COLLEGE TO CAREER
RESOURCE GUIDE AND WORKBOOK

ACADEMIC & CAREER DEVELOPMENT CENTER
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The Academic and Career Development Center (ACDC) at the University of Nebraska at Omaha created this resource guide and workbook for students, staff, and alumni as an interactive and informational guide for college success strategies, career exploration and job searching.

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For academic schedule via MavTrack
For career advising schedule via Handshake
Monday - Friday 8:30 A.M to 4:30 P.M

WALK-IN RÉSUMÉ REVIEWS
1:00 P.M to 3:00 P.M
Tuesday, Wednesday, Thursday

acdc.unomaha.edu
facebook.com/uno.acdc
twitter.com/unoacdc

MISSION
The Academic & Career Development Center empowers students to explore, develop, and succeed at UNO and beyond. We prepare students for meaningful work by building bridges with campus, community, and employers.

ALUMNI
ACDC services are open to students even after graduation! Get in contact with our office to learn more about how we help alumni!
CAREER READINESS PLAN

FIRST YEAR
☐ Take US 1010
☐ Attend Degree Discovery Day
☐ Take the MyPlan personal inventory assessments (unomaha.myplan.com)
☐ Explore interests, abilities and values
☐ Attend career development programs
☐ Get to know UNO resources
☐ Research majors, minors and careers
☐ Visit an advisor for career and academic information
☐ Get involved in clubs, organizations and service learning
☐ Develop a personal résumé
☐ Keep grades up and attend all classes regularly
☐ Complete at least 30 credit hours per academic year in order to graduate in 4 years

SECOND YEAR
☐ Talk with an advisor about career and academic goals
☐ Officially declare a major if you have not done so
☐ Increase campus and community involvement
☐ Continue to develop personal résumé
☐ Attend on-campus Career and Internship Fairs
☐ Find relevant part-time employment/internships
☐ Work on developing transferable skills
☐ Attend career development programs
☐ Identify 2-3 career options to explore further
☐ Consider studying abroad and other international opportunities
☐ Keep grades up and attend all classes regularly
☐ Create a UNO Handshake account

THIRD YEAR
☐ Conduct informational interviews and/or job shadow
☐ Complete coursework that is related to your academic and career goals
☐ Talk to an advisor about graduate/professional school, if applicable
☐ Further develop your résumé
☐ Attend on-campus Career and Internship Fairs
☐ Participate in mock interviews
☐ Attend career development programs
☐ Find major-related internships/employment
☐ Enroll in service learning courses to apply your studies
☐ Join professional associations
☐ Seek out leadership roles on campus/community involvement
☐ Start developing a professional network and potential mentors
☐ Keep grades up and attend all classes regularly

FOURTH YEAR
☐ Complete a graduation check with your advisor
☐ Update personal résumé
☐ Complete an internship
☐ Begin searching and applying for jobs
☐ Gain relevant experience by volunteering
☐ Attend on-campus Career and Internship Fairs
☐ Take entrance exams and apply to grad schools, if applicable
☐ Attend career development programs
☐ Use professional network to assist with job search
☐ Interview for positions/graduate programs
☐ Keep grades up and attend all classes regularly
☐ Land a job or graduate school admission!

THE NATIONAL ASSOCIATION OF COLLEGES AND EMPLOYERS (NACE)
CAREER READINESS COMPETENCIES TO ACHIEVE BEFORE GRADUATION:

- Critical Thinking/Problem Solving
- Oral/Written Communications
- Teamwork/Collaboration
- Digital Technology
- Leadership
- Professionalism/Work Ethic
- Career Management
- Global/Intercultural Fluency
GETTING STARTED

To make the most informed decisions regarding your college major and career, it is important to have a solid understanding of yourself first. This step-by-step process will help you take some time to reflect before rushing into a decision.
STEP 1: CAREER DAY DREAMING

Write down any job, career field or industry that you have ever thought about working in, even if it seems out of reach or is something you’re not interested in now. Elaborate on why this was interesting to you at the time. Why do this? You never know what type of themes, interests or values may emerge that may help you explore. Example: Teacher. I wanted to work with kids.

1. ____________________________________________________________ 4. ____________________________________________________________
2. ____________________________________________________________ 5. ____________________________________________________________
3. ____________________________________________________________ 6. ____________________________________________________________

STEP 2: RANKING VALUES, INTERESTS AND SKILLS

In the column below rank your values from 1 (most important) to 16 (least important). It may be helpful to identify the most important and least important values first, then rank the remaining values. Be sure to use each number only once and try to avoid ties. Repeat the ranking process for the interests and skills columns. If you wish, include other important values, interests and skills in the list, but be sure to increase the number of items you rank.

VALUES
- Creativity
- Earning Potential
- Further Education
- Independence
- Job Location
- Job Security
- Leadership
- Level of Prestige
- Organizational Culture
- Service to Others
- Travel Opportunities
- Vacation/Benefits
- Variety of Tasks
- Work Environment
- Work Schedule
- Work/Life Balance

INTERESTS
- Community Service
- Creative/Performing Arts
- Fashion
- Literature/Reading
- Maintaining Relationships
- Money/Investing/Finance
- Music
- Nature/Environment
- Organizing
- Planning
- Politics
- Salesmanship
- Science
- Sports
- Teaching
- Technology

SKILLS
- Athletic
- Communication
- Counseling
- Creativity/Artistic
- Design
- Interpersonal
- Mentoring
- Leadership
- Managerial
- Mechanical
- Organizational
- Problem Solving
- Research
- Scientific
- Technology
- Visionary

After completing Step 1 and Step 2, what are three themes and/or occupations that have started to emerge?

Example: 1. Helping others, 2. Writing, 3. Giving back to the community

1. ____________________________________________________________
2. ____________________________________________________________
3. ____________________________________________________________
STEP 3: EXPLORE MAJORS AT UNO

Keeping in mind the themes that have started to emerge, what majors at UNO match up with your career interests, values and skills? Check the majors that interest you.

COLLEGE OF ARTS AND SCIENCES
- Bioinformatics
- Biology
- Molecular & Biomedical Biology
- Black Studies
- Chemistry
- Economics
- English
- Environmental Science
- Foreign Languages and Literature
- General Science
- Geography
- History
- International Studies
- Latino/Latin American Studies
- Mathematics
- Neuroscience
- Philosophy
- Physics
- Political Science
- Psychology
- Religion
- Sociology
- Women’s and Gender Studies

COLLEGE OF BUSINESS ADMINISTRATION
Business Administration Concentrations:
- Accounting
- Banking and Financial Markets
- Business Finance
- Economics
- Entrepreneurship
- Human Resource Management
- International Business (combine with another specialization)
- Investment Science and Portfolio Management
- Legal Studies
- Management
- Marketing
- Real Estate and Land Use Economics
- Supply Chain Management

COLLEGE OF COMMUNICATION, FINE ARTS AND MEDIA
- Arts
- Art History
- Creative Writing
- Studio Art
  - Two Dimensional Arts (2D)
  - Three Dimensional Arts (3D)
  - Graphic Design
  - Media Arts
  - Studio Art with PK-12 Certification
- Theatre
  - Acting/Directing
  - Design
  - Stage Management
  - Technical Theatre
- Communication
  - Communication Studies
  - Instructional Communication & Corporate Training
  - Intercultural Communication & Diversity
  - Interpersonal Communication & Conflict Management
  - Organizational Communication & Leadership
  - Rhetoric & Public Culture
- Journalism and Media Communications
  - Creative Media
  - Journalism
  - Public Relations/Advertising
- School of Music
  - Music
    - Music Technology
    - Music Education (K-12)
  - Music Performance

COLLEGE OF EDUCATION
- Athletic Training
- Biomechanics
- Early Childhood Inclusive
- Elementary Education
- Elementary Education - Special Education
- Elementary Special Education with a concentration in Sign Language Interpreting
- Library Science
- Physical Education with a concentration in Exercise Science
- Public Health
- Secondary Education
- Secondary Education - Special Education
- Speech-Language Pathology
COLLEGE OF INFORMATION SCIENCE & TECHNOLOGY
☐ Bioinformatics
☐ Computer Science
☐ Cybersecurity
☐ IT Innovation
☐ Management Information Systems

COLLEGE OF PUBLIC AFFAIRS & COMMUNITY SERVICE
☐ Aviation
☐ Criminology and Criminal Justice
☐ Emergency Management
☐ Gerontology
☐ Multidisciplinary Studies*, concentration required
☐ Social Work
*Student can select from over 50 areas of concentration

AGRICULTURAL SCIENCES & NATURAL RESOURCES
☐ Pre-Agricultural Sciences **
☐ Pre-Food Science and Technology **
☐ Pre-Horticulture **
☐ Pre-Natural Resources **
☐ Pre-Turfgrass and Landscape Management **

Out of all of your checked majors, list your top 4

1. ____________________________________________
2. ____________________________________________
3. ____________________________________________
4. ____________________________________________

For more information on UNO majors, visit unomaha.edu/academics/majors-and-programs.

STRECK

*The professionalism displayed by every student was a great indication into how well they were prepared by the university and for the workforce. Taking the time to get to know everyone was a great opportunity to gain insight into what the students are looking for in a career and how they will make a difference to an organization.*

HUMAN RESOURCE GENERALIST
STRECK

PACIFIC LIFE

*Candidates will find that Pacific Life offers them the opportunity to grow, develop, collaborate and innovate. Our employees come to work each and every day eager to share their ideas and make a difference, not only at the company but also toward their own goals and aspirations.*

HR DIRECTOR
PACIFIC LIFE INSURANCE
STEP 4: EXPLORE MAJORS, OCCUPATIONS AND RESOURCES

Now that you have identified more about yourself and a few possible majors, it is time to connect what you know about yourself and your options. Find contacts who can help answer questions regarding the education and career requirements of fields of interest. These contacts could be advisors, faculty members, family friends, campus organization advisors or potential employers.

Ask questions about:

- Majors: GPA requirements, prerequisite courses, application processes, etc.
- Occupations: work descriptions, education/training, growth outlook, average salaries, employers, etc.

<table>
<thead>
<tr>
<th>Major of Interest</th>
<th>Contact Name</th>
<th>Contact Info</th>
<th>Careers Discussed</th>
<th>Action Step</th>
</tr>
</thead>
<tbody>
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</table>

Here are a few tips for conducting informational interviews:

- Ask people in a career field of interest what they do
- Find out how they got where they are
- What kind of education and training do they have?
- What opportunities and experiences are recommended by employers in this field?
- Ask questions about the day-to-day functions of the job so you know what to anticipate
- Remember to send a timely thank you note expressing appreciation for their time

STEP 5: TAKE ACTION

Making a decision often comes through experience and hard work. You might enroll in a specific class to explore a major. Or you might work with ACDC staff to locate internships or part-time work to connect you with hands-on learning. Write down your action steps to ensure you will follow-through with your plans.

"We are impressed by highly motivated students who work hard to achieve their goals both inside and outside of the classroom."

HUMAN RESOURCES SPECIALIST
BERKSHIRE HATHAWAY HOMESTATE COMPANIES

"We value the prepared and enthusiastic student who communicates well, researches our company and has the analytical skills we seek to make solid business decisions."

RECRUITING SPECIALIST
NATIONAL INDEMNITY COMPANY
OCCUPATIONAL EXPLORATION
Experiencing an occupation or major firsthand is valuable to exploration. Here are some resources that are available to you.

Experiential Learning
Internships, volunteer work, summer jobs and part-time employment are all examples of experiential learning. These opportunities give you the work-related experience that employers seek and may lead to full-time employment. It can also help you identify if that type of work is a good fit.

Informational Interviewing
Talking to people who work in a career field you want to learn more about is a great way to explore career choices. It’s also a chance to expand your professional network.

Get Involved in the Community
UNO has multiple ways to get engaged and gain hands-on experience, including: Service Learning courses, University Service Days and the Barbara Weitz Community Engagement Center. Check out Engage for Service Opportunities at engage.unomaha.edu.

Attend ACDC Events
ACDC offers career and academic events throughout the year. For more information visit acdc.unomaha.edu.

ONLINE EXPLORATION RESOURCES
There are numerous online resources to help you explore potential majors and careers. Below are a few of our top recommendations.

MyPlan
Visit unomaha.myplan.com to take free interests, skills, values and personality assessments. Afterwards, meet with an ACDC advisor to discuss how your results relate to careers and majors.

What Can I Do with a Major In?
Learn more about career options with UNO majors. Visit the ACDC Resources page at acdc.unomaha.edu to explore.

Occupational Outlook Handbook
The Bureau of Labor Statistics offers this guide to career information about hundreds of occupations. Visit bls.gov/ooh to research potential occupations.

O’NET OnLine
O*NET OnLine is a free database that helps students, job seekers, and professionals to research and understand hundreds of occupations in the U.S.

"We enjoy speaking with students that are passionate about the ever evolving field of information security, even outside of the classroom".
TECHNICAL RECRUITER
SOLUTIONARY

"Global experience or interest is critical because we operate our business on six contents. We find that UNO provides great opportunities for their students to prepare for a global career."
CAMPUSS TALENT ACQUISITION ADVISOR
VALMONT

"Networking is not collecting contacts! Networking is about building relationships. They need to be seeded, watered and nurtured to really enhance your own personal network, this is your Brand!"
TALENT ADVISOR
FIRST NATIONAL BANK

"At the Y, your major isn’t the most important thing. We are looking for leaders who share our cause of strengthening community. If you are passionate about helping others, we want to talk to you!"
VICE PRESIDENT OF LEADERSHIP
YMCA OF GREATER OMAHA
STEPS TO SUCCESS

The job search is different for everyone. The following steps are a general guide on how you can make your search successful.

STEP 1: WHAT DO YOU WANT TO DO?

Brainstorm ideas below. Write down any and all ideas! What is your dream job? Where do you see yourself in five years? Need help? Make an appointment at ACDC.

GETTING STARTED

Reality Check: Finding a job or internship takes time and energy. For most students, it takes three to six months to find an internship or full-time employment after graduation.

“A great candidate is someone that has researched the company they are interviewing for, exudes a positive attitude, asks great questions, and is already starting to understand if an opportunity may be in alignment with what they are looking for in an internship or career.”

RECRUITING AND CONTRACTING COORDINATOR
NORTHWESTERN MUTUAL

Northwestern Mutual®
STEP 2: WHAT SKILLS OR EXPERIENCE DO YOU NEED?
It’s time to do some research. Every job requires different knowledge, skills and abilities. When you start searching for a job/internship it is important to know what skills are desired.

For example, if you know you want to work as a graphic designer, do some research on open position descriptions. Is there a common theme to the descriptions? Do all of the positions expect you to have prior experience? Do all of the positions expect you to know how to use Adobe Photoshop? Make a list of the skills and experience needed to get the job you want.

<table>
<thead>
<tr>
<th>Skill</th>
<th>Do I have it?</th>
<th>Plan of Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: Adobe Creative Suite</td>
<td>No</td>
<td>Take a graphic design course at UNO next semester</td>
</tr>
<tr>
<td>Example: Excel</td>
<td>Yes</td>
<td>Put on résumé</td>
</tr>
<tr>
<td>Example: Foreign Language</td>
<td>No</td>
<td>Take a foreign language course at UNO next semester</td>
</tr>
</tbody>
</table>

STEP 3: PREPARE JOB SEARCH-RELATED MATERIALS
You’ve done your research and you know what employers want, so make sure your job search materials speak to your future employer’s wants.

- Do you have a résumé/cover letter? Is it updated? Has it been reviewed?
- Have you done a practice interview?
- Have you contacted your references to let them know you are applying for a job?

STEP 4: BUILD A STRONG ONLINE BRAND
Social media sites such as Facebook, Twitter and LinkedIn can be used to create your “personal brand,” network with employers and research companies you’re interested in. According to a 2014 survey conducted by Jobvite, 93% of recruiters will review a candidate’s social profile before making a hiring decision. 55% of those recruiters have reconsidered a candidate based on what they found.

It’s important to make sure your profile is recruiter-friendly. Opt for the highest privacy settings to restrict what’s viewable by the public.

Remove any complaints about your job or boss, as well as distasteful comments and photos of yourself that could be construed as inappropriate.

Ask yourself these questions: What is my page saying about me? Does my profile present my best self? Do my pages reflect my career interests and goals?

STEP 5: CREATE A UNO HANDSHAKE ACCOUNT
Handshake is a career database that houses job listings, on-campus career events and employer contacts. This is a great place to start your search or get more information about occupations, as employers who post positions are looking for UNO students. Visit unomaha.joinhandshake.com to get started.

New positions are posted daily as employers from a variety of industries post part-time, full-time and internship opportunities.

STEP 6: CREATE A LINKEDIN PROFILE
LinkedIn is the world’s largest professional network. LinkedIn allows you to exchange knowledge, ideas and career opportunities with a broad network of professionals. Your LinkedIn profile rises to the top of internet search results, letting you control the first impression people get when they “Google” you. With options to join relevant groups, search job opportunities and companies, and connect with professionals in your desired field, LinkedIn is a valuable networking and job search resource.
STEP 6: CREATE A LINKEDIN PROFILE CONTINUED

Since LinkedIn shows your connections with listed organizations, you might find out that your aunt is connected to the hiring manager of your top choice company, or find a UNO alumna with your dream job. This is a great place to learn about exclusive job opportunities and to build your network. For more information on using LinkedIn, check out university.linkedin.com/linkedin-for-students.

Take the time to complete your LinkedIn profile. Make sure to include the following:

- **Professional photo:** This should be a photo of only you, with a plain background
- **Cover photo:** Be sure to pick a professional background photo
- **Headline:** Don’t just say UNO student - tell people what you want to do in the future
- **Summary:** Describe your top three to five skills and goals
- **Experience:** Complete job history including dates and brief list of accomplishments
- **Education:** Start with college and list your degree and major
- **Organizations:** Describe your involvement with school or community organizations
- **Skills and expertise:** Add at least five key skills, then your connections can endorse your talents
- **Recommendations:** Ask managers, professors or classmates to write you a short recommendation to give your profile extra credibility
LOOKING FOR A JOB OR INTERNSHIP

Handshake is the official job and internship board at UNO which offers local and national opportunities to all UNO students and alumni, free of charge. Not only can you search for jobs and internships, but you can also make appointments with a career advisor, view and register for professional events, and connect with working professionals and UNO students.

ACTIVATING YOUR HANDSHAKE ACCOUNT

Go to unomaha.joinhandshake.com and login with your NET ID and password. Set up your profile by answering various questions about your primary use of Handshake and your more immediate career goals.

MAKING APPOINTMENTS WITH THE CAREER CENTER

Once you have activated your Handshake account, you will be able to make career advising appointments, including résumé and cover letter reviews, practice interviews, and career and major exploration.

VIEWING PROFESSIONAL EVENTS & CAREER AND INTERNSHIP FAIRS

UNO hosts many professional-based events throughout the year and often partners with businesses in the Omaha community for these events. Handshake is a smart learning platform, so the more you use it, Handshake is more able to recommend events and jobs based on your goals, interests, and major.

CONNECTING WITH FELLOW STUDENTS & ALUMNI

Have you ever wanted to speak with a fellow student about an internship program at a particular organization? Once you have made your profile public, you can see where other students have worked and their advice for interviews at those organizations.

APPLYING FOR JOBS & INTERNSHIPS

You can apply for jobs, internships, and other professional opportunities directly through Handshake. Starring specific employers or job types will allow Handshake to send you updates on those companies and job filters. Handshake also shows you which jobs you are most compatible with based on employer requirements or preferences, including GPA, major, and school year.

Save job filters to access your searches quickly.

Highlight specific major-related courses to help you stand out.

Favorite employers to receive alerts about events and job postings.

Use a professional headshot for your profile picture.
UNDERSTANDING NETWORKING

Your network includes anyone who can serve as a resource in your job search. Consider the following possibilities: current or former co-workers, professors, relatives, friends (or friends of friends), UNO alumni, members of professional organizations or professionals working in a field that interests you. Many people are passionate about the work they do and enjoy the opportunity to talk about their job and the organization they work for. You will likely feel nervous the first time you approach a potential contact, but networking is a skill that you will develop with practice and persistence. Remember that networking isn’t about asking for a job; it’s about building relationships.

Benefits of Networking
- Finding experienced mentors to guide you and offer support
- Learning more about specific career fields and industry trends
- Finding your first job or your next job

Prepare for Networking
- Create and update your LinkedIn profile
- Update your résumé and have an advisor review it
- Be prepared to talk about your unique skills, education and career goals
- Generate a list of questions you are hoping to discuss with your contacts

INTERVIEWING

A number of companies visit campus each year to interview and recruit UNO students and alumni. On-campus interviews are offered in the fall and spring semesters. Interviewing on campus is an excellent way to market yourself. Generally, you must register on UNO Handshake to interview with employers recruiting on UNO’s campus.

ORGANIZATIONS

Joining groups and organizations is a great way to network with other students and professionals who share common interests or goals. Getting involved on campus or in the community allows you to learn more about specific career fields and develop relevant experience. To find organizations at UNO that fit your interests, browse studentactivities.unomaha.edu.

RECRUITMENT

Recruiters from organizations and graduate programs often visit the campus to recruit UNO students. They may host information tables or present their opportunities during scheduled sessions. Visiting with recruiters at these events is a great way to learn more and expand your professional network without having to travel off campus. To find out about upcoming recruiter campus visits, check out UNO Handshake at unomaha.joinhandshake.com.

CAREER FAIRS

Career fairs provide students an opportunity to meet diverse employers and gain access to companies looking to hire UNO students for full or part-time employment or internships. Every semester, campus-wide career fairs are held. Some colleges host major-specific career fairs, as well.

Benefits of Attending Career Fairs
- Networking opportunity to meet with recruiters and professionals in various industries
- Share your résumé and introduce yourself in person – a chance to make a great first impression
- Find out what employers from various industries are looking for from applicants

What Can I Expect?
- Each company has a recruiter and table with information about their opportunities
- Approach each table you’re interested in and introduce yourself
- Share how your skills and experiences meet their needs
- Ask them to share more about available positions

How Should I Prepare?
- Schedule an appointment with an ACDC advisor to have your résumé reviewed
- Research the companies beforehand – check ACDC website for companies attending
- Dress professionally in business attire and comfortable shoes
- Bring several copies of your updated résumé
- Prepare your introduction including: your name, year in school, major and the type of position you are seeking – along with a firm handshake and confident smile
- Bring your MavCARD to check in
- Turn off your cell phone
- Highlight your leadership experience and involvement
- Share something about their company so they know you did your homework. Do not ask “What does your company do?”

“The walk into an interview prepared to talk about what you enjoy and what you’re good at – that’s the starting point of a career path that is both successful and fulfilling.”

CORPORATE RECRUITER

APPLIED UNDERWRITERS

“Walk into an interview prepared to talk about what you enjoy and what you’re good at – that’s the starting point of a career path that is both successful and fulfilling.”

CORPORATE RECRUITER

APPLIED UNDERWRITERS
RÉSUMÉS AND COVER LETTERS

RÉSUMÉS

Your résumé is a uniquely personalized marketing tool. An effective résumé highlights individual qualifications that relate to the position you’re applying for. On average, an employer spends 15 to 30 seconds skimming a résumé before deciding whether or not to interview the applicant. Your résumé must be well-written and easy to read in order to quickly show an employer why they should pick up the phone and call you. Once you have created a first draft or updated your résumé, seek feedback from others and schedule a résumé review appointment with ACDC.

TAILORING YOUR RÉSUMÉ

While it is tempting to develop a standard, “one-size-fits-all” résumé, it is more effective to tailor your résumé to each position you are applying for. To develop a résumé that demonstrates your fit for a specific career, you need to consider the experience and abilities an employer is seeking. Refer to the job posting to identity keywords and skills that are important to highlight in your résumé.

Headings

Determine which section headings to include on your résumé based on your unique set of experiences and skills. Adjust them to best highlight what you have to offer for each employer and position. Order them from most to least relevant to your career objective.

Common Sections

• Summary of Qualifications
• Education
• Relevant Coursework
• Experience or Related Experience
• Volunteer Experience
• Involvement, Activities, Leadership
• Honors and Awards

Additional Headings

• Certifications or Licenses
• Technical Skills
• Conferences/ Workshops
• Languages Skills
• Study Abroad or International Experience
• Publications/Presentations
• Military Experience
• Athlete Experience
• Research

Formatting and Layout

In addition to being tailored and well-written, your résumé should be visually pleasing and easy to read quickly. Follow these guidelines for effective formatting:

• Avoid résumé templates that reduce your formatting control
• Use a ten to twelve point font
• Margins should be at least ½ inch all around
• Use reverse chronological order to list current and past jobs (i.e., start with your current or most recent position)
• Describe experience in bulleted statements beginning with action verbs (see pg. 18)
• Avoid using personal pronouns; “I”, “you”, “we”
• Use bold and italics (sparingly, however) to highlight key information and distinguish between sections

Length

When applying to businesses and nonprofit organizations, it is recommended that you keep your résumé limited to one page. Multiple page résumés may be appropriate when applying to graduate school or other academically-oriented opportunities, or teaching positions.

If you find that your work history and other relevant experiences are filling too many pages, remember to choose quality over quantity and select only those activities and descriptions which clearly emphasize your fit for a particular position.

However, it is a good idea to keep a multi-page “master résumé” with all of your experiences on it. You can use this document to customize which skills and experiences best fit each position to which you apply.
DEscribing your experience

Often the most difficult part of writing a résumé is describing what you have done at each job you've had. People sometimes sell themselves short by giving too brief, overly-simplified descriptions of their job duties. A student might say, "I don't know what to write about this job – I just answered phones" when, in fact, there was much more responsibility involved.

Tips for describing your experience

- Incorporate keywords and phrases from the job description
- Start bulleted statements with action verbs in present tense for current jobs and past tense for previous jobs
- Highlight accomplishments, not just duties
- Quantify results when possible/appropriate

The following exercise can help you craft detailed descriptions of your experience that emphasize your responsibilities and accomplishments.

Step 1: What? Jot down your tasks and projects for each experience.
Step 2: Why? Identify the goal or purpose of each item. What relevant skills did you develop?
Step 3: How? Add more detail to your description by providing specifics about the task.
Step 4: Action Verb. Select an action verb that helps demonstrate what you did. (see page 18 and 19 for a list)
Step 5: Create! Create a short, 140 characters or less, detailed description for each responsibility, focusing on the outcome or benefit.

Example Position: Customer Service Phone Representative
Step 1: Took phone calls
Step 2: To satisfy customers, provide customer service
Step 3: Resolving problems, explaining services, knowledge in the industry
Step 4: Increased
Step 5: Increased customer satisfaction through resolution of problems, explanation of services, and knowledge of financial planning

---

SUMmary of qualifications

A summary of qualifications is used to summarize your experience and skills related to the job that you want. These three to five bullet points should be clear, concise and listed at the top of your résumé. Use the job description to obtain an overall idea of what the position entails. Then include specific keywords from the job description. Showcase your achievements, experiences and skills that qualify you for the job, including specific keywords from the job description.

Here are a few examples of Summary of Qualifications statements:

- Quick learner, eager to further my computer programming knowledge and skills
- One year of experience in logistics, data analysis and communicating with clients and staff
- Bilingual in English and Spanish with strong interest to expand language knowledge
- Proven ability to manage multiple projects while meeting challenging deadlines
- Excellent communication & team skills including group facilitation, public speaking and interviewing
- Skilled at interacting with customers who are of diverse socioeconomic backgrounds

"I love that every day is different at Boys Town. There is always a new challenge and that keeps you on your toes and helps you grow both professionally and personally. I also love the sense of community and support from my co-workers at Boys Town."

Residential Treatment Center Therapist
Boys Town National Research Hospital
### ACTION VERBS

#### Communication/People Skills
- Advertised
- Advised
- Answered
- Collaborated
- Communicated
- Composed
- Consulted
- Contacted
- Defined
- Developed
- Directed
- Discovered
- Discussed
- Displayed
- Explained
- Expressed
- Informed
- Interacted
- Interpreted
- Interviewed
- Involved
- Listened
- Marketed
- Moderated
- Promoted
- Related
- Translated
- Resolved
- Responded
- Spoke
- Wrote

#### Creative Skills
- Acted
- Adapted
- Authored
- Built
- Combined
- Composed
- Condensed
- Constructed
- Created
- Customized
- Designed
- Developed
- Directed
- Discovered
- Displayed
- Drafted
- Established
- Fashioned
- Founded
- Imagined
- Initiated
- Learned
- Planned
- Produced
- Revised
- Revitalized

#### Data/Financial Skills
- Accounted
- Adjusted
- Administered
- Allocated
- Analyzed
- Assessed
- Balanced
- Budgeted
- Calculated
- Computed
- Conserved
- Corrected
- Estimated
- Invested
- Managed
- Measured
- Projected
- Planned
- Purchased
- Retrieved
- Reconciled
- Totalled

#### Management/Leadership Skills
- Administered
- Advocated
- Analyzed
- Approved
- Assigned
- Attained
- Conducted
- Contributed
- Coordinated
- Decided
- Designated
- Developed
- Directing
- Headed
- Instituted
- Instituted
- Instructed
- Led
- Managed
- Mentored
- Motivated
- Navigated
- Operated
- Organized
- Owed
- Planned
- Prioritized
- Produced
- Recommended
- Reorganized
- Reviewed
- Scheduled
- Selected
- Strengthened
- Supervised

#### Organizational Skills
- Approved
- Arranged
- Categorized
- Corrected
- Documented
- Maintained
- Organized
- Processed
- Reviewed
- Scheduled
- Responded
- Responded
- Updated

#### Research Skills
- Analyzed
- Clarified
- Collected
- Corroborated
- Compared
- Concluded
- Determined
- Experimented
- Documented
- Explored
- Hypothesized
- Evaluated
- Extracted
- Inspected
- Located
- Solved
- Studied
- Summarized
- Researched
- Surveyed
- Tested

#### Teaching Skills
- Adapted
- Advised
- Clarified
- Coached
- Communicated
- Conducted
- Coordinated
- Demonstrated
- Developed
- Encouraged
- Evaluated
- Explained
- Facilitated
- Focused
- Guided
- Individualized
- Informed
- Prepared
- Simulated
- Taught
- Tested
**Technical Skills**

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**ADDING EDUCATION ABROAD EXPERIENCE TO YOUR RÉSUMÉ**

Have you spent time in a foreign country as a part of your education? Before incorporating your education abroad experience into your résumé, brainstorm about what you learned while you were away. What were your most valuable experiences? What was the most significant thing you learned? How have you changed as a result of your time abroad?

You can incorporate education abroad experience into your educational experience, work history, skills, etc. You can even create an “International Experience” section on your résumé, if your time and activities abroad were of significant length or involvement. Be sure to use words and phrases that emphasize your new skills and qualities.

**Education Abroad Keywords**

- Engaged
- Enhanced
- Explored
- Interpreted
- Learned
- Participated
- Toured
- Volunteered

**Résumé Example**

**EDUCATION**

University of Nebraska at Omaha, Omaha, NE  
*Expected graduation: Aug 20XX*

**Dual Degree:** Bachelor of Science and Bachelor of Arts  
**Majors:** Neuroscience, Biology, **Minor:** Chemistry  
- Nu Rho Psi (Neuroscience Honor Society)  
- Tri Beta (Biology Honor Society)

**INTERNATIONAL EXPERIENCE**

Universidad Antonio Ruiz de Montoya – Lima, Peru  
*Summer 20XX*

- Improved conversational Spanish language skills while staying with local family
- Completed public health service learning project working with indigenous communities in Cuzco Quipiscanchi area
- Exhibited flexibility and problem-solving skills while adapting to new culture

**RESEARCH EXPERIENCE**

University of Nebraska at Omaha (UNO), Bird Lab – Omaha, NE  
*Feb 20XX - Present*

**Undergraduate Research Assistant**

- Assist with undergraduate and graduate research projects involving Zebra Finches by collecting samples (feces, blood, feathers), anesthetizing, and ensuring minimal animal distress
- Perform Cortisol Assays using various types of samples (feathers, feces, saliva)
- Execute Microbe-killing Assays using *E. coli* and *C. albicans*, and ensure proper IBC protocol is followed
- Develop, complete, and secure funding for original research project
- Obtain Institutional Animal Care and Use Committee (IACUC) and Institutional Biosafety Committee (IBC) certification allowing the use of animals and biohazardous agents
Durango Matador
Omaha, NE
402-554-1234
dmatador@unomaha.edu

Education
University of Nebraska at Omaha (UNO) - Omaha, NE
Bachelor of Science in Psychology
Concentration in Developmental Psychology
Anticipated Graduation: May 20XX

Omaha South High School - Omaha, NE
High School Diploma
Graduation: May 20XX

Awards and Achievements
• Susan Thompson Buffett Scholarship (full-tuition) - Fall 20XX-present
• Phil Grandville Memorial Award for leadership - Fall 20XX, Spring 20XX
• UNO Summer Scholars Program - Summer 20XX

Work Experience
UNO Physics Department, Omaha, NE
Student Worker- Office Assistant & Cashier
October 20XX - present
• Assist faculty and staff by answering phone and walk-in inquiries
• Greet customers of the Mallory Kounze Science Store and provide friendly service
• Create and update Excel spreadsheet to track product vendor files and store inventory list

Hudson Groups, Eppley Airfield, Omaha, NE
Cashier
January 20XX – August 20XX
• Handled cash register and balanced all transactions at the end of the day for cash reconciliation
• Surpassed sales quota and increased sales by 5%
• Responded to and assisted customers in a timely manner while also attending to other duties

Omaha South High, Omaha NE
Internship-IT Practicum
August 20XX- May 20XX
• Performed software installation & re-imaging on multiple machines
• Attended to faculty requests and tickets for technical support

Activities and Involvement
Office of Latino/Latin American Studies (OLLAS)
• Student Organization Member
September 20XX- present

Service Learning Academy, Omaha, NE
• 3 Days of Service – Habitat for Humanity - Volunteer
October 20XX

Omaha South High School
• Varsity Soccer

Skills
• Bilingual in Spanish and English
• Computer competency in both PC & Mac programs, Microsoft Word, Excel, and PowerPoint

As a first year student, you may want to include your high school information. It can be removed as you gain more experience and become involved on campus.
Kate Diaz
Omaha, NE · (402) 554-1234 · unomaverick@unomaha.edu

Education
University of Nebraska at Omaha, Omaha, NE
Bachelor of Science in Criminology & Criminal Justice
Minor: Psychology Expected Graduation Date: May 20XX

Relevant Coursework
- White Collar Crime
- Criminal Procedure
- Abnormal Psychology
- Criminal Court System
- Organizational Psychology
- Sociology of Deviant Behavior

Internship Experience
United States Postal Inspector Intern
January 20XX-May 20XX
- Investigated mail fraud counterfeit checks, fake money orders, identity theft
- Organized fraud-related mail and route to the appropriate office
- Assisted inspectors with serving subpoenas, conducting interviews, and completing investigations of multiple cases
- Monitored video footage of criminals
- Worked extensively with Microsoft Excel, Word and other computer programs to maintain accurate records

Additional Work Experience
Ruby Tuesday Waitress
September 20XX-Present
- Interact with customers and build relationships to ensure friendly dining experience
- Collaborate with host, kitchen and wait staff to deliver efficient customer service
- Accurately calculate bills in a timely manner
- Train new employees and get them acquainted with workplace procedures

Bellevue Public Pools Lifeguard
May 20XX-August 20XX
- Communicated with pool patrons and identified safety concerns
- Ensured proper maintenance procedures were followed to keep pool in excellent condition

Activities
- Alpha Phi Sigma Criminal Justice Honor Society August 20XX-Present
- Sigma Sigma Sigma, Alpha Theta Chapter September 20XX-Present
- Soccer Coach for U-9 Boys March 20XX-June 20XX
Peter K. Rocha  
(402) 554-1234  
unomaverick@unomaha.edu  
Omaha, NE

SUMMARY OF QUALIFICATIONS

- Aspiring software developer with 19 months of paid industry internship experiences covering a breadth of technologies and development methodologies
- Strong ability to quickly adapt to new and evolving technologies
- Excellent verbal and written communication skills, including experience interfacing directly with clients
- Best Paper Award: 201X Undergraduate IS&T Research Conference for Paper on Video Compression Algorithms

CORE COMPETENCIES

Programming Languages: Java, Objective-C, C#, C, C++, SQL
Integrated Development Environments: Eclipse, Microsoft Visual Studio, Xcode

EDUCATION

University of Nebraska at Omaha, Omaha, Nebraska
Peter Kiewit Institute College of Information Science and Technology
Bachelor of Science in Computer Science  
Expected May 20XX
- 3.98 GPA
- Walter Scott, Jr. Scholarship Recipient
- Chancellor’s List
- Phi Kappa Phi Academic Honor Society
- Delta Epsilon Iota Academic Honor Society
- Honors Program

EXPERIENCE

Mobile Development Intern  
Client Resources Inc., Emerging Technologies Division, Omaha, NE  
May 20XX – Present
- Developed cutting edge iOS applications on small teams in an agile environment
- Assigned to diverse projects across unfamiliar technologies; earned the opportunity to work independently on a small project due to demonstrated competencies with these new and unfamiliar technologies
- Work contract extended into the school year due to high level of contribution

Environment: Objective-C, iOS, Xcode, Ruby on Rails, Git, Heroku, Basecamp

Student Researcher  
Peter Kiewit Institute College of Information Science and Technology, Omaha, NE  
November 20XX – May 20XX
- Worked under Dr. Qiuming Zhu (Chairman, Computer Science Department) on a NASA Nebraska Space Grant
- Implemented and optimized known compression algorithms for digital video and imagery including frame differencing, noise reduction, region growing by pixel aggregation, and object segmentation
- Reduced video files by as much as 96 percent using implementations

Environment: Java, Eclipse

Software Development Intern  
Lockheed Martin, Information Systems & Global Solutions Defense, Papillion, NE  
May 20XX – February 20XX
- Transferred cutting edge software R&D project from WebLogic application server to GlassFish application server
- Designed and developed functional application prototype to generate automated testing scripts for complex browser-based applications; superiors vocalized interest in integrating this prototype into enterprise testing suite
- Work contract extended into the school year due to high level of contribution

Environment: Java, Eclipse, GlassFish, Oracle WebLogic, Selenium, Google Web Toolkit, Apache Subversion

ADDITIONAL INFORMATION

Active Member, Association for Machine Computing  
Active Member, Omaha Game Developers Association
Department of Defense Secret Clearance
Eagle Scout
Page, 20XX Democratic National Convention

Don’t assume that employers know what technology you are familiar with using. Clearly identify your technical skills.
REBECCA SMITH
Omaha, NE | 402-554-XXXX | unomaverick@unomaha.edu

SUMMARY OF QUALIFICATIONS
- Strong ability to quickly adapt to patient behavior and needs while continuing to target treatment goals
- Skilled in time management allowing for maximum productivity

EDUCATION
Master of Science, Speech Language Pathology
University of Nebraska at Omaha (UNO), Omaha, NE
GPA: 3.96
Expected Graduation December 20XX

Spanish Intensive Semester
University of Belgrano, Buenos Aires, Argentina
GPA: 4.0
Program Completed Fall 20XX

Bachelor of Science, Speech, Language and Hearing Science
University of Nebraska at Omaha, Omaha, NE
Graduated May 20XX
GPA: 3.68

CLINICAL EXPERIENCE
Creighton Pediatric Clinic, Omaha, NE
Graduate Student Clinician
- Administered assessments and treatments of communication disorders
- Completed progress reports and updated patient files
- Collaborated with fellow graduate clinicians and parents to improve holistic development.

Munroe-Meyer Institute, University of Nebraska Medical Center, Omaha, NE
Graduate Student Clinician
- Administered diagnostic speech and language evaluations for preschool children and school-aged students with speech and language disorders, autism, and developmental delays
- Collaborated with occupational and physical therapists to provide patients with consistent, integrated therapy

Service Learning Experience
- Observed techniques for classroom control in relation to nontraditional students
- Gained a better perspective and understanding of students who are considered at-risk due to life situations

WORK EXPERIENCE
Childhood Autism Services, Omaha, NE
Behavior Therapist
- Administered assessments and treatments of communication disorders
- Collaborated with fellow graduate clinicians and supervisors to develop and conduct a preschool social skills camp and a brain injury communication group.

Evolution Soccer Club/ Tiny Toes, Omaha, NE
Coach
- Administered assessments and treatments of communication disorders
- Collaborated with fellow graduate clinicians and supervisors to develop and conduct a preschool social skills camp and a brain injury communication group.

Academic & Career Development Center, UNO, Omaha, NE
Administrative Assistant
- Developed and administered assessments and treatments of communication disorders
- Collaborated with fellow graduate clinicians and supervisors to develop and conduct a preschool social skills camp and a brain injury communication group.

CERTIFICATES/ TRAINING
- CPR/AED for Professional Rescuers & Healthcare Professionals, February 20XX
- Gatekeeper Training (suicide prevention), October 20XX

CHARITABLE/ VOLUNTEER WORK
- Transitions Peer
- Participate in large and small group activities with young adults with autism spectrum disorders
- Albany County Safe Project Volunteer
- Certified Victim Advocate
- Hunger Week Volunteer & Marketing Chair
- Collected promotional materials
- Event Planner
- Planned, organized & executed art auction fundraiser

Big Brothers Big Sisters
- Planned, organized & executed a case study on the effectiveness of script training on improving the speech and language skills of an individual with severe apraxia and global aphasia.

RESEARCH
University of Nebraska at Omaha, Omaha, NE
Case Study
- Observed children with severe autism and Down syndrome.
- Assessed and monitored the holistic development of children with severe autism and Down syndrome.
- Communicated effectively with fellow behavior therapists and supervisors to ensure clients are exposed to consistent and effective therapy techniques.

SERVICE LEARNING EXPERIENCE
- Participated in large and small group activities with young adults with autism spectrum disorders
- Albany County Safe Project Volunteer
- Certified Victim Advocate
- Hunger Week Volunteer & Marketing Chair
- Collected promotional materials
- Event Planner
- Planned, organized & executed art auction fundraiser

Big Brothers Big Sisters
- Planned, organized & executed a case study on the effectiveness of script training on improving the speech and language skills of an individual with severe apraxia and global aphasia.

RESEARCH
University of Nebraska at Omaha, Omaha, NE
Case Study
- Assessed and monitored the holistic development of children with severe autism and Down syndrome.
- Communicated effectively with fellow behavior therapists and supervisors to ensure clients are exposed to consistent and effective therapy techniques.
Nolan Howard

402.554.1234 | unomaverick@unomaha.edu | Omaha, NE

Java | C | Python | PHP | HTML | CSS | JavaScript | VBA | MySQL | Zend Framework | jQuery | Linux | Windows |
Eclipse | Dreamweaver | Conversational Spanish

List all college degrees or certifications earned or in progress, starting with the most recent.

**Education**

Master of Science in Information Assurance
University of Nebraska at Omaha, Omaha, NE

Bachelor of Arts in Computer Science. Minor: Mathematics River Creek College, Springfield, GA

**Experience**

Graduate Research Assistant
University of Nebraska at Omaha, Omaha, NE

- Developed software to analyze an industrial control system network protocol for vulnerabilities.
- Expected Graduation: May 20XX

Graduated: May 20XX
GPA: 3.86

August 20XX-Present

- Extended a static analysis tool for compatibility with x86 architectures
- Ported capture-the-flag challenge binaries to a custom platform without C standard library support
- Development Intern
- Smith & Wess Tech Solutions, Hoover, FL
- GPA: 3.86

Development Assistant
Technological Services, River Creek College, Springfield, GA

- Contributed code to an online photo directory used by 1,200 staff and students
- Created a web-based forms system and form editor using jQuery and the Zend Framework
- Produced and documented plugins for the Helpdesk Pilot system
- Built a web application using Java Server Pages which tracks users and volunteering jobs, emails reminders for events, generates links for newsletters, and maintains user preferences
- Presented and received client approval for design, specifications, and use-case diagrams
- Web Development Intern
- February 20XX- March 20XX

Information Assurance Research Affiliate
University of Nebraska at Omaha, Omaha, NE

- Identified network protocol vulnerabilities in the Common Industrial Protocol through development of Python scripts for comprehensive network traffic analysis
- Designed a proof-of-concept man-in-the-middle attack on a test system based on this analysis
- Operations Planning Intern
- Tennessee Valley Authority, Chattanooga, TN
- GPA: 3.86

- Developed VBA macros in Excel that streamlined reporting processes and saved man-hours
- Created custom graphs and reports using Tableau data visualization software
- Computer Science Research Assistant
- University of Tennessee, Chattanooga, TN
- GPA: 3.86

- Independently carried research project from proposal to half-hour final presentation
- Developed and documented a web-based visualization system for 6 different types of medical data
- Communications Intern
- Mission to the World, Lawrenceville, GA
- GPA: 3.86

- Integral member of development team which prepared a public-facing website using SharePoint 2010
- Successfully implemented design in SharePoint by modifying HTML and CSS
- Prepared step by step training documents for content managers and department heads
- Conference Presentation


Communications Intern

CyberCorps: Scholarships For Service Recipient, University of Nebraska at Omaha

Computer Science Scholarship Recipient, River Creek College

5th Place Team (out of 29), CCSC:SE Programming Contest

Activities
Amanda Fields

EDUCATION

University of Nebraska at Omaha, Omaha, NE
Bachelor of General Studies, Concentration in General Administration Graduation: Dec. 20XX

Metropolitan Community College, Omaha, NE
Associate in Applied Science, Database Administration Graduation: Aug. 20XX

SKILLS

Project Management
- Created product group financial report card - consolidated corporate financial spreadsheets into one dashboard for tracking performance
- Awarded ACI Distinction Awards 201X and 201X for exceptional efforts on projects
- Conducted performance reviews and management responsibilities for development support team of 23
- Led 15-member IT/Business project team through requirements definition, software selection, contract negotiation, and installation of Accounts Payable project

Communication
- Resolved internal and external network issues by providing over the phone and in person support
- Developed internal manuals for resource management tool and external customer documentation for payment processing software
- Presented to leadership team on project progress and projected sales

Budgeting
- Developed budget reporting system for production expense tracking by IT management
- Managed budget of $142,000 for spreadsheet application development project

EXPERIENCE

ACI WORLDWIDE – Omaha, NE
Business Support Analyst; Information Developer; Project Manager Oct 20XX-May 20XX
Special projects support to Product Division

WADDELL & REED FINANCIAL SERVICES - Omaha, NE
Compliance Administrator Dec 20XX-Oct 20XX
Office support to Division Manager and 20 financial service advisers

SEARS - Chicago, IL
Business Analyst Dec 20XX-Nov 20XX
Support IT team in development of budget reporting system

MOTOROLA - Schaumburg, IL
Project Manager June 20XX-Dec 20XX
Senior technical advisor and system support for financial systems group

SOFTWARE EXPERIENCE


A functional résumé may be used if you are changing career fields and want to highlight your relevant skills, rather than your previous positions.
Dear Ms. Lininger:

I am writing to apply for the Programming Internship position we discussed at the University of Nebraska at Omaha’s Career and Internship Fair. With my web development and programming skills, combined with my military experience, I believe I can make a valuable contribution to National Indemnity Corporation.

In May of 201X I will graduate with my Bachelor of Science in Computer Science with a minor in Management Information Systems from UNO. I am very intrigued with program development. Aside from the required and assigned work, I often practice writing Java programs and designing webpages with HTML and CSS as a hobby. I find this helps me learn and extend beyond the skills practiced in the assigned homework. While studying in the Information Science and Technology field, I have solidified a wide array of computer skills and familiarity with several applications, including Microsoft Office Suite and Oracle.

Before enrolling in college, I spent over five years in the United States Army by serving time in both Active Duty and the National Guard. Through my military experience, I have learned the importance of working within a group to achieve a common goal and developed a keen sense of attention to detail and accuracy of completed work. Because of the nature of work, often failure to achieve set tasks with detail and accuracy can have negative consequences, and I carry this approach into my programming.

I believe my combination of programming, web development skills, and military experience would be an excellent fit for the Programming Internship position. Thank you very much for your consideration. I am very excited to learn more about the internship and share how I will be a great fit for National Indemnity.

Sincerely,
Kade Washington
Jordan Smith:

Making a difference in my community has been my passion for the last five years. When I learned about the “First in the Community” initiative at First National Bank, I knew the Management Trainee Program was the perfect match for my aspirations and skills.

Throughout my college career at the University of Nebraska at Omaha, I have been actively engaged as a student leader. As a Program Manager for the Student Service and Leadership Collaborative, I coordinated student volunteers to participate in service opportunities with local nonprofit organizations. Through this experience, I was able to communicate with members of the organization to set project objectives. Then, I recruited volunteers, provided training, and led a team of 8 on the day of service.

In addition to this position, I have held other customer-relation roles, and I recognize the impact that quality service makes. My natural talents allow me to build relationships easily. Whether I am waiting for the campus shuttle or serving customers as a bank teller, I enjoy connecting with people and constantly look for ways to brighten someone’s day. I am confident that my previous work experience and positive attitude, along with the skills I gained through completing my Bachelor of Science in Sociology, have prepared me to excel in the Management Trainee role.

My commitment to community first, previous project coordination experience, and communication skills, fit well with this position. Please do not hesitate to contact me if I can provide additional information or clarification. I look forward to the opportunity to learn more about the position and discuss my qualifications further. Thank you very much for your consideration.

Sincerely,

Durango Maverick
IN PERSON INTERVIEW

Do

• Arrive 10 minutes early
• Be prepared
• Listen attentively
• Express ideas clearly
• Answer questions with examples and facts
• Be concise and to the point
• Relate positive experiences—smile!
• Be confident and enthusiastic
• Stress your qualifications
• Ask appropriate questions
• Send a thank you note within 24 hours

Don’t

• Be late
• Leave your cell phone on
• Argue
• Babble
• Answer with just a “yes” or “no”
• Criticize the interviewer or ex-employer
• Talk about personal or family problems
• Bring up salary/benefits in the first interview
• Talk about politics or religion
• Ignore your personal appearance
• Chew gum, jingle your keys or fidget

PHONE INTERVIEW

Do

• Research the company and prepare
• Be in a quiet, stationary place when you are expecting the call
• Inquire if the connection is clear
• Have a pen and paper ready to take notes
• Have a copy of your résumé and the job description handy
• Tape your résumé and the job description at eye level on a wall in front of you for easy reference
• Keep a glass of water close by
• Be seated with your materials ready in advance of the call time
• Speak clearly, enunciate and speak loudly enough
• Smile while you are speaking on the phone
• Be aware of the change in time zones
• Send a thank you note

Don’t

• Have pets or children in the room or the TV on
• Be in a place where you can’t control the environment, e.g. a public place like a coffee shop
• Be in a place with potentially unstable reception if using a cell phone
• Scramble last minute to get settled before your interview
• Shuffle papers or attempt to multitask
• Chew gum or eat
• Ramble or speak too quickly
VIDEO INTERVIEW

Do

- Dress professionally and avoid distracting patterns or accessories
- Pay attention to the lighting. Lighting in front of you is desired, but lighting behind you should be softened
- Keep your computer plugged in
- Make sure you are in a quiet environment
- Practice a video interview with a friend
- Be aware of the delay video calls can have—pause briefly to make sure the interviewer is finished speaking before answering
- Set the computer up high enough so it’s face-on. You don’t want to be looking down to it
- Smile and have good posture
- Look straight into the video camera, not the screen picture, to emulate making eye contact
- Close other programs on your computer to eliminate distractions and potential noises
- Follow up with a thank you note

Don’t

- Wait until the last minute to check your video and internet connection and technology
- Attempt to hold a video interview somewhere with a weak or slow internet connection
- Have distracting pictures, posters or clutter behind you
- Have an unprofessional Skype username or picture—this is the interviewer’s first impression of you
- Dress sloppily expecting that the interviewer won’t be able to see your whole outfit. You never know what might come up. They may request you to stand.
- Speak too quickly
- Read off your notes
- Be inexperienced with the software—make sure you understand how to use it through practice

THE “PAR” METHOD

Your past behavior is an indicator of your future success. For that reason, many interviewers ask you to provide specific examples in their questions. When asked behavioral interview questions, utilize this method to make sure you stay on point.

PROBLEM
Describe the problem or situation you faced. Be sure to describe a specific event or situation, not a generalized description of what you have done in the past, giving enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience or any relevant event.

ACTION
Describe the action you took, keeping the focus on you. Even if you are discussing a group project or effort, describe what you did—not the efforts of the team. Don’t tell what you might do, tell what you did.

RESULT
What happened? How did the situation end? Was the problem fully resolved? What did you accomplish? What did you learn?

Take some time to practice using the PAR method.
Imagine you have been asked to tell the interviewer about a time you had to work with a team. Formulate your answer using the PAR method. Your response should be about one minute long.

Problem: ____________________________________________

_____________________________________________________

Action: ______________________________________________

_____________________________________________________

Result: ______________________________________________

_____________________________________________________

“Remember that you are interviewing us, as much as we are interviewing you. Come interview us and join the Woodhouse Family!”

WOODHOUSE AUTO FAMILY

Big Interview is simple-to-use job interview training system that combines both expert-developed lessons and the ability to actually practice — all from your home computer, 24/7. Visit Big Interview at unlomaha.biginterview.com to learn and practice your interview skills, whether you’re interviewing for a job or graduate school. Read more on page 34!
INTERVIEW QUESTIONS

COMMONLY ASKED QUESTIONS

• Tell me about yourself.
• What attracted you to this position?
• What do you know about our organization?
• Where do you see yourself in five years?
• What is your ideal position and why?
• What is your greatest strength? Weakness?
• What experiences have prepared you for this position?
• Are you willing to travel/relocate?
• Tell me about your greatest accomplishment.
• What motivates you?
• What qualifications do you have that will make our company more successful?
• Why should I hire you?
• What questions do you have for me?

QUESTIONS YOU MIGHT ASK

• What is your timeline for the hiring process?
• Can you describe for me what a typical day might look like in this role?
• What do you like best about working for this company?
• What opportunities and challenges do you foresee the person in this role will face?
• Can you describe your training process?
• What skills are you looking for a successful candidate to bring to this position?
• I am interested in staying with a company long-term. What opportunities for growth are there in this organization?
• Can you describe the organizational culture here?

BEHAVIORAL QUESTIONS

• Describe your involvement with extracurricular activities. How would you apply those activities to this position?
• Tell me about a time when you had to work under pressure. What was the result?
• Describe a situation where you took a leadership role.
• Give an example of how you worked with a team.
• Describe a time when you and a co-worker or group member had a conflict. How did you handle that situation?
• Tell me about the last time you learned something new. What was the situation and what steps did you take to learn it?
• How do you handle balancing multiple deadlines and projects?
• Provide an example of a time when you showed initiative.
• What’s the most successful presentation you’ve given and why?

MEANING BEHIND THE QUESTION

Tell me about yourself.

Intention: Check your communication skills, see how well you can present yourself and find if you are a fit.

Tips: Try a concise, enthusiastic response that summarizes your fit for the position. This is also an opportunity to share information about your achievements and goals.

What are your weaknesses?

Intention: Employers want to see that you have self-awareness and honesty.

Tips: Be genuine. Don’t say “my weakness is I care too much.” After giving an honest weakness, follow up with how you manage it. “I sometimes procrastinate, but I have been using my calendar a lot more so I know exactly what my day consist of and when deadlines are approaching.”

Where do you see yourself in five years?

Intention: Show your career goals and ambition.

Tips: Focus on the skills and big picture accomplishments you hope to achieve, rather than positions and job titles.

*At Gallup, we start with your natural talent + your passions and match you with a career that allows you to thrive.*

DIRECTOR OF TALENT SOURCING

GALLUP

*The best candidates highlight their strengths and accomplishments with compelling stories and examples. They are honest about their weaknesses and failures without dwelling on them.*

SENIOR MANAGER, RECRUITING

KIEWIT
**DRESS FOR SUCCESS**

Your first impression sets the tone for the entire interview. Make sure you are dressed professionally and are well-groomed. A good way to determine appropriate apparel is to look at what people in the organization typically wear, then dress a step above that for the interview. Refer to the image at right for examples.

Generally, both men and women should wear a fairly conservative outfit in a neutral color, such as black, gray or navy. You may have more leeway in terms of casual attire in certain innovative organizations or industries, but it is always safest to stick with a basic suit for an interview. Avoid wild ties, trendy styles, loud colors, distracting jewelry and strong scents. Don't neglect to wear professional footwear. Be sure to wear dark colored dress socks with your dress shoes.

**THANK YOU NOTES**

It is polite to send a thank you note after an interview, letting the interviewer(s) know you appreciated their time. Thank you notes also allow you to share how much you enjoyed meeting with them, reiterate how passionate you are about the position and how you are looking forward to hearing back. Your note reminds the employer of your interest and qualifications, while demonstrating that you are respectful and appreciative.

While a hand-written card is more personal, you may send an e-mail if you have been corresponding with the interviewer electronically. You want to ensure that the thank you note is received within 24 hours of your interview, so select your method appropriately.

Send a thank you note to each person on the interview committee. Personalize each note by referencing something specific from the interview. A thank you note should be brief. Proofread thank you notes carefully. Only use a hand-written note if your writing is easy to read.

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**Hand-Written**

Dear Mrs. Jones,

Thank you for the opportunity to discuss with you and your staffing qualifications for the client consultant position. Having seen first-hand the organization's commitment to putting clients first, I am excited by the prospect of being a part of your organization. I am confident I can provide the communication, customer engagement and attention to detail you are seeking in this position.

If you have any additional questions, please feel free to contact me at 402-123-4567. I look forward to hearing from you next week.

Sincerely,

Durango Maverick

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**Email**

Send

To... [harry.cooper@industries.com]
Cc... [tamara.jones@industries.com]
Subject: Thank You for the Interview

**Dear Mr. Cooper,**

Thank you and the committee so much for allowing me the time to share with you my interest in the certified public accountant position yesterday. I appreciated being able to talk with you about my goals and work style. In touring the facilities, I feel I will be a great fit for Maverick Industries. If you have additional questions about me or my qualifications, please contact me. I look forward to hearing from you in the near future.

Have a great week!

Sincerely,

Durango Maverick
DETECTING JOB SCAMS: SAFETY IN THE JOB SEARCH

Job scams are a very real threat to job seekers in today’s technological world. They can appear in many different places including online or print advertisements, career websites, Craigslist or even in your email inbox. Ask yourself these questions before you responding to any job posting, online or otherwise.

Are the company name and details provided in the ad?
If the posting is missing pertinent details like company name, website or location, it may be suspicious.

Does the email address match the name?
Sometimes scammers use a domain name that is similar to a legitimate company to try and fool victims. Most large companies have corporate email accounts and will not use personal email accounts such as gmail or hotmail.

Are you asked for credit card or bank account numbers?
Job seekers should not have to provide financial information or pay a fee in order to complete a job application or view job postings.

Are they offering a lot of money to perform little work or to pay you before you begin?
Scammers often boast huge earnings or use enticing phrases such as “Work at Home,” “No Experience Necessary,” “Make $1000 a week,” or “Work just one hour a week.” While there are certainly legitimate work-from-home and entry-level jobs, ask yourself if the rewards being offered to you are realistic.

Did they offer you a job without meeting you?
No legitimate employer will make you a job offer without having first met you in person.

Did you respond to one job posting and the “employer” responded back to you with information on a completely different job?
If you responded to an ad for a data entry position and you receive a response about a job in which you would be paid for transferring money or signing up for “offers,” you may have found a scam.

Does the job involve transferring money from one account to another or are you being offered a large sum of money in exchange for the use of your bank account?
Legitimate companies have their own bank accounts. In other words, they don’t need yours.

What to do if you are contacted by a fraudulent organization:
If you have sent money to a fraudulent employer, contact your bank or credit card company to close your account or dispute the charges. If you have already become a victim of an online false job posting/scam, please file a complaint with the Internet Crime Complaint Center at ic3.gov and possibly the police.

SALARY RESEARCH

When you begin your job search, make sure to research salary rates of your field. Be sure to factor in differences among industries and specific organizations, as well as the cost of living in various regions. This website is a good starting point for identifying wages based on career field and location: careeronestop.org/SalariesBenefits. You may start your research online, but you should also utilize your network to gain more detailed perspectives for specific regions or organizations.

It is not ideal to start the conversation about compensation until you have received an offer. If the organization asks for your preferred salary prior to making an offer, try to have the interviewer put out the first number. If you must give your preference first, provide a salary range based on your research of industry standards.

“I am very impressed with candidates when they have done their research on the company they are interviewing for and talk about that in the interview.”
SR HR SPECIALIST
MUTUAL OF OMAHA

“At First Data, we are constantly developing & strengthening our knowledge and capabilities. Our successful interns and recent college graduates benefit from this approach and are able to contribute in a meaningful way.”
DIRECTOR, TALENT ACQUISITION
FIRST DATA
Big Interview is a simple-to-use job interview training system that combines both expert-developed lessons and the ability to practice interviewing—all from your home computer, 24/7. Visit Big Interview to make your free account at unomaha.biginterview.com.

PRACTICING INTERVIEWING WITH EXPERT FEEDBACK
Using Big Interview, you can choose from a variety of interviewing options to practice your skills. After recording your responses, a career advisor will reply within 1-3 business days with tips to improve your technique, or you can review your own responses or share with friends, family, and other working professionals.

INTERVIEW TYPES
- Industry: Answer questions relevant to specific industries.
- Government Jobs: Receive tips for interviewing for a government job.
- Admissions: Find out what questions might be more common during an interview for graduate school.
- Competency: Test yourself by question difficulty level.
- Veterans: These questions pertain to fields that are the fastest growing for military veterans.
- General: Answer some of the most commonly asked questions during interviews.

NEGOTIATING YOUR JOB OFFER AND SALARY
- WHAT TO WEAR TO AN INTERVIEW
- FOLLOWING UP AND THANK YOU NOTES
- NONVERBAL COMMUNICATION
- MANAGING WORK RELATIONSHIPS
- RÉSUMÉS AND COVER LETTERS
NEGOTIATING JOB OFFERS

Once you accept an offer, it is not professional to back out if another offer presents itself. Come to an agreement with the employer on an acceptable decision date and follow through. Generally one week is acceptable.

If you are pursuing more than one opportunity, you can let the other organizations know you have received an alternate offer. This gives them a chance to make you an offer if they are seriously considering you as a candidate.

If you have more than one offer, you can carefully negotiate them against each other. Use language such as “Another company I have been talking to has offered ________, is it possible...”

Receiving a job offer can be very exciting, but remember that you can ask for time to consider the offer before making a final commitment. Don’t forget to take into account the importance of benefits, time-off, educational opportunities, job growth potential, performance-based bonuses and other intangibles, such as work-life balance.

Before you negotiate the terms of any offer, ensure you have done research and used your network to make sure that negotiating is appropriate. In some fields, such as government, there is rarely room for negotiation. This can also be true in companies that hire for lots of entry-level positions.

After accepting an offer, make sure to save a copy of the job description. This can be beneficial in evaluating that you are meeting your goals and objectives, as well as adding your responsibilities to your résumé in the future.

According to NACE’s 2014 Salary Survey, the average starting salary for new graduates with a bachelor’s degree is $48,707.

"Every interaction counts. Think about the impression you want to make your very first interaction with Union Pacific. Being prepared, confident and having a smile on your face tells me a lot.”

DIRECTOR-RECRUITING
UNION PACIFIC

"The most impressive candidates are the ones who possess strong verbal communication skills. The ability to interact face-to-face in a technology-driven world is essential in today’s work environment.”

HR GENERALIST
INTERPUBLIC GROUP