

CAREER SERVICES

# CAREER GUIDE

2019-20



## "MAJOR" DECISIONS?

See how our in-house career counselors can help you with **choosing a major and exploring career options.**

## HANDSHAKE

The "Indeed" for Southern Miss Students

**#SMTTT** Browse through our ads to see which employers love hiring Golden Eagles!

**THE PERFECT RÉSUMÉ** does exist. See how inside!



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OVER 440  
RESTAURANTS IN  
27 STATES AND  
GROWING!

**“GREAT PLACE TO  
WORK! EXTREMELY FUN,  
FRIENDLY, FAST-PACED  
AND FULFILLING!”**

**-SCOTT, CREWMEMBER**

### Great Benefits:

- Flexible Schedules
- Holidays Off
- Continuous Advancement Opportunities
- Tuition Assistance

Now hiring crew, managers  
and restaurant support  
office positions. Visit  
**RaisingCanesJobs.com** to  
find the right job for you!



**NOW HIRING SOUTHERN MISS GOLDEN EAGLES**

Raising Cane's appreciates and values individuality. Equal Opportunity Employer.





# MEET THE STAFF



**RUSTY ANDERSON**  
Director



**MARY BEARD**  
Manager, Career Counseling



**KATHY KILLAM**  
Assistant Director



**KRISTIE FOWLER**  
Career Counselor



**CINDY WALKER**  
Administrative Specialist



**PAIGE JONES**  
Marketing Specialist



**LISA STEVENS**  
Director, Center for  
Pathway Experiences  
(Internships)



**JASMINE  
COLEMAN-MILLER**  
Coordinator, Job Location  
and Development  
(Off-campus jobs)



**JONA BURTON**  
Gulf Park Campus - Assistant  
Director of Career Services

## WHO WE ARE

Our services are FREE and available to all students enrolled in a degree program and registered for classes, as well as alumni.

The Career Guide is made possible through advertising within the guide. **Many of the organizations advertising hire for part-time, full-time and internship opportunities.** I encourage you to browse through the companies listed and aggressively seek career opportunities or internships with these organizations. Feel free to meet with our staff to learn more about connecting with these companies.

On behalf of the entire staff of Career Services, we look forward to helping you reach your career goals, and as always, SMITTT!

**RUSTY ANDERSON**  
DIRECTOR

## HOW WE CAN HELP: OUR SERVICES

### CAREER EXPLORATION

- Career Counseling
- Interest Assessments
- Choose a Major
- Explore Career Options

### FIND A JOB

- Full-Time and Part-Time Job Search
- On Campus Employment
- Résumé and Cover Letter Tips and Critiques
- Mock Interviews
- Interview Tips and Preparation
- Networking Tips

### CONNECT TO EMPLOYERS

- Handshake
- Internships
- Job Location and Development (off-campus student employment)
- Career and Job Events
- On-campus Interviews

**FYI: OUR WEBSITE HAS AN ONLINE RESOURCE CENTER THAT YOU CAN ACCESS 24/7 FROM THE COMFORT OF YOUR OWN SPACE.**

# HOW TO SCHEDULE AN APPOINTMENT

## HATTIESBURG CAMPUS

- ONLINE at [usm.edu/career-services](http://usm.edu/career-services) with our appointment form
- Call Career Services at 601.266.4153
- Stop by the office in McLemore Hall 125

Hours of operation are between 8 a.m.-5 p.m.

Monday through Friday.

Walk-ins welcome based on availability

## GULF PARK CAMPUS

- Call Jona Burton at 228.214.3330

**FOLLOW OUR SOCIAL MEDIA FOR OTHER EVENTS, WORKSHOPS AND TIPS!**



**@USMCAREERSVCS**

# SIGNATURE EVENTS

Starting in September, we do résumé tables every Wednesday in Cook Library on the 1st Floor from 11 a.m. - 1 p.m. where we give quick résumé reviews to students.

## FALL 2019

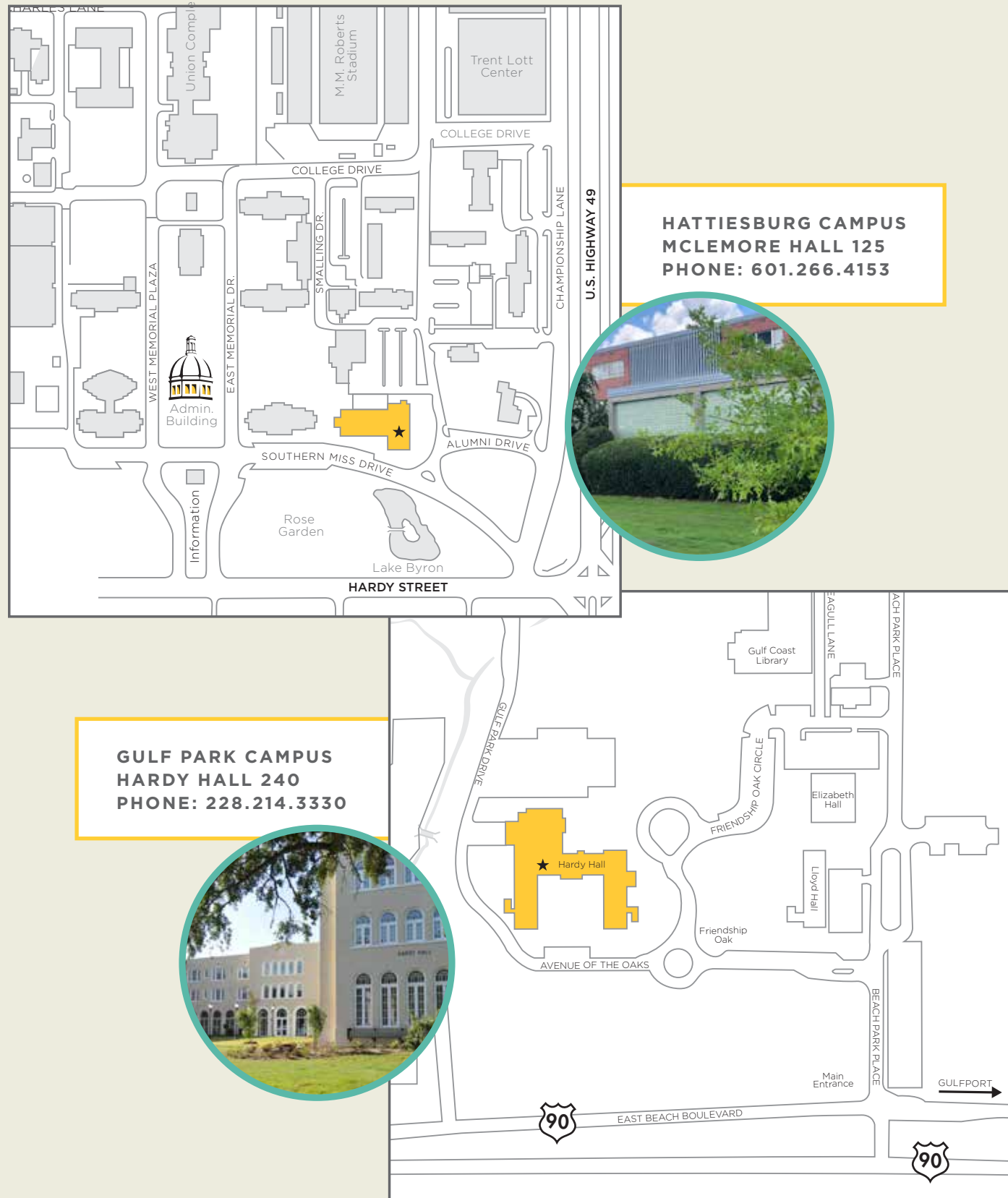
Part-Time Job and Internship Fair - Sept. 11 - Union Complex  
Suit Up Event - Sept. 22 - JCPenney at Turtle Creek Mall  
Career and Internship Expo - Oct. 8 - Thad Cochran Center  
Teacher Job Fair - Oct. 18 - Thad Cochran Center

## SPRING 2020

Part-Time Job and Internship Fair - Jan. 29 - Union Complex  
Suit Up Event - TBD - JCPenney at Turtle Creek Mall  
Career and Internship Expo - March 3 - Thad Cochran Center  
Teacher Job Fair - March 13 - Thad Cochran Center  
Gulf Park Career Fair - March 12 - Gulf Coast Library, 3rd Floor

**REFER TO PAGE 15 FOR PROFESSIONAL DRESS TIPS!**

# CAREER SERVICES LOCATIONS



**HATTIESBURG CAMPUS**  
**MCCLURE HALL 125**  
**PHONE: 601.266.4153**

**GULF PARK CAMPUS**  
**HARDY HALL 240**  
**PHONE: 228.214.3330**

# STUDENT SUCCESS: ADVICE FROM STUDENTS

Hello! I am a new student at Southern Miss and would like some advice on how Career Services can help me.

**GARRETT MINTA**, Class of 2018

Career Services helped me to be able to find a major more suited for me and my tastes. I was originally going to work as a physicist, but found that I am far more eloquent than I am good at math. Rusty Anderson spent quite a few sessions on helping me explore career pathways, helping me with my résumé, and giving me advice on where to look for work and opportunities. He is the reason I am now working as a reporter and am so much happier. I am so glad USM offers Career Services to their students, and I thank Rusty for his time, and in most cases, his patience.

**DR. AMY MILLER**,  
 Executive Vice Provost for Academic Affairs

**Make a list of ALL courses that you need to take to graduate and make your own road map.** Then, take it to your advisor for feedback. You're in charge of your career at Southern Miss, so make sure you know what you need to take!

**Write a résumé your first semester and revise it at least once a semester after that.** It will help motivate you to get involved and keep you from forgetting all that you do!

**Invest time each semester in getting to know at least one or two of your professors.** Talk to them after class, go to office hours, and seek feedback on your papers or tests. If you need advice down the road, or a letter of reference (you will), they will be there to help!

**Don't be afraid to change your major if you think you need to.** It happens all the time. Talk to your advisor or a professor and explore your options!

**Be sure you understand our policies on plagiarism and other forms of academic integrity misconduct.** It may not be what you think, and you can be given an XF on your permanent record for "failure due to academic misconduct" if you break the rules. Read the policy on the provost's website and be very careful to follow it! Your options!

**ERICA KENT**, Class of 2017

The Career Services Teacher Job Fair was absolutely essential in my job search. Not only did I make new connections and collect valuable information about schools around the state, but I was able to follow up with the district that ended up hiring me the very next semester. Southern Miss Teacher Fair TTT!

**JOHNNY DALE BRUMFIELD JR.**, Class of 2016

Ms. Beard helped me exponentially. My résumé was crafted in the right way, my career choice was refined, and a lot of resources were presented to me in order to better prepare me for the real world. Career Services gives you the tools to be successful!

# FOUR-YEAR PLAN

## FRESHMAN

- Visit Career Services for help choosing a major and exploring options.
- Validate your Handshake account to access part-time on-campus/off-campus jobs and internships.
- Attend career events - see page 3 for signature events.
- Learn about available academic and support services like Student Counseling Services, Student Health Services, Writing Center, Speaking Center, etc.
- Create OR update your résumé with help from Career Services.
- Explore and join 1-2 extracurricular clubs

## JUNIOR

- Meet with Career Services to review your career plan and goals.
- Schedule mock interviews to practice and get positive critiques.
- Attend Career and Internship Expos to network.
- Join student and professional organizations for professional experiences.
- Update your résumé.
- If preparing for graduate school, start writing your essays and studying for entrance exams.

## SOPHOMORE

- Visit Career Services to clarify career options with your major. Are they a perfect match?
- Attend career events to begin meeting and networking with companies.
- Use Handshake to search for internships or part-time jobs.
- Update your résumé to remove high school items. Our office can help!
- Become active in campus organizations and seek leadership roles, if possible.
- Begin to map out your career plan with help from our office. For example, do you need graduate school?

## SENIOR

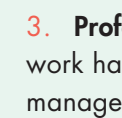
- Visit Career Services for help perfecting your résumé, developing job search strategies and interviewing skills.
- Continue to use Handshake to search for jobs and apply for on-campus interviews with employers.
- Start applying for professional jobs 6 to 9 months before graduation.
- Attend ALL career events - practice makes perfect!
- Establish your references.
- Complete the placement survey emailed to you from Handshake or at cap and gown pick-up!

## 8 COMPETENCIES FOR PROFESSIONAL DEVELOPMENT

1. **Critical Thinking/Problem Solving:** Exercise sound reasoning to analyze issues, make decisions and overcome problems. The individual is able to obtain, interpret and use knowledge facts, and data in this process, and may demonstrate originality and inventiveness.



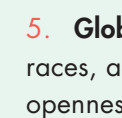
2. **Oral and Written Communication Skills:** The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters and complex technical reports clearly and effectively.



3. **Professionalism/Work Ethic:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, time workload management. Individual is able to learn from his/her mistakes and understand the impact of non-verbal communication on professional work image.



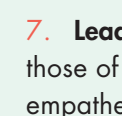
4. **Information Technology Application:** The individual demonstrates effective adaptability to new and emerging technologies to solve problems, complete tasks and accomplish goals.



5. **Global/Intercultural Perspective:** Value, respect and learn from diverse cultures, races, ages, genders, sexual orientations and religions. The individual demonstrates openness, inclusiveness, sensitivity and the ability to interact respectfully with all people and understand individuals' differences.



6. **Career Management:** Identify and articulate one's skills, strengths, knowledge and experiences relevant to the position desired and career goals, and identify areas necessary for growth.



7. **Leadership:** The individual is able to assess and manage his/her emotions and those of others; Leverage the strengths of others to achieve common goals; use empathetic skills to guide and motivate; and organize, prioritize and delegate work.



8. **Teamwork/Collaboration:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles and viewpoints. The individual is able to work within a team structure and can negotiate and manage conflict.

### TIP

TO DEVELOP THESE COMPETENCIES, TRY APPLYING THEM TO AREAS OF THE FOUR-YEAR PLAN.



# PLAN YOUR SUCCESS NOW!

## IDENTIFY EXPLORE DISCOVER

**Q:** As a new student at Southern Miss, are there resources available to help me choose a major?

**A:** Yes, visit Career Services on campus to explore major areas of study. You can meet with a career consultant to receive help in identifying your interests and learn about various assessments to narrow your search. Research shows that students who find the right major reduce the number of semesters to achieve a degree with fewer major changes.

**Q:** How do I discover types of jobs related to my career path and inquire about expected salaries?

**A:** You can gain information about expectations of your occupation of interest (ex. potential salary, values, work environment) by taking advantage of the many resources provided to you. Such resources include, but are not limited to, the following: What Can I Do With This Major?, O'NET, Focus2 and Occupational Outlook Handbook.

**Q:** What are some additional tips for new students?

**A:** Begin with the end in mind. Start building experiences to achieve your goals. Know the GPA expectation for your career choice and resources to achieve it. Start with 1-2 organizations on campus correlating with your career goals and get connected. Stop by Career Services in McLemore Hall 125 or schedule an appointment (601.266.4153) to plan your career success now!

## LEADERSHIP EXPERIENCE MATTERS!

The Office of Leadership and Student Involvement provides a wealth of student leadership development opportunities throughout the year that can help students gain quality leadership experiences. Stop by our office in the Student Activities Hub to learn more about the many ways to enhance your leadership skills.

Did you know employers indicated that leadership was a top five skill they are looking for in new hires in the 2017 NACE Job Outlook survey? Leadership experiences outside of the classroom complement classroom learning to equip students to be the best they can be and achieve all of their post-graduation goals. Here are our Top Five Tips:

1. Become a leader in a student organization or on a class project. Use this opportunity to use skills you have and learn about refining those you still need to work on.
2. Spend more time listening than talking—to your peers, friends, professors, etc.
3. Take a course in basic communication skills and commit to learning how to be an effective communicator with all different types of people.
4. Develop your own leadership philosophy. It should be unique to you and something you can use to drive your leadership practice.
5. Make sure you are translating your leadership experiences in college onto your résumé! Visit Career Services or the Office of Leadership and Student Involvement for help on how to stand out to future employers!

**-EMILY HOLMES**

Director, Office of Leadership  
And Student Involvement



**SOUTHERN MISS**  
LEADERSHIP AND  
STUDENT INVOLVEMENT

# STUDENT SUCCESS: GRADUATE SCHOOL - ARE YOU READY?

When thinking about graduate school, the first thing you want to determine is your academic and career goals. Decide what your goals are, and then determine if graduate school will help you get there.



## WHY GO TO GRADUATE SCHOOL?

- Necessary for field
- Advance career opportunities and salary
- Gain more knowledge and credibility in your field.

## CHOOSING THE RIGHT GRADUATE SCHOOL



- Research programs and determine which is right for you. Look at the following:
  - ◆ Program time commitment (full-time or part-time)
  - ◆ Faculty (In some full-time programs, you may be working closely with faculty daily. You'll work with them in the classroom or as a student employee.)
  - ◆ Program success (acceptance rate, placement rate)
  - ◆ Accreditation status
  - ◆ Financial aid (graduate assistantships, scholarships, grants, fellowships, federal funding)



## BEFORE YOU SUBMIT THE APPLICATION

- Maintain a high GPA.
- Find a faculty mentor in your department.
- Gain related field experience outside of the classroom.

## APPLICATION PROCESS



- Search graduate school website for specific application requirements for admission.
- Study and take the appropriate exam for your discipline. (GRE, MCAT, LSAT, etc.)
- Work on personal statement.

## TIPS AND ADVICE

*"From the time I began my college career, it was always a dream of mine to work with college students in a university setting on a daily basis. I was fortunate enough to have a mentor to help me through the graduate school process. Throughout my graduate program in Student Affairs, I had several opportunities to gain related field experiences through a practicum and internship. I was able to work with college students at the Career Center and the university's Academic Advising Center. These experiences helped me decide which area I wanted to start my professional career. I am forever grateful for the opportunity and experiences I received during my graduate program, which helped me land my dream job of working with college students as a career counselor for Career Services at The University of Southern Mississippi!"*

**Kristie Fowler, Career Counselor**

*"Make sure that when applying to a graduate program, you are considering whether the program is a good fit for you. You may meet all of the qualifications for the program, but be sure that they offer the research and other opportunities that you want. Also, when applying for programs, give yourself enough time to gather all of the necessary requirements (especially to take the qualification exams more than once, if needed). I always say to learn from others' mistakes if you can; one of my biggest mistakes when applying to graduate school was starting the application process late. I felt really rushed, which added extra stress that was not needed. Definitely put your best work forth and give yourself time. If cost is a contributing factor to deciding on a program, remember that there could be graduate assistantship positions available to help alleviate some of that cost."*

**Felicia Gray, Graduate Assistant**

# ONLINE RESOURCES: CAREER SERVICES CAN HELP

Find these resources at [usm.edu/career-services](http://usm.edu/career-services).



Our intuitive online job database system  
See pg. 11

## WHAT CAN I DO WITH THIS MAJOR?

- Research majors and discover many career opportunities for employment.
- Explore which companies and employers are associated with your career choice.
- Acquire helpful learning strategies and information now to get ahead in a chosen career.



- Discover your values, skills and personality interests through the online career assessment.
- Receive an interest code based on FOCUS results to help with your major/career selection.
- Explore and compare jobs in your career field side by side to receive detailed information.
- CODE: Call for free access code.



- Search thousands of job opportunities daily through the online database system.
- Upload your résumé to enhance employment opportunities in your chosen career.
- Narrow job searches by city and state for desired location of employment.
- CODE: Call for free access code.



- Practice interview questions online from your personal computer.
- Record your interview answers.
- Receive quality feedback from a career counselor in our office.



- This is your one-stop shop for federal jobs.
- Search and apply for federal jobs across the country.



- Explore career options.
- See detailed job descriptions.
- Learn about salary ranges for your career field.

## OCCUPATIONAL OUTLOOK HANDBOOK

- Research your career field and learn about job duties.
- Explore education and training needed for your career field.
- Review salary and occupation outlook.



- Prepare for interviews.
- Compare salaries.
- Research companies.



- Search for jobs.
- Network with employers.



- Find opportunities with employers who value diversity.
- Use the online resource center to help make you a stand-out candidate.



## CONNECTING WITH OUR ONLINE JOB DATABASE

The “Indeed” for Southern Miss students, Handshake allows students to:

- Search for part-time on- and off-campus jobs, work study, internships, co-ops and full-time positions
- Explore local and nationwide companies
- Receive personalized job recommendations based on major and interests
- Create and save specific job searches
- Set up email notifications when new opportunities are posted
- View and sign up for on-campus interviews with companies
- Use the resource center as a one-stop-shop for job-related questions
- View and register for Career Service events
- Upload documents (résumé, cover letter, etc.) to your profile for easy applying

## HOW TO SIGN UP

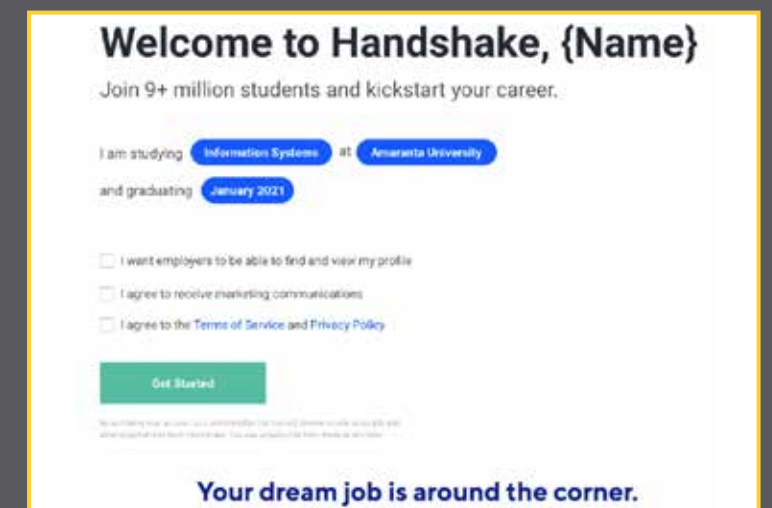
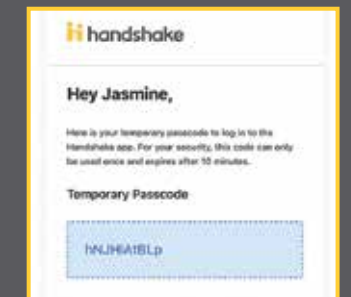
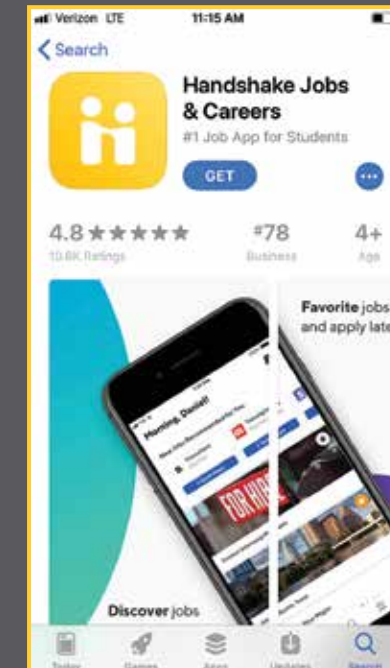
As a Southern Miss student, you already have a Handshake account. there is no need to create a new one! To access your account, follow these three steps:

- Visit [usm.edu/cs](http://usm.edu/cs) and click the Handshake for students link at the bottom of the homepage. Then, click the blue “The University of Southern Mississippi” button.
- Sign in with your SOAR username and password (example: w123456@usm.edu). You will be asked to verify your profile by email.
- Update your profile, upload your résumé, unlock your profile for potential employers and make your profile public.

Download the Handshake App for quick navigation on both Apple and Android smartphones.

For any questions about Handshake, stop by our office to pick up a Handshake Guide! This guide teaches you the ins and outs on how to get the most out of Handshake. It includes pictures and step-by-step instructions for easy following!

**FYI: If a student has a FERPA flag on his/her SOAR account, he/she will not have access to Handshake. Talk to the Registrar's Office if you wish to remove your FERPA flag.**



# JOB LOCATION AND DEVELOPMENT

**Did you know there is a program administered through Southern Miss Career Services dedicated to helping students find part-time, off-campus employment opportunities?**

The primary goal of the Job Location and Development (JLD) program is to locate and develop off-campus job opportunities for currently enrolled Southern Miss students, regardless of financial need.

## WHY YOU SHOULD VISIT JLD

- Personal assistance from the JLD coordinator
- Learn how to navigate Handshake for job search needs
- Receive job search and interview tips, including résumé help

## BENEFITS OF WORKING PART-TIME AS A STUDENT

- Earn money to supplement living costs while enrolled
- Build résumé with relevant professional experience
- Develop useful skills that can benefit you in future employment
- Get ahead in the job market by connecting with employers and building a network of contacts
- Obtain work experience before receiving your degree

## HOW DOES JLD WORK?

JLD is run through the Career Services Center. To utilize this service, you have two options:

1. Visit the Career Services website at [usm.edu/career-services](http://usm.edu/career-services) and click on Handshake. From there, you can log on and search for opportunities or validate to access your account. From this site you are able to search off-campus job opportunities.
2. Schedule an appointment with the JLD coordinator in the Career Services Center. He or she will be able to help navigate you through the website and find an off-campus opportunity that best suits you.

When you schedule an appointment, you can also receive help with other aspects of the job search process, such as the following:

- Résumé preparation
- Cover letter review
- Interviewing techniques

**MAKE SURE TO ALWAYS FOLLOW UP WITH THE EMPLOYER.  
(SEE OUR FOLLOW-UP INSTRUCTIONS ON PAGE 41).**

FOLLOW US ON  
SOCIAL MEDIA!



@USMSTUDENTWORK

# CENTER FOR PATHWAY EXPERIENCES

MCLEMORE HALL 125  
MONDAY-FRIDAY, 8 A.M.-5 P.M.  
601.266.4153  
USM.EDU/PATHWAYS

- f PATHWAYSUSM
- @USMpathways
- @USMpathways



**WHERE DO I SEARCH FOR A PATHWAY EXPERIENCE?**

[usm.edu/pathways](http://usm.edu/pathways)

Finding Your Pathway Opportunities

- Handshake-Search the internship listings
- Online Resources - Internship websites listed by category: major/industry
- Career Shift - Seek jobs/internships for any major in any city/state. University Code: USM1910
- What Can I Do With This Major? Choose your major and scroll to bottom of screen to see list of job websites for your specific major.
- Scholarship Program - Help offset the cost of a pathway experience. Application due March 1, 2020: [usm.edu/pathways](http://usm.edu/pathways) > Funding Your Pathway Experience.
- Cord Recognition Program - Receive a graduation cord at no cost for participating in a pathway experience. Fill out the Reflection and Evaluation for Cord Recognition at [usm.edu/pathways](http://usm.edu/pathways) > Tracking Your Experience.

## WHAT ARE PATHWAYS?

**Pathways are significant experiences connected to a student's post-graduation goals.**

- Internships (on and off campus; paid or unpaid)
- Student teaching, clinicals, practicums, externships
- Research (scholarly and/or creative)
- Entry-level jobs related to field (on or off campus, including part-time jobs or co-ops)
- Fieldwork
- Other activities that provide the student with experience related to his/her chosen discipline

## How Pathway Experiences Benefit You

- Develop critical thinking and communication skills for potential future employers and/or graduate school admission
- Build your professional network
- Apply your academic learning to real-world problems

## WHEN SHOULD I PARTICIPATE IN A PATHWAY EXPERIENCE?

It's never too early to gain field experience.

- Summer Break
- Winter Break - 5 to 7 weeks
- Allow four to six months to find and obtain an internship.
- Participate in more than one internship.

## QUOTES FROM STUDENTS ABOUT INTERNSHIP EXPERIENCES

"My verbal and communication skills were enhanced by writing emails to companies and clients about certain objectives our team was trying to fulfill."

"This internship was my first experience in a professional job setting, so I learned how to communicate effectively in a work setting. I learned how to do the tasks assigned to me based on their instruction, have coworkers review my work, and was able to ask for help if I came across any problems."

"In my internship group, I worked with those of different cultures, races and sexual orientations. I found it to be important that all interns treat one other with respect, regardless of lifestyle or background."

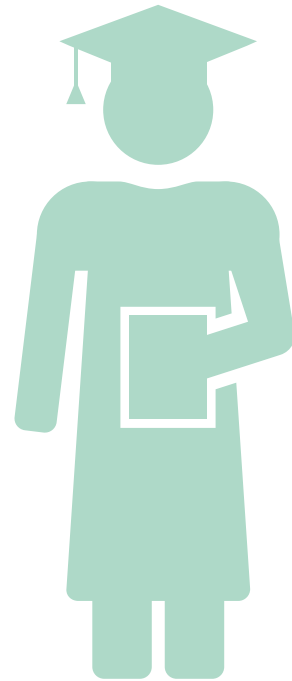




# CAREER EVENTS

## BE PREPARED! BEFORE THE EVENT

- LOOK OVER THE LIST OF COMPANIES IN HANDSHAKE AND FIND THE TOP 10 THAT INTEREST YOU.
- RESEARCH COMPANIES OF INTEREST (Focus on mission statement, values statements, brief history and know products, goods or services).
- THINK OF QUESTIONS FOR EACH. WRITE THEM OUT, BUT DON'T READ FROM THE LIST.



PREPARE YOUR RÉSUMÉ TO ADDRESS EACH EMPLOYER'S NEEDS.

DEVELOP YOUR BRIEF INTRODUCTION, PRACTICE IT, AND BE READY TO DELIVER IT.

DRESS PROFESSIONALLY.  
(see next page)

## AT THE EVENT

- Grab a map and see where your top 5-10 companies are located.
- Strategize who you want to see and in what order, based on importance and location of booths.
- Talk to a few employers that aren't in your top. Practice your brief introduction (elevator pitch) on them. (See page 20, for example.)
- Review your talking points before you walk up to an employer.
- Treat each conversation as a mini interview—that's exactly what it is.
- Be sure to get contact information and follow up with each employer. (See page 41 for instructions.)

**CAREER EVENTS ARE EXCELLENT OPPORTUNITIES TO NETWORK WITH EMPLOYERS AND LEARN ABOUT OPPORTUNITIES.**

## EXAMPLES OF QUESTIONS YOU CAN ASK DURING THE EVENT

- What qualities are you looking for in new hires?
- What types of things can I do while in school to make myself more competitive in your job market?
- What do you like most about the company you are working for?
- Does your company hire college students for cooperative education positions, internships or summer positions?
- Do you hire for all of your locations?
- What is the application process?
- Can I give you my résumé?

# DRESS FOR SUCCESS



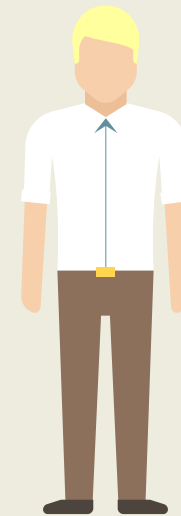
CASUAL



BUSINESS CASUAL



PROFESSIONAL



## WOMEN

**SKIRT:** Skirt length is knee length or slightly above the knee.

**PANTS:** For business casual, dress pants are great. For professional, you want suit pants that match a jacket.

**JACKET:** Some form of jacket is great. A sweater or opposing-colored jacket is good for casual dress. A matching jacket is appropriate for a more professional look.

**SHOES:** Professional shoes are solid and cover all toes.

## WARM WEATHER TIPS

- Try wearing linen and other light fabrics.
- Try lighter colors and accessories.

## MEN

**SHIRT:** Long-sleeved, buttoned shirt with collar should be neatly pressed and tucked into pants.

**TIE:** Tie needs to coordinate with shirt and pants and be properly knotted.

**PANTS:** Wear dress slacks, solid color, pressed and tailored for a professional fit.

**JACKET:** When dressing business casual, either wear a tie or a jacket.

## TIP FOR WOMEN

THE IDEAL PROFESSIONAL DRESS IS MATCHING SUIT PIECES. WHETHER IT'S A PANT OR SKIRT, HAVE A MATCHING JACKET.

KEEP HEELS UNDER THREE INCHES.

KEEP HAIR WELL GROOMED AND BE MINDFUL OF HAIR COLOR

## TIPS FOR MEN

WHEN CHOOSING A TIE, THE MORE PROFESSIONAL YOU GET, THE "CALMER" THE TIE IS CONCERNING COLOR AND PATTERN.

THE IDEAL PROFESSIONAL DRESS IS MATCHING SUIT PIECES.

# PROFESSIONAL COMMUNICATION TIPS

## IMPORTANT TIPS OF EFFECTIVE COMMUNICATION

- Always know your audience.
- Address people by name with proper etiquette.
- A formal greeting and a formal closing should be included (see sample email below).
- State your message clearly and provide at least one form of contact information for the person to use when responding. Do not assume the reader remembers a previous conversation.
- Write down your thoughts prior to making a phone call.
- When talking on the phone, smile! It helps your voice to sound warm and welcoming.
- Respond to an email, fax or phone message within a 24- to 48-hour time period, if at all possible.
- Proofread, run a spell check for all written forms of communication, and do not use all capital letters.
- Include a concise, purposeful subject line.
- Always make time to say thank you.

Professionalism includes an array of aspects, and communication skills play a big factor. Emails, phone conversations and face-to-face interactions all require strong communication skills in the professional world. Set the tone for who you are and what they expect from you.

In order to accomplish your goals and maintain a positive reputation, it is essential to communicate using protocol that is professional, appropriate, polite and effective. **Remember: Communicate professionally, whether it's in person, over the phone, or through email, text, or any other form of communication.**

## SAMPLE EMAIL

### SUBJECT: JOB SHADOWING

Dear Ms. Brewster, *(Always try to find the person's name!)*

Hello, my name is Roxanne Jones, and I am very interested in job shadowing with you. My professor, John Doe, highly recommended that I contact you.

I recently became interested in teaching, and I am heavily considering changing my major. Before I take the leap, I'd love to shadow you for a day and see what it's like behind the teacher's desk.

I look forward to hearing from you at your earliest convenience. I can be reached via email at Roxanne.Jones@usm.edu or by phone at 228.123.4567. Thank you for your time and consideration.

Best regards,

Roxanne Jones

# BUILDING A PORTFOLIO

## BUILDING A PORTFOLIO - Cindy Blackwell, Ph.D.

adapted from 2018-19 Career Guide

### DETAILS MATTER

- There should be a consistent message that demonstrates your personal brand.
- Your name should be on every page to remind the reader whose work is being viewed.
- Use the header of your résumé on other elements of your portfolio, such as your personal profile, contents page and divider pages.
- Use consistent fonts and pay attention to every detail, such as ensuring the watermark is aligned in the same direction as your text, if using bond paper.
- Consider what elements could be confidential and ensure you are only using appropriate information.

### PHYSICAL AND ONLINE PORTFOLIOS

There should be consistency between the two, but not everything will be the same.

#### PHYSICAL PORTFOLIOS

- Should consist of a three-ring portfolio that allows you to add and remove items as your career grows
- Put all artifacts and examples in heavy-duty page protectors and back it with black cardstock, not construction paper.

#### ONLINE PORTFOLIOS

- The viewer should be able to immediately connect the online elements to the physical portfolio.
- Make the online version viewable in as few clicks as possible.
- Use online versions to demonstrate things like videos that are not viewable in the physical copy.

### WHAT TO INCLUDE

- All portfolios should include a résumé and a one-page personal profile.
- The personal profile should be compelling and something that helps the reviewer to understand your passion and commitment.

Below is a list of selected disciplines and suggestions of artifacts and examples to include in a portfolio to support that discipline.

- **ART** – Prints or photographs of works, written details of processes or protocols, and media reports related to showings and presentations
- **BUSINESS** – Business-related writing samples and elements that demonstrate the process of developing a business plan, including spreadsheets and graphs
- **EDUCATION** – Writing samples, lesson plans, student work artifacts and evaluation of lessons
- **JOURNALISM/COMMUNICATION** – Writing samples across mediums, including print and social media, investigative research, graphic design, layout and photography
- **HEALTH CARE/NURSING** – Anonymous or hypothetical patient care plans and written reports
- **SCIENCES** – Science-related writing samples, research protocols, statistical data and analysis, charts and graphs related to research and results, and media reports related to research
- **SOCIAL SCIENCES** – Relevant writing samples, including published work, research protocols, data and results, and any media reports related to presented works





# SOCIAL MEDIA BRANDING

## BRAND YOURSELF ON SOCIAL MEDIA

### WHAT IS PERSONAL BRANDING?

Personal branding is the practice of people marketing themselves and their careers as brands.

## HOW DO I DO THIS?

### CLEAN YOUR PRESENCE

- Remove all things that could have a negative effect.
  - Profanity
  - References to illegal activity
  - Risqué comments/photos
  - Complaints about your school or job
  - Posts with spelling and grammar errors
- Find online resources that flag possible problematic posts, ex: Scrubber
- Search for yourself online to see what's out there.

### PLAN AND IMPLEMENT

- Choose three things that you love and that describe you. Form what you are going to communicate and how you are going to communicate around that.
- Your brand needs to also have a message that is intended for a specific audience. Examples: travel, sports, fashion, self-care, etc.

## KEEPING UP YOUR BRAND CONSISTENCY IS KEY!

### WHY IS THIS IMPORTANT?

57%

OF EMPLOYERS ARE LESS LIKELY TO INTERVIEW APPLICANTS THEY CAN'T FIND ONLINE, ACCORDING TO AN ANNUAL CAREERBUILDER SOCIAL MEDIA RECRUITMENT SURVEY.

39%

OF EMPLOYERS WERE TURNED OFF FROM CANDIDATES BECAUSE OF PROVOCATIVE OR INAPPROPRIATE PHOTOGRAPHS.

SOURCE: CAREERBUILDER.COM

93%

OF HIRING MANAGERS WILL REVIEW A CANDIDATE'S SOCIAL PROFILE BEFORE MAKING A HIRING DECISION.

55%

HAVE RECONSIDERED A CANDIDATE BASED ON WHAT THEY FIND, WITH MOST (61%) OF THOSE DOUBLE-TAKES BEING NEGATIVE.

2/3

OF EMPLOYERS TOLD JOBVITE THAT POSTS INCLUDING PROFANITY REFLECTED POORLY; OVER HALF DIDN'T LIKE POSTS ON GUNS; AND 44% SAW POSTS ABOUT ALCOHOL AS CONCERNING.

SOURCE: TIME.COM

## OPTIMIZE YOUR PROFILE TO BECOME A LINKEDIN ALL-STAR!

**LinkedIn** is the biggest professional social network, with over 500 million users. Nearly every industry uses LinkedIn to find and vet job candidates, and over 90% of recruiters rely on the site. With these statistics in mind, you can't afford NOT to have a LinkedIn profile!

If you want to truly maximize the value of LinkedIn, you'll want to optimize your profile. Optimizing your profile means completely filling it out and becoming a LinkedIn "all-star." **LinkedIn users who achieve all-star status show up in recruiters' search results more often.**

Use the following tips summarized from *Social Media Marketing: A Strategic Approach* to market yourself and achieve all-star status on LinkedIn.

1. **Headshot** – Photo should be professional and should not show too much skin (a good rule of thumb is to use a picture that shows from the collar bone up).
2. **Summary section** – Write your summary in first person (i.e., use "I" not "he/she"). Use keywords that describe you and what you DO rather than a job title. For example, if you are skilled in graphic design and want a career in that area, you might include the words "graphic designer" (how you want to be found on LinkedIn) in your summary instead of "student" (your title). Where possible, include your keywords in other areas of your profile as well, so that you come up in searches of recruiters looking for job candidates with your competencies and so you receive suggestions from LinkedIn about jobs that would be a good fit.
3. **Skills/endorsements** – Fill out the skills section of your profile. LinkedIn allows you to input 50 skills. Use them all! People can then endorse you for these skills, which adds to your credibility.
4. **Recommendations** – Try to get at least six to 10 people to recommend you to enhance your credibility. Recommendations are not the same as endorsements, which are just a click of a button. When someone recommends you, he or she is writing a detailed paragraph about your competencies and his or her interactions with you.
5. **Groups** – LinkedIn lets you join up to 100 groups. Join as many as possible and participate in their discussions. Monitor conversations and look for opportunities to share opinions and give feedback. Be seen as a contributor and someone who is helpful.
6. **Connections** – Aim for 500 connections, but try to stick to connecting with people you have met offline or through a group on LinkedIn. That way, you'll build a solid network on which you can rely in the future. It can take some time and effort to build 500 connections, but doing so indicates to LinkedIn that you are a serious, well-connected professional and increases the odds of your profile getting served up in searches.

-Holly Syrdal

### REFERENCES

- Barker, M.S., Barker, D. I., Bormann, N. F., Roberts, M. L., & Zahay, D. (2017). *Social Media Marketing: A Strategic Approach*. Boston, MA: Cengage.
- Aslam, S. (2018, January 1). *LinkedIn by the Numbers: Stats, Demographics & Fun Facts*. Retrieved from [omnicoreagency.com/linkedin-statistics](https://omnicoreagency.com/linkedin-statistics).
- Bahler, K. (2018, January 17). *What Your LinkedIn Profile Should Look Like in 2018*. Retrieved from [time.com/money/5077954/linkedin-profile-tips-resume](https://time.com/money/5077954/linkedin-profile-tips-resume).

# 60-SECOND ELEVATOR PITCH

## WHAT IS IT?

An elevator pitch is a short summary of your professional experience and goals.

## WHERE DID THIS COME FROM?

The term was coined from people getting into an elevator with a top executive of a company and pitching themselves during the 30-60 second ride.

## WHERE DO I USE THIS?

You can use this any time you are networking, whether you're at a conference, event, work or interviewing.

## WHY DO I NEED TO DO THIS?

When you only have 30-60 seconds to pitch yourself, you can't afford to mess it up. It is **VITAL** to know what you want to say and how you want to say it, so preparation is essential.

### TIP

KEEP SMALL TAKE-AWAY ITEMS WITH YOU, LIKE A BUSINESS CARD, SO YOU CAN CONTINUE THE CONVERSATION AT A LATER DATE.

## HOW DO I CREATE THE PITCH?

Four Main Ingredients for a Comprehensive 60-Second Elevator Pitch:

1. Brief summary of education and experience
2. Strength or quality that makes you distinct
3. Investment, commitment to your field/area of study
4. What is your goal, and what do you want to accomplish?

### TIP

MAKE SURE YOUR SPEECH DOESN'T SOUND REHEARSED.

## EXAMPLE ELEVATOR PITCH

HELLO,

my name is Aisha Cartwell, and I am a senior at The University of Southern Mississippi, majoring in marine biology. I BRING WITH ME TWO YEARS OF EXPERIENCE IN CUSTOMER SERVICE, and I am currently interning at the Institute for Marine Mammal Studies, where I AM RECEIVING FIRSTHAND EXPOSURE TO WORKING WITH MARINE LIFE AND EDUCATING THE PUBLIC. I am enthusiastic about beginning a career as a marine biologist and studying the effects of weather-related disasters on the Gulf Coast shores, as well as the specific impact on dolphins and larger marine mammals. My interests vary from researching to instruction, and I AM WORKING TOWARD MY GOAL OF BECOMING A PROFESSOR.

# NETWORKING: DOs AND DON'Ts

Have you ever heard the phrase, "It's not what you know but who you know?" **A large percentage of the jobs filled each year are a result of networking.** This aspect of the job market is commonly referred to as the "hidden" job market. **If you are only responding to online/official job postings, you could be missing a considerable number of opportunities.**

## FIRST BUILD YOURSELF

"Building effective relationships is one of the most essential elements to ensuring success in your professional life. Far more important than any relationship you establish with another person is the relationship you have with yourself.

In order to effectively initiate, sustain and develop relationships in your professional life, you must first have a sense of confidence in communicating who you are in an enthusiastic and articulate manner. Know your own personal goals, the topics that you are passionate about, and the vision that you want to cultivate."

**-Jona Burton**

Assistant Director of Career Services | Gulf Park Campus

## DOs AND DON'Ts

- DO** have a firm handshake.
- DO** say your full name.
- DO** introduce others.
- DO** have your elevator pitch ready (refer to page 20).
- DO** bring business cards.
- DO** get introductions from current contacts.
- DO** use your personality.
- DON'T** be timid.
- DON'T** speak to only one person.
- DON'T** self-promote.
- DON'T** forget to follow up.
- DON'T** ask someone to distribute your résumé.
- DON'T** get too personal.

## MINI-RÉSUMÉ CARDS

Mini-résumé cards are business cards with a brief highlight of skills or accomplishments on the back in three or four bulleted lists. These will often get you noticed in highly competitive searches. Mini-résumé cards can easily be carried in pockets, wallets, purses and padfolios, especially at events like our Career and Internship Expo.

Consider creating a design for your mini-résumé card using graphics and conservative coloring to help separate yourself from other job seekers. Suggested layout programs include InDesign, GIMP, Illustrator, Photoshop, Inkscape and CorelDraw.

Front of card should contain your contact information.

Back of card should contain highlights of qualifications.



- Bachelor of Science in Business Administration, Accounting
- Two years accounting experience, including internship
- Skilled in supervision, hiring and training staff
- Leadership skills developed as Treasurer of 2 student organizations
- Worked 25 hours per week maintaining a 3.4 GPA as a full time student



# RÉSUMÉ GUIDELINES

## REQUIRED INFORMATION

### EDUCATION

- Reverse chronological order (most recent first)
- Spell out degree name (i.e. Bachelor of Science or Bachelor of Arts)
- "The" in front of University of Southern Mississippi
- Include study-abroad experience, location and date (month year)
- Transfer students: Include community college or university information if attended two years or more
- GPA recommended if above 3.0

### INTERNSHIP, PRACTICUM, FIELD EXPERIENCE/ WORK EXPERIENCE

- Reverse chronological order
- No complete sentences
- No period needed at the end of descriptions

## HIGHLY RECOMMENDED INFORMATION

### SUMMARY OF QUALIFICATIONS

- Should be no longer than 3-5 bullets

### CERTIFICATIONS/LICENSES

- Certification title
- Certification or license number
- Include date (month year)

### ATHLETICS

- Mention if team captain and sport played
- Conference championships or NCAA tournament appearances
- Division 1 C-USA
- Number of years

### HONORS/AWARDS/SCHOLARSHIPS

- Scholarships
- President's List and Dean's List

### COMMUNITY SERVICE/VOLUNTEERISM

- Organization name, city and state
- Number of hours served, if significant
- Description of service, if related to major

### ACTIVITIES/CAMPUS ORGANIZATIONS

- Full name of organizations
- Philanthropic participation
- Succinct descriptions of most relevant leadership roles

### SKILLS

- Skills related to major or potential jobs
- Computer skills for technical majors
- Languages (list proficiency levels)

### RESEARCH EXPERIENCE

### PROFESSIONAL DEVELOPMENT

- Professional association conferences attended
- Research presented at professional association conferences
- Webinars

### RELEVANT TOPICAL PAPERS

## CONTENT TO CONSIDER, IF NECESSARY

### OBJECTIVE

- Provides specific purpose for résumé
- Include position title and employer/company name
- Do not include a period at the end of objective

### RELATED COURSEWORK

- 2-6 course titles related to major

### SPECIAL PROJECTS

- Title, date, city and state
- Detailed descriptions of related projects completed through coursework
- Languages (list proficiency levels)

### PRESENTATIONS/PUBLICATIONS

# RÉSUMÉ SAMPLE

## Makalah White

makalahwhite@gmail.com (601) 123 -7890 118 College Dr #4567 Hattiesburg, MS 39406

### EDUCATION

**Bachelor of Arts, Speech Pathology and Audiology**  
The University of Southern Mississippi, Hattiesburg, MS  
**GPA 4.0**

**Honors College Thesis:** The relationship between cognitive triggers and trauma in adolescents.  
**Study Abroad:** China – Business and Culture in Asia

Do not include high school education.

Summer 2018

### RELEVANT EXPERIENCE

**Volunteer,** Merit Health Wesley Rehabilitation Center

- Assisted with clerical tasks, such as filing patient information, labeling speech samples, and organizing
- Helped patients feel more comfortable during their stay by visiting and bringing them newspapers and magazines

Relevant experience can include information other than work history.

List in reverse chronological order.

### WORK EXPERIENCE

*Department of Housing and Residence Life, The University of Southern Mississippi* Fall 2018-Spring 2019

**Student Academic Tutor**  
Explained scientific concepts, coordinated social programs, and counseled a building of over 300 students

*Department of Biological Sciences, The University of Southern Mississippi* Fall 2017

**Human Biology Teaching Assistant**  
Lectured, administered, and graded quizzes, ensured lab safety, and guided experiments for a lab section of 25 students

Always use action verbs.

*Conference Services, The University of Southern Mississippi* Summer 2017

**Summer Conference Assistant**  
Promoted the University by communicating effectively with hundreds of summer camp guests

### LEADERSHIP AND INVOLVEMENT

**Member,** National Student Speech-Language Hearing Association

- Participated in events with The Children's Center and the DuBard School
- Attended Mississippi Speech-Language-Hearing Association Conference

Highlight leadership and involvement when you don't have a lot of work history.

**Leadership Team,** Campus Crusade for Christ Fall 2016-Spring 2019

- Scheduled weekly meetings with students
- Participated in mission trips and serve as student staff on New York City mission

**Secretary,** Kappa Delta Sorority Fall 2016-Spring 2019

- Recorded attendance and minutes for over 50 events and maintained membership records for 146 members
- Collaborated weekly with national headquarters

**Mentor,** Honors College Fall 2016-Spring 2018

- Advised, supported, and built sincere relationships with a group of 16 freshmen students
- Planned group events and one-on-one meetings

**Senator,** Student Government Association Spring 2016-Fall 2017

- Acted as a representative for the College of Health
- Researched campus issues, authored legislation, and voted on bills and resolutions

Be sure to list city and state.

### HONORS / AWARDS

Order of Omega, Honor Society  
Kappa Delta Sorority Model Member of the Year  
National Merit Finalist Scholarship

Phi Kappa Phi, Honor Society  
Phi Eta Sigma, Honor Society  
USM Outstanding Freshman of the Year

Be sure to list Honors/Awards to show accomplishments.

### SKILLS / CERTIFICATIONS

Intermediate American Sign Language Basic Spanish and Mandarin Adult CPR/AED, Pediatric CPR and First Aid

List skills that are related to major or potential jobs.

# ACTION WORD LIST

Strong résumés have strong verbiage. Use our action word list to help your résumé stand out.

## EXAMPLES OF ACTION WORDS THAT DESCRIBE YOUR FUNCTIONAL SKILLS

Achieved	Compared	Discovered	Handled	Maintained	Prioritized	Solved
Administered	Completed	Documented	Healed	Managed	Produced	Specialized
Advertised	Complied	Drafted	Helped	Mapped	Programmed	Spoke
Advised	Composed	Drove	Identified	Maximized	Promoted	Stimulated
Aided	Computed	Edited	Implemented	Mediated	Proposed	Strategized
Analyzed	Conducted	Eliminated	Improved	Mentored	Provided	Streamlined
Answered	Converted	Enforced	Increased	Met	Questioned	Strengthened
Applied	Coordinated	Enlightened	Initiated	Minimized	Raised	Studied
Approved	Copied	Established	Inspected	Modified	Ran	Summarized
Arranged	Counseled	Estimated	Integrated	Monitored	Read	Supervised
Assembled	Created	Evaluated	Interpreted	Narrated	Recorded	Sustained
Assisted	Critiqued	Examined	Interviewed	Negotiated	Received	Talked
Attained	Dealt	Exceeded	Introduced	Observed	Reduced	Taught
Briefed	Decided	Expanded	Investigated	Obtained	Referred	Theorized
Brought	Defined	Explained	Judged	Operated	Reported	Trained
Budgeted	Delegated	Facilitated	Kept	Ordered	Researched	Translated
Built	Delivered	Financed	Launched	Organized	Restored	Upgraded
Calculated	Designed	Formulated	Learned	Oversaw	Revamped	Utilized
Charged	Detected	Founded	Lectured	Participated	Reviewed	Validated
Checked	Determined	Gained	Led	Planned	Scanned	Verified
Coached	Developed	Gathered	Lifted	Practiced	Scheduled	Visualized
Collaborated	Diagnosed	Gave	Logged	Prepared	Screened	Won
Collected	Directed	Guided	Made	Presented	Set goals	Wrote

## TRANSFERABLE SKILLS

Recognizing skills you have and/or have developed from part-time jobs, internships, volunteer work or school organizations can be used in your résumé if you lack related experience. Below is a list of common transferable skills that can be adapted to fit in your résumé if needed.

Compiling statistics	Handling detail work	Interpreting information	Summarizing information
Coaching individuals	Writing reports	Managing a budget	Drafting budgets
Making decisions	Interpreting languages	Drafting reports	Synthesizing data
Inspecting physical objects	Persuading others	Selling products	Training others
Interacting with people	Conducting meetings	Operating equipment	Improving efficiency
Delegating responsibilities	Handling complaints	Dispersing information	Enforcing policies
Coordinating schedules	Entertaining people	Conducting interviews	Building teams
Gathering information	Supervising employees	Handling money	Networking with people
Organizing data	Writing creatively	Maintaining accurate records	Evaluating costs/benefits
Raising funds	Writing speeches	Analyzing problems	Meeting tight deadlines
Mediating between people	Developing plans	Resolving conflicts	Evaluating performance
Designing flyers/ads	Understanding cultures	Auditing	Working at a quick pace
Preparing food	Writing proposals	Speaking to groups	Investigating problems
Empathizing with other	Recruiting volunteers	Planning events	
Listening actively	Prioritizing tasks	Managing a group	

# RÉSUMÉ HEADING SAMPLES

## HEADER GUIDELINES

- Located at the top of résumé
- Single-spaced
- First and last name (18-20 point font) boldfaced
- Address and phone number
- Professional email (name in email included or @usm.edu email)

**JANE DOE**  
601.123.4567 | jane.doe@usm.edu | linkedin.com/jane.doe

**JANE DOE**  
601.123.4567 | jane.doe@usm.edu

**JANE DOE**  
Cell: 601.123.4567 | Email: jane.doe@usm.edu

Current Address: 111 Southern Miss Lane Hattiesburg, MS 39402	Permanent Address: 45 Eagles Soar Drive Brandon, MS 39047
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**JANE DOE**  
111 Southern Miss Lane, Hattiesburg, MS 39402 601.123.4567 jane.doe@usm.edu

**JANE DOE**  
111 Southern Miss Lane, Hattiesburg, MS 39402  
Email: jane.doe@usm.edu  
Cell: 601.123.4567

**JANE DOE**

111 Southern Miss Lane  
Hattiesburg, MS 39402  
601.123.4567 | jane.doe@usm.edu



## CAMILLE FRESHMAN

3105 Eagle Drive  
 Magee, MS 39402  
 601.555.7896  
 Camille.Freshman@usm.edu

**OBJECTIVE:** To obtain a part-time position in a communications or public relations firm

**EDUCATION:** **Bachelor of Arts**  
 Major: **Communication** Minor: **English**  
 The University of Southern Mississippi, Hattiesburg, MS May 2022

**EXPERIENCE:**

**Writer/Reporter**  
*Magee Daily News, Magee, MS* June – August 2018

- Assisted in editing articles
- Met tight weekly deadlines consistently
- Wrote stories and interviewed individuals for articles

**Camp Counselor**  
*Strong River Summer Camp, Magee, MS* June – August 2017

- Assisted the camp director in all aspects of camp
- Ensured great camp experience for campers
- Participated and led counselors in leadership training

**Office Assistant**  
*Magee Dixie Youth Program, Magee, MS* June – August 2016

- Maintained HIPPA or FERPA confidentiality guidelines in office environment
- Operated office machines, such as fax machine, photocopiers, scanners and voicemail system
- Regulated system, updated inventory in office, checked and delivered mail to appropriate people, and updated database systems regularly
- Answered main office telephone, directed calls, took messages for clients, and made appointments on appropriate calendars
- Communicated effectively with customers, employees and other individuals to answer questions and address complaints

**HONORS AND ACTIVITIES:** Luckyday Scholar, May 2018 (120 selected from 1,200 applicants)  
 Rotary Club Scholarship, May 2018  
 National Honor Society, 2012-17  
 Newspaper Editor, Magee High School, 2016-17  
 Vice President, Senior Class, 2016-17  
 March of Dimes and United Way Volunteer (more than 150 hours)

## SARAH STUDENT

123 Saint Seymour Drive, Hattiesburg, MS 39402  
 228.555.5555  
 Sarah.Student@usm.edu

### SUMMARY OF QUALIFICATIONS

- Experienced in analyzing financial data to determine risk
- Over three years of customer service experience and experience communicating complicated information
- Proven leadership skills developed through classroom and extracurricular involvement

### EDUCATION AND CERTIFICATIONS

The University of Southern Mississippi *Hattiesburg, MS*  
**Bachelor of Science in Business Administration, Finance** *August 2019*  
**GPA: 3.49** President's List (two semesters)  
**Asian Studies Program** *Summer 2018*

Bloomberg Certified in Equity Essentials and Fixed Income Essentials *2017*  
 Microsoft Excel 2013 Certified *2016*

### SPECIAL PROJECTS

- Financial Management Association C-Suite Symposium, Hattiesburg, MS, Fall 2017 – Contacted high-level executives at various industries to create a panel of presidents and chief financial officers to discuss economic outlooks, challenges facing the industry, and career paths in finance
- Eagle Jam and Crawfish Fest, Hattiesburg, MS, Spring 2016 – Served on the Sponsorship Committee, which raised approximately \$4,300 to host an event for over 500 students

### FINANCE INTERNSHIP

Trustmark National Bank *Jackson, MS*  
**Credit Analyst Intern** *Summer 2017*

- Generated financial ratios, using computer programs such as Optimist, to evaluate customers' financial status
- Prepared reports determining the degree of risk of lending to potential clients
- Conferred with credit associations and references to exchange client credit information
- Completed loan applications, including credit analyses and summaries of loan requests, and submitted to loan committees for approval

### EXPERIENCE

Olive Garden *Hattiesburg, MS*  
**Server** *October 2015-Present*

- Provided friendly service to over 100 customers daily in a fast-paced environment
- Increased the sales of daily specials by 5% through effective recommendations to guests
- Recognized twice for obtaining the highest customer satisfaction scores

### ACTIVITIES

Treasurer, Financial Management Association  
 Secretary, Enactus/Collegiate Entrepreneurs Organization  
 Southern Miss Activities Council  
 Tutor, Boys and Girls Club

## EDWARD BEAKER

1101 Biology Drive Apt. 21 C, Hattiesburg, MS 39406 • 601.010.1001 • edward.beaker@usm.edu

### EDUCATION

The University of Southern Mississippi  
**Bachelor of Science in Biological Sciences**  
 Minor: Spanish  
 Hattiesburg, MS  
 December 2019

Jones County Junior College  
**Major: Biology**  
 Ellisville, MS  
 August 2015 – May 2017

### UNDERGRADUATE RESEARCH

The University of Southern Mississippi  
**“Study of Viral Immunology Testing”**  
**Undergraduate Research Assistant**  
 Department of Biological Sciences  
 Hattiesburg, MS  
 January 2017 – Present

The University of Southern Mississippi  
**“Bactericidal Properties of Lactoferrin”**  
**Undergraduate Research Assistant**  
 Department of Biological Sciences  
 Hattiesburg, MS  
 August 2016 – Present

### EXPERIENCE

Hattiesburg Clinic  
**Internship**  
 Hattiesburg, MS  
 May 2017 – August 2017

- Ran lab tests and prepared specimens
- Prepared and stained slides for analysis
- Recorded tested information into database system
- Kept inventory

The University of Southern Mississippi Foundation  
**Student Worker**  
 Hattiesburg, MS  
 August 2016 – May 2017

- Answered and transferred incoming telephone calls to correct personnel
- Assisted with making copies and accurately filed documents

Sweet Peppers  
**Waiter/Cashier**  
 Hattiesburg, MS  
 June 2014 – August 2016

- Greeted customers and developed rapport
- Worked in fast-paced environment handling financial transactions accurately
- Interacted with customers to verify accuracy of order and resolve discrepancies

### CAMPUS ACTIVITIES

**Student Ambassador**, College of Arts and Sciences  
 Beta Beta Beta  
 Medical Laboratory Science Club  
 Increasing Minority Access to Graduate Education

### VOLUNTEER EXPERIENCES

Forrest General Hospital, Cancer Center - 25 hours  
 Drug-Free Resources for Education and Alternatives in Mississippi - 15 hours  
 Hub City Humane Society - 15 hours  
 Hattiesburg, MS  
 Hattiesburg, MS  
 Hattiesburg, MS

## Lamar Washington

345 Linwood Ave., Pass Christian, MS 39506 228.676.0067 washington.lamar@yahoo.com

### Summary of Qualifications

- Possess over 5 years of managerial experience within a fast-paced customer service environment
- Demonstrate effective communication skills to create an atmosphere that is positive and productive
- Passionate about sharing knowledge regarding health and fitness with the community at large

### Educational Background

The University of Southern Mississippi, Long Beach, MS  
**Bachelor of Science in Public Health**  
**Major: Health Policy and Administration, GPA: 3.52**  
 President’s and Dean’s List Scholar  
 Anticipated: December 2019

### Work Experience

**Store Manager**, Smoothie King, Gulfport, MS  
 June 2015 – Present

- Started with Gulfport location as a team member; promoted to store manager at new location
- At national conference in 2014, Gulfport location was recognized for *Kings Club*, a designation acknowledging profit of \$500,000 achieved at this store
- Exceeded quarterly goal of increasing profits by 13% within the first quarter of 2016
- Maintained organization of store; participated and led employees in all team member training
- Coordinated scheduling and employee guidance, including disbursement of invoices and statements
- Categorized and submitted necessary daily paperwork; managed currency on an everyday basis

**Camp Instructor**, Universal Cheerleaders Association, Southeast Region  
 May 2014 – August 2014

- Assisted the camp director with the overall leadership of guiding, training and assembling individual teams with organized choreography and performance readiness with participants ages 12 – 17
- Instructed campers to learn dances and cheers while establishing a culture of positive reinforcement through creating opportunities for team-building and sharing constructive criticism
- Led team performances for family and friends; guided campers in showcasing their efforts

### Community Service

**Color Me Healthy**, Jackson County  
 September 2016 – Present

- Visit schools, provide measurements for children through grant-funded program to establish and implement healthy eating, awareness and healthy habits (20+ hours)
- Measure height and waist circumference and record children’s weight for study of the program



## Hugh Smith

118 College Drive #5013 • Hattiesburg, MS 39406 • hugh.smith@usm.edu • 601.266.4156

### EDUCATION

**Bachelor of Science in Nursing** May 2020  
The University of Southern Mississippi, Hattiesburg, MS

**Associate of Arts, Pre-Nursing** May 2018  
Jones County Junior College, Ellisville, MS

### LICENSE AND CERTIFICATIONS

CPR and AED Certification, American Heart Association valid through May 2016  
Stroke Scale Certification, National Institute of Health valid through March 2018

### STUDENT CLINICAL EXPERIENCE

**Forrest General Hospital**, Hattiesburg, MS

- ER, ICU, Neurology/Oncology Spring 2019
- Telemetry, OR, Cardiac Catheterization Lab Fall 2018
- Orthopedics, Dialysis Spring 2018

**South Central Regional Medical Center**, Laurel, MS

- Labor and Delivery/Post-Partum Fall 2017

**Pinebelt Association for Families**, Hattiesburg, MS

- Community Health Summer 2017

**Pine Grove Behavioral Health and Addiction Services**, Hattiesburg, MS

- Psychiatric Unit Spring 2017

**The University of Southern Mississippi**, Hattiesburg, MS

- Clinical Skills Lab/Simulation Experiences Fall 2017

### CLINICAL SKILLS

- Performed IV insertions/removals, blood draws with butterfly needles, and glucose finger sticks
- Inserted/removed a Foley catheter and acquired a sterile urine sample for laboratory testing
- Completed central line dressing changes, wet-to-dry dressing changes on patients, and the removal of a Jackson-Pratt (JP) drain
- Provided medications, free water and enteral feedings via Percutaneous Endoscopic Gastrostomy (PEG) tube
- Implemented bag valve mask (BVM) resuscitation at the bedside for a critically ill patient
- Gained experience with IV pump medication administration, IV fluid administration, IV push medication administration, IV medication calculations, and Patient Controlled Analgesic (PCA) pumps
- Compiled care plans for patients and implemented specific nursing interventions to meet the goals of care
- Administered vaccinations (MMR, TDAP) to a post-Caesarean patient
- Applied erythromycin eye ointment, performed umbilical cord care, and documented the first footprints for a newborn
- Managed the care for a group of patients (4-5) under the observation of the supervising nurse

### COMMUNITY AND CAMPUS INVOLVEMENT

Student Nurses Association (SNA) and Christian Nurses Fellowship (CNF)  
National Council of State Boards of Nursing Simulation Study Participant 2016  
Donated Books to Pages of Love for the Pediatric Floor at Forrest General Hospital

### WORK EXPERIENCE

**Sales Associate**, CATO Fashions, Magee, MS Summers 2017 and 2018

## TORI GIEGER

### CONTACT

601.323.1122  
toriegieger@yahoo.com  
25 Meadow Lake Dr.  
Ellisville, MS 39847

### ABILITIES

#### PUBLIC RELATIONS

Writing  
- Press Releases  
- Blogs  
- News Features  
Event Planning  
Public Speaking

#### MARKETING

Microsoft Office Suite  
Audience Research

#### GRAPHIC DESIGN

Adobe Creative Cloud  
- Photoshop  
- InDesign

#### VIDEO PRODUCTION

iMovie

#### SOCIAL MEDIA

Facebook  
Instagram  
Snapchat  
Twitter  
Pinterest

### EDUCATION

**B.A. IN JOURNALISM WITH AN EMPHASIS IN PUBLIC RELATIONS AND B.A. IN COMMUNICATION STUDIES**

The University of Southern Mississippi, Hattiesburg, MS  
May 2019  
GPA: 3.8

**STUDY ABROAD – BRITISH STUDIES PROGRAM**  
SUMMER 2017

- Networked with professionals throughout London, gaining insight and skills in the world of mass media
- Blogged about class experiences and the culture of London
- Studied current news, PR and social media regarding the prime minister election, Brexit and terrorist attacks

### PROFESSIONAL EXPERIENCE

**MARKETING INTERN / SUMMERS OF 2015 AND 2016**  
SOUTH CENTRAL REGIONAL MEDICAL CENTER

- Translated video interviews into written articles for hospital publications
- Helped orchestrate, decorate and facilitate children's health fair

### INVOLVEMENT

**KAPPA DELTA SORORITY / FALL 2014 - PRESENT**

- Vice President of Member Education: Guided new members through initiation process, planned events and served as mentor
- Songfest Chair
- T-shirt chair

**LUCKDAY CITIZENSHIP SCHOLAR / FALL 2014 - PRESENT**

- Competitive community service-based scholarship

**LAMBDA PI ETA / SPRING 2017 - PRESENT**

- Honor Society for Communication Studies

**EAGLE CONNECTIONS / FALL 2016 and 2017**

- Recruited prospective football athletes to attend USM, guiding them through a USM home game experience

**GOLDEN EAGLE WELCOME WEEK / FALL 2015 and 2016**

- Group leader responsible for around 25 students
- Guided incoming freshmen through their first week of college

**WHO'S WHO AT SOUTHERN MISS RECIPIENT**

- Competitive award based on community service, academics and leadership

### EMPLOYMENT

**STUDENT WORKER / JANUARY 2017 - PRESENT**

- USM NEW STUDENT and RETENTION PROGRAMS
- Professionally greets incoming calls while using problem-solving skills to promote Southern Miss in a positive light
- Handles office tasks involving confidential information
- Communicates with students involved in academic coaching, providing reminders and help regarding academic success

# COVER LETTER GUIDELINES

## THE PURPOSE OF THE COVER LETTER

- To introduce yourself to the employer and provide pertinent background information
- To serve as a professional letter to highlight and expound upon your résumé to a prospective employer
- To serve as a “sales” letter, intended to convince the prospective employer that you have something valuable to contribute and that it would be worth the time to interview you

## HEADER

1. Your header should match your résumé and reference page headers.
2. It should include your name, address, at least one phone number, and a professional email address.
3. Always put **Ms.** if in doubt if a woman is married.

## ADDRESSEE

1. Do your research on the company so you can have the correct address. State the name and title of the person to whom you are writing the letter, if possible.
2. If not possible, address letter to the position, such as “Re: Hiring Manager.”
3. In the salutation, you should put the title and last name of the person to whom you are writing the letter [Mr. /Ms. Last Name], such as “Dear Dr. Smith” or “Dear Ms. Jones.” Do not use “Miss” or “Mrs.” Always use a colon (;) after the salutation and not a comma.

## OPENING PARAGRAPH

1. State why you are writing or your reason for correspondence.
2. Name the position or type of work for which you are applying.
3. Mention the contact person who told you about the job or how you learned about the job.
4. Explain why you are interested in working for this employer or are passionate about this field.

## MIDDLE PARAGRAPH(S)

1. List all the reasons why the employer should hire you, focusing on how your experiences and education match what the employer wants in the job description.
2. Emphasize your skills, abilities and accomplishments and how they can specifically benefit the employer.
3. Use industry-specific key words.

## CLOSING PARAGRAPH

1. Pave the way for an interview.
2. Include a telephone number and email address where you can be reached, even though it is in your header.

## THE COVER LETTER NEEDS TO BE

1. Typed
2. Original - Every cover letter should be job-specific.
3. Addressed to a specific person - Put every effort into finding a contact name.
4. Upbeat and confident
5. Not repetitious of the résumé
6. Printed on matching résumé paper
7. Short and to the point—keep to one page
8. Limit first-person references, such as “I,” “me” or “my.”
9. Avoid using doubt words, such as “hope,” “think,” “feel” or “believe.”
10. Do not plagiarize. Use your own words.

## 11. PROOFREAD CAREFULLY!

### TIP

**CONSTRUCT A COVER LETTER WHEN APPLYING FOR JOBS, EVEN IF IT DOESN'T ASK FOR ONE.**

# COVER LETTER SAMPLE

## JONATHAN DOE

123 Fake Street  
Hattiesburg, MS 39402  
Cell 123.456.7891  
jonathan.doe@usm.edu

Be sure to use the same heading as your résumé.

September 4, 2019

Double space

Current date

Double space

Research to find a contact for the return address.

Double space

Ms. Esther Smith  
Hiring Manager  
Zeon Chemicals  
1301 W. Seventh Street  
Hattiesburg, MS 39401-2800

Dear Ms. Smith:

Your company website lists a process technician position in Hattiesburg, Miss, and the enclosed résumé is submitted in application. During a recent conversation with Dr. Joe Jones, he informed me of the new polymers utilized at Zeon and encouraged an application directed to you. The opportunity to work for a company that is a leader in specialty polymers and chemicals is exciting.

Single space between paragraphs.

The educational training and research experience gained at Southern Miss has honed skills in the areas of quality assurance and environmental acceptability practices. Moreover, chemistry training obtained through classes such as Analytical Biochemistry, Inorganic Chemistry, Physical Chemistry and accompanying lab work has provided knowledge required to work on complex research projects in regard to organic synthesis. Specifically, this knowledge includes data collection, organization, analyses, detailed documentation and reporting of results.

As noted in the job description, you listed previous lab work experience as a desirable qualification. The highlighted intern experience with The Dow Chemical Company afforded me the opportunity to work in a laboratory setting. Responsibilities included testing products and materials, analyzing data and recording findings. Coupled with the academic training received, this hands-on lab experience in a real-world corporate setting will allow for an easy transition into your lab.

The opportunity to meet with you to discuss my qualifications for this position is requested. You can contact me at 123.456.7891 or jonathan.doe@usm.edu, and I am available for a meeting at your convenience. Thank you in advance for your time and review of the enclosed credentials.

Sincerely,

*Jonathan Doe*

Jonathan Doe

Double space after the last paragraph.

Triple space after closing and before name.

Sign the letter if sending in the mail.



# REFERENCE LETTER REQUEST EMAIL SAMPLE

MESSAGE OPTIONS

To: \_\_\_\_\_

Cc: \_\_\_\_\_

Bcc: \_\_\_\_\_

Subject: \_\_\_\_\_

📎 **FIRSTNAME\_LASTNAME\_RESUME.PDF**

Dear (Professor, Dr., Mr. or Ms.) Gold:

As part of the prerequisites for acceptance to (graduate school, etc.), I have been asked to provide a letter of recommendation. Would you be willing to write such a letter in regard to our past association in (the honors program, an internship, coursework, conference, etc.)?

The deadline for submitting the letter is (date), and if you are unable to provide a letter, please let me know by (one week from the date of this letter).

Thank you in advance for your time.

Regards,  
Eliza Doolittle

**TIP**  
BE SURE TO ATTACH YOUR  
RÉSUMÉ AS A PDF.

## HOW TO ASK FOR A REFERENCE OR LETTER OF RECOMMENDATION

### DO

- Ask early (at least two or three weeks in advance).
- Ask in a professional manner through a
  1. Meeting,
  2. Phone call, or
  3. Email. Use correct grammar and be professional.  
*\*A meeting is preferred and adds a personal touch.*
- Include the purpose for the reference letter.
- Provide a copy of your résumé.
- Provide the writer with instructions for submitting your reference and information on when it is due.
- Send a professional reminder email one week before the deadline.

### DON'T

- Have unprofessional references. You want to have people who can talk about your work ethic and performance. Consider professors, advisors, past supervisors and current employers.
- Send a text. Even if you have a close relationship with the person, use professional communication channels for professional situations.
- Ask someone that can't be a good reference. You want to ask someone that knows you well and thinks highly of you.
- Assume they'll say yes. Ask, "Would you be comfortable writing me a *strong* letter of recommendation?" They may not feel they know you well enough to write you a strong letter.

# REFERENCE LIST SAMPLE

## Camille Freshman

3105 Eagle Drive  
Magee, MS 39402  
601.555.7896  
Camille.Freshman@usm.edu

### References

James Gibson, Manager Editor  
*Magee Daily News*  
123 Main Street  
Magee, MS 39111  
Work: 601.569.2357  
Fax: 601.265.8943  
jgibson@mageenews.com

Susan George, Camp Director  
Strong River Summer Camp  
237 River Road  
Magee, MS 39111  
Work: 601.985.2365  
Fax: 601.742.3658  
sgeorge@strongriver.com

Dr. Michael Cole, Teacher  
Magee High School  
876 Forrest Street  
Magee, MS 39111  
Work: 601.487.3654  
Fax: 601.852.7361  
mcole@mageehs.com

## REFERENCES

- Include on separate document and submit only if requested
- Header information should be consistent with résumé.
- Ask permission from references to include on reference page.
- Include at least three professional references (professors, supervisors, advisors).
- Format: Name, Company/Employer Name, Job Title, Work Address, Work Phone Number, Work Email, Fax Number (Optional)

**KEEP YOUR REFERENCES  
UPDATED ON YOUR JOB SEARCH.**



# FEDERAL RÉSUMÉ GUIDELINES

Have you ever thought about working for the government? The federal government is looking for different attributes in applicants than a private sector employer; therefore, federal résumés differ greatly from private sector résumés. And, yes, the federal job market can be quite competitive. **It takes time to compose an effective federal résumé,** so start well ahead of the closing date on the job announcement. You can see available jobs through listings with individual government agencies or by searching USAJOBS.gov.

## HERE ARE SOME TIPS TO HELP YOU SUCCEED IN WRITING YOUR FEDERAL RÉSUMÉ.

- 1. Include mandatory data.** Insert the position announcement number, job title, country of citizenship, veteran's preference and grade at the top of your résumé after the header. As an undergraduate, it is most appropriate to apply for internships, recent graduate jobs or jobs listed in the GS-5 to GS-7 job range. In your employment history section, list each employer's name, title, complete physical address and phone number, along with the number of hours worked per week, salary information, and whether or not the supervisor can be contacted.
- 2. Forget what you learned previously about résumé page length.** Aim for three to five pages when writing for a federal position. Write comprehensively, clearly and specifically about your experiences. If you have one year of specialized experience in a field related to the job description, make sure it is stated on your résumé.
- 3. Use key words from the vacancy announcement in the actual résumé.** Key words can be found by reading the job description in its entirety and then locating the words that are most significant in relation to what the agency is requesting for the job. Connect those words to your actual job experience on your résumé. For additional help locating key words, refer to the Office of Personnel Management (OPM) Standards and to any corresponding qualifications questionnaire in the USAJOBS.gov application.
- 4. Under each job experience, leave room to tell about accomplishments.** In other words, tell about how you contributed to making each experience better. Did you increase sales by a certain percentage? Decrease complaints on your shift? Earn the "Employee of the Month" award? Human resource personnel will want to know if you have the potential to lead and make improvements in the government position for which you are applying.
- 5. Add value with subheadings to help your résumé shine.** Such headings within your experience sections should reveal your core competencies. Core competencies are categories in which you can group topics that you do well. Capitalize your core competency titles; then, explain your involvement in each category as it relates to your experience. Examples of core competencies include leadership, research experience and program coordination.

**MAKE YOUR FEDERAL RÉSUMÉ COUNT. CRAFT IT SKILLFULLY.**

# CURRICULUM VITAE TIPS

## What is a curriculum vitae?

A curriculum vitae (CV or vita) is a detailed, ongoing list of experiences and accomplishments. Although it is usually accompanied by corresponding dates for each accomplishment, there is no standard format.

## Why use a curriculum vitae instead of a résumé?

CVs may be requested when seeking a research or faculty position in academia, applying for fellowships and grants, obtaining an international job, or working in medical or research professions. Résumés, in contrast, are favored by the business world.

## What is the main difference between a curriculum vitae and a résumé?

The recommended length of a résumé is usually one page, while a CV can be several pages. Bullet points are not necessary on a CV but can be used to emphasize significant details.

## What should be covered in a curriculum vitae?

Here are some standard categories that can be included in your CV: education, teaching experience, research experience, grants awarded, grants pending, publications, conferences attended, presentations, professional affiliations, committees and advisory boards, languages spoken, honors and awards, research interests, work experience, community involvement.

## How should publications be cited on a curriculum vitae?

All publications should be formatted according to the formal, publication style of the corresponding field. For example, APA style is typically used for citations in psychology, education and other social sciences. Refer to your academic department for the preferred style to use.

## Is an international CV different than a CV in the United States?

An international CV can be different in that some countries require personal information like date of birth, marital status, hobbies, etc. Personal information is customarily discouraged on a CV in the United States (other than the usual information required on a résumé). In addition, international CVs should be written in the same language as the job description announcement.

## How can I find examples of CVs that most closely relate to my field of expertise?

Many of your professors will list their CVs online through departmental websites. This is a great place to start in deciding what type of information to include on your CV.

**NEED A SECOND LOOK? BRING YOUR CV BY OUR OFFICE, AND WE'LL BE HAPPY TO HELP.**





# SEVEN STEPS FOR CONDUCTING A SUCCESSFUL INTERVIEW

An interview is the key to whether or not you are offered a job. On the other hand, this is your opportunity to determine how much both the opportunity and the employer fit what you need and want, as well.

## BEFORE THE INTERVIEW

### STEP ONE: Research the company and the job. 7 THINGS TO RESEARCH FOR THE INTERVIEW

- History of the company
- Company's culture, mission and values
- Skills needed for the position
- Clients, products/services offered
- Recent news and events about the company
- The person interviewing you
- The job industry and competitors

You can usually find most of this information on the company website and in their annual report.

### STEP TWO: Know yourself. QUIZ YOURSELF WITH THESE COMMON QUESTIONS EMPLOYERS WANT TO KNOW ABOUT YOU:

- Tell me about yourself. (refer to 60-Second Elevator Pitch on pg.20)
- How has your education and experience prepared you for this job?
- What is your greatest strength? What is your greatest weakness?
- What motivates you to do your very best on the job?
- Are you willing to travel or relocate, if necessary?
- Describe your leadership style.
- How would a co-worker or supervisor describe you?
- What do you know about this organization?
- What kind of salary do you expect?
- Why did you leave your last job?
- What makes you qualified for this position?
- Why should I hire you?

The more you know about yourself, the job and the company, the better you can articulate why you would be a good hire.

### STEP THREE: Practice! HOW DO I PRACTICE?

- Use Big Interview on the Career Services website.
- Schedule a mock interview with one of our career counselors.

## THE DAY OF THE INTERVIEW

### STEP FOUR: Getting Ready and Arrival

- Dress professionally.
- Bring a copy of your updated résumé and cover letter for each person interviewing you. If you are unsure, bring five.
- Allot yourself plenty of travel time in the event of traffic delays.
- Use the bathroom before you get there.
- Arrive 15 minutes early.
- Befriend the administrative personnel.

### STEP FIVE: During the Interview and Answering Questions

#### Tips:

- Be confident in your attitude, but not cocky.
- Show a true interest, but not desperation.
- Be aware of your tone of voice.
- Have good posture.
- Keep strong eye contact.
- Have a firm handshake.

## BEHAVIORAL INTERVIEW QUESTIONS

Employers are asking more and more behavioral questions, based on the theory that your past experience in specific situations is a good indicator of your future performance in similar situations. Follow the STAR method to answer the question in a concise and logical manner, while providing all the information the employer desires.

### Situation or Task

Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, a volunteer experience or any other relevant event.

### Action You Took

Describe the action you took, and be sure to keep 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.

### Results You Achieved

What did you learn? What happened? How did the event end? What did you accomplish?

Table Source: QuintCareers.com

## SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

- Tell me about a time when you had to follow a policy you didn't agree with.
- Tell me about a time when you had to deal with a difficult customer.
- Give me an example of a time when you showed initiative and took the lead in a task or project.
- Tell me about a time when you failed and how you dealt with it.
- Describe a decision you made that was unpopular and how you handled implementing it.
- Have you had to convince a team to work on a project they weren't excited about? How did you convince them to complete the project?
- Describe a situation in which you used persuasion to successfully convince someone to see things your way.
- Tell me about a time when you had to go above and beyond the call of duty to get a job done.

## ILLEGAL INTERVIEW QUESTIONS

ACCORDING TO THE EEOC, IT IS ILLEGAL TO ASK A CANDIDATE QUESTIONS ABOUT THE FOLLOWING:

- Race, Color or National Origin
- Religion
- Sex, Gender Identity or Sexual Orientation
- Pregnancy Status
- Disability
- Age or Genetic Information
- Citizenship
- Marital Status or Number of Children

**FYI - EMPLOYERS ARE ONLY ALLOWED TO ASK QUESTIONS ABOUT CRIMINAL BACKGROUND THAT DIRECTLY AFFECT THE JOB YOU ARE INTERVIEWING FOR.**

## TIP

**BE A PROFESSIONAL, NOT A STUDENT. It is important to demonstrate to the employer that you can make the transition from student to professional. This is demonstrated in your attire, attitude and verbal communication, as well as your nonverbal communication.**



## ■ CLOSING THE INTERVIEW

**STEP SIX:** At the end of the interview, you will be given another chance to ask questions. Asking questions is essential. This is your opportunity to determine if this position is the best match for you. In order to make your questions productive, your delivery must be as effective as the questions you are asking! Take notes and ask for contact information so that you can follow up within one or two days to say thank you. Choose at least two or three questions on this list that are valuable to you and become comfortable using them effectively.

### QUESTIONS ABOUT THE POSITION

- What are the daily expectations of employees?
- Can you describe what a typical day here looks like?
- What are the opportunities for continuing education or professional development?
- Do you expect the main responsibilities for this position to change within the next six months?
- What do you think is the most challenging part of this position?
- What does success look like here?
- What have past employees done in this position to be successful?
- What members of the team would I work with in this position?
- What type of annual review do you provide or require for employees?
- What is the top priority for the person in this position over the next three months?

### QUESTIONS ABOUT THE BUSINESS

- What kind of management style is common here?
- What is the reputation of the business within the community?
- Can you describe in more detail the mission statement of the business?
- What areas or plans are you looking to develop within the business?
- Can you tell me about the team I will work with?
- What does this organization seek to accomplish over the next five years?
- What do you do as a team to build morale and interact with one another?
- Which particular skills is the team missing that you are looking to fill with a new hire?

### QUESTIONS ABOUT THE INTERVIEWER

- Why is this position vacant?
- How long have you worked here and in what capacity?
- What do you like most about your work here?
- What has been one of the most challenging aspects of your work here thus far?
- What is the next step in the interview process?
- How can I contact you if I have additional questions in the near future?

## ■ FOLLOW-UP AND GRATITUDE

**STEP SEVEN:** Gratitude is an attitude of excellence.

Taking the time to say “thank you” and presenting yourself from the perspective of being appreciative demonstrates a strong sense of self and the confidence that employers are actively seeking. Expressing gratitude can be done through outlets such as thank you cards, emails or phone calls.

### WHEN SHOULD YOU FOLLOW UP?

- After applying for a position
- After making a connection
- After the interview
  - Immediately send a thank you note to the interviewer within 24 hours of the interview.
  - A handwritten note is preferable; however, if you know they will be choosing a candidate before it will get to them via mail, send an email.
  - If the allotted time has passed that they said they would contact you, it is acceptable to reach out again about the status of the job search.
- After a job offer is made

### POINTS OF CAUTION

- All communication should remain on a professional level. Make sure you have your thoughts together before reaching out.
- Only use a legitimate thank you note or professional stationery.
- While corresponding with more than one individual within an organization, be sure to write unique thank you notes to each person.
- When you have multiple interviews or a group interview, write a thank you note to the person who arranged the visit and one to the key hiring decision-maker for the job. Consider adding, “Please express my appreciation to others involved in my interview today.”

### EMAIL THANK YOU NOTE - SAMPLE

Dear Dr. Walker:

Thank you for interviewing me yesterday for the marketing position. I enjoyed meeting with you and learning more about the position and your department.

As we discussed, I think utilizing success stories is a great idea. I'd love to focus on and create a worthwhile campaign sharing those stories.

I want to reiterate my strong interest in the position and working with Career Services. Please do not hesitate to email or call me if you have any questions or need any additional information. I look forward to hearing from you.

Again, thank you for the interview and your consideration.

Sincerely,

Jane Doe  
601.266.4153



# PHONE AND WEB-BASED INTERVIEW TIPS

## PHONE INTERVIEW TIPS

- Create a quiet environment with no background noise, and listen to questions being asked by the interviewers very carefully.
- Be professional when answering the telephone.
- Even though they can't see you, smile during the interview. It projects a positive attitude.
- Create a short professional telephone message for missed calls.
- Always avoid using speakerphone.
- Make sure your phone battery is fully charged and you have a good signal.
- Have a pen and paper available for notes.
- Be sure to have an active mailbox for missed messages.

## WEB-BASED INTERVIEW TIPS

- Set up early. Never be late.
- Test all equipment and technology before the interview.
- Look at the camera or the interviewer, not at yourself in the monitor.
- Speak clearly and treat the interviewer just as if he or she is in the same room.
- Be sensitive to potential audio or video delays.
- Dress professionally from head to toe. Wear solid colors that will not be distracting on camera.
- Minimize all body movements but don't be stiff. Do not tap your pen, shuffle papers or fidget while interviewing. The microphone will pick up ALL noise in the room.

**STILL NERVOUS? COME DO A MOCK INTERVIEW WITH ONE OF OUR EXPERTS!**



# DINING ETIQUETTE TIPS

**ETIQUETTE** [et-i-kit, -ket] - The practices and forms prescribed by social convention or by authority

The American Heritage® Dictionary of the English Language: Fourth Edition. 2000.

## GREETING

- Always rise when introducing or being introduced.
- Provide information when introducing, i.e., "Mr. Smith is CEO of ABC Bank."
- Unless given permission, always use titles and last names.
- Always have a firm handshake and hold it for three to four seconds.
- Introduce people in the following order:
  - Younger to older
  - Non-official to official
  - Junior executive to senior executive
  - Colleague to customer
- Always carry business cards.
- If wearing a nametag, wear it on your upper right chest.

## DINING

Roughly 80 percent of second interviews are conducted during a meal.

- Arrive at least 10 minutes early.
- Wait to sit until the host(ess) indicates the seating arrangement, and allow women to be seated first.
- Discreetly unfold your napkin to half and place in your lap before eating or drinking anything.
- When ordering, take cues from the host about ordering (price, type of food, etc.).
- Don't hold up the ordering; be prepared to order when asked.
- Order something that is not messy and is easy to eat.
- Expect to be served from the left and for dishes to be removed from the right.
- Do not move your dishes to the side or hand them to the waiter.
- Wait to eat until everyone has been served.
- Keep your hands in your lap unless you are eating.
- Use good posture; keep your arms close to your body.
- Cut your food one bite at a time.
- Break a whole slice of bread after you have placed it on the plate.
- Bring food to your mouth, not your head to the plate.
- Eat at the same pace as everyone else.
- Contribute equally to the conversation.
- Place your napkin on the seat if you must excuse yourself.
- Start with the utensil farthest from your plate.
- Dip soup away from you, and sip from the side of the spoon.
- Always taste your food before you season it.
- Pass salt and pepper together, and always pass items to the right.
- Pass handles toward the receiver, and pass before serving yourself.
- Place items on the table, not in the recipient's hand.
- Don't chew with your mouth open, blow on your food, or talk with food in your mouth.
- Feel free to talk weather, sports, current events or common interests, but never personal issues or off-color jokes or topics.
- When alcohol is present, know your limitations, and never consume if the host/interviewer abstains.
- Business should not be brought up until after the entrée plates have been removed.

# OFFER OF EMPLOYMENT AND SALARY CONSIDERATION

## **TIP 1** BEFORE THE INTERVIEW, KNOW YOUR PROBABLE SALARY RANGE.

Research on websites like salary.com or glassdoor.com.  
Visit Career Services for current salary data for new graduates.

## **TIP 2** DURING THE INTERVIEW, NEVER TALK MONEY.

Salary should only be discussed after a job offer is made.

## **TIP 3** BRACKET YOUR SALARY RANGE.

Start at what you think they will offer and end above what you will settle for.  
Don't use unrealistic salary requirements.

Bracketing Strategy Example:

If they pay \$18 per hour (annual salary:  $\$18 \times 2080 \text{ hours} = \$37,440$ ), you say "high 30s to low 40s."

## **TIP 4** NEVER SAY "NO" TO AN OFFER.

You have time to consider an offer before responding.  
An offer gives you leverage for contacting other organizations to expedite the search process.

## **TIP 5** CONSIDER THE COSTS AND BENEFITS BEYOND SALARY.

Health Care Plans	Life Insurance
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Prescription Plans	Profit Share
Commute/Parking Costs	Tuition Reimbursement
Vacation/Sick Leave/Holidays	Overtime/Work Hours

\*Depending on the benefits package, you might have more take home pay with better benefits and less salary. Use a budget sheet, and don't forget taxes. Salary offer will be gross amount



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Hood Industries is a strong blend of wood manufacturing and distribution concerns with over 1,300 employees at locations in thirteen states along the east coast, southeast, and southwest United States.

### Manufacturing Division

The foundation of Hood Industries lies in its manufacturing division which began in 1983 with the acquisition of a plywood mill in Beaumont, Mississippi. Another plywood mill and four lumber mills were added to form the manufacturing division of Hood Industries.

### Distribution Division

To balance growth, two established wood distribution companies were acquired in 1995 and 1998 to form the distribution division of Hood Industries.

[www.HoodIndustries.com](http://www.HoodIndustries.com)

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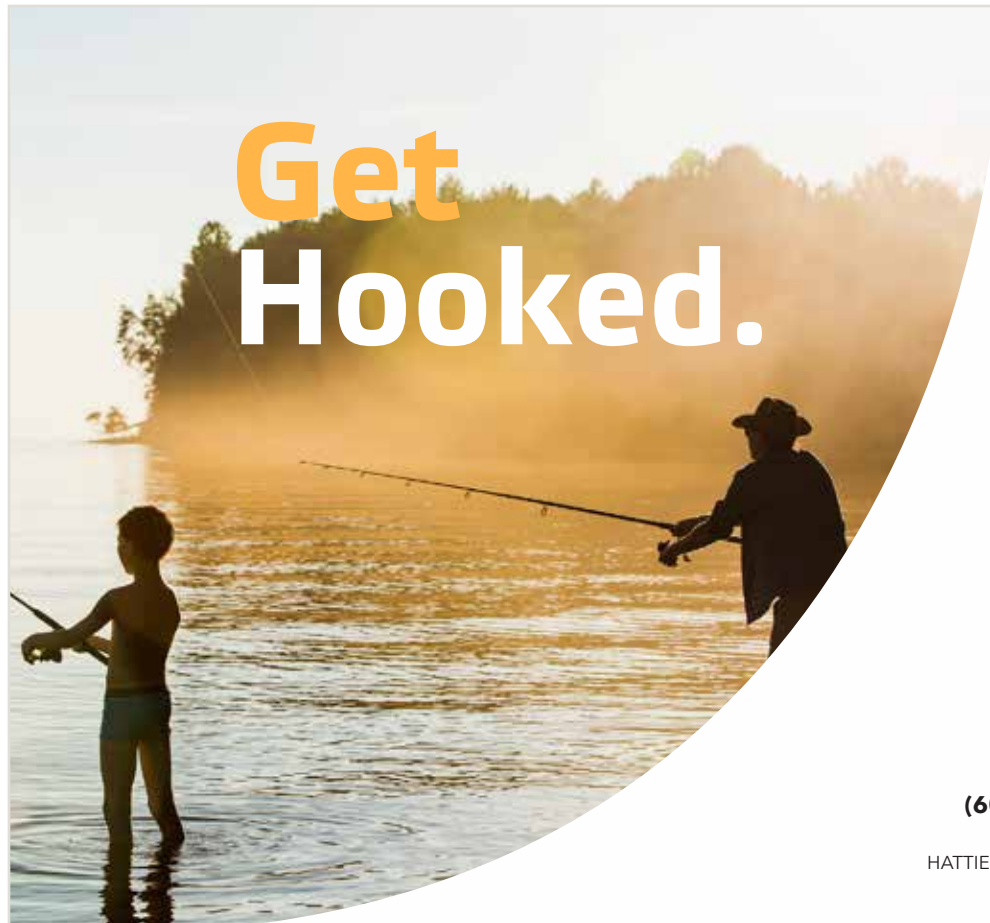


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# 5 REASONS WHY CAREER SERVICES IS THE MOST IMPORTANT OFFICE ON CAMPUS

ADAPTED FROM REYNA GOBEL, *FORBES* CONTRIBUTOR

## INTERNSHIP AND JOB LISTINGS

Colleges have databases of internships and job opportunities. These job banks are vital to a student's job search prospects. However, I recommend appointments with career counselors at least once per semester to continue looking for internships and receiving guidance on which internships fit your skills at that moment.

## CAREER GUIDANCE

The other kind of career guidance is when a student really has no idea what they want to do with their lives. This is perfectly normal. That's why changing majors at least once is common. I did. But a career counselor can help students talk about job interests. Sometimes they can recommend courses that will help students cement or redefine career goals.

## SEMINARS ON RÉSUMÉS AND INTERVIEW SKILLS

No one is born knowing how to write a résumé. Career Services offices often have seminars on interviewing, too. Students will learn how to dress professionally, answer questions, and write résumés tailored to individual positions. Knowing these basic career search skills is as important as any class students will take on campus.

## MENTORSHIP OPPORTUNITIES FROM ALUMNI

Networking is not only what helps most people land jobs after graduation, but it's also what helps students gain internship and shadow day opportunities. Shadow days are my favorite tool for career exploration. A student spends a couple of hours with a professional in his/her field and asks questions. When the professional is an alumnus, the connection can be stronger and result in even more opportunity for internships and mentoring. A mentor can guide you and answer career questions throughout your career.

The overall purpose of college is to help students find a career path that will lead to a successful, happy future—in other words, a job. It follows, then, that Career Services is the most important office on campus.



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