
(507) 555-1235 • asanchez@gmail.com

Objective

A challenging and rewarding position as a Laboratory Technician.

Education

Minnesota State University, Mankato

Bachelor of Science, Biology

Bachelor of Art, Chemistry

December 2019

Overall GPA 3.37

Dean's List

Laboratory Skills

Aseptic Technique • Gas Chromatography • Atomic Absorption Spectrometer • Titration
Infrared Spectroscopy • Spectrophotometer • Refractometer • Plasma Pheresis • Analysis
UV Spectroscopy • Microscope knowledge (electron, light, dissecting) • Staining procedures
Chromatography (gas, thin layer, column) • Prepare microscope slides and blood samples

Research Experience

Presence of Clostridium botulinum type C/Avian Causative Agent

2018-2019

Minnesota State University, Mankato - Mankato, MN

- Used PCR to detect the presence of C. botulinum type C toxin genes in Swan Lake Wildlife Area sediment samples.
- Discussed and presented the procedure and data at the 2015 Undergraduate Research Conference (URC), Minnesota State Mankato.

Internship Experience

Research Assistant-Chemistry Internship

May-July 2018

Larson Chemical, Indianapolis, Indiana

- Worked in collaboration with pharmaceutical scientists.
- Prepared multiple compounds for use in laboratory situation.
- Developed improved method for chemical preparation and storage.
- Implemented logging database for chemical interactions, allowing scientists to verify. compound volatility at any stage of research cycle.

Work Experience

Laboratory Student Assistant

2017- 2019

Chemistry Department, Minnesota State University, Mankato - Mankato, MN

- Assisted professors in preparation of lab materials and chemical storage.
- Developed semester tests and final exams for Organic Chemistry.
- Graded lab experiments, term papers, tests and exams on an as-needed basis.

Server

2015-2019

Applebee's-Mankato, MN

- Efficiently served food and beverages to customers in a fast-paced environment.
- Demonstrated abilities to multi-task while ensuring customer satisfaction.

Activities

Honors Club • Biology Club (VP '13 and '14, President '15) • Pre-Med Club • Chemistry Club
The Great River Valley Clean-Up Volunteer • MN Regional Elementary Science Fair Judge

SAMPLE RESUME – SOCIAL WORK (2 PAGES)

Joshua Foss

2525 Southhaven Road • Mankato, MN 56001 • 555-555-5555 • j.foss@hotmail.com

OBJECTIVE

Seeking employment in the field of social work, focusing on work with children and families

EDUCATION

Bachelor of Science, Social Work

Minnesota State University, Mankato

May 2020
Mankato, MN

- Accredited by the Council on Social Work Education
- Senior Research Paper: “The Impact of Childhood Anxiety Disorders on Family Functioning”
- Dean’s list Major GPA: 3.45 Overall GPA: 3.23

Bristol International Credit Earning Programme

Bristol University/Minnesota State University, Mankato

2018
Bristol, England

- Studied international social policy in an analytical and open minded manner
- Professionally conducted site visits and interviews with social service agency staff

PRACTICUM/INTERNSHIP EXPERIENCE

Carver County Community Social Services - (440 hours)

Child Protection Practicum

2019
Chaska, MN

- Conducted child protection assessment with the traditional response method
- Completed CornerHouse Child Sexual Abuse Forensic Interviewing Training
- Underwent Alternative Response Assessment Training
- Screened and assigned maltreatment reports
- Answered social service intake calls and referred clients to appropriate services
- Trained community members in Mandated Reporting Laws

Children’s Home Society Anoka County Crisis Nursery - (150 hours)

Family Advocate Internship

2018
Fridley, MN

- Performed intake interviews in a professional manner
- Answered crisis calls of a sensitive nature
- Responsibly transported children to shelter homes

RELATED EXPERIENCE

Community Social Service Project, SOWK 214 Boys Group Volunteer

TEAM Academy

2017
Waseca, MN

- Worked with a team of four to create and implement a group designed for adolescent boys at TEAM Academy
- Researched, developed, and implemented curriculum to educate the adolescents on issues of bullying, self-esteem, and depression
- Facilitated group and individual discussions with the adolescents to address behavioral concerns in the classroom

WORK EXPERIENCE

Server

Champps, Inc.

2015-Present
Maple Grove, MN

- Energetically serve clients in a fast-paced environment
- Responsibly maintain large sums of money

PROFESSIONAL MEMBERSHIPS

Minnesota Social Service Association (MSSA)

- Attended MSSA 2016 and 2017

National Association of Social Workers (NASW)

VOLUNTEER EXPERIENCE

American Red Cross Bloodmobile Volunteer: Mankato, MN

- Organized bloodmobile volunteer duties with the Red Cross

Habitat for Humanity Volunteer: Mankato, MN

- Contributed in the building of a home

English as a Second Language Volunteer: Mankato, MN

- Assisted immigrant citizens learning English

EXTRACURRICULAR ACTIVITIES (Minnesota State University, Mankato)

Alpha Chi Omega Fraternity

2016-Present

Offices held include VP Fraternity Relations, VP Education, and Fundraising Chair

- Effectively delegate responsibilities to committee members
- Meticulously maintain records for all offices held
- Present reports orally on a regular basis

Social Work Club

2016-2019

- Participated in various community service projects

Minnesota State Student Association

2016-2017

- Student Senator
- Orally presented reports to the Student Senate

Junior Panhellenic Council

2015-2016

- President
- Coordinated philanthropy and fundraising efforts

AWARDS & HONORS

- Department of Social Work Scholarship
- Minnesota State University, Mankato Vice President's Award for Leadership
- Panhellenic President's Award of Excellence

2018-2019
2017
2017

SKILLS & CERTIFICATIONS

- Microsoft Power Point, Word, Excel, Outlook
- Social Service Information System (SSIS)
- Conversational Spanish
- CPR and First Aid Certified

SAMPLE RESUME – MBA

Maria Smith

452 S. 2nd Street

New Ulm, MN 56073

(507) 789-1234

mariasmith@email.com

STRATEGIC MARKETING EXECUTIVE

Creative marketing executive with a proven track record in consumer products & IT industries.
Ability to devise business plans, marketing strategies and acquire new clientele.

AREAS OF EXPERTISE INCLUDE:

Business Development
Financial Modeling

Competitor Research
Product Branding

Product Launch
Client Acquisition

PROFESSIONAL EXPERIENCE:

Senior Marketing Manager
ABC Healthcare Inc.

9/2010–8/2014
Denver, CO

- Oversaw brand positioning, designed marketing campaigns and created marketing kits
- Created and successfully implemented marketing plans to achieve financial objectives
- Assisted in developing strategy for regional trade shows for the company
- Managed key marketing activities that included advertising, promotional campaigns and direct marketing initiatives
- Achieved 25% year on year growth in ad sales
- Conducted competitor research to identify competitors' product offerings, features and pricing points

Marketing Manager
LMN Worldwide Medicines Inc.

4/2007–8/2010
Lincoln, IL

- Designed brand marketing and led the launch of www.lmnmedicines.com
- Negotiated pricing contracts for vendors and managed timely delivery to vendors
- Developed a strategy to calculate the ROI for self-service websites
- Created guidelines document for E-commerce negotiations on the company's site

Marketing Branding Assistant
Glenco Industrial Electronics

5/2005–5/2007
Madison Heights, IL

- Managed marketing and advertising for accounts and reported marketing data and advertising feedback to the client
- Demonstrated knowledge of market branding skills through creation of corporate awareness communications via press releases and media presence
- Provided sales and marketing presentations to retain current client relationships and to acquire new customers

Branding Intern
Design Marketing

9/2004–5/2005
Boulder, CO

- Built and updated marketing calendars and visual/written materials
- Created visual assets used across internal and external communications
- Wrote and edited promotional copy including webpage content
- Designed and presented creative client pitches

EDUCATION:

Master of Business Administration
Minnesota State University, Mankato

5/2019
Mankato, MN

Bachelor of Science in Marketing
University of Colorado

5/2008
Boulder, CO

AFFILIATIONS:

Member of American Marketing Association
Illinois Association of Direct Marketing
Business Marketing Association – Colorado

2008–Present
2008–2013
2006–2008

SAMPLE RESUME –ENGINEERING

890 West Grant Street
(507) 555-1010
www.linkedin.com/karishma-manandhar3cv90

Mankato, MN 56001
manandharkar@gmail.com

Karishma Manandhar

OBJECTIVE: To obtain a Mechanical Engineering position

EDUCATION:

Bachelor of Science in Mechanical Engineering

Minnesota State University, Mankato
Cum Laude Honors, Dean's List

May 2020
Mankato, MN
3.6 GPA

RELATED EXPERIENCE:

Manufacturing Engineering Intern

Jansen Network Power

May 2019-Present
Mankato, MN

- Work alongside Engineers to examine, analyze and solve problems related to assembly processes, testing, and efficiency
- Design tools, create documentation, and complete various projects to improve the manufacturing processes and ensure product quality
- Utilize Pro/E to model parts, tools, and create technical drawings
- Design automated systems for connector assembly processes

Senior Design Project – Thermal Chamber

Minnesota State University, Mankato

September 2019-May 2019
Mankato, MN

- Worked in team of three to successfully develop thermal testing chamber capable of cooling to -5°C and heating to 70°C with heat recovery

ASME Student Design Competition

Minnesota State University, Mankato

April 2019
Mankato, MN

- Competed in the national design competition which consisted of working with a team to design a mechanism that utilized the potential energy of water to propel a small car

ADDITIONAL WORK EXPERIENCE:

Front Desk Assistant

Career Development Center, MN State University, Mankato

August 2016-May 2019
Mankato, MN

- Provided exceptional customer service to clients and visitors.
- Assisted clients by answering questions in person, by phone, and by email; scheduled appointments; offered information on services and resources of the office.
- Completed word processing and database entry projects efficiently.
- Professionally interacted with students, staff, faculty, alumni and employers while working at Career Development Center events

SKILLS:

Computer

CAD: Pro/E, Creo, Solid Edge, AutoCAD

Environments: MATLAB, Eclipse, MS Visual Studios, Dreamweaver

Languages: Java, C#, Objective C, xml

Other: LabVIEW; MS Word, Excel, Access, PowerPoint, Outlook; MS Visio

Languages

English, Nepali, Newari

CURRENT PROFESSIONAL ORGANIZATION MEMBERSHIP:

Society of Women Engineers (SWE)

American Society of Mechanical Engineers (ASME)

SAMPLE RESUME – MARKETING

Sally A. Garrett

872 98th Street N
Shakopee, MN 56379

952-212-0809
sgarrett@email.com

Education

Bachelor of Science, Marketing
May 2019

Minnesota State University, Mankato
Mankato, MN

- Minors in International Business and Business Administration
- 3.36 GPA, Dean's list

Related Experience

Resource Coordinator
January 2018 - Present

IMPACT Team Executive Board, Minnesota State
Mankato, MN

- Motivated students to become involved with planning major events on campus.
- Brought students and the community together through organized charitable events.
- Designed creative promotions to increase student attendance at a major event by 27%.
- Generated an attention-grabbing newsletter informing students of upcoming campus events.

E-Mentoring Program
October 2017 - April 2018

College of Business, Minnesota State Mankato
Mankato, MN

- Gained an inside look at what personal future career focus will be.
- Expressed initiative to mentor as to what new ideas could improve business practices.

Work Experience

Retail Coworker/Food Specialist
September 2017 - present

Kwik Trip
Shakopee, MN

- Provide superior customer service to each individual customer.
- Process transactions in a timely, accurate, and trustworthy manner.
- Maintain a quality store image through cleanliness, merchandising, and product availability.

Library Page
June 2017 - present

Minnesota Regional Library
Eagan, MN

- Demonstrate dedication to same employer for over three years.
- Exhibit ability to find accurate information at a fast pace utilizing the Internet and library catalog.
- Assist library patrons in familiarizing themselves with computers and the Internet.

Group Sales Assistant
May - September 2017

Valleyfair Amusement Park
Shakopee, MN

- Assisted Group Sales Account Executives with preparation of company picnics, event details, and meal tickets.
- Processed payments and maintained payment information on internal forms and databases for various consignment ticket programs.
- Computed and distributed daily pre-sold attendance figures.
- Worked as a liaison between the client and Valleyfair's Food Operations Division.

Awards

- All American Scholar Collegiate Award, 2019
- Marketing Club member, 2017-2019
- Marketing Faculty Scholarship recipient, 2018
- American Red Cross Volunteer - Marketing Assistant, 2017-2019

SAMPLE RESUME – NURSING

Michelle Anders

6101 Nickerson Ave. Apt. #101

Mankato, MN 56001

(507) 914-1107

mkthanders@hotmail.com

OBJECTIVE:

To obtain a position as a Registered Nurse

EDUCATION:

Bachelor of Science, Nursing

May 2019

Minnesota State University, Mankato

GPA 3.82

INTERNSHIP EXPERIENCE:

Summer III Nurse Intern-Neurology Department

Mayo Clinic, St. Mary's Hospital - Rochester, MN

Summer 2018

Along with preceptor:

- Educated patients on medications
- Completed patient intake assessments
- Performed NG tube feedings, trach site care & suctioning, and dressing changes
- Performed PEG, chest tube, and PICC site care

HEALTH CARE WORK EXPERIENCE:

Patient Care Associate-Orthopedics & Cardiac Departments

Mayo Clinic, Immanuel St. Joseph's Hospital - Mankato, MN

May 2017-Present

- Measure and record vital signs, intake and output
- Instruct patients on how to obtain specimens for laboratory testing

Certified Nursing Assistant

Pathstone Living - North Mankato, MN

September 2015-June 2016

Bethesda Nursing Home - Willmar, MN

March-August 2015

- Assisted Senior Residents in activities of daily living

CLINICAL EXPERIENCE:

Synthesis Immanuel St. Joseph's Hospital - Mankato, MN

Fall 2018

Medical Surgical St. Francis Hospital - Shakopee, MN

Fall 2018

Mental Health Immanuel St. Joseph's Hospital - Mankato, MN

Spring 2018

Community Health Le Sueur County - Le Center, MN

Spring 2018

Obstetrics Waconia Medical Center - Waconia, MN

Fall 2017

Pediatrics Fairview Ridges Hospital - Burnsville, MN

Fall 2017

Medical Surgical Abbott Northwestern Hospital - Minneapolis, MN

Spring 2017

Geriatrics Oak Hills Living Center - New Ulm, MN

Spring 2017

Geriatrics Janesville Nursing Home - Janesville, MN

Fall 2016

VOLUNTEER EXPERIENCE:

Student Nurses Association Treasurer

Minnesota State University, Mankato - Mankato, MN

May 2017-May 2018

- Balanced Student Nurses Association account for all credits and debits
- Participated in volunteer activities: Diabetes Walk, "Rake the Town"
- Attended National Student Nurses Association Convention in Nashville, TN

Volunteer

Committees Against Domestic Abuse (CADA) of Mankato, MN

January-December 2018

- Participated in fundraising and awareness events in the local community

Pao Yang

2425 Catherine Road · Mankato, MN 56001 · 507-555-8987 · pao.yang@mnsu.edu

OBJECTIVE

To obtain a position in city planning or housing administration

EDUCATION

Master of Arts, Urban and Regional Studies/Public Administration

Minnesota State University, Mankato (May 2019)

GPA 3.8

Bachelor of Science, Urban and Regional Studies & Speech Communications

Minor: Management

Certificate: Nonprofit Leadership

Minnesota State University, Mankato (May 2017)

GPA: 3.2, Dean's List

RELATED EXPERIENCE

City Planning Intern, City of Janesville, Janesville, MN (January to June 2019)

- Designed and developed informational packets and marketing materials
- Handled citizen questions and complaints effectively
- Coordinated fundraising for Teen Recreation Center

Graduate Assistant, Minnesota State University, Mankato, MN (September 2016-May 2017)

- Updated Urban and Regional Studies department website
- Assisted with classroom responsibilities including grading, office hours, and assisting with projects
- Assisted Urban and Regional Studies undergraduate students with advising and internships

Volunteer, Salvation Army, Mankato, MN (October 2015-May 2016)

- Coordinated \$15,000 fundraiser and 155 volunteers
- Arranged permanent funding mechanism for the homeless shelter
- Fostered community and campus involvement

Office Assistant, Centerpoint Energy, Mankato, MN (January 2015-September 2018)

- Answered incoming calls for customer assistance
- Handled emergency calls calmly and effectively
- Assisted other city utility workers with questions

Volunteer, Partners for Affordable Housing (April 2015-May 2018)

- Planned homeless awareness events and fundraisers
- Recruited and coordinated student volunteers

SKILLS

Microsoft Word, Publisher, Excel, Outlook, PowerPoint, FrontPage, Access

ACTIVITIES

Students of Urban and Regional Studies Institute Club (2017-Present)

YWCA Mentor (2016-2017)

CONFERENCES

APA (American Planning Association) national conference (2018, 2019)

SAMPLE RESUME – GEOGRAPHY

JULIANE GREGORY

555 Kitten Lane, Mankato, MN 56001 ~ (511) 555-1111 ~ juliane.gregory@mnsu.edu

OBJECTIVE

To obtain employment in the field of GIS, GPS and/or cartography

EDUCATION

Bachelor of Science, Geography

May 2019

Minor in Geology

Minnesota State University, Mankato

3.3 GPA, Cum Laude, Dean's List

RELATED PROJECTS

Hydrogeology Independent Study, Minnesota State University, Mankato – Mankato, MN Fall 2018

- Efficiently collected geologic data such as depth and core samples of numerous well-water sites
- Created detailed maps and computer models of the area using MODFLOW and GFLOW
- Solved problem of how mining would affect water resources of San Juan County, Utah
- Determined that any contaminants that would enter the water system in San Juan County by mining would eventually end up affecting the people who depend on the water

Geology Field Study, Minnesota State University, Mankato – Northeastern Minnesota August 2018

- Collected physical data such as rocks and photographed the area to help create detailed maps
- Utilized critical thinking and analytical skills to decipher what types of rocks and minerals were present
- Identified minerals by utilizing criteria such as luster, hardness, cleavage, and streak
- Correlated the data utilizing the map and determined if there was a connection between location and minerals present as well as provided an explanation as to why or why not
- Created geologic timeline report of Northeastern Minnesota

RELATED SKILLS

ArcGIS 9.1

GPS Pathfinder Office 3.0

Adobe Illustrator

ArcView 3.3

Trimble GPS hardware & software

GRASS GIS

ArcPad 6.0

Garmin GPS hardware & software

MS Office

RELATED EXPERIENCE

GIS Technician Intern, City of Wells – Wells, MN Summers 2017 - 2018

- Collected data, mapped, maintained and updated the GIS inventory and documentation of the City's storm water system and city utilities using GPS, photography, and ArcGIS software
- Created street annotation for entire department use
- Conducted city utility research and database maintenance
- Gained experience in the GIS field

WORK EXPERIENCE

Food Service Team Member, Cub Foods – Shoreview, MN

Summers 2013 - 2014

ACTIVITIES

Association of American Geographers, Minnesota State Mankato Geography Club

SAMPLE RESUME – LAW ENFORCEMENT

TOM HAGGERD

71 Arrowhead Road • North Mankato, MN 56003 • 507-555-1234 • tom.haggerd@hotmail.com

OBJECTIVE: To earn a peace officer position that will utilize my leadership and communication skills.

EDUCATION:

Bachelor of Science in Law Enforcement
Minor in Political Science

May 2019
Mankato, MN

Minnesota State University, Mankato

- Member of National Criminal Justice and Political Science Honor Societies.

Law Clinical Component – Skills Certificate

December 2019
Hibbing, MN

Hibbing Community College

PPCT, Radar, E.V.O.C and SFST

PROFESSIONAL CERTIFICATIONS/TRAINING:

- **Red Cross** – Emergency Response Certificate Exp. April 2020
 - **Red Cross** – CPR/AED/O2 for the Professional Rescuer Exp. April 2020
 - **ROTA** – E.D.P./Officer Survival Course October 2018
 - **ROTA** – Traffic Direction and Control School April 2019
 - **South Metro Public Safety Training Facility** – Use of Force Instructor Certificate October 2017
 - **Hennepin County Sheriff's Office** – Police Reserve School April 2006
-

RELATED EXPERIENCE:

Lead Security Officer

02/2014 to 08/2018

Minnesota State University, Mankato Mankato, MN

- Began as Work Study Officer in 2009 and was progressively promoted to Lead Officer in July 2012.
- Ran day-to-day operations of department while the Director was on sabbatical.
- Effectively communicated to staff and necessary authorities through detailed written reports.
- Responded to high pressure situations and effectively worked with upset or uncooperative patrons.
- Responsibilities included: scheduling, payroll, writing policies, training new officers, ticket appeals, equipment issue and organization, and other duties as assigned.

Reserve Officer

07/2011 to 05/2012

Bemidji Police Reserves

Bemidji, MN

- Transported prisoners and performed uniform and plain-clothes patrol assignments.
- Assisted with criminal investigations and traffic enforcement.
- Worked closely with diverse cultural and ethnic populations.
- Entrusted with confidential and sensitive information.
- Enhanced leadership skills and displayed the ability to remain calm in emotionally charged situations.

Ride-a-longs: Participated in 250+ hours of ride-a-long time with officers from the cities of Eagle Lake, St. Clair, Mankato, Roseville, Blue Earth County and the MN State Patrol

ADDITIONAL WORK EXPERIENCE:

Salesperson (Temporary)

08/2018 to Present

Furniture Etcetera

Mankato, MN

- Provide excellent customer service by listening to customer's needs and providing the product
 - Communicate effectively to a team of 6 ensuring customer needs were met
-

VOLUNTEER EXPERIENCE:

First Lieutenant, Civil Air Patrol

March 2016 - Present

SAMPLE RESUME – MASTER’S DEGREE (2 PAGES)

Jennifer C. Campbell

1234 James Street • St. Paul, MN 56789 • (651) 555-8907 • JCC@gmail.com

SUMMARY OF QUALIFICATIONS

- Three years of experience providing therapeutic services to clinical populations
- Graduate education in mental health and therapy
- Extensive research experience in an academic and hospital setting
- Strong oral and written communication skills honed through years of working with individuals in counseling, teaching children with special needs, and volunteering in a crisis nursery
- Solid presentation skills developed through the delivery of over 100 training sessions as an HIV/AIDS educator
- Confident in independent and team-oriented tasks

EDUCATION

Master of Arts, Clinical Psychology May 2019
Minnesota State University, Mankato – Mankato, MN GPA 3.8
Thesis – Cue Exposure in Smokers: Evidence with Self-Report and Physiology

Bachelor of Arts, Psychology June 2007
University of St. Thomas – St. Paul, MN GPA 3.3

COUNSELING EXPERIENCE

HIV/AIDS Educator October 2017-Present
University of North Dakota, Counseling Center – Grand Forks, ND

- Develop a psychosocial training module for undergraduate peer educators regarding HIV prevention as part of a Center for Disease Control grant project
- Deliver the training module in coordination with a consultant specializing in the medical aspects of HIV/AIDS
- Participate in the marketing and development of related Center for Disease Control projects

Graduate Assistant September 2017-Present
Minnesota State University, Mankato, Counseling Center – Mankato, MN

- Conduct behavioral stress management sessions under the supervision of a psychologist in the topics of deep breathing, muscle relaxation, visualization, and time management
- Develop rapport quickly with clients by presenting as open, accepting and nonjudgemental
- Provide individual counseling to students addressing mental health issues such as depression, anxiety, and eating disorders
- Design and gave presentations on various academic and career topics requested by instructors for individual classes
- Assist with event planning and marketing; developed newspaper ads, posters, and online marketing to promote on and off-campus events

Behavior Therapist/Personal Care Attendant July 2007-September 2008
REM Health Incorporated & Private Family – Edina, MN

- Implemented behavior therapy program in individual therapy sessions with a child diagnosed with autism
- Routinely trained by psychologists, Lovaas therapists, and consultants in behavior therapy for children with autism
- Attended and participated in bimonthly meetings with a clinical psychologist and therapy team regarding the development of an individualized therapy program

Jennifer C. Campbell

(page 2)

CRISIS INTERVENTION & EXPERIENCE WITH SPECIAL POPULATIONS

Teaching Assistant for Children with Special Needs Summers 2004 & 2005

Early Childhood Learning Center, Apple Valley School District – Apple Valley, MN

- Monitored behavior of an autistic child; implemented behavior management program
- Facilitated therapeutic social interactions including role-play and sharing

Volunteer Team Leader/Volunteer September 2004-May 2006

Minneapolis Crisis Nursery – Minneapolis, MN

- Assisted in child care responsibilities with children aged newborn to 7 years
- Trained in crisis intervention and child abuse documentation
- Supervised five volunteer undergraduate students and served as a facilitator for debriefing discussions during the academic year

RESEARCH ACTIVITIES

Research Team Member September 2017-Present

Minnesota State University, Mankato, Department of Psychology – Mankato, MN

- Participate in discussion regarding research development and implementation
- Independently develop an original research idea and methodology
- Serve as a mentor for undergraduate and graduate students in the pursuit of research

Research Assistant/Intern Summer 2018

Mayo Clinic, Nicotine Research Center & Health Psychology – Rochester, MN

- Contributed to the development of nicotine research protocols as member of a research team of clinical psychologists, physicians, and biostatisticians
- Independently contributed to the closure of a research project and successfully produced a manuscript for journal submission
- Actively participated in health psychology evaluations and formulated diagnostic impressions and treatment plans

Research Assistant February 2006-March 2007

University of St. Thomas, Department of Psychiatry – St. Paul, MN

- Trained to administer a screen of medical and psychological assessments to potential participants in a study of alcoholism and anxiety disorders
- Participated in research meetings with doctoral candidates

ADDITIONAL WORK EXPERIENCE

Stay at Home Parent September 2007-August 2017

Campbell Family – St. Paul, MN

- Took care of three children while handling all scheduling, finances, and logistics
- Maintained involvement in the community by volunteering in classrooms, overseeing field trips, and sitting on the Jean Lyle Children's Center board

Assistant Manager/Server/Server Assistant June 2003-July 2006

Ristorante Luci Incorporated – St. Paul, MN

- Maintained superior restaurant functioning; managed finances
- Provided quality service and hospitality to restaurant clientele

SAMPLE RESUME – AVIATION

Richard Grant

5825 Winding Road
North Mankato, MN 56003
507-388-5555
richardgrant@yahoo.com

OBJECTIVE Employment as a pilot with Flying Airlines

CERTIFICATES AND RATINGS Commercial Pilot: Airplane Single/Multiengine Land, Instrument
Instructor Ratings: Airplane Single Engine
FCC Radiotelephone Operator Permit: Restricted
First Class Medical, No Restrictions

FLIGHT TIMES

	Total 679			
Pilot-in-Command	609	Simulator	152	
Instructor	246	Night	22	
Multi-engine	56	Cross Country	91	
Instrument	63			

EDUCATION Bachelor of Science in Aviation May 2019
Minor in Aviation Safety GPA 3.0
Minnesota State University, Mankato Mankato, MN

Related Coursework

Aviation Safety	Advanced Flight Operations
Flight Engineers Ground School	Aviation Management
Regional Airlines Operations	Multi-Engine Flight Lab

EXPERIENCE **Flight Instructor** June 2016-Present
Smith's Mill Aviation, Smith's Mill, MN

- Conduct primary and commercial training for single engine aviation students under FAR Part 61
- Schedule and refuel aircraft

Intern January-May 2019
Alma City Crop Dusting, Alma City, MN

- Scheduled crop dusting flights in Southern Minnesota
- Marketed services in local media
- Ordered supplies

Management Trainee April 2015-June 2016
Beauford Flights, Beauford, MN

- Managed and scheduled air crew
- Completed full motion flight simulator training

ACTIVITIES Minnesota State Mankato Aviation Club Secretary
IMPACT Team
YMCA Big Brother

SAMPLE RESUME – SPORT MANAGEMENT

Jane W. Peterson

1234 90th St., Mankato, MN 56001 (507) 555-0000 jwpete@hotmail.com

OBJECTIVE: Seeking a Sport Management Internship with an emphasis on marketing.

EDUCATION:

Bachelor of Science in Sport Management

Minnesota State University, Mankato
Marketing Minor

Mankato, MN
May 2019
GPA 3.7/4.0

Iowa State University

General Education courses

Ames, IA
August 2014-May 2015

RELATED COURSEWORK:

Sports Administration
Sport Promotion and Marketing
Event Management in Sport
Leadership and Management in Sport
Organizations

Public Relations
Principles of Marketing
Marketing Research & Analysis
Distribution Strategy
Professional Selling

RELATED WORK EXPERIENCE:

Assistant Fitness Manager, YMCA, Mankato, MN

- Work with Director to create and implement fitness programs
- Assist Fitness Coordinator in developing and maintaining youth programs
- Help staff with facility management tasks

January 2017-Present

Marketing Intern, Minnesota State Mankato, Athletic Department, Mankato, MN

- Demonstrated excellent sales and communication skills while selling tickets for various athletic events
- Developed social networking site advertising for athletic events

August-December 2016

Student Assistant, Iowa State University Recreation Center, Ames, IA

- Managed the weight room and equipment use
- Prepared facilities for athletic events, such as basketball, tennis, lacrosse, and football

June 2014-May 2015

Membership Assistant, YMCA, Blakely, IA

- Enrolled new members and assisted members with questions
- Ensured facilities were in safe and orderly condition
- Trained new staff members on rules, policies, procedures, and equipment

May 2012-August 2013

ADDITIONAL WORK EXPERIENCE:

Assistant Manager, Kwik Trip, Mankato, MN

November 2017-Present

Sales Assistant, Herberger's, Mankato, MN

June 2016-August 2017

Shift Leader, Subway, Ames, IA

June 2014-May 2016

ACTIVITIES AND HONORS:

Human Performance Award, Minnesota State University, Mankato, 2018
Minnesota State University, Mankato Intramural participant: Soccer, Basketball, Volleyball, 2017-2018
Leaders in Action Scholarship, YMCA, Mankato, 2017
Habitat for Humanity Volunteer, Mankato, 2016-2017

SAMPLE RESUME – FUNCTIONAL FORMAT

Damon McGowan

400 4th Ave SW ~ Sleepy Eye, MN 56085 ~ 651-556-4293 ~ d_mcgow@gmail.com

Summary of Qualifications

Professional experience in a fast-paced demanding environment; strong organizational, technical, and interpersonal skills. Trustworthy, ethical and committed to internal and external teams. Confident and poised in interactions with individuals of all levels including children, adults, elderly, and diverse populations. Detail-orientated and resourceful in completing projects; able to multi-task effectively.

Education

Bachelor of Science in Recreation, Parks and Leisure Services

May 2019

Minor: Business Administration

Graduated Magna Cum Laude

Leisure Planning Management emphasis; Resource Management emphasis

Minnesota State University, Mankato

Related Coursework

- Principles of Marketing
- Business Finance
- Managerial Accounting
- Principles of Management
- Principles of Macro/Microeconomics
- Financial Accounting

Highlighted Skills

- Adaptable
- Computer Conversant
- Team Orientated
- Process Improvement
- Self-Motivated
- Goal Minded
- Creative Thinker/Problem Solver
- Detailed Focused/Organized
- Polished Communicator

Management and Leadership

- Managed 10+ staff and volunteers – hiring, training, scheduling, discipline and evaluation
- Developed and conducted multiple volunteer trainings including: policies, procedures, sexual harassment, working with people with disabilities, etc.
- Assisted in the creation, implementation and enforcement of the policies and procedures for formal disciplinary actions and dismissals

Communication and Interpersonal Relations

- Articulate, organized communicator, comfortable and confident in a variety of situations
- Able to build and maintain effective, positive and productive working relationships; comfortable interacting with superiors, peers, employees and volunteers both professionally and personally
- Generates outstanding written communication – program manuals, brochure articles, job descriptions, flyers, newsletters and reports

Customer Service and Satisfaction

- Highly focused on providing excellent customer service
- Interacts with customers in a helpful, calm and courteous manner, regardless of circumstances
- Acts and serves with integrity and trust, essential ingredients for successful, long-lasting customer relations
- Assisted with survey implementation and analysis to ensure programs meet or exceed customer expectations

Program Development

- Development and facilitation of city programs, events and wellness programs that promote intra-department cooperation
- Responsible for the planning, organization, and supervision of programs and services. Examples include: special events, sports leagues and lessons, enrichment programs and swimming lessons for youth.

Computer Technology

- Microsoft Windows, Word, Excel, Power Point, and Outlook, AppliTrack & Skyward System, Adobe PageMaker & Publisher

Professional Experience

City of Plymouth, Parks & Recreation Department, Recreation Coordinator Intern – Plymouth, MN	2018 – Present
Community Ed and Rec ACCESS Program Adults with Disabilities Class Instructor – Mankato, MN	Fall 2018
YMCA, Membership/Customer Service Receptionist – Mankato, MN	2016 – 2017
Upward Bound Summer Live-in Tutor/Counselor – Mankato, MN	Summers 2017, 2018
Waseca Community Education Aquatics Life Guard and Water Safety Instructor – Waseca, MN	Summer 2017, 2018
Dacotah Ridge Golf Course, Food and Beverage Lead – Morton, MN	Summers 2014 – 2015

COVER LETTERS

A cover letter, or letter of application, should **always** accompany your sent resume - whether it is mailed or emailed. For specific positions, your cover letter should be tailored to each individual employer and reflect your interest in the organization or position advertised. You may also want to generate a list of relevant employers and do a general, targeted mailing to all employers in a certain field and geographic location. A professional cover letter should be printed with no errors, on paper matching your resume in a business format. Visit the CDC and schedule an appointment with a staff member to review/critique your cover letter(s).

Use the sample cover letter format on the following pages to help you get started. These are some acceptable formats. Remember, the format of your letter will depend on the amount of information you include, as well as your writing style.

TIPS FOR WRITING EFFECTIVE COVER LETTERS

- Research the organization and use what you learn to address why you are qualified to work with this employer.
- If you have a job description with required or preferred qualifications or a job description, use your cover letter to show how you meet the requirements for the position.
- Use specific skills and examples. Instead of "I'm a people person and I like technology" provide details "During my internship in the Career Development Center, I developed and used strong counseling and customer service skills. At the Mankato Used Record Store, I utilized my strong technological skills to revamp the inventory system and I also redesigned their website."
- Avoid starting every sentence with "I". Use some variety in your sentence structure.
- Employers use cover letters as evidence of your written communication skills. Errors in spelling and grammar are not acceptable.
- Keep your letter short and simple. Your letter should not be more than one page.
- Be sure to sign your letter!
- Don't use contractions.

SAMPLE COVER LETTER

Your Name

Address

City, State, Zip

Phone

Email

Date of Writing

Name of person you are writing to

His/Her Title

Organization name

Street Address

City, State Zip

Dear Mr./Ms. Blank: (Address your letter to a specific person, whenever possible)

Opening Paragraph – Your goal here is to spark interest in the reader. Tell why you are writing. Name the position, field, or general area about which you are applying. Tell how you learned of the opening or organization. Also, share why you are interested in the specific position and organization. Be specific.

Middle Paragraph – Your goal here is to promote your value. Refer to your major, Minnesota State University, Mankato and graduation date. Using the job posting as a guide, mention two or 3 of your qualifications that would be of interest to the employer and **be sure to illustrate the relationship between your skills/ experience and the position for which you are applying.**

Additional Paragraph – If you need to add additional supporting paragraphs, note specific experiences such as: clinicals, internships, job shadowing, achievements, and projects that are related to the positions for which you are applying.

Closing Paragraph – Your goal here is to show appreciation. Refer the reader to the enclosed application or resume. List a phone number or e-mail address where you can be reached. Make sure your closing ends on a positive note by thanking the reader for consideration of your application. Let the employer know that you look forward to hearing from him/her soon.

Sincerely,

Your Name

SAMPLE COVER LETTER

Minnesota State Mankato Student

555 State Street

Mankato, MN 56001

(507) 371-1234

January 21, 2020

Name, Title
Company Name
Street Address
City, State Zip

Dear Mr./Ms. (Last Name):

I read about Company X's Retail Management Training Program in College Graduate Magazine. I am planning to relocate to New York City in the near future. I am specifically interested in Company X's retail management training program because _____.

In December 2019 I received my Bachelor of Science degree in Management and Marketing from Minnesota State University, Mankato. I have over four years of retail experience as a Sales Associate and a Sales Floor Supervisor. In addition, I completed two internships focusing on retail management. (locations)

Enclosed, my resume contains additional information on my experience and skills. I would appreciate the opportunity to discuss the training program with you and to provide further information on my candidacy. I can be reached anytime via my cell phone, 507-371-1234.

Thank you for your time and consideration. I look forward to speaking with you about this exciting opportunity.

Sincerely,

Your Signature

Your Typed Name

SAMPLE COVER LETTER

Laura Haley

300 Broadway, Apt. 15
507-663-8965

Mankato, MN 56001
lbethhaley@hotmail.com

February 1, 2020

Kimberly Sharpe, Recruiting Manager
Hexagonal Consulting
111 Avenue of the Americas
New York, NY

Dear Ms. Sharpe:

Currently, I am a first year MBA student at Minnesota State University, Mankato. I was impressed with Hexagonal Consulting's approach to management consulting after attending the presentation given by your firm earlier this semester. I learned more about your firm by talking with William Field and several other summer interns. My discussions with them confirmed my interest in Hexagonal Consulting, and I am writing to request an invitation to interview for a Summer Associate Consulting position. I am particularly intrigued by the shareholder value focus of Hexagonal Consulting's methodology, since it fits well with my experience in finance.

After graduating from Northern College with a degree in accounting, I worked as an associate in the Finance department of AutoCo. I gained analytical and problem solving skills where I was responsible for identifying and resolving financial reporting issues, as well as generating innovative methods to improve our processes. I fine-tuned my communication and consensus building skills, as I often was asked to present and market my work to middle and upper management. During my last year of employment, I took on a team leadership role, managing the daily work of five junior members and taking an active role in our training for new hires.

I feel the analytical, leadership, and teamwork abilities gained through my employment and academic experiences have provided me with the tools and skills necessary to perform well in a consulting career, and will allow me to make a contribution at your firm.

My resume is enclosed for your review. I welcome the opportunity to meet with you when you recruit at Minnesota State University, Mankato for summer interns later this spring, and I would greatly appreciate being included on your invitation list.

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

Sincerely,

Laura Haley

SAMPLE COVER LETTER – TEACHING

Sadeem Temecula

163 Juniper Drive SW – Lonsdale, MN 55046 – (507) 349-1234 – Sadeemtemecula@yahoo.com

January 15, 2020

Dr. Ryan Laager - Principal
Stillwater Area High School
5701 Stillwater Blvd N.
Stillwater, MN 55082

Dear Dr. Laager:

With the completion of my degree and receipt of my license in May 2019, I am prepared to use my content knowledge, life experiences, and enthusiasm to help Stillwater Area High School students achieve things they did not think possible. I am prepared to bring excitement, security, relevance, and rigor to your school and provide a learning environment that puts students into a position where they cannot fail themselves. The substitute Social Studies position available beginning in March is especially interesting to me because of the outstanding reputation that Stillwater Area High School has in Minnesota. I would be honored and excited to become part of your staff and I feel that my abilities and experiences would complement what is already an outstanding group of instructors.

Before relocating to Minnesota in the fall of 2018, I made a career change from business and accounting to education. After returning to college, I had the opportunity to teach in the T.E.A. Expulsion Program for high school in Lincoln, Nebraska for five semesters while pursuing my Social Studies Teaching degree. This experience was invaluable to understanding the diverse nature of the adolescent mind, the social struggles that adolescence presents, and the importance of a safe and nurturing classroom environment. In addition, it provided me the opportunity to teach a variety of disciplines, while working toward my teaching degree. Teaching in the T.E.A. Program had a profound effect on my approach to student engagement. It further fueled my desire to build character in young people by helping them believe in themselves, make a connection with their educational environment, and become leaders in their community.

Throughout my teaching experiences, I have been able to develop and support the intellectual, social, and emotional growth of my students. My background, abilities, caring nature, organizational skills, and attention to detail have enabled me to make connections with students that have often been difficult to reach. During my student teaching this past fall, one of my cooperating teachers shared with me that I had made a significant connection with a student that had been otherwise unreachable. This experience outlines the success that I often have with my students. It also defines my ability to gain the trust of my students, which equates to greater confidence and achievement levels in my classrooms.

My unique classroom background has provided me the opportunity to refine my knowledge, skills, and experiences to create a responsive learning environment. In addition, it has helped me to successfully enhance my classroom management skills, excel at adapting the curriculum to diverse learning styles, and increase my ability to create an engaging lesson plan that is state standard aligned and encourages my students to participate in higher-level thinking processes.

I am confident I can bring the type of relevant and rigorous instruction that you seek for your current opening. Thank you for reviewing my application and considering me as a candidate.

Sincerely,

Sadeem Temecula

SAMPLE COVER LETTER – SOCIAL SERVICES

Tavaris Turner

2525 Southhaven Road • Mankato, MN 56001 • 555-555-5555 • tavaris.turner@hotmail.com

July 10, 2020

Ms. Delores Director
Ramsey County Social Services
555 South Second Street
Minneapolis, MN 55337

Dear Ms. Director:

Please review my qualifications, summarized in the enclosed resume, for the position of Social Services Worker II with Ramsey County. As a native of Ramsey County, I know about the innovative services provided by your organization and I am excited to apply for this position.

My psychology degree from Minnesota State University, Mankato included coursework in social and community psychology, personality theory, cultural psychology and human development. Specifically in the cultural psychology class, I enhanced my understanding of divergent mentalities and the capacity for humans to create psychological diversity. Working with diverse clients is a large portion of this position as a Social Services Worker and I am certain that I have the skills necessary to excel.

Beyond my coursework, I have had some great hands-on experiences. In particular, my two internships provided opportunities for both group and one-to-one interaction and gave me insight into the organization of social service agencies. Each of these experiences allowed me to develop rapport with staff and clients and to work effectively in a team environment.

In addition, during my volunteer activities at the Echo Food Shelf, I utilized my technical skills to implement a new inventory system. While volunteering at the Mankato House, I redesigned a website for the organization. In both of these instances, I found that my organizational skills and attention to detail helped me to successfully manage large amounts of data and create effective and efficient tools.

My experiences have adequately prepared me for this position with Ramsey County. Thank you for considering me for this position.

Sincerely,

Tavaris Turner

CREATING EFFECTIVE APPLICATIONS

It is YOUR job to show an employer how you fit the qualifications they are looking for. Hiring managers write specific job descriptions so they can make an effective hire. For each resume and cover letter you send out, follow these examples to create tailored materials that will get results.

SAMPLE JOB DESCRIPTION

MANAGER, PUBLIC AFFAIRS - WEB/CONTENT JOB MAYO CLINIC

LOCATION: Mankato, MN, US

JOB POSTING NUMBER: 22916BR

JOB POSTING CATEGORY: Administration/Management, Business Professional

DEPARTMENT: Public Affairs, Mayo Clinic

JOB DESCRIPTION:

Communicates effectively in written, verbal and visual formats. Stays current with developments and changes in web publishing techniques and with emerging technologies in web based applications. Looks for ways to make web tools as "user friendly" as possible. Strong understanding and practical experience in internet and social media strategy. Works with cross-functional teams to produce high-quality print, online and video deliverables. Supervises staff and develops each member to be competent and efficient. Effectively holds conversations with customers to help manage expectations of departmental deliverables. Demonstrates ability to see "big picture" and provides useful insight and information to drive decision making on marketing or public relations initiatives using data. Proactively and systematically reviews web content, ensuring accuracy and timeliness of information presented. Ensures file security. Edits material being generated by the department to ensure Mayo Clinic brand and all professional style standards are met. Works effectively with the Public Affairs and Marketing team to successfully complete work on time and on budget.

BASIC QUALIFICATIONS:

Experience: Understanding of marketing principles in service delivery. Must be results oriented, innovative, and willing to explore and invent new marketing solutions. Marketing experience required, including content creation and implementation strategy using multiple communication channels and media (print, digital, video, & social media) and public relations. Experience in workflow analysis tracking and prioritizing multiple deliverables across functional and time lines required. Prior experience adapting marketing communications in digital channels is required. Education: Bachelor's degree in English, marketing, communications, web development, or public relations required. Master's degree preferred.

BENEFIT ELIGIBLE: Yes

HOURS/PAY PERIOD: 80

SCHEDULE DETAILS: Day shift

STAFFING SPECIALIST: Susan Guesser

COMPANY STATEMENT:

Mayo Clinic offers a wealth of job opportunities, but most essentially, it offers the chance to make a difference by helping others. Employees are mentored in Mayo's culture and our model of care, which values mutual respect, integrity, personal responsibility, innovation and communications. Mayo Clinic is an affirmative action / equal opportunity educator and employer.

JOB SEGMENTS: Public Policy, Communications, Marketing Communications, Manager, Marketing Manager, Government, Marketing, Management

SAMPLE COVER LETTER

XAVIER CARTER

5824 Wilson Lane | Brooklyn Park, MN 55445 | 598-884-1548 | x.carter@gmail.com

June 14, 2020

Susan Guesser
Human Resources Specialist
Mayo Clinic Health System
1025 Marsh Street
Mankato, MN 56001

Dear Ms. Guesser:

The position of Manager, Public Affairs - Web/Content, featured on Mayo Clinic Health System's website, is of extreme interest to me as I have completed a Competitive Public Affairs internship at Mankato Clinic. Mayo Clinic's philosophy of "working together to provide an unparalleled experience as the most trusted partner for health care where the needs of patients come first" is inspiring. Growing up in a low-income household from an underrepresented background, I did not have access to health care. As a first generation college student, my goal was to become a doctor so I could help people, like my family, gain access to health care. When chemistry and anatomy became barriers, I did some careful reflection and discovered that my gifts aligned more with working with others, thinking creatively, understanding communication through various mediums, and possessing the ability to see the big picture. As my undergraduate experience is culminating, I am confident that I found the field where I can help others and apply my skills and talents in marketing, web design, and supervision.

I graduated with my Bachelor of Fine Arts Degree in Graphic Design with a minor in Marketing. This degree has equipped me to develop creative content using multiple communication channels such as print, digital, and social media. In addition, I have a strong understanding of marketing principles and service delivery from the Internet Marketing and Promotional Strategies courses that I have taken.

In terms of my web design experience, I completed coursework that helped me understand the fundamentals of Adobe Dreamweaver for content creation, editing, and updating of websites. During my internship at the Mankato Clinic, I was charged with updating the website regularly and staying current on the new developments in technology. Less formally, I have also created my own website. Please see www.carterxavier.com for an example of how I integrated social media and other digital strategies. I am confident that these skills will benefit the Mayo Clinic and will allow me to hit the ground running in this position.

I am skilled at staff supervision across cross-functional teams. As a Merchandise Manager at Barnes & Noble for two years, I supervised 15 staff and worked with a managerial team and corporate headquarters to ensure quality and complete work. I was able to build a cohesive team quickly by effectively communicating expectations, understanding individual strengths, and providing feedback routinely. In June 2013, I earned the Rising Manager Award which is only given to a select group of managers each year.

I am passionate about helping people through media and this position is a perfect match for my skills and abilities. I would welcome an opportunity to talk with you in person to discuss my qualifications in depth. Please contact me at 598-884-1548 or x.carter@gmail.com if you would like additional information.

Sincerely,

Xavier Carter

SAMPLE RESUME

XAVIER CARTER

5824 Wilson Lane | Brooklyn Park, MN 55445 | 598-884-1548 | x.carter@gmail.com

PROFESSIONAL QUALIFICATIONS

- Strong understanding of marketing principles in service delivery
- Results oriented, innovative, and willing to explore and invent new marketing solutions
- Completed an extensive internship in marketing with focus on content creation and implementation strategy using multiple communication channels
- Excellent at prioritizing multiple deliverables across functional areas
- Experienced with adapting marketing communications in digital channels

EDUCATION

Bachelor of Fine Arts in Graphic Design

May 2020

Minor in Marketing

GPA 3.44

Minnesota State University, Mankato

- International Marketing Study Tour, Belize (Fall 2018)
 - Gained an understanding of Fair Trade, sustainability, and entrepreneurship while visiting local businesses in Punta Gorda and San Pedro, Belize

RELATED COURSEWORK

Internet Marketing

Consumer Behavior

Web Design

Promotional Strategy

International Marketing

Motion Graphics

Digital Imaging

Introduction to Digital Media

Marketing Research & Analysis

MARKETING EXPERIENCE

Marketing Intern, Mankato Clinic, Mankato, MN (440 hours)

August 2019 - May 2020

- Researched emerging trends and technologies to identify key marketing, media, and digital strategies.
- Systematically reviewed and updated the website to increase "user friendliness."
- Designed a variety of print and electronic materials including service brochures, a new patient welcome email, and the long-term care monthly e-newsletter.
- Oversaw the content on the Clinic's Facebook page creating an innovative way to meet patient's needs.
- Created two videos highlighting patient success stories and uploaded them to YouTube.
- Carefully edited materials generated by the marketing department to ensure field standards were met.

MANAGEMENT/SUPERVISION EXPERIENCE

Merchandise Manager, Barnes & Noble Bookstore, Mankato, MN

September 2017 - August 2019

- Worked in a cross-functional team setting and effectively communicated verbally and in written form to customers, staff, and corporate headquarters.
- Supervised 10-15 staff and developed each member to be competent, dedicated and efficient.
- Created merchandise displays adherent to national guidelines.
- Monitored cultural and social trends and placed displays accordingly.
- Worked effectively with the management team to ensure work was completed on time and on budget.
- Held productive conversations with customers to help manage expectations of departmental deliverables.

SKILLS

Proficient in Java, Python, HTML & Visual Basic | Microsoft Word & Excel | Adobe Photoshop, Dreamweaver & Illustrator | Social Media: Facebook, LinkedIn, Twitter, YouTube, WordPress

SAMPLE REFERENCE PAGE

Antonio Moore

1111 Market Road #178 • Shakopee, MN 55379 • 952.567.8900 • antonio.moore@mnsu.edu

Mr. John Doe

Student Relations Coordinator
College of Arts and Humanities
Minnesota State University, Mankato
226 Armstrong Hall
Mankato, MN 56001
(507) 555-1234
john.doe@mnsu.edu

Ms. Jane Johnson

Assistant Director
Student Activities
Minnesota State University, Mankato
173 Centennial Student Union
Mankato, MN 56001
(507) 555-9876
jane.johnson2@mnsu.edu

Dr. Michael Peterson

Professor
Mass Media Department
Minnesota State University, Mankato
136 Nelson Hall
Mankato, MN 56001
(507) 555-6565
michael.peterson@mnsu.edu

Ms. Diane Larson

Manager
Perkins Restaurant
1001 Mason Street
James, MN 56908
(507) 555-4260
dianel@hotmail.com

TIPS:

A reference list is a list of people you have *asked* to recommend you when directly contacted by a potential employer. It is more common for employers to call a candidate's references rather than asking for reference letters. You should keep your references informed about what positions you are applying for and give them a copy of your resume to refer to.

THANK-YOU LETTERS

The thank-you letter is key to effective interview follow-up! This is an essential piece of the job search and can play a significant role in the hiring process. Typically a thank you is sent within 24 hours of the interview, and is used to express your appreciation as well as to strengthen your candidacy for the position. Try to send a thank you to each individual participating in the hiring process. If this is not feasible, then send a thank you to your interview 'host' or to the highest ranking manager you met with, and include a request to extend your thanks to the entire group.

Thank-you letters can be hand-written (neatly and on professional appearing stationery), printed and sent in the mail, or emailed. Hand-written letters may be more fitting for an organization in which you made a very close connection; while a printed or emailed thank you tends to work better for a conservative organization or if you have poor handwriting. Emailing a thank you may also be necessary when hiring decisions are going to be made faster than when a thank you will reach them via mail. Don't forget to send a thank you to those with whom you have had informational interviews as well as those individuals who serve as your references. The following is a suggested format for thank-you/follow-up letters.

THANK-YOU THE FOLLOWING LETTER FORMAT/FOLLOW-UP LETTER

Your Street Address
City, State Zip Code
Date

Name of person you are writing to
Title
Organization or Company name
Street Address
City, State Zip Code

Dear Mr./Ms. Blank:

First Paragraph – Express appreciation for being granted the interview and for the courtesies extended to you by the interviewer. Indicate the job for which you were interviewed, where the interview was conducted, and the date. Perhaps you will want to recall some pleasant incident that took place during the interview.

Second Paragraph – Reaffirm your interest in the job or position for which you were interviewed. Briefly cover your reasons for wanting this type of work. Indicate that you are available for further interviewing at their convenience.

Sincerely,

Your handwritten signature – blue or black ink

Type your name

SAMPLE THANK-YOU LETTER

Michael Sellars

555 20th Street
Mankato, MN 56001
(507) 555.1212
michael.sellars@hotmail.com

October 19, 2019

Dr. Joan Nagle
Technical Design Group Director
Engineering Systems Inc.
81796 Gulick Road
Charlotte, NC 28235

Dear Dr. Nagle:

Thank you for interviewing me on October 18, 2019 for the Associate Electrical Engineer position. I enjoyed meeting you and learning more about your role in research and design.

The interview strengthened my enthusiasm for the position and my interest in working for Engineering Systems, Inc. I believe my education and cooperative education experiences fit nicely with the position requirements. I specifically feel that my experience designing test boards and circuit modifications to test design improvement, as well as circuit testing and result documentation, will allow me to immediately contribute to your organization.

I would like to reiterate my strong interest in the Associate Engineer position and in working with you and your staff. Please call me at the telephone number listed above if I can provide you with any additional information.

Again, thank you for the interview and for your consideration.

Sincerely,

(signature)

Michael Sellars

INTERVIEWING FOR SUCCESS - YOUR VISUAL EFFECT

A large part of the hiring decision is based on the non-verbal portion of an interview – handshake, eye contact, posture, listening skills, clothing and accessories. If you come to an interview dressed professionally, you will feel a sense of confidence and others will sense your self-assurance. Many employers interpret your appearance in terms of what you know about the world around you and what attention you give to detail.

1. Make sure to try on your outfit BEFORE the day of the interview. When purchasing professional clothing, remember that alterations are often necessary. Alterations may be an additional cost and often take 1-2 weeks to complete.
2. Apparel should be clean and ironed.
3. Wear clean, polished shoes.
4. Make sure your hair is clean, well groomed and neat.
5. Don't overdo the perfume, makeup, or aftershave.
6. Visible tattoos should be covered.
7. Limit your accessories. Keep it simple!
8. If you have belt loops, wear a belt.
9. If it's too tight or too loose, too long or too short – don't wear it!
10. Make sure to wear your interview attire before the interview to make sure everything is ready. Check that collars are not too tight, no threads are hanging, all items are pressed well, etc. When in doubt, make a conservative clothing choice for your interview.

INTERVIEW TECHNIQUES

Basic Interview Etiquette

DO:

1. Be fully prepared. Research the organization thoroughly.
2. Practice interview questions verbally and in writing.
3. Dress appropriately.
4. Express a defined interest in the position.
5. Be on time or 10 minutes early.
6. Bring extra copies of your resume and references.
7. Be ready to fill out application forms. Prepare a list with names, addresses, positions and dates of former employment.
8. Greet the interviewer with a warm smile. Take the cues from the interviewer. Wait until you are invited to sit down.
9. Be ready for "Tell me about yourself." Prepare your self-presentation in an orderly, organized manner starting with your educational/experiential background and ending with your goals. Keep it professional! No personal information.
10. Be prepared for behavior-based interviews with specific responses.
11. Let the interviewer lead the interview. Think before you speak and answer the questions specifically.
12. Ask appropriate questions which reflect that you have prepared for the interview.
13. Remember to TURN OFF cell phones before going in to an interview.
14. Convey maturity, poise, and a positive attitude.
15. Send a thank you note within 24 hours of the interview.

DON'T:

1. Don't talk too much or prolong the interview.
2. Don't tell "hard luck" stories.
3. Don't inquire about salary/benefits/vacations until an offer has been made.
4. Don't accept an offer on the spot, unless you are very certain. A response in 24 to 48 hours is appropriate. NACE expects employers to provide students with a reasonable amount of time to make a decision about accepting an employment offer.

After the Interview

First, breathe deeply! You may want to take some time to 'debrief' yourself regarding the interview process. Write down some of the highlights of conversation from the interview that you can refer to in your thank-you letter. Consider what you might do differently the next time around.

BEHAVIOR-BASED INTERVIEWING

The basic premise behind behavioral-based interviewing is this: The most accurate predictor of future performance is past performance in a similar situation.

Employers predetermine the skills that are necessary for the job for which they are hiring and then ask very pointed questions to determine if the candidate possesses those skills (see the job description or announcement).

In the interview, your responses need to be specific and detailed. Tell the interviewer about a particular situation that relates to the question, not a general one. Utilize the STARR Technique to outline your answers. This will help you with a succinct, example-based story.

Situation:	Set up your story—what was the situation?
Task:	What did you need to accomplish?
Action:	How did you contribute to the outcome? What role did you play?
Result:	What was the outcome? What happened?
Relate:	Explain how what you learned in this example relates to the position you are applying to.

Always listen carefully to each question, ask for clarification if necessary, and make sure you answer the question completely. Your resume will serve as a guide when answering questions. Refresh your memory regarding your achievements in the past couple of years.

Sample Behavior-Based Interview Questions:

1. Give me a specific example of a time when you used good judgment and logic in solving a problem.
2. By providing examples, convince me that you can adapt to a diverse variety of people, situations and environments.
3. Describe a time on any job that you held in which you were faced with problems or stresses that tested your coping skills.
4. Give me an example of an important goal which you had set in the past, and tell me about your success in reaching it.
5. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.

NEGOTIATING SALARY

Always try to negotiate your salary or compensation. It does not hurt to ask if the salary is negotiable. Sometimes, employers are obligated not to negotiate with you unless you ask.

It is appropriate to discuss salary when the job offer is on the table or the employer brings it up first. However, you have the most negotiating power if there is an offer on the table. In this situation, they have chosen you for this position and now you have an advantage. Sometimes salary will come up earlier in conversations and in this case, just be prepared to talk in an educated manner about the subject.

Tips for negotiation:

- Do not be the first person to mention a number. If they say a number first, that gives you more leverage. If asked how much you are looking to make, respond back by asking the salary range for the position. This way, they mention the numbers first and you better understand what the parameters are for negotiating.
- Do research ahead of time! Look at resources such as www.salary.com, www.indeed.com or www.wageproject.org/. Also ask people in the field what an entry-level ____ can expect to earn. If you understand what the fair market value is for a position, you can talk in a respectful way about what you deserve to get paid.
- Factor in location when researching salaries. Salaries tend to be higher in large metro areas in comparison to small rural communities.
- Have a range in mind based upon your research of the market value of your assets, your education, and experience. Your range should start with the minimum figure acceptable to you and go somewhat higher than your desired figure.
- Always start with a figure higher than your ideal. This gives you room to negotiate down and still result in the number you were hoping for.
- Know your bottom line! At what point are you willing to walk away?
- Be creative in your negotiations. Sometimes you cannot negotiate your gross pay, but you can negotiate when you might receive your first review and a raise, what percentage of a bonus you will receive, additional vacation time, or professional development funds. Think outside of the box.

Salary Requirements or Salary History

Experts on salary negotiation suggest that you not be the first to name a salary figure. Leave this field blank on an application, or if asked during an interview, reply "I will consider any reasonable offer."

Other suggestions for dealing with applications or want ads that request a salary requirement are to state that the salary is negotiable, or that you expect to earn market value for someone in your field. If an employer insists that your salary requirements be stated in your cover letter, we suggest you give a range with low end 10% higher than your target salary.

For example, a sentence such as "As a new graduate, I do not have a professional salary history at this time. However, based on the research I have done, I would be willing to start salary negotiations between \$____ to \$____" Or, "As for my salary requirements, I feel a salary in the range of \$____, ____ to \$____, ____ would be acceptable for this position."

Salary

When negotiating your salary, remember that it is not just about the dollar amount they offer you. Also consider items like retirement and healthcare benefits, vacation time, childcare coverage, company vehicles and cell phones, reimbursement programs for professional development, moving expenses, gym memberships, parking permits, etc. These all add up and contribute to your total compensation package. To better illustrate this:

	<u>Company A</u>	<u>Company B</u>
Base Salary	\$30,000	\$35,000
Medical	\$0	\$840
Parking	\$0	\$912
401K Match	\$1,500	\$0
	10% contribution	10% contribution
	Match 1st 5%	No Match
Perks	\$2,000	\$0
Taxes	\$7,290	\$8,505
27% taxable income		
Actual Compensation	\$26,210	\$24,743



handshake

THE JOB SEARCH TOOL FOR MAVERICKS

link.mnsu.edu/handshake

-  Log in with your StarID and password
-  Complete your profile to personalize your job feed
-  Search part-time, full-time, internships, work-study, seasonal, career, and more!

Are you

LinkedIn?



Connect with us!

linkedin.com/in/career-development-center

What's **in** it for you?

1. Establish Connections

Connecting with us and friends from your college.

2. Job Opportunities

Employers are looking on LinkedIn for applicants like you.

3. Extend Your Resume

LinkedIn highlights your resume details to thousands of interested employers. Don't forget to provide your LinkedIn profile URL on your resume.

4. Personal Branding

Stand out from the crowd by showcasing your unique qualifications.

5. Got a Job? Tell us about it.

The Minnesota State Legislature requires Minnesota State Mankato to gather information on the status of our graduates within one year of graduation. Connect with us about your career.



Wigley Administration 209

507-389-6061

mnsu.edu/cdc