

Pomerantz Career Center
Career Guide



In 4 years, I can make 6 figures and take my career in any number of directions.

\$80,000 to start is a great incentive. Add to that an onboarding program that was named ERE's Best for 2015, the entrepreneurial nature of the job, and the countless ways to personalize my career going forward. It's easy to see why becoming a District Manager at ALDI was my number one career choice.

District Manager Interns: \$1,000.00/week for 10 weeks

Find out more at aldiuscareers.com.

Welcome to more.®



**RECRUITING
EXCELLENCE
AWARDS**

ALDI is an Equal Opportunity Employer.

Table of Contents

Get Started

Pomerantz Career Center Resources.....	2
Career Communities.....	3
HireaHawk.com Checklist.....	4

Explore

Career Exploration Worksheet.....	7
Informational Interviews.....	8
Informational Interview Sample Questions.....	9

Prepare

Tips for a First College Resume.....	11
The Basics of Building a Resume.....	12
Identifying & Describing Transferable Skills.....	14
Writing Bullet Points.....	15
Power Verbs.....	16
Resume Examples	
Beginning Resume.....	18
Intermediate Resume.....	19
Advanced Resume.....	20
CV (Curriculum Vitae) Basics.....	22
CV: Sections to Include.....	22
CV Example.....	23
Job Search Correspondence Overview.....	24
Cover Letter Formatting.....	25
Cover Letters: Utilizing the Job Description.....	26
Sample Letter of Introduction.....	27
Acquiring & Maintaining References.....	28
Practice Interview Information.....	29
Networking.....	30
LinkedIn® & Social Media.....	31

Experience

Get Involved.....	33
Preparing for an Internship Search.....	34
Ready to Land an Internship.....	35

Achieve

Job Search Checklist.....	37
Making the Career Fair Work for You.....	38
Interviewing Tips.....	40
Interview Questions.....	41
Behavioral Interview Questions.....	42
Questions to Ask Employers.....	43
Phone & Virtual Interviews.....	44
Illegal Interview Questions.....	45
Evaluating Job Offers.....	46
Negotiating an Offer.....	47
Graduate & Professional School Checklist.....	48
Graduate & Professional School Program Research.....	49
Writing a Statement of Purpose.....	50
Considering & Planning a Gap Year.....	51

Career Guide



**Pomerantz
Career Center**

**Find out more about all
of these resources online**
careers.uiowa.edu/students

100 Pomerantz Center, C310
Iowa City, IA 52242-7700
(319) 335-1023

Advertiser Index

Aldi.....	Inside Front Cover
Dupaco.....	2
Hope Springs.....	6
ICAD.....	10
LMC.....	6
Millhiser Smith.....	17
Sedgwick.....	21
Youth Emergency Services & Shelter.....	21
UI Facilities Management.....	21
Von Maur.....	32
US Navy.....	36

Pomerantz Career Center Resources

Services

- Career exploration and advising
- Career assessments
- Career resource library and employer information
- Help with choosing a major that connects to a career
- Full-time position and internship listings
- On-campus interviewing and mock interviews
- InterviewStream- a web program to practice interviewing skills
- Job search strategies
- Career-related courses and workshops such as:
 - Job Search Essentials
 - Major and Career Exploration
 - Career Leadership Academy
 - Global Leadership Initiative

Walk-in Hours

Monday–Friday, 10 a.m.– 3 p.m., Pomerantz Center, C310
Meet with a Career Peer Advisor during walk-in hours for resume, cover letter and general career assistance.

Meet With Your Career Advisor*

Visit careers.uiowa.edu to schedule an appointment with a Career Advisor.

**Engineering students meet with Career Staff members located in the Engineering Professional Development office.*

ADVERTISEMENT

HireaHawk.com

Use HireaHawk.com to:

- Search for jobs, internships, and student employment
- Submit your resume for on-campus interviews
- Set up a search agent to be able to receive email notification when new positions are posted

To create a HireaHawk account:

1. Go to careers.uiowa.edu
2. Click on “HireaHawk.com” on the right hand side
3. Click on “Students”
4. Enter your HawkID and password

Register Your Internship

Through the Pomerantz Career Center, you can request to register your internship several different ways, including for o-credit hours and transcript notation.

Visit bit.ly/pccinternship for more information.

careers.uiowa.edu



Tips to make the most out of your hard-earned money:

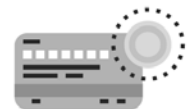


Create and follow a budget

Make conscious decisions about how you spend your money.

Practice before you purchase

Save the projected monthly payment every month for six months to know how having a large payment in your budget will feel—while saving some money for a down payment.



Pay yourself first

Dedicate a set portion of your paycheck each month to savings.

Contribute to your company's 401(k) plan

Take advantage of your employer's 401(k) retirement savings plan, especially if they match contributions—like Dupaco offers our employees!



Take advantage of available resources

When it comes to tackling your money goals, your credit union can be an invaluable asset. Dupaco is a great resource to get you started:

www.dupaco.com/LearningCenter

Don't just earn money...

Make a career out of making a difference!

Explore our opportunities at www.dupaco.com/careers



Career Communities

Students schedule advising appointments based on their interest in exploring or pursuing careers in the following career communities. Our career communities are organized by career fields and industries. Instead of asking, “What can I do with a major in _____?”, start asking “What work environments and job duties interest me?”. If that sounds scary or overwhelming, let us help! If you are an open major and unsure of your interests, all of our career communities allow for exploration. If you have multiple interests, you may select more than one career community.



Arts, Media, & Entertainment

Are you interested in learning about developing public relations campaigns, stage production, or creating museum exhibits? Does it sound like fun to work in a less structured environment with the freedom to voice your originality? Could you see yourself planning art projects or sporting events for others to enjoy? *Careers in this community focus on composing, writing, designing, and performing.*



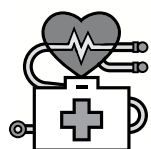
Data & Information Technology

Are you interested in learning about preparing statistical charts, writing code, or analyzing data? Does it sound like fun to test computer programs and software applications? Could you see yourself working in a constantly changing high-tech environment? *Careers in this community focus on developing computer systems, managing computer networks, and interpreting and presenting data to address industry problems.*



Engineering*

Are you interested in learning about how things operate or turning an idea into a functional creation? Does it sound like fun to examine ways a process, product, or technique can become more efficient? Could you see yourself working to address complex problems within manufacturing, transportation, healthcare, or military operations? *Careers in this community focus on the application of math, science, and technology in order to invent, design, build, and improve.*Students in the Engineering Career Community are advised by the Engineering Professional Development office located in the Seamans Center.*



Health & Wellness

Are you interested in learning about how the body works and how to keep it healthy? Does it sound like fun to work at a hospital, clinic, laboratory, or recreation center? Could you see yourself working with specific populations, like athletes, children, senior citizens, or animals? *Careers in this community focus on decreasing illness and injury and supporting others to be healthy and wholesome.*



Law & Public Service

Are you interested in learning about developing public policy or addressing issues through governmental initiatives? Does it sound like fun to argue legal issues or lead a civic improvement project? Could you see yourself working for a city, state, or federal agency or non-profit organization? *Careers in this community focus on public affairs, politics, and serving the community.*



Business & Entrepreneurship

Are you interested in learning about marketing a product or conducting a financial analysis? Does it sound like fun to try to persuade or influence those around you? Could you see yourself working in a corporate environment collaborating with others to accomplish company goals? *Careers in this community focus on leading people and projects, developing business plans, and preparing accounting records.*



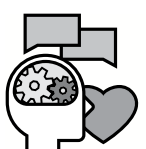
Education

Are you interested in learning about best methods to reach students or setting curriculum standards? Does it sound like fun to explain ideas and concepts to a classroom of learners? Could you see yourself teaching others to assist with understanding and comprehension? *Careers in this community focus on facilitating learning by guiding and encouraging others.*



Environment & Sustainability

Are you interested in learning about human/environment interactions or conservation efforts that support sustainable living? Does it sound like fun to conduct field work outside? Could you see yourself analyzing environmental data through geologic mapping, helping to prevent environmental hazard disasters, or advocating for “going green”? *Careers in this community focus on studying the physical aspects of the earth and applying knowledge to educate and inform on how to protect the environment and human/animal health.*



Helping & Counseling

Are you interested in learning about mental health, criminal probation, or community development? Does it sound like fun to empower others, handle a crisis, or develop resources? Could you see yourself working at a clinic, a community center, a non-profit organization, a church, or starting your own private practice? *Careers in this community focus on understanding people, supporting them through difficult times, and equipping them to grow and thrive.*



Science Research

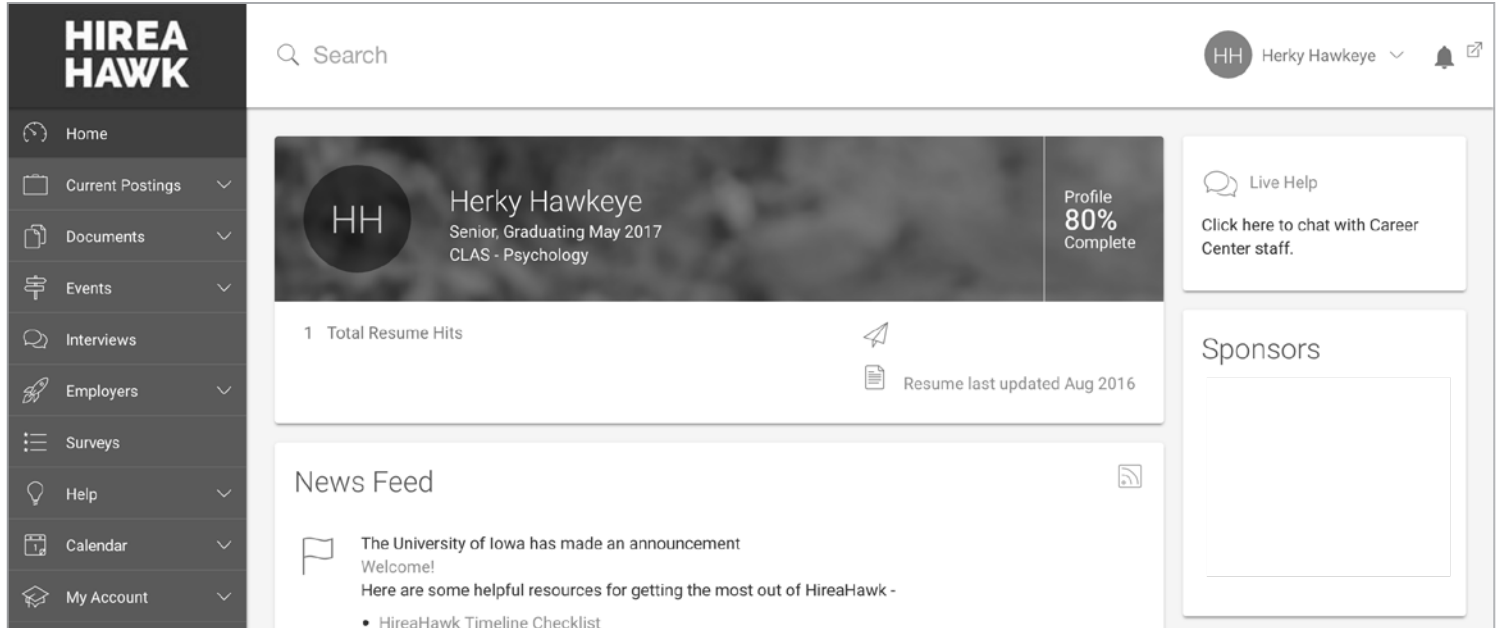
Are you interested in learning about scientific issues or applying technical concepts to solve problems? Does it sound like fun to perform lab experiments or utilize a microscope to examine cells? Could you see yourself investigating scientific principles by collecting and analyzing data? *Careers in this community focus on designing and conducting research to improve products, processes, and ways of living.*

HireaHawk.com Checklist

Utilize the checklist below to help navigate HireaHawk.com. *Note:* We have suggested years for each area but items can be completed on your own timeline based on where you are in the process.

1st Year

- ☐ **Log in.** Go to HireaHawk.com > Students Log-In > enter your HawkID and password. This will take you to your HireaHawk homepage. Be sure to update all of the required fields in order to move forward and use all the features of the site.
- ☐ **Browse.** Take some time to browse through the different tabs and information available in the system.



- ☐ **View online tutorials** under the Help tab to learn more about navigating the system.
- ☐ **Update your profile.** As things change with your major, contact information, year in school, GPA, etc. update your Personal and Academic Profile under the Profile tab.
- ☐ **Schedule an appointment** with a Career Advisor at the Pomerantz Career Center by going to the homepage under Connect With the Career Center on the right side. Click on Request an Appointment.
- ☐ **Track your community involvement**, such as volunteer hours, service learning courses, and philanthropy by going to the homepage under Record Your Experience on the right side. Click on Log Volunteer Hours.
- ☐ **Attend a career event.** Check out the Events tab to learn about upcoming career fairs, workshops, and events happening around campus to learn more about prospective careers.
- ☐ **Upload a student employment application** by going to Help > FAQ & Resources. You can also find the Application when you preview Student Employment Posting in the right hand corner.
- ☐ **Search for employment jobs** by clicking on Current Postings > Search & Apply. Some postings may require an application and/or resume. Please see each posting for details.
- ☐ **View help resources**, helpful guides, and documents under Help > FAQ & Resources.
- ☐ **Upload a resume.** After you have met with a Career or Peer Advisor to have your resume reviewed, upload it to the Documents tab in order to be ready for applying for opportunities in HireaHawk.

2nd Year

- ☐ **Complete an informational interview.** Learn more about completing an informational interview and utilize the Employers tabs to find recruiters to connect with.
- ☐ **Research employers** by industry and geography to start searching for potential volunteer and internship opportunities.
- ☐ **Complete a mock interview using InterviewStream.** From your homepage click on the InterviewStream link under Prepare for Your Search on the right hand side. This will take you to the InterviewStream site and complete a recorded mock interview. You will be able to access it later or share it with others.
- ☐ **Search for an internship.** Click on the Current Postings tab and then Search & Apply to apply for internships.
- ☐ **Update your resume** each year with new experiences to keep it competitive.

Did you know?

You can use HireaHawk.com to do all of this:

- Learn about upcoming career fairs and other events
- Request a mock interview
- Record your volunteer experiences
- Find part-time and on-campus jobs
- Find internships and full-time jobs
- Sign up for interviews for an internship or full-time jobs
- Register your internship

Best of all, it's free.

3rd Year

- ☐ **Complete a mock interview with an employer.** Go to Current Postings > Search & Apply. Type in “mock” in the keyword search and utilize the system to schedule a mock interview with an employer.
- ☐ **Set up a saved search.** Have the system search automatically for jobs and internships you are interested in and send you a daily or weekly email. Do this by going to Current Postings > Search & Apply. Click on the Advanced Search link and enter the search criteria you are looking for and click Search at the bottom. Once you do this, a list of jobs will appear. Then go to the Save Search tab and give your search a name in the Title field. Choose how often you would like to be emailed and if you only want new results or not and then click Save.
- ☐ **Make your resume viewable and searchable by employers.** To allow employers to search for and view your resume, go to the Profile > Personal. Then click on Privacy which is the third option over. Mark “yes” to the first field—Include in Resume Books. If this field is marked as “yes,” each resume you upload will be viewable by employers and you may receive emails from them regarding their available positions.
- ☐ **Going global.** If you are a student looking to work or intern abroad, utilize Going Global on your HireaHawk.com homepage to do research on working and interning abroad, as well as search for jobs abroad. If you are an international student seeking positions in the United States, you can also utilize Going Global to help with this search.
- ☐ **Participate in on-campus interviews.** Sign up for an on-campus interview with employers coming to campus under Current Postings > Search & Apply. Once you have signed up for an on-campus interview, you can go to the Interviews tab to see any scheduled interviews or interviews you’ve requested through the system.
- ☐ **Report your internship.** Go to the homepage and under Record Your Experience, on the right side, select Internship Reporting > Add New Experience to report your internship to the Pomerantz Career Center or Tippie College of Business and start the process of registering for an internship course.

4th Year

- ☐ **Update your resume.** Be sure to keep an updated resume and cover letter in the system as you start applying for positions.
- ☐ **Full-time job search.** Start searching for positions before graduation. Utilize the Current Postings tab, as well as the Events tab to assist.
- ☐ **Update graduation date.** Keep your graduation date updated under Profile > Academic to get the most updated information from the Career Center.

Ready to Explore

Whether you're confident or unsure of your career path, all students can benefit from exploring how their interests and aptitudes align with majors, occupations, and work environments.

This checklist will help you get started. Visit careers.uiowa.edu/students for additional resources to complete items on this list.

- ☐ Find career communities of interest to you and schedule an appointment with a Career Advisor to assist as you begin exploring careers options.
- ☐ Consider taking an assessment if you're feeling confused or overwhelmed about your interests, abilities, and how those relate to majors and/or careers.
- ☐ Conduct informational interviews to talk with professionals working in fields of interest to you.
- ☐ Begin researching careers using resources within career community pages of interest to you.
- ☐ Register for a Career Center course to assist. Consider Career and Major Exploration or Career Leadership Academy.

ADVERTISEMENT



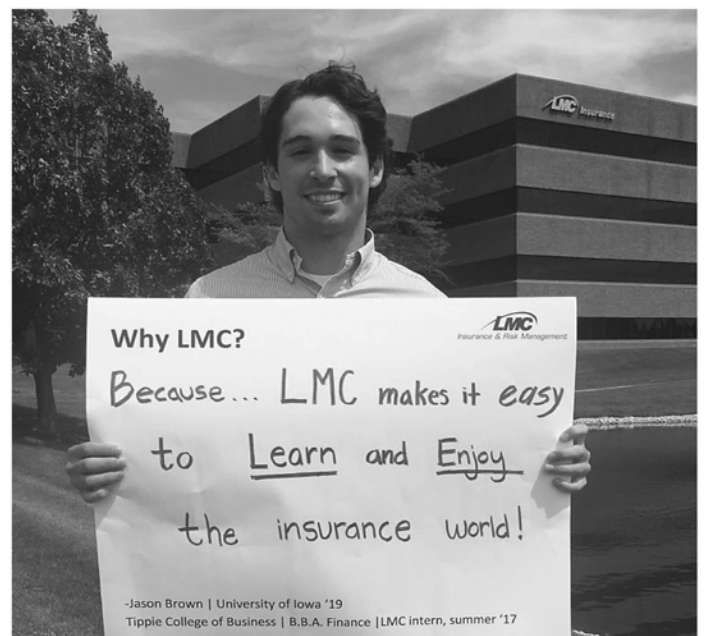
**Psychological Evaluations
Psychotherapy • Psychiatry Services**

Ages 2-92

**1303 5th St STE 202
Coralville, IA 52241
Phone: (319) 358-6520**

www.hopespringsbc.com

ADVERTISEMENT



Interested in learning about our career opportunities? Visit our website at www.LMCInsurance.com and visit us at the career fair on Wednesday, September 27th.

LMC
Insurance & Risk Management

Career Exploration Worksheet

Who Am I?

The purpose of this activity is to help you reflect on what's important to you, which is the first step to understanding what to look for in a job or career. This exercise is just a starting point—we strongly encourage you to schedule an appointment with a Career Advisor to address your questions and discuss next steps in your career exploration and decision-making process.

Top 5 Strengths

Best Skills

Core Values

Favorite Classes or Subjects

Things to Avoid in a Career

Part-time Jobs

Activities, Clubs, & Groups

Leadership Positions

Volunteer Work

Job Shadows

Internships

Hobbies

Career Role Models

I am happiest when...

If I could live anywhere...

If I could do anything...

Preferred Work Environment

Salary Expectations

My Next Steps

Informational Interviews

What is an Informational Interview?

The informational interview is an opportunity to learn about a career which interests you by meeting or talking with someone who is working professionally or who has completed an internship in that field. In a question-and-answer session in person or via phone you will learn first-hand about a job directly from someone who performs or has performed the tasks daily.

Arranging an Informational Interview

- Your Career Advisor at the Pomerantz Career Center can help you “brainstorm” potential people to interview. Friends, parents, friends’ parents, and parents’ friends are potential sources of locating people who might be willing to participate in an informational interview with you.
- Use LinkedIn® to find Iowa alums to network with or to set up informational interviews. Your Career Advisor can teach you more about using LinkedIn® (see page 31 for more information).
- Prioritize your list based on areas of greatest interest to you and convenience of arrangements. Select two or three prospective subjects to interview. When you contact them, identify yourself as a student at the University of Iowa, state that you are interested in the career or internships they have chosen, and ask if they mind meeting or speaking with you for 20–30 minutes to discuss their career and to answer some questions.
- See Informational Interview Request sample email, right.

Preparing for an Informational Interview

- Consider what you want to learn during the interview and select questions accordingly.
- Utilize Informational Interview Questions (see page 9) to help you select your questions.
- If meeting in-person dress for the job you are investigating and arrive 10–15 minutes early.
- If speaking with the volunteer over the phone be sure that you have reception and are in a quiet place.
- Bring or email a copy of your resume in case it is requested. However, don’t approach the interview as if you are looking for a job—your purpose is to gather information.

Informational Interview Etiquette

- Be sure to give your volunteer ample time to schedule the informational interview.
- It is not appropriate to email them the day before and ask to meet or speak with them the following day.

Evaluation and Follow Up

- Evaluate your experience. What did you learn from it? Do you have new questions? Did the interview reinforce your interest in this career? How does this career “fit” you? Talk with your Career Advisor about it.
- Keep names, addresses, and telephone numbers of your contacts for future reference.
- Send a brief thank you note to each person you interviewed thanking them for their time.

Sample Email

Subject Line: Informational Interview Request

Dear Mr./Ms. XYZ,

As a sophomore focusing on both creative writing and American studies, I found your name on LinkedIn® through The University of Iowa alumni group, and I wanted to contact you about information pertaining to careers in writing and criticism. Your experience would be insightful to me as I choose my own career.

Schedule permitting, I am hoping that I could conduct a brief informational interview with you during the week of February 20th to learn more about your career path. I would really appreciate any insight you could provide to me about careers in freelance writing.

I look forward to speaking with you soon.

Sincerely,

Jan Student
jan-student@uiowa.edu

Informational Interview Sample Questions

Position-Related Questions

- What is your job/internship like?
 - A typical day?
 - What do you do? What are the duties/functions/responsibilities?
 - What kinds of problems do you deal with?
 - What kinds of decisions do you make?
 - What percentage of your time is spent doing _____ or how does the time use vary?
- Why did you decide to work for this company?
- Was your internship paid or unpaid? What is the starting salary range for this position?
- What do you like most about this company/position?
- What would you most like to change about your position?
- What are the skills that are most important for a position in this field? How did you learn these skills? How can I evaluate whether or not I have the necessary skills for a position such as yours?
- What abilities or personal qualities do you believe contribute most to success in this job/internship?
- Why did this type of work interest you and how did you get started?
- How did you find your job or internship?
- What jobs and experiences have led you to your present position?
- What part of this job do you personally find most satisfying? Most challenging?
- Does your company offer full-time employment to interns following their internship?

Industry, Field, or Career Path Questions

- What are the various jobs in this field or organization?
- How does your company differ from its competitors?
- What sorts of changes are occurring in your occupation?
- How does a person progress in your field? What is a typical career path in this field or organization?
- What were the keys to your career advancement? How did you get where you are and what are your long-range goals?
- If you could do things over again, would you choose the same path? Why? What would you change?
- How much travel and/or geographic relocation is required in your field?

College Involvement Questions

- Does your work relate to any experiences or studies you had in college?
- How well did your college experience prepare you for this job/internship?
- What courses have proved valuable to you in your work? What would you recommend for me?
- How important are grades/GPA for obtaining a job/internship in this field?
- Are there any written materials you suggest I read? Which professional journals and organizations would help me learn more about this field?
- What are the educational requirements for this job? What other types of credentials or licenses are required? What types of training do companies offer persons entering this field? Is graduate school recommended? Does the company encourage and pay for employees to pursue graduate degrees?

Advice Questions

- What kinds of experience, paid or unpaid, would you recommend for persons pursuing a career in this field?
- What special advice do you have for someone seeking to qualify for this type of position?
- Can you suggest other people I might be able to speak with who have similar career interests?
- [If you feel comfortable and it seems appropriate] Would you mind taking a look at my resume?

Let's Prepare.

Once you've evaluated who you are, begin prepping for next steps by starting your resume and connecting with employers through career fairs and networking events.

This checklist will help you get started. Visit careers.uiowa.edu/students for additional resources to complete items on this list.

- ☐ Write or update your resume and have it reviewed during walk-in advising.
- ☐ When needed, prepare cover letters or other required documents. These can also be reviewed during walk-in advising.
- ☐ When ready, upload your resume into HireaHawk.com so you can begin applying for student employment or internship positions.
- ☐ Create or update your LinkedIn® profile and clean up all social media accounts.
- ☐ Learn to network and prepare your introduction to new contacts and potential employers.
- ☐ Prepare and practice for interviews. Schedule a mock interview before the real deal.
- ☐ If interested in graduate or professional school, review resources to help you research programs and manage applications.
- ☐ Schedule an appointment with a Career Advisor for additional assistance and resources.

ADVERTISEMENT

CENTRALLY LOCATED

INTELLIGENT WORKFORCE

INFRASTRUCTURE OF SUPPORT

Iowa's Creative Corridor provides opportunities to live and work at a pace you choose. Extraordinary things are happening here, sparked by the imagination and innovation of enterprising individuals and companies.

TOP 10 DESIGNATION FOR AUTOMATED VEHICLE TESTING

www.pickyourpace.com

SUCCESSFUL CLUSTER



PICK YOUR PACE
Iowa's Creative Corridor

**IOWA CITY
AREA DEVELOPMENT**
DRIVING INNOVATION

Tips for a First College Resume

Student employment positions and internships are listed on HireaHawk.com. Along with your application, many offices and departments require that you also submit a resume to apply.

The Pomerantz Career Center requires all students to first upload a resume to HireaHawk.com to be reviewed and approved before it can be used to apply for positions.

Tips for Getting Your Resume Approved

☐ **Create your own resume format**

Resume templates can place your information in an odd and are difficult to revise so we recommend not using a template to develop your resume. Visit careers.uiowa.edu/resumes to view sample resume that you can edit to make your own.

☐ **Keep it to one page in length**

A 2–3 page resume is not needed for the college standard resume. Formatting and spacing can help with this.

☐ **Include your college degree**

Now that you're a Hawkeye, be sure to include the University of Iowa, your degree, and your anticipated graduation semester/year. Instead of writing "major," write "BA English" or "BS Psychology". If you are an open major, writing "Open Major" will be suitable as you explore. Additionally, you only need to list other institutions if you received a degree (for example, an AA degree).

☐ **Leave high school off at a certain point.**

You don't need to list your high school diploma, but if you are an incoming student, your high school experiences are relevant. Starting sophomore year, we recommend that high school activities be replaced by college experiences.

☐ **Use bullet points to describe experiences**

Bullet points allow the reader to easily skim your resume for information. Use 2–5 bullet points for each experience. Each point should start with an action word/verb written in past tense (i.e., managed). [A formula that may help in writing each bullet is: Skill (verb) + What you did + Results/Purpose (how or why)]. Try to include the who, what, when, where, why and how to write a descriptive bullet point.

☐ **Include dates and locations for all of your experiences**

Please list the month/semester and year for dates (for example, June 2015 or Spring 2016). Please list city and state for locations.

☐ **Be in reverse chronological order**

Your most recent experiences should be listed first within each section.

☐ **Don't include references**

References, although very important, are actually a separate document and therefore don't need to be included on your resume. Additionally, you do not need to write that your references are available upon request.

☐ **Be free of all grammar and spelling errors**

Employers expect your resume to reflect strong writing skills and attention to detail.

☐ **Visit careers.uiowa.edu/resumes**

You'll find more information on developing or revising your resume at our website. Additionally, we offer sample resumes that you can edit to make your own.

If your resume is not approved when uploaded to HireaHawk.com, you will be asked to make the necessary changes and resubmit.



The Basics of Building a Resume

See examples of the following topics in use on the next page.

Heading

- Name (make it big and bold). If you have a preferred name, place in parentheses – i.e., David (Allan) Smith
- School and/or home address, phone, and email
- Web links to LinkedIn® profile or portfolio (if applicable)

Education

- The University of Iowa, Iowa City, IA
- Degree and major (i.e., BBA Management, BS Psychology)
- Major track/emphasis, minors, and/or certificates
- Graduation date only
- Cumulative and/or major GPA if about 3.0
- UI Dean's List, and UI Honors (if applicable)
- Study abroad (if applicable)
- Other institutions only if you received a degree (i.e., AA degree)

Tailored Headings

- Be descriptive with category headings – this allows you to highlight specific experiences
- Additional heading might include Lab/Research Experience, Computer/Software Skills, Language Skills, Social Media Skills

Coursework (Optional)

- Include classes that are relevant to the occupation/field you are seeking
- Consider class projects, research, group work, and industry knowledge/skills you gained
- List course title, department, and semester
- Can also list 4–6 related class titles under course highlights

Experience Sections & Bullet Points

- Position title
- Company name, city and state
- Dates of employment/involvement
- 2–5 bullet points describing duties task and skills acquired
 - Begin with a power/action verb (i.e., managed, planned, assisted)
 - Start all bullet points in past tense (even for current positions)
 - Answer the who, what, when, where, why, and how to write a descriptive bullet point
 - Use numbers to quantify information
 - Bullet points don't require periods
- Place most recent experiences first within each section

Other Reminders

- Keep to one page in length
- Don't use a template to format
- Place dates on the right side of the page
- Stay consistent with format and layout
- Use 10–12 point traditional font
- Don't state "References available upon request"
- Check for spelling and grammatical errors
- Only include high school information if you are a first-year student
- Tailor information to position sought and place most relevant experiences at the top
- Visit the Pomerantz Career Center for a resume review

Additional Activities/Involvements

- List general membership in other campus/community organizations
- Can list bullet points if involvement is relevant to career goals

Gail Thompson

Current Address: 123 Dubuque St, Iowa City, IA 52240
gail-thompson@uiowa.edu; (123) 456-7890

EDUCATION

The University of Iowa, Iowa City, IA

Anticipated May 20XX

BBA, History

Certificate in Museum Studies

- GPA: 3.3/4.0
- Dean's List: Fall 20xx, Spring 20xx-Present

CLASS EXPERIENCE

Women, Power & Society: Medieval Europe

Fall 20XX

- Examined the legal theories that worked to shape women's roles in medieval society
- Compared the lives and status of Jewish and Christian women
- Researched how the work of women contributed to the medieval economy

INTERNSHIP EXPERIENCE

Exhibit Intern

May 20XX–August 20XX

Johnson County Historical Society, Coralville, IA

- Assisted Curator with determining exhibit topics and designing displays
- Researched and selected various artifacts for 5 exhibits
- Created text and artifact labels for exhibit installation

LEADERSHIP EXPERIENCE

Hawkeye Guide

January 20XX–August 20XX

Orientation Services, The University of Iowa, Iowa City, IA

- Provided welcoming environment for incoming students and their families
- Facilitated small groups of 15–20 students by providing information regarding classes
- Advised students and parents on the college transition process and acclimating to campus

WORK EXPERIENCE

Sales Associate

Summers 20XX–20XX

Afterthoughts Jewelry, Des Moines, IA

- Greeted and assisted customers by locating items and answering questions
- Maintained appeal of store by organizing shelves and restocking product
- Performed closing duties, including reconciling cash registers often totaling \$500 daily

COLLEGE ACTIVITIES

Member, Campus Museum Collective

August 20XX–Present

Member, Alpha Phi Omega service fraternity

January 20XX–Present

Identifying & Describing Transferable Skills

Review the following list of Attributes Employers Seek on a Candidate's Resume.

(From National Association of Colleges & Employers Job Outlook 2016)

1. **Star the skills/attributes you possess, mark the ones you are unsure of with "?", and put an "X" next to the ones you don't feel proficient in.**

<input type="checkbox"/> Teamwork	<input type="checkbox"/> Initiative	<input type="checkbox"/> Technical skills	<input type="checkbox"/> Tactfulness
<input type="checkbox"/> Problem-solving skills	<input type="checkbox"/> Analytical/Quantitative Skills	<input type="checkbox"/> Computer Skills	<input type="checkbox"/> Creativity
<input type="checkbox"/> Written Communication	<input type="checkbox"/> Flexibility/Adaptability	<input type="checkbox"/> Organizational Ability	<input type="checkbox"/> Entrepreneurialism/Risk Taking
<input type="checkbox"/> Strong Work Ethic	<input type="checkbox"/> Detail-oriented	<input type="checkbox"/> Strategic Planning	<input type="checkbox"/> Foreign Language Fluency
<input type="checkbox"/> Verbal Communication	<input type="checkbox"/> Interpersonal skills	<input type="checkbox"/> Friendly/Outgoing	
<input type="checkbox"/> Leadership			

Now, think about where your top 5 Strengths can be found in the above of transferable skills. Circle as many skills that connect with your strengths.

2. **Pick 2–3 of the attributes/skills that you starred, write them below and an example of how you've used this skill/attribute.**

3. **Now, using one of your examples, write a bullet for your resume and an example for an interview, that describes what you did AND the outcome you achieved, how you did it, or skills you used.**

Example's

Resume>

(Includer Strength,
Teamwork Skill)

Developed a culture of inclusion during large committee meetings by for by making sure all voices were heard and information was shared openly.

Interview Answer>

(Discipline Strength,
Organization Skill)

I demonstrate my strength in discipline through the organization I utilize to plan out my week. Using a planner, every weekend I take a look at the week ahead and plan for the events I have coming up, making sure to adjust my schedule for enough time to accomplish all my daily tasks.

4. **Next steps: for the skills you put an X next to pick two. Brainstorm at least one way, for each, you can improve the skill. Think about summer jobs, volunteer work and/or job shadowing as a way to help you develop these skills.**

Writing Bullet Points

Students often tell us that writing bullets is the hardest part of a resume. When writing bullet points it is important to go beyond just your “duties” at a job. One way to do this is to think of the “5 W’s and an H” rule you learned in school.

- Who:** Who did your job help? The company? Clients? Customers?
- What:** What happened with the results of the job? If you did research, was that information published? If you had to do a report what was done with that information?
- When:** When did this happen? Daily? Weekly, Monthly? Talking about how often you did something is an easy way to show productivity in your job.
- Where:** Where did your duties occur? Did you have to travel for a job? Were you responsible for interacting with people outside of your organization?
- Why & How:** Why did you do this? How did your job duties help or add to the organization’s ability to function.

Bullet point formula: Use this formula as a starting point when writing your detailed bullet points.

Skill
(power verb)

+

What
(job duty)

+

Results/Outcome
(how / why)

Before
Made a documentary

After + “How”
Filmed 10 minute documentary using the x3000 camera

After + “Why”
Filmed 10 minute documentary on AIDS awareness for class presentation

Below are additional samples of how to add content and valuable details to your resume. The details will set you apart from other candidates and showcase your skills and expertise appropriately.

Example 1

Before>	American Marketing Association (AMA) Fall 20XX - Present	
	Member <ul style="list-style-type: none">Created personal brandAttended weekly meetingsVolunteered at service activities and fundraising events	
After>	Member Fall 20XX - Present	American Marketing Association (AMA) <ul style="list-style-type: none">Enhanced skills for future success and created own personal brand shared with 12 area employersParticipated in bi-weekly meetings in order to expand knowledge of several marketing conceptsAttended and participated in 4 service activities and 3 fundraisers in order to apply learned theory

Example 2

Before>	Sal’s T-shirt Depot, Any Town, IL June 20XX - Present	
	Sales Associate <ul style="list-style-type: none">Assisted with inventoryProvided quality customer serviceBuilt displays for featured products	
After>	Sales Associate June 20XX - Present	Sal’s T-shirt Depot, Any Town, IL <ul style="list-style-type: none">Assisted with daily and monthly inventory of over 1200 domestic and foreign productsProvided quality customer service by handling customer questions, complaints, and problem solvingHandled over 200 cash and credit transactions, balanced drawer, and ATM accurately as part of each shift

An important thing to remember is to quantify. Adding numbers—dollar amount, number of times you did something, or how much of something you accomplished—shows productivity. Productivity is always transferable.

Tip: If you are having trouble writing your bullet point(s) focus on the basic responsibility you were doing and use the “Power Verbs” section in this book to get yourself started. Example: if your role was communication-related, go to that section in the power-verb pages in this guide and pick the appropriate word to begin your bullet point with.

Power Verbs

Communicating

Example: Presented to groups of 30+ transfer students on a weekly basis concerning university policies and procedures

Acted	Attested	Consulted	Dramatized	Highlighted	Justified	Publicized	Revealed	Submitted	Systematized
Adapted	Briefed	Convinced	Edited	Illustrated	Lectured	Queried	Sanctioned	Substantiated	Taught
Addressed	Clarified	Corresponded	Educated	Improvised	Marketed	Questioned	Settled	Suggested	Tested
Admitted	Cleared Up	Critiqued	Elicited	Indicated	Mediated	Referred	Shaped	Summarized	Translated
Allowed	Closed	Dedicated	Explained	Inferred	Moderated	Reinforced	Smoothed	Supplemented	Transmitted
Amended	Communicated	Defined	Extracted	Informed	Negotiated	Related	Sold	Supported	Verified
Arbitrated	Composed	Deliberated	Fabricated	Instructed	Perceived	Rendered	Solicited	Surveyed	Welcomed
Argued	Concluded	Demonstrated	Fashioned	Interpreted	Persuaded	Reported	Specified	Synthesized	Wrote
Ascertained	Consented	Drafted	Greeted	Interviewed	Presented	Represented	Spoke		

Executing

Example: Handled 20–35+ customer calls per shift regarding coverage changes, renewal rates and billing procedures

Acted	Collected	Displayed	Exercised	Input	Merchandised	Processed	Prospected	Shipped	Stocked
Administered	Completed	Distributed	Forwarded	Installed	Operated	Produced	Proved	Sold	Transacted
Carried out	Conducted	Entered	Handled	Labored	Performed	Proofed			

Getting Results

Example: Increased student participation by 25% over a 6-month period

Alleviated	Collaborated	Created	Detected	Foresaw	Gathered	Remedied	Resolved	Revived	Streamlined
Analyzed	Conceived	Debugged	Determined	Formulated	Investigated	Remodeled	Revamped	Satisfied	Synthesized
Applied	Conceptualized	Decided	Diagnosed	Found	Recommended	Repaired	Revitalized	Solved	Theorized
Brainstormed	Crafted	Deciphered	Engineered						

Helping

Example: Provided academic support for 30+ at-risk primary school students through comprehensive after-school program

Accommodated	Assisted	Continued	Eased	Enhanced	Interceded	Polished	Rehabilitated	Returned	Sustained
Advised	Assured	Cooperated	Elevated	Enriched	Mobilized	Prescribed	Relieved	Saved	Tutored
Aided	Bolstered	Counseled	Enabled	Familiarized	Modeled	Provided	Rescued	Served	Validated
Alleviated	Coached	Dealt	Endorsed	Helped					

Leading

Example: Trained 20+ new employees in computer procedures over a 2-year period

Accelerated	Changed	Elected	Enlisted	Guided	Inspired	Mentored	Pioneered	Recognized for	Stimulated
Assumed	Conducted	Employed	Envisioned	Hired	Involved	Motivated	Promoted	Set goals	Strengthened
Caused	Directed	Empowered	Fostered	Influenced	Led	Originated	Raised	Spearheaded	Supervised
Chaired	Disproved	Encouraged	Founded	Initiated	Managed				

Organizing

Example: Coordinated weekly office schedules for 8 employees

Acquired	Appointed	Authorized	Collected	Customized	Facilitated	Issued	Ordered	Retrieved	Simplified
Activated	Arranged	Cataloged	Committed	Delegated	Housed	Linked	Organized	Routed	Sough
Adjusted	Assembled	Centralized	Confirmed	Designated	Implemented	Logged	Procured	Scheduled	Straightened
Allocated	Assessed	Charted	Contracted	Designed	Incorporated	Mapped out	Programmed	Secured	Suggested
Altered	Assigned	Classified	Coordinated	Established	Instituted	Obtained	Recruited	Selected	Tracked

Planning

Example: Developed and implemented a training program that resulted in a 45% increase in employee satisfaction

Administered	Commissioned	Developed	Evaluated	Formulated	Observed	Prepared	Researched	Revised	Studied
Anticipated	Determined	Devised	Forecasted	Identified	Planned	Prioritized	Reserved	Strategized	Tailored

Problem Solving

Example: Streamlined ordering through the use of computer technology, decreasing wait time from 6 to 2 days

Alleviated	Collaborated	Created	Detected	Foresaw	Gathered	Remedied	Resolved	Revived	Streamlined
Analyzed	Conceived	Debugged	Determined	Formulated	Investigated	Remodeled	Revamped	Satisfied	Synthesized
Applied	Conceptualized	Decided	Diagnosed	Found	Recommended	Repaired	Revitalized	Solved	Theorized
Brainstormed	Crafted	Deciphered	Engineered						

Quantitative

Example: Converted files from COBAL to JAVA in order to increase compatibility with current systems

Accounted for	Balanced	Compiled	Converted	Earned	Financed	Maximized	Projected	Rated	Reduced
Appraised	Budgeted	Compounded	Counted	Enumerated	Grossed	Multiplied	Purchased	Reconciled	Tabulated
Approximated	Calculated	Computed	Dispensed	Estimated	Increased	Netted	Quantified	Recorded	Totaled
Audited	Checked	Conserved	Dispersed	Figured	Inventoried	Profited			

Supervising

Example: Developed and supervised the implementation of new computer filing system that reduced paper use by 35%

Adjusted	Certified	Correlated	Examined	Inspected	Measured	Overhauled	Refined	Screened	Supplied
Analyzed	Compared	Developed	Explored	Judged	Modified	Oversaw	Regulated	Scrutinized	Tightened
Apportioned	Controlled	Discovered	Graded	Licensed	Monitored	Policed	Reviewed	Set	Traced
Assessed	Corrected	Established	Indexed	Maintained	Officiated	Prohibited	Revised	Supervised	Updated

Tips for Choosing Power Verbs

1. Take time to choose the one that most accurately describes what you did.
2. Use past tense for verbs—even for current positions for uniformity.
3. Try not to repeat the same verbs throughout your resume

ADVERTISEMENT

Imagine Your Future at Millhiser Smith

At Millhiser Smith, our employees “bring it” every day. Whether they’re making sales, answering client questions, or auditing accounts, everyone here has a responsibility and we all make a difference in people’s lives.

While you make a difference in people’s lives, we’d like to make a difference in yours. We offer many benefits to provide comfort, excitement and peace of mind.

- Paid continuing education
- Agency apparel allowance
- 401k/Profit sharing
- Wellness programs
- Sitting or standing desks
- Ice cream and Popcorn Days
- Company lunches & Food Days
- Three annual paid volunteer days

If you’re passionate about a career where you can have an impact, check out our current openings at www.millhisersmith.com/job-listings/

3100 Oakland Road, Cedar Rapids, Iowa
319-365-8611 www.millhisersmith.com

MillhiserSmith | Risk Management
Insurance
Financial Services

Resume Examples

Beginning Resume

This sample resume highlights some examples of what an incoming or beginning college student seeking a part-time job may want to include on their resume. For beginning resumes it is okay to include some high school experiences, however by sophomore year we recommend that high school activities be replaced by college activities.

Ginger Snap

100 Mayflower Hall, Room 206, Iowa City, IA 52242

ginger-snap@uiowa.edu; (812) 533-7821

EDUCATION

The University of Iowa, Iowa City, IA
BS, Nursing interest
GPA: 3.0/4.0

Anticipated May 20XX

COURSE HIGHLIGHTS

General Chemistry I & II
Introduction to Animal Biology

Human Development & Behavior
Mathematics for the Biological Sciences

WORK EXPERIENCE

Front Desk Assistant

August 20XX–Present

Pomerantz Career Center, The University of Iowa, Iowa City, IA

- Greeted students, faculty, staff, and employers visiting the Career Center
- Assisted 50+ students weekly with scheduling advising appointments
- Answered phone calls, made copies, and performed data entry as needed

Detasseler

Summers 20XX–20XX

Knights Detasseling, Galena, IL

- Inspected multiple rows of corn to remove pollinating tassels
- Developed teamwork and interpersonal skills by working with a group to ensure smooth operation
- Promoted to Lead Detasseler by achieving high performance and perfect attendance

VOLUNTEER EXPERIENCE

Volunteer, The University of Iowa Hospitals & Clinics, Iowa City, IA

June 20XX–Present

- Aided Child Life staff in providing activities for 30+ pediatric patients
- Interacted with patients by making crafts, playing games, and reading stories
- Strengthened communication skills by meeting with parents, siblings, and other family members

Volunteer, Special Olympics, Peoria, IL

June 20XX

- Greeted 100+ spectators daily and sold tickets to various events
- Assisted with games by recording scores and presenting awards
- Served lunch to 500+ participants and family members

COLLEGE ACTIVITIES

Member, Theta Pi Sorority

August 20XX–Present

Member, Intramural Sport - Volleyball

September 20XX–November 20XX

HIGH SCHOOL ACTIVITIES

Yearbook Editor, Galena High School, Galena, IL

August 20XX–May 20XX

- Managed team of 20 students in planning, designing, and editing 75-page yearbook
- Tracked school's events calendar to ensure all activities were photographed
- Raised \$600 in advertisement sales from local businesses

Member, Speech & Debate Team, Galena High School, Galena, IL

August 20XX–May 20XX

Member, Show Choir, Galena High School, Galena, IL

August 20XX–May 20XX

Intermediate Resume

This sample resume highlights some examples of what a college student seeking an internship or research opportunity may want to include on their resume. For intermediate resumes, all high school activities should be removed and the focus should be on college activities, coursework and work experiences.

Herbert F. Sampson

herbert-sampson@uiowa.edu

Current Address: 100 Hillcrest Hall N217, Iowa City, IA 52242, (224) 682-0423

Permanent Address: 1443 E. Riverside Dr., Schaumburg, IL 60043, (847) 544-7797

OBJECTIVE

To obtain an internship with State Farm for the fall of 20XX utilizing my mathematical, business, and interpersonal skills

EDUCATION

The University of Iowa, Iowa City, IA

Anticipated May 20XX

BBA, Economics

Minor: Sociology

CLASS PROJECT EXPERIENCE

Money, Banking, and Financial Markets

Spring 20XX

- Department of Economics, The University of Iowa, Iowa City, IA
- Analyzed financial reports to project future earnings for Fortune 500 companies
- Presented investment strategy to simulated corporate client regarding a potential acquisition
- Developed a bond interest rate project utilizing Excel macros and historical financial reporting

WORK EXPERIENCE

Caddie

Summers 20XX–20XX

Barrington Hills Golf Club, Barrington, IL

- Trained and mentored 15 new caddies a year
- Developed a client base of over 40 members
- Assisted an average of 8 members per week in transporting golf bags

Tutor

August 20XX–May 20XX

Introduction to Statistics and Inference, The University of Iowa, Iowa City, IA

- Provided tutoring services to 10 students weekly
- Increased students' exam scores by approximately 30%
- Created worksheets that were used as study tools

LEADERSHIP EXPERIENCE

Career Leadership Academy

December 20XX–Present

The University of Iowa, Iowa City, IA

- Two semester academic program focused on developing leadership and employment skills
- Strengthened communication, teamwork, interpersonal, and presentation abilities
- Attended employer panels and presentations by community leaders

COLLEGE ACTIVITIES

Member, Delta Sigma Pi Business Fraternity

August 20XX–Present

Member, Bass Fishing Club

January 20XX–Present

Resume Examples

Advanced Resume

This sample resume highlights some examples of what a college student seeking full-time employment may want to include on their resume. For advanced resumes, the focus should be on college internships, work experience and skills.

THOMAS RAVENELLI

401 South Maple St., Iowa City, IA 52241
(319) 400-6543 | thomasravenelli@gmail.com

EDUCATION

The University of Iowa, Iowa City, IA
Bachelor of Science - Computer Science
Bachelor of Arts - Psychology

May 20XX

COMPUTER SKILLS

Languages: SQL, C++, Java, Ruby, Python
Operating Systems: UNIX, Windows, LINUX, Mac OS X
Software: Microsoft Access, Adobe Acrobat

CLASS PROJECT EXPERIENCE

Software Design and Development

The University of Iowa, Iowa City, IA

Aug. 20XX–Present

- Learned HTML5 and CSS basics for webpage creation and design
- Utilized GitHub and GitBash Lennox command window emulator to understand how to track our work through local and remote repositories

Data Communications

The University of Iowa, Iowa City, IA

Jan. 20XX–Present

- Studied the OSI and Hybrid Model which depict how software and hardware interconnect and communicate with each other
- Explored the different types of modern networks in use today, and how IPV4 and IPV6 addressing functions as an integral part of network communication

PROFESSIONAL EXPERIENCE

Technology Intern

Iowa Children's Museum, Coralville, IA

May 20XX–Present

- Designed and maintained museum's web page using Java
- Assisted with computer installation and configuration of various operating systems
- Resolved technical problems for 9 professional staff members

Computer Lab Monitor

The University of Iowa, Iowa City, IA

Aug. 20XX–Dec. 20XX

- Monitored computer lab of 25 computers
- Provided technical assistance on a daily basis to 100+ students
- Coordinated and facilitated technical instruction sessions for students as needed

LEADERSHIP EXPERIENCE

President, Phi Kappa Tau Fraternity

Jan. 20XX–Present

Member, Phi Kappa Tau Fraternity

Aug. 20XX–Present

The University of Iowa, Iowa City, IA

- Planned and conducted weekly meetings for 85 members
- Recruited 30 new members for the 20XX–20XX school year
- Organized 5 volunteer events to support local non-profit organizations

WORK EXPERIENCE

Book Store Clerk

The University Book Store, Iowa City, IA

May 20XX–Aug. 20XX

- Prioritized restocking order according to customer demand
- Assisted 50+ students daily in locating textbooks during the start of the semester
- Reconciled cash drawers with an average of \$4,000 nightly

VOLUNTEER EXPERIENCE

Big Brother/Big Sister Program

Jan. 20XX–Dec. 20XX

Salvation Army

Mar. 20XX–Aug. 20XX

LANGUAGE PROFICIENCIES

Fluent in Spanish; Conversational in Italian

Interested in a new career that makes a difference?

We are now hiring in Coralville, IA!



sedgwick

Looking for a company that is...?

- a leader in technology-enabled risk and benefit solutions, taking care of people and organizations around the world
- a certified Employer of Choice®
- focused on growth, with 15,000 colleagues in 275 offices
- a trusted partner for 50% of the Fortune 100

Sedgwick may be the employer of choice for you

We offer:

- competitive wages and generous paid time off
- comprehensive benefits, many starting on day one
- tremendous growth opportunities
- professional development and tuition reimbursement
- a diverse, caring, progressive culture

Visit www.sedgwick.com/careers to search for opportunities and apply today

If you are looking to help others and work in a fast-paced, inclusive environment, you'll find yourself at home here. We're eager to review candidates of all backgrounds and levels of experience.



Achieve your goals. Change kids' lives.

Join Team YESS



When you join Team YESS, you become a part of one of the most trusted providers of emergency services for kids!

A variety of career paths are available to help you learn, grow, and achieve your goals while helping kids find brighter tomorrows.

We offer:

- Training and experience in the child welfare system
- Opportunities to advance
- Competitive benefits package
- The chance to make a difference in kids' lives every day!

Apply Online

YESSIowa.org

918 SE 11th Street
Des Moines, IA 50309



Launch your career with UI Facilities Management!

We are searching for talented, innovative, and energetic undergraduate and graduate students to join our facilities organization in the areas of:

- Construction and project management
- Office and administrative support
- Utilities, power and water production
- Biomass and alternative fuels program
- Building operations and maintenance
- Human resources

Come join our award-winning organization recognized for its innovative approach to facilities management and our dynamic team of over 700 employees.

Many opportunities exist for student workers. For more information on FM visit facilities.uiowa.edu.

To apply, visit careers.uiowa.edu/hirehawk



**Facilities
Management**

CV (Curriculum Vitae) Basics

What is a CV?

A CV is a comprehensive, biographical statement emphasizing your professional qualifications and activities. An International CV may look different from an American CV and usually includes personal details such as age, marital status, religious affiliation, and a photo.

What is the difference between a CV and a Resume?

- A CV includes more information than a resume and can range from 2 to 50 pages in length.
- Rather than focusing on work history, a CV provides a summary of one's educational and academic background by highlighting teaching and research experience, publications, presentations, professional affiliations, and academic honors.
- CVs are typically written in a narrative, paragraph format, as opposed to bullet points.

When is a CV appropriate?

A CV should only be used when specifically requested. This might occur in the following instances:

- Applications for admission to graduate or professional programs
- Proposals for fellowships or grants
- Applications for international employment (see examples by country online at goingglobal.com)
- Independent consulting in a variety of settings
- Providing information related to professional activities (i.e. applications for professional memberships and leadership positions, and presentations at professional conferences)
- Applications for positions in academia, including: Higher education positions in teaching and research, institutional research and consulting, or school administration (i.e., elementary or secondary principals, superintendents, deans of schools)

CV: Sections to Include

Contact Information

Name, address(es), phone number(s), and email

Education

List academic degrees beginning with the degree in progress or most recently earned. Include: Name of institution, city and state, degree type (BA, BS, MA, etc.) and area of concentration, and month/year degree was (or will be) received. If you GPA is 3.0 or higher, it is appropriate to include. You may also include "Relevant Coursework" under this heading.

Certifications

List all relevant certifications and the year awarded.

Honors and Awards

List receipt of scholarships, fellowships, assistantships, names of scholastic honors, teaching or research awards.

Relevant Experience

Listing of positions (part-time, full-time, volunteer, internship) related to the work sought. Include: company/organization name, city and state, job/position title, and dates of employment. Include brief bulleted descriptions of your activities/duties, listed in reverse chronological order.

Other Experience

Listing of other experiences or positions that are not directly related to the work sought. Include: company/organization name, city and state, job/position title, and dates of employment. Include brief bulleted descriptions of your activities/duties, listed in reverse chronological order.

Grants Received

Include name of grant, name of granting agency, date received and title or purpose of research project, etc.

Professional Associations

List memberships in professional organizations. Also include appointments/positions/committees in these associations. Student memberships are appropriate.

Publications

Give bibliographic citations for articles, chapters, research reports, or any other publication that you have authored or co-authored. In fine arts areas, this can include descriptions of recitals and art exhibits.

Research

Description of research projects recently conducted or in progress. Include the type of research and brief description of the purpose.

Educational Travel

Include names of countries, dates, and purpose of travel.

Community Involvement

List relevant volunteer work and involvement with community service organizations, etc. Include brief descriptions of experiences and dates.

Leadership Experience

List relevant campus or community leadership involvement, include positions/titles held, brief description of experience and dates.

Qualifications or Skills

A summary of relevant strengths or skills which you want to highlight. For example, a listing of special computing/software skills or language skills.

<div><p>CINDY TU cindy-tu@uiowa.edu, (515) 444-9135 Current Address: 123 South Dodge Street, Iowa City, IA 52243 Permanent Address: 4567 W. First Street, Ankeny, IA 50023</p><p>EDUCATION</p><p>The University of Iowa, Iowa City, IA BS Psychology, May 20XX Minor: Human Relations GPA: 3.7/4.0 Honors: Psi Chi, national honorary society in psychology, Dean's List-8 semesters</p><p>COURSE HIGHLIGHTS</p><table><tr><td><ul style="list-style-type: none">Statistical MethodsResearch PracticumResearch Methods in PsychologyAdvanced Research Practicum</td><td><ul style="list-style-type: none">Introduction to Counseling PsychologyMarriage and Family InteractionEthics in Human Relations & CounselingMotivational Interviewing</td></tr></table><p>RESEARCH EXPERIENCE</p><p>Undergraduate Research Assistant, May 20XX–Present Center for Couple and Family Studies, The University of Iowa, Iowa City, IA</p><ul style="list-style-type: none">Administered semistructured interviews about the interplay between intimate relationships and mental healthCoded data from 14 day diary studiesParticipated in weekly lab discussions about marital research literature<p>Undergraduate Research Assistant, September 20XX–April 20XX ADHD and Development Lab, The University of Iowa, Iowa City, IA</p><ul style="list-style-type: none">Created poster display explaining research summary regarding proposed sexual education mobile device app for teens with Autism Spectrum Disorder (ASD)Evaluated 158 mobile device apps that would inform development of planned education interventionExploratory design was employed with apps targeting persons with ASD and addressing social or language development meeting inclusion criteria<p>PRESENTATIONS</p><p>Poster Presenter, April 20XX Spring Undergraduate Research Festival, The University of Iowa, Iowa City, IA</p><ul style="list-style-type: none">Created poster display explaining research summary regarding proposed sexual education mobile device app for teens with Autism Spectrum Disorder (ASD)Evaluated 158 mobile device apps that would inform development of planned education interventionExploratory design was employed with apps targeting persons with ASD and addressing social or language development meeting inclusion criteria</div>	<ul style="list-style-type: none">Statistical MethodsResearch PracticumResearch Methods in PsychologyAdvanced Research Practicum	<ul style="list-style-type: none">Introduction to Counseling PsychologyMarriage and Family InteractionEthics in Human Relations & CounselingMotivational Interviewing	<p>TEACHING/ADVISING EXPERIENCE</p> <p>Undergraduate Research Assistant, May 20XX–Present Center for Couple and Family Studies, The University of Iowa, Iowa City, IA</p> <ul style="list-style-type: none">Administered semistructured interviews about the interplay between intimate relationships and mental healthCoded data from 14 day diary studiesParticipated in weekly lab discussions about marital research literature <p>CLINICAL VOLUNTEER EXPERIENCE</p> <p>Crisis Intervention Volunteer, May 20XX–Present Crisis Center of Johnson County, Iowa City, IA</p> <ul style="list-style-type: none">Participated in 60+ hours of Crisis Intervention trainingReferred 50+ individuals to community resourcesListened empathetically and nonjudgmentally to individuals in need <p>Child Psychiatric Unit Volunteer, September 20XX–December 20XX The University of Iowa Hospitals and Clinics, Iowa City, IA</p> <ul style="list-style-type: none">Monitored daily school activity group of 38 patients with psychiatric problemsAssisted with clerical tasks to ensure efficiency of the unitDedicated 70+ hours to tutoring K12 patients in their school assignment <p>P.A.T.H. Leader, August 20XX–May 20XX Grant Wood Elementary School, Iowa City, IA</p> <ul style="list-style-type: none">Attended monthly speakers discussing educational goals, drugs, and healthy decision makingLed a group of 810 fifth grade students regarding goal setting and managing peer pressureCreated questions to extend student's understanding of monthly speaker topicDeveloped an open and trusting learning environment for students <p>EXTRACURRICULAR ACTIVITIES</p> <p>Member, National Alliance on Mental Illness, August 20XX–Present Member, Iowa Students Psychology Association (ISPA), August 20XX–Present Participant, LeaderShape Institute, January 20XX Participant, Alternative Spring Break to Memphis, Tennessee, March 20XX</p>
<ul style="list-style-type: none">Statistical MethodsResearch PracticumResearch Methods in PsychologyAdvanced Research Practicum	<ul style="list-style-type: none">Introduction to Counseling PsychologyMarriage and Family InteractionEthics in Human Relations & CounselingMotivational Interviewing		

Job Search Correspondence Overview

Job search correspondence includes more than just cover letters. This type of communication may include documents such as thank you letters, apology letters, or emails you send to accompany a cover letter and resume. Each piece of correspondence should be carefully written and reviewed. The following is a list of items considered to be job search correspondence:

Cover Letters

The cover letter is an important part of the job search process. A cover letter (when requested) always accompanies the resume when it is sent to a potential employer. The most effective letters are interesting, informative, and concise.

Letter of Application

This is the most common type of cover letter. When an employer lists a job opening and requests a cover letter, they are really asking for a letter of application. This type of letter is sent to “apply” for a position that has been advertised and that the employer is seeking to fill. When writing letters of application, it’s important to connect your experiences to the position and describe how you fulfill the job requirements.

Letter of Introduction

Sent to an employer to “inquire” about the possibility of available positions or to ask for information about the organization. This type of letter can be used to inquire about job or internship possibilities, to request company information, or to request a meeting to discuss future opportunities within the organization. When writing letters of inquiry, include details about your qualifications that will prompt the employer to decide that a discussion with you would be worthwhile. See page 27 for a sample Letter of Introduction.

Other Correspondence

Other examples of job search correspondence could include:

Letter of Acceptance

Sent to acknowledge an offer of employment and to restate the terms of employment, such as starting date and salary offer.

Letter of Withdrawal

Sent to an employer to withdraw from consideration, usually after an interview.

Letter of Apology

Sent to an employer within 24 hours of when a candidate has missed a scheduled job interview, information interview or meeting.

Letter of Thanks

Sent to express gratitude to an employer, usually for the opportunity interview. A handwritten note always makes a positive impression, although an email is also appropriate, especially if a hiring decision will be made quickly. It is important to send thank you notes immediately after your interview and try to individually thank each person who interviewed you, including the administrative staff who greeted you.

See samples of other job search correspondence letters online, careers.uiowa.edu/students/career-related-correspondence.

Please note that due to the interest of time, it may not always be possible to send a formal letter. In some situations, it is suitable to send an email so that your message arrives promptly.

JANE Q. DOE

123 Main Street | Iowa City, IA | 52242
(515)296-7787 | jane-doe@uiowa.edu

Date

Name of Contact Person

Their Title

Organization Name

Street Address

City, State, Zip

Dear Contact Person (Mr./Ms. and last name):

(If a contact name is not listed, call the organization to ask for the appropriate contact. If you cannot locate a specific individual, address your letter to Members of the Search Committee or Human Resources Director.)

Opening Paragraph

Use this paragraph to get the employer's attention. Show your initiative, and what you have learned about the company that makes it attractive to you. Identify what position you are applying for and how you learned about the position. If you have been referred to the position by someone in your network, include that information here. Your goal is to convince the employer that you are a strong candidate qualified for an interview.

Body of the Letter

This section of the letter is where you justify why you should be considered as a candidate. Relate your qualifications to the specific job requirements, using examples of your experiences and achievements to convey your knowledge and skills. Do not simply duplicated the information your resume; rather highlight or add pertinent details of interest to the employer. Use wording similar to the job description and make a connection between your experiences and the duties/tasks of the position.

Closing Paragraph

The final paragraph is used to express an interest in an opportunity to interview for the position or to meet to discuss your qualifications. Indicated a willingness to supply the employer with additional information. Also, indicate that you will take the next step, which may be a follow-up phone call *(be sure to mark your calendar and then make the call)*. Remember to thank the employer for reviewing your application.

Sincerely,

Your Signature (use black ink)

Your typed name

Enclosure *(if you are including a resume or another document with your cover letter)*

Cover Letters: Utilizing the Job Description

When writing your cover letter, it is important to relate your skills and knowledge to the position for which you're applying. What related experiences can you emphasize to show a connection between your abilities and the position? Also, think about developing your cover letter from the employer's perspective. If roles were reversed and you were hiring for this position, would you consider yourself a strong candidate qualified for an interview? In short, have you sold yourself on paper and linked your experiences to what is asked within the job description and desired qualifications?

The following position was posted on HireaHawk.com, the University of Iowa's online job and internship database. The underlined text illustrates where the applicant intends to detail their experiences that connect to that particular job task or desired skill. The following cover letter will demonstrate how the applicant relates their experiences to the job description.

Job Posting

Job Title: Sales Account Executive (Full-time)

Organization: KWKB-TV

Location: Iowa City, Cedar Rapids, Waterloo, IA

Industry: Media/Broadcast; Communication; Television; Sales

Description

KWKB CW 20 has an immediate opening for a highly motivated Account Executive. The primary responsibility of our Account Executives is to sell commercial advertising time and other station products to local advertisers and/or advertising agencies. KWKB programming includes America's Next Top Model, Gossip Girl, and Vampire Diaries. This is a tremendous opportunity for a highly motivated individual to join a progressive company.

Responsibilities

- Generate revenue for station by retaining current business and developing new business
- Contact local advertising agencies and direct advertisers
- Attract advertisers to sell products and services via broadcast television
- Make sales presentations to all classifications of advertisers to obtain orders for advertising time and use of commercial production facilities
- Attain budgeted revenue goals through effective solicitations and promotions

Desired Skills

- Strong planning and organizational skills
- Proficient in MS Word, Excel, and PowerPoint
- Previous media sales experience a plus, other sales experience preferred
- Must be accountable and reliable

Sample Cover Letter

Ryan Kennedy

123 Market St, Iowa City, IA 52242
(515) 234-5678; ryan-kennedy@uiowa.edu

March 22, 20XX

Joy Anderson
Senior Account Executive
KWKB-TV
501 1st Avenue
Cedar Rapids, IA 52404

Dear Ms. Anderson:

I am writing to express interest in the Sales Account Executive position posted on the KWKB-TV website. I am excited to work for one of the region's most recognized and accomplished television stations and would like to be considered as a candidate for this position.

As my resume indicates, I am currently the Advertising Manager for The Daily Iowa (DI), the University of Iowa's student newspaper. In my position, I manage the accounts of more than 200 businesses that choose to advertise in the DI. Through working with a variety of companies in the Iowa City area, I understand the importance of cultivating customer relationships through personal contacts, and I am devoted to providing clients the best experience possible. I also have experience with creating promotions to generate revenue. For example, I developed a "Buy Two Ads, Get One Free" promotion that I presented to local businesses to encourage them to advertise in special editions of the DI that were distributed during summer orientation programs. This promotion increased summer ad sales of 35%. I pride myself on being dedicated to my work and not afraid to take on challenges.

In addition to my advertising knowledge, I also possess several years of retail experience. As the Assistant Manager of a large retail chain, I have learned to be organized, efficient, and accountable. Through this experience, I understand how providing quality customer service is vital to repeat business.

My experiences have given me an understanding of the advertising sales industry and make me a competitive candidate for the Sales Account Executive position. I would welcome the opportunity to discuss this position in detail. Please feel free to contact me should you need additional information. Thank you for reviewing my materials. I look forward to your response.

Sincerely,

Ryan Kennedy

Ryan Kennedy

Please note: The underlined text illustrates the direct connections to the job description the applicant made when writing their cover letter. Do not underline in your actual cover letter—this is intended for learning purposes only.

Sample Letter of Introduction

Karen T. Smith

1201 Summer Street, Iowa City, IA 52240 | 630.841.1155
831 Martin Drive, Elgin, IL 60120 | 630.847.5544
karen-smith@uiowa.edu

February 1, 20XX
Ms. Tracy Johnson
Director Human Resources
XYZ Org
355 1st Avenue
New York, NY 55555

Dear Ms. Johnson:

A recent issue of Business Week included a very interesting article on XYZ Org describing the excellent donor service you provide to corporate philanthropists. This is an essential component of a successful non-profit organization, and as I did not see any internships posted on your website, I am writing regarding my interest in a donor relations and communications internship with your organization.

I am interested in learning more about your work, as well as any anticipated internship openings on your staff. I have enclosed my resume for your review and my specific qualifications for an internship at XYZ Org include:

- Fundraising & membership projects with both Wells Fargo and the Muscular Dystrophy Association
- 2 years of event planning experience while a member of the Public Relations
- Student Society of America (PRSSA) at the University of Iowa
- Pursuing a B.A. in Journalism and a certificate in Fundraising & Philanthropy Communications
- Work experience as Youth Specialist at Non-Profit ABC

During the week of March 15, I will be visiting New York City. If your schedule permits, an opportunity to meet in person to discuss my qualifications and your hiring needs would be greatly appreciated. I will call your office next week to see if such a meeting can be arranged. Thank you for your consideration. I look forward to talking with you.

Sincerely,

Karen T. Smith
Karen T. Smith

Always use the same header as your resume—this provides consistency and keeps your name on the recruiter's radar.

First Paragraph

Emphasize knowledge of the organization and why it appeals to you. This could be about a mission/ philosophy fit or their achievements or skills that you deem important.

Want to name drop? Do it here. For example:

"My former supervisor, Mr. Marcus Jones, thinks very highly of XYZ Org and recommended that I contact you regarding a possible internship."

Middle

Brief summary of skills, knowledge, and/or experience that apply to this particular organization.

Final Paragraph

Summarizes any next steps regarding follow up. Be clear with your intentions and remember that an in person visit is not always necessary, but could be a phone call or Skype meeting instead.

Sending it via email? Remove the header and their address information, but keep the salutation, body, and closing. Don't forget to put a short and relevant subject line to catch their attention.

Acquiring & Maintaining References

How many?

Plan to identify 3–5 people to use as references and then provide 3–5 for each position applied for, depending on who is the most relevant for each position.

Who to ask?

Full-time and part-time work supervisors, volunteer coordinators, peer advisors/mentors, professors and academic instructors, academic advisors, and any other person that can speak to your abilities related to the job you are applying for. Do not list parents, friends, family, significant others, etc.

What to ask?

Schedule a short meeting or phone call with this person (in-person meeting preferred) and ask them to be a positive reference for you. Talk about the position you want and your qualifications so that you and your reference are on the same page about what information is being presented about you. Make sure to ask this person for their preferred contact information so you can include it on your reference page, and remember to say thank you.

What to provide?

A copy of your current cover letter and resume, and anything else the reference may need from you. *Note:* Notify references when you apply to a position. They will appreciate the heads-up.

Reference Page

Use the same heading on the top of your reference sheet that you used on the top of your resume—they should match. Write “References” as your section heading and format it so it looks the same as the section headings on your resume.

List 3–5 references, in order of importance for the specific position being applied for. Include their name, relationship to you (i.e. Academic Advisor), their address (professional preferred), phone number, and email.

Sample Reference Page

Jackie A. Jorgensen

jackie-jorgensen@uiowa.edu

Present Address:

500 North Drive
Iowa City, IA 52240
(319) 351-0000

Permanent Address:

411 Windsor Drive
Dubuque, IA 50312
(515) 465-1234

References

David Jones, MA

Psychology Teaching Assistant
University of Iowa
4 Iowa Avenue, Iowa City, IA 52240
(319) 400-3030
david-jones@uiowa.edu

*Teaching Assistant for Educational Psychology course

Carrie Kirk

Internship Coordinator
Great American Leasing
625 First St. SE, Suite 800, Cedar Rapids, IA 52401
(319) 363-0000
CarrieL@mchsi.com

*Former internship supervisor

Paul Parker

Manager
Olive Garden
24 Racine Ave, West Des Moines, IA 52693
(319) 344-0481
paul-parker@hotmail.com

*Current work supervisor

Practice Interview Information

Practice, practice, practice is always recommended when it comes to interviewing. After practicing several times, you will become more confident before the interview for the internship, school, or job of your dreams. Use any of the numerous resources the Pomerantz Career Center offers to help you prepare.

Mock Interview with an Employer

The purpose of a mock interview with an employer is to provide you with an opportunity to practice your interviewing skills in an environment similar to an actual interview. Mock interviews are a great opportunity to become familiar with commonly asked interview questions and interview etiquette. The Pomerantz Career Center offers mock interviews each semester to allow individuals to practice and improve their interviewing skills.

- Interviews are 45 minutes total length; 20–25 minutes of interviewing and 10–15 minutes of critiquing. Please arrive approximately 15 minutes before your scheduled interview. You may also bring with you any specific questions about interviewing, job searching, resume writing, etc.
- Interviewers are employers from surrounding communities who are volunteering their time to help you improve your interviewing skills. Make sure to research the company prior to the interview.
- Dress professionally, as you would for an actual interview and bring a copy of your resume.

InterviewStream

InterviewStream is an online interactive interview simulation tool that creates a compelling and realistic interview experience. You can use InterviewStream to develop your interview presentation skills prior to a mock interview or one-on-one interview with a professional. The program comes complete with over one thousand interview questions, answers, and hints that you can use on your home computer or in our office.

To learn more about how you can use this free resource, stop by the Pomerantz Career Center front desk, call (319) 335-1023, or visit careers.uiowa.edu/interviewstream.

InterviewStream Review with a Career Center Staff Member

Discuss and receive feedback on your saved InterviewStream interview. There are general and topic-specific mock interviews in InterviewStream. These include practice interviews for K-12 teaching, graduate school admissions, medical school, dental school, nursing, chiropractic, occupational therapy, optometry, pharmacy, physician assistant, physical therapy, podiatry, veterinary school and much more.

6 Steps to Sign Up for a Mock Interview

1. Register for HireaHawk.com. Log into MyUI and go to Student Records, Documentation & Reports and then Career Services (HireaHawk.com).
2. Enter or Update Profile Information. Anything with a red * must be filled out.
3. Upload Your Resume. Select documents and click Add New. Submit Resume.
Important: Your resume MUST be approved before signing up for a mock interview. This could take up to three days. You will receive an email to notify you of your resume approval status.
4. Hover over “All Position Types,” type in “mock” and select Search.
5. Select the mock interview you are interested in and click Apply.
Important: You MUST have an approved resume to apply for a mock interview. If you do not have an approved resume, refer to step 3.
6. Select the Interview Time. Click Submit. Make sure the resume you would like the employer to see is the one that appears in the drop down box.

Networking

Networking is

- Making connections with people and developing mutually beneficial relationships.
- Asking people for assistance (without feeling like you're imposing).
- Gathering and exchanging information, contacts, and experiences.
- Listening.

Networking is important because it

- Allows you to reach your goals more quickly.
- Increases your visibility.
- Provides future career opportunities.
- Offers an association with people/resources that you can utilize for life.

Prepare

1. Develop a list of people who would be willing to assist you..

Members of Groups, Clubs, Teams, & Activities	
Advisors, Teachers, Coaches, Mentors, & Supervisors	
Friends, Friends' Parents, Siblings, & Your Family	

2. Create Your Elevator Pitch

An elevator pitch is

- A quick way to sell yourself when making introductions to strangers.
- Sets the stage for why someone would be interested in learning more about you.
- Can be use in a variety of settings: conferences, career fairs, grad school visits, and social visits.



Connect



Engage

- Break the ice with an open-ended question: Are you...? Do you...? Then ask a close-ended question: Who? Where? Which? Then repeat with more open-ended questions.
- Anyone will speak to you for ten minutes if you are not speaking about yourself.
- Have quality conversations rather than quantity. At large functions, be content with a quality conversation with 5-7 people, who will remember you and what you spoke about the next day.
- Be respectful of time. Pay special attention for cues from the other person indicating that they are ready to move on.

Review

- Keep record of who you spoke to.
- Follow-up: Say thank you.
- Keep your promises: do what you say you'll do.
- Keep your "network" informed. Shared good news, success stories, resources, and information with your network.

Make your talk with a stranger successful by

- Practicing
- Focusing on impact
- Sharing your success
- Speaking slow and steady
- The world is your elevator.

Manage your online presence and jump start your professional networking using LinkedIn®. Think of your LinkedIn® profile as an interactive business card. It's a summary of your professional experience, interests, and capabilities that is designed to attract the attention of important people who are searching for you online – recruiters, networking contacts, and graduate school admissions offers. A strong LinkedIn® profile is a key differentiator in the job market. “Success is not just about what you know; it's about who you know.” With LinkedIn®, the world's largest professional online network, the “who” is at your fingertips. Start getting connected now and turn those connections into opportunities.

LinkedIn® Job Search Checklist

Building a LinkedIn® Profile

- ☐ Photo. Add a professional-looking profile photo to be seven times more likely to be found in searches.
- ☐ Headline. Stand out with a keyword-rich headline that describes how you want to be known on LinkedIn®.
- ☐ Summary. Write a brief summary describing your professional background and aspirations.
- ☐ Experience. List all jobs you've held, along with brief descriptions of each role.
- ☐ Education. Add all the schools and colleges you've attended.
- ☐ Skills/Expertise. Add at least five key skills to your profile.
- ☐ Recommendations and Endorsements. Get recommendations and endorsements from former colleagues, clients, managers, and classmates.
- ☐ URL. Customize your profile URL and put it on your website, resume, email signature, and business cards to drive traffic to your LinkedIn® profile.

Using Your Network

- ☐ Grow your network by searching your email contacts and finding people you may know.
- ☐ See where your fellow school and college alumni are working and reach out to learn more about the company.
- ☐ 100% complete profile = 100% more likely to get noticed. You can't build connections if people don't know who you are or see what you have to offer. Users with complete profiles are 40x more likely to receive opportunities through LinkedIn®.
- ☐ Get Personal. As you build your connections on LinkedIn®, always customize your connection requests with a friendly note and, if necessary, a reminder of where you met or what organization (or person) you have in common.
- ☐ Join the “In” Crowd - Another way to form new online relationships is to join LinkedIn® Groups. Start with your university group, then find volunteer organizations or professional associations you already belong to. As a member, you can comment on discussions and even find exclusive job listings.
- ☐ Lend a (virtual) hand - As you build connections think about what you can do to support others. Comment on a classmate's status update or forward a job listing to a friend.
- ☐ Do your homework. Before an interview, or a networking event, use LinkedIn® to learn about the background and interests of the people you're scheduled to meet, or access Company Pages to research organizations.

Job Search

- ☐ Sign up to get email alerts about jobs you may be interested in (see the jobs tab)
- ☐ Find jobs by keyword, title, company, postal code, function, industry, years of experience, and date posted using advanced search.
- ☐ Check out the student jobs at [linkedin.com/studentjobs](https://www.linkedin.com/studentjobs).
- ☐ Upload a resume. After you have met with a Career or Peer Advisor to have your resume reviewed, upload it to the Documents tab in order to be ready for applying for opportunities in HireaHawk.com.

Company Pages

- ☐ Learn about a company's products/services, employees, job opportunities, and more.
- ☐ See how you're connected to each company through your first, second and third degree connections.
- ☐ Follow companies you're interested in to get updates from them on your LinkedIn® homepage.

LinkedIn® Groups

- ☐ Join Groups relevant to your professional interests: alumni groups, industry groups, geographic groups, and more.
- ☐ Use Groups to make connections, find job listings, establish thought leadership, and keep your pulse on hot industry issues.

Next Steps

- ☐ Meet with a Career Advisor to learn more about using LinkedIn® in your job search.
- ☐ Get answers you need in the LinkedIn® Help Center.
- ☐ Learn how to attract more career opportunities at our free webinars.
- ☐ See a complete list of job search tips on LinkedIn®, blog.linkedin.com. Be sure to check the archives to search by topic: [#linkedinintips](#), [#linkedinforstudents](#)

Gain Experience.

Now it's time to act—it's crucial that you gain experience to expand your resume and develop your skill set through internships and campus involvement.

This checklist will help you get started. Visit careers.uiowa.edu/students for additional resources to complete items on this list.

- ☐ Work part-time on or near campus.
- ☐ Get involved in student organizations of interest. Consider clubs that relate to your career interests.
- ☐ Volunteer in the community.
- ☐ Develop your leadership skills and take advantage of Be Better @ Iowa.
- ☐ Find and complete one more internships.
- ☐ Consider studying abroad or working, interning or volunteering abroad.
- ☐ Schedule an appointment with a Career Advisor for additional assistance and resources.

ADVERTISEMENT

All aboard for fashion

You don't have to leave Iowa to do big things in fashion. We're looking for the most stylish-minded grads with big-time aspirations to join us. Apply today at vonmaurcareers.com.

VON MAUR

Students looking to explore careers can consider getting involved in experiences that help them explore. There are many benefits to involvement. Find the best opportunity for yourself by checking your goals for involvement and then sharing them with your Career Advisor for personalized recommendations.

Improve

- ☐ Practice your communication and teamwork skills
 - ☐ Gain leadership and job related skills
 - ☐ Gain experience helping others
 - ☐ Exposure to multicultural competence
 - ☐ Gain confidence in your own abilities
 - ☐ Other new skills or knowledge:
-

Explore Careers

- ☐ Learn about a career field from the inside
- ☐ Decide if you like the field's work environment (ex. office vs. school)
- ☐ Gain advice from older students with similar career goals
- ☐ Gain advice from professionals or alumni
- ☐ Practice networking
- ☐ Make new friends

Professional & Personal Development

- ☐ Find a mentor
- ☐ Apply knowledge you've learned in school
- ☐ Add to your resume for internships, jobs, or grad school applications
- ☐ Serve your community
- ☐ Explore Iowa City
- ☐ Have fun
- ☐ Develop a hobby

How can you get involved?

Student Organizations

iowa.orgsync.com

- Make friends with Hawkeyes
- Get to know the campus
- Connect with hobbies, academics, careers, social causes, or identities
- Gain communication, teamwork, event planning
- Potential for leadership opportunities

Student Employment

Hireahawk.com

- Connect with students and staff
- Earn money
- Get to know the campus
- Gain communication, time management, organization, work ethic
- Be an essential part of day-to-day university operations
- Opportunity to participate in UI GROW or UI Step for professional development

Volunteering & Service Learning

careers.uiowa.edu/students/volunteer

- Help other or the environment
- Make friends with Hawkeyes and community members
- Get to know campus, Iowa City, and/or an international locale
- Practice communication, time management, emotional intelligence, and multicultural competence
- Potential exposure to future work environments (ex. hospital, school, nonprofit)

Research

uiowa.edu/icru/undergraduate-research-faqs

- Work with experts
- Connect with academic and career interests
- Gain communication and analytical skills
- Prepare for graduate school
- Potential to present at the Undergraduate Research Festival

Internships

careers.uiowa.edu/students/finding-internship

- Connect with professionals
- Test out a career first-hand
- Gain communication, teamwork, field specific skills
- Cultivate networks and references
- Add real-world projects to resume
- Opportunity to register for internship course

Study Abroad

international.uiowa.edu/study-abroad

- Make friends from around the world
- Become globally competent
- Gain Independence, interpersonal, and communication skills
- Potentially learn a language
- Winterim, a semester, or a year
- Can combine with an internship

Preparing for an Internship Search

Do a little planning below; then discuss your goals with your Career Advisor for resources tailored to you. To learn what counts as an internship see careers.uiowa.edu/students/benefits-internship.

What are your top motivations for an internship?
Rate the following with 1 being your top goal and 10 being the one of least importance.

- ☐ Apply Skills Learned in School
- ☐ Gain Professionalism
- ☐ References
- ☐ Build Your Resume
- ☐ Leadership Development
- ☐ Skill Development
- ☐ Career Exploration
- ☐ Network
- ☐ Test a Career Field from the Inside
- ☐ Gain Industry Knowledge Firsthand

Get Ready Your Internship Search
What do you hope to learn specifically from the internship?

What kind of responsibilities, projects, or tasks would you like to have?

Consider Your Priorities
Think of a Plan A & B

(You can have plans all the way to Z!)

	Plan A	Plan B
Summer or School Year?		
Home, Iowa City, or Other?		
Housing/Cost of Living		
Paid or Unpaid?		
Full-time or Part-time?		
Size of Organization?		
Find Your Own or do a Fee-based Program?		
Eligible for Course Credit?		

Did you know?

Students—who participated in multiple internships—averaged 10 or more applications when searching, and started looking & applying their sophomore year (Looksharp). And of Hawkeyes, 48% percent of interns take approximately six months to land an internship. Apply early and often.

Ready to Land an Internship

How do You Actually Find One?

- Use as many resources as possible
- Prepare: Do resume and cover letter reviews and practice interviews at the career center
- Network, network, network
- Apply to multiple internships

Checklist to Find Internships

Leverage your human capital

- ☐ Talk with Career Advisor for field-specific resources
- ☐ Ask older students in student organizations, part-time jobs, or classes for referrals
- ☐ Ask academic advisors, faculty members, or staff members for referrals
- ☐ Ask family and friends for referrals
- ☐ Ask relevant guest speakers in class or after events
- ☐ Consider programs
 - ☐ Washington Center (through the career center)
 - ☐ Des Moines Center (through the Department of Political Science)
 - ☐ IES (through the Office of Study Abroad)

Use Online Resources

- ☐ Advanced Search function and Saved Search function on HireaHawk.com
- ☐ LinkedIn.com
- ☐ General searching sites like Google, Indeed.com, and Wayup.com
- ☐ Internship ranking on Vault.com
- ☐ Careers.uiowa.edu links of listing and Resources for Diverse Populations pages (10 pages of links)

Be Creative

- ☐ Send a letter of introduction to an organization that is not currently advertising for interns
- ☐ Submit an internship proposal to a company that does not have a formal internship program

Attend Events

- ☐ Attend a networking night
 - ☐ Exploring Careers in Bioscience
 - ☐ Journalism Speed Networking
 - ☐ Networking @ Carver
 - ☐ Tippie Tech
 - ☐ Diversity Networking Night
 - ☐ Meet the Firms
- ☐ Attend one or more Job & Internship Fairs
 - ☐ Fall Fair
 - ☐ Spring Fair
 - ☐ Hire Big 10+ Virtual Fair on Careereco.com

Want your internship on your transcript? See options across campus at careers.uiowa.edu/students/reporting-credit-options

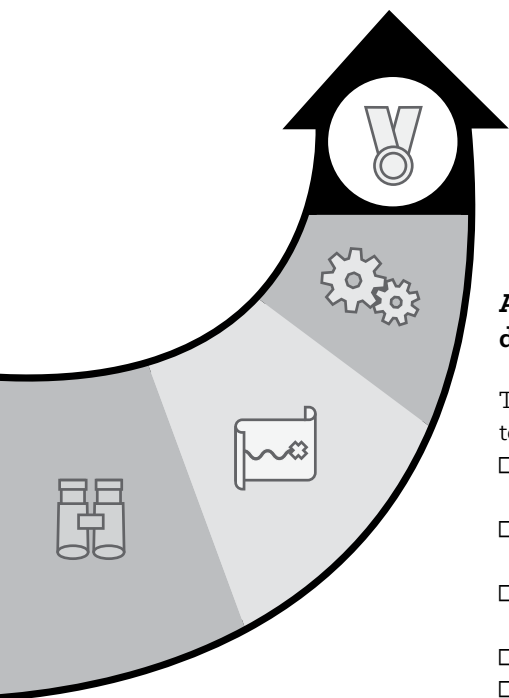
Did you know?

Having three or more unpaid internships or having one paid internship experience increases the likelihood of full-time job offers before graduation by approximately 24% and 26% respectively. (Looksharp State of College Hiring 2015).

What does that mean for you?

If you are looking to start your career in government, non-profits, arts, media, or PR (fields where internships are typically unpaid), you will want to do more than one internship to be a competitive candidate.

Time to Achieve.



As you transition from college to career (or grad school), maximize success by developing a plan and taking steps to achieve where you want to be upon graduation.

This checklist will help you get started. Visit careers.uiowa.edu/students for additional resources to complete items on this list.

- ☐ Use HireaHawk.com and Career Fairs to begin your job search. Start 6–9 months before you graduate to maximize success.
- ☐ Tap additional job and internship links using Job Search section of our website. More links are provided within your desired career community page.
- ☐ Research employers using: Research Basics, specific Career Community resources and Resources for Diverse populations within Job Search section of our website.
- ☐ Evaluate job offers and learn more about negotiation before accepting an offer.
- ☐ Apply to graduate or professional school if that is your desired next step. Consider Gap Year Opportunities if you need more time or experience before applying.
- ☐ Schedule an appointment with a Career Advisor for additional resources and help with your job search strategy, timeline and resources.

ADVERTISEMENT

NAVAL OFFICER PROGRAMS

GET PAID UP TO \$3,600/MONTH WHILE YOU FINISH YOUR DEGREE
WITHOUT ANY FORMAL MILITARY TRAINING UNTIL YOU GRADUATE!

CAREER FIELDS INCLUDE:

NUCLEAR, CIVIL ENGINEERING, AVIATION, AND HEALTH CARE

FULL SCHOLARSHIPS
FOR MEDICAL AND DENTAL SCHOOL

FOR MORE INFORMATION CALL
1-855-628-9562 (NAVY JOB)

OR EMAIL US AT
JOBS_MINNEAPOLIS@NAVY.MIL



AMERICA'S
NAVY

Job Search Checklist

Break down your job search into manageable steps. You don't have to do every step in order; for example, you can start working on your resume before you decide what specific job you are interested in. Check off as many of these steps as you can, and you will be well on your way to a job.

Step 1

Know Your Career Priorities

- ☐ Identify values, interests, and skills/strengths
- ☐ Search keywords of jobs skills to identify job functions that may be worth considering
- ☐ Consider top three geographic areas to live and work
- ☐ Research potential career fields: typical entry level jobs, typical salaries, best geographic location for jobs, and expected job outlook
- ☐ Research organizations or companies that hire someone with your skills, interests, and experience (Vault.com or LinkedIn are great tools)
- ☐ Identify at least 10 employers for the type of work you're seeking

Step 2

Get Ready for the Job Search

- ☐ Create a LinkedIn® account and have it reviewed
- ☐ Developed resume and cover letter; have them reviewed by the career center
- ☐ Write and practice "30 second speech" for short encounters when attending networking events
- ☐ Create networking contact list including people you know and people you need to know
- ☐ Request and prepare at least three individuals to be references
- ☐ Incorporate in-person and LinkedIn networking into job search strategy
- ☐ Use a neutral/professional email address to give employers (e.g. UI email address)
- ☐ Create a professional sounding voicemail message
- ☐ Own an interview suit/outfit that is appropriate for field
- ☐ Prepare for interviews by practicing responses to typical questions and/or do a mock interview

Step 3

Implement Your Job Search Strategy

- ☐ Decide on 2–3 careers/job fields to pursue
- ☐ Network with friends, parents, faculty, alumni, and other to let them know goals and gain advice and referrals
- ☐ Apply to job postings and consider temporary work via temp agencies or gig sites
- ☐ Attend career fairs, company presentations, professional association meetings, and conferences
- ☐ Broaden the scope of job search to include alternative Plans A, B, and C as part of job search strategy
- ☐ Track and follow up on applications submitted either by phone or email
- ☐ Prepare for each interview by researching the organization and create a list of field related questions to ask
- ☐ Follow up after job interviews with thank you emails or cards
- ☐ Research salaries/benefits and know how to negotiate when offers are made
- ☐ Discuss options with trusted others (such as Career Advisors or mentors)
- ☐ Keep network informed of progress and offer thanks when an offer has been accepted

Making the Career Fair Work for You

Career Fairs provide individuals who are seeking jobs, internships or a chance to network the opportunity to connect with employers. A variety of employers are invited to attend our fairs. We encourage all students to attend these fairs in order to begin their career search. Tips for making a career fair successful are below.

General Information

- Dress professionally or business casual. Professional dress includes a suit or dress. Business casual can include dress slacks, dress shirt, or khakis.
- Check in at the information table. Wear a name tag that also indicates major or degree. Employers like to know with whom they are speaking.
- Plan to visit several times throughout the day. Hundreds of students attend and it may be necessary to wait in line. Plan for your own breaks.
- Don't expect to receive private time with an employer. This is an informational fair and a lot of people are trying to be heard. Be patient and do your best to listen carefully when an employer is talking to you.
- If you are not looking for a job, gathering information about potential employers is also beneficial. If doing so, spend some time speaking informally with employers and gathering pamphlets and business cards.

Don't forget
Have your resume reviewed prior to
the Career Fair

Meet with a Peer Advisor during walk-in hours
Monday–Friday, 10 a.m. – 3 p.m.

Identify Employers

- Attend a Prepare for the Career Fair session to learn more about speaking with employers.
- Read the list of employer participating in the fair. You will be more productive if you identify in advance the employers you want to meet with.
- Research the organizations that interest you. Review their websites or research employer information on HireaHawk.com. This will help you be more informed of their company or organization when you speak with them.
- Write down questions to ask representatives from your targeted companies or organizations.
- If possible, apply to the positions you are interested in ahead of the fair.

Speaking with Employers

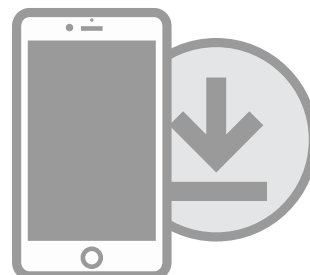
- Visit your targeted companies/organizations first. You will tire easily if you talk to too many. Gather business cards when you can.
- Pick up materials from each employer you visit, this will help you make a decision about pursuing employment with this employer and remember your conversations.
- Tell the company/organization representative about yourself.
- Ask the representative questions.
- Leave your resume if they are accepting them at their booth or complete the next steps for applying that they give you. *Note: Many employers cannot accept resumes in person.*
- Walk around and speak informally with organization representatives you may be interested in learning more about.

When the Fair is Over

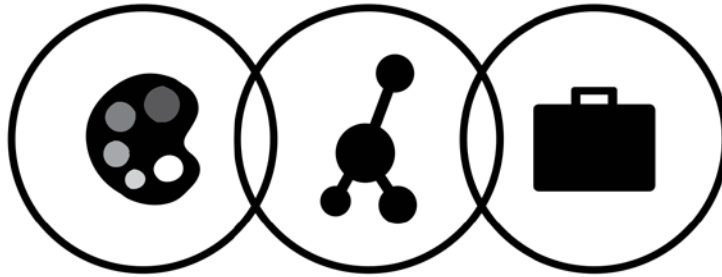
1. Continue to research potential employers.
2. Apply for positions with those companies.
3. Write thank you notes to representatives you spoke with. This is especially important for employers who are interested in you or in whom you are interested in.
4. Attend career seminars offered by the Pomerantz Career Center to learn more about the job search process.

Download UI Career Fair Plus app

View companies, fair maps, events,
announcements, and more.



JOB & INTERNSHIP



FAIR

JOBS • INTERNSHIPS • TOURS • GRAD SCHOOLS



**TWICE A YEAR
IN THE FALL & SPRING**
@ THE IOWA MEMORIAL UNION



VISIT **CAREERS.UIOWA.EDU/EVENTS** FOR MORE INFO

Interviewing Tips

What to do Before, During, & After an Interview

Because the interview is the “make or break” moment for your effort to land a job, it is very important to be fully prepared.

Before the Interview

- Be sure that you've researched the company. Know what their product or service is, who they serve, and who their competitors are. Rehearse questions you expect to be asked.
- Confirm your appointment with 24 hours of appointment.
- Be on time; plan to arrive 10–15 minutes early. Check your appearance before checking in with receptionist.
- Ask ahead to know the interviewer or interviewers names and how to pronounce them. If you don't know, ask the scheduler of appointment or the recruiter.
- Bring extra copies of your resume. Also bring a copy of your transcripts, a list of references, and supporting materials that you want to showcase.
- Bring a portfolio and pen and paper for jotting down information during and after the interview.
- Be friendly with those you meet and politely show an interest in them recognizing that they are at work and have other things to concentrate on.
- Dress appropriately and professionally; a business suit is appropriate for most interviews. Make sure your hair and nails are neat and clean. Polish your shoes. And go easy on the perfume/ cologne and jewelry.

During the Interview

- Pay attention to your posture, eye contact, and other non-verbals (watch out for those pesky “ums” and “ahs”).
- Think “inward” not “outward”. If you think “inward” you are concentrating on your qualifications, what you can offer the company, and what makes you qualified. If you think “outward” you are concentrating more on how you look, how nervous you are, or whether your hair looks good.
- Talk about the experiences and knowledge you have. Look over typical interviewing questions and think about how you will answer them.
- Be sure you understand the question. If not, ask for clarification.
- Emphasize the positive and use examples to back up your statements.
- Let the interviewer bring up the subject of salary. This may not occur until after an offer is made. However, be prepared for the question, “What salary are you expecting?”
- Emphasize what you can do for the organization.
- Never talk negatively about a former employer, teacher, or institution. If there were problems with previous experiences, try to make your answers positive.
- If you catch yourself making an error, correct it. Don't try to cover up.
- Don't expect an offer on the spot. However, do ask as a final question about when the team hopes to make a decision.
- Be yourself. You don't want to get hired on the basis of something you are not or, worse, miss out on a great opportunity, but be seen as inauthentic.
- Thank each person you meet and ask for a business card so that you can stay in touch.

After the Interview

- Take a few moments to jot down notes about the meeting and how things went. Jot down things like deadlines, tricky questions, or points that you made that seemed to make an impact.
- Within 48 hours, send a thank you note or thank you email to those you have contact info from. Personalize the messages as best as you can based on things you said to them during your interview.
- If you promised additional information, be sure to follow through with it as soon as possible.
- Inform people who are your references that they may be contacted and to give them an idea of points that would be helpful for them to discuss and/or send the job description.
- If you do not receive a call or email about their next step or decision when it was supposed to happen, pick up the phone and follow-up with the key point of contact.
- Be prepared to discuss accepting the position if it is offered, including considering points of negotiation.
- If you are interviewing with other organizations, it is probably good to mention it, if an offer has been made, because you may need to ask for time to fully consider multiple offers.
- If you receive news that you were not selected, follow-up with a call and ask for input that may help you to succeed in another role with the organization or with another employer.
- Finally, continue your job search full-speed until you have accepted an offer and signed off on an acceptance letter.
- Inform any person who has been helpful to you in your job search that you have accepted an offer and thank them for their support.

Interview Questions

Interview questions, by their design are intended to help an employer to know two main things about you:

1. Do you have the necessary skills to do the job?
2. Will you fit in to the culture of the organization?

The interview for you is a chance to discern whether your credentials and career goals match up with what the company seeks and to understand the work environment. Being prepared to answer and ask questions during the interview is important to practice and master to be successful in your job search. It is also important to be able to handle difficult, and in some cases illegal questions that you may be asked. Finally, you should be prepared to ask questions of your own that help you to understand the job and how you can be successful in the role.

Questions You Could be Asked

Knowing how to prepare for your interview will make the results of your interview that much more successful. Before your interview, take the time to review questions that you could be asked. It is not necessary to have prepared answers memorized, but be prepared to talk about yourself, your skills, and your experiences. The following questions can serve as a guide to prepare you for an interview.

Personal

These are intended to understand how you best function and what your strengths are.

- Tell me a little about yourself. (Keep your answer career oriented).
- What are your strengths?
- What causes you stress and how do you handle it?
- Give me three adjectives that describe you.
- What do you consider your greatest accomplishment?
- What do you like to do in your spare time?

Career Goals

These are intended to understand how you plan and what your ambitions may be.

- Where do you see yourself in five years? (Again, focus on your career goals).
- How do you define success?
- What type of supervision do you prefer? What do past supervisors say about you?
- What type of steps do you take to stay informed of new developments within your career field?
- How do you feel about working nights and weekends for special events/activities?

Employer Information

These are intended to know what you understand about the organization, and about your preparation and enthusiasm levels.

- What do you know about our company/organization?
- What do you know about this position?

Education

These are intended to understand how your education “fits” with the job you’ve applied and also your level of self-reflection about it.

- How did you decide on your career/field/major?
- What classes have you enjoyed the most/least during college and why?
- How have the activities that you have been involved with during college influenced you?
- Do you have future plans of furthering your education?
- What electives did you enjoy the most? Why?

Experience

These are intended to understand how your experiences have given you needed skills and relevant experiences related to the position for which you are interviewing.

- How would your co-workers/supervisors describe you?
- Tell me about a time when you had to influence someone to accept your idea.
- Give me an example of a time when you had to make an important decision and how you came to that decision.
- Tell me about a time when you had to work with a difficult person and how you handled it.
- Tell me about your position with _____ and the valuable skills you learned.
- Please give me an example where you have demonstrated the ability to be an effective member of a team.
- Give me three reasons why I should hire you.
- Is there anything you would like to add?
- What did you like the most and the least about your last place of employment?

Atypical Questions

These are intended to understand how you think on your feet, understand your decision making process or address how creative you may be. There are no correct answers.

- If you were a fork, knife, or a spoon, which would you be and why?
- Why are manhole cover round?
- Sell me something in this room, anything.
- What did you do poorly in you last position or on your last project?
- If you had to choose, would you be an elephant or a giraffe? Explain why.
- Create an argument for one of these statements: salt is better than pepper or pepper is better than salt.
- If you had to pick a title for an autobiography about your life (at this point in time), what would you name the title?
- If you were a type of food, what type of food would you be and why?
- If you could have dinner with anyone from history, who would it be and why?

Behavioral Interview Questions

Behavioral based interview questions are the most popular among recruiters. The purpose of behavioral questions is to identify how a potential new employee would act in future situations. Behavioral questions are often open ended, leaving the interviewee to fill in the blanks. To answer these questions in the most effective way, follow the STAR method below. Remember to spend most of your time talking about the Result—that is what employers are most interested in hearing.

STAR Method

During the interview, your responses need to be specific and detailed. Tell them about a particular situation that relates to the question, not a general one. Briefly tell them the situation, what you did specifically, and the positive outcome or result (i.e. what did you learn). Your answer should contain these four steps: Situation, Task, Action, and Result.

Situation

Set up the situation in which you had a positive outcome or result that relates to the question asked. It can be something from class, an internship or a volunteer experience.

Task

What goal were you working toward?

Action

What did you do specifically to make an impact? What was your role?

Result

Describe what happened as a result of your actions. What did you learn? The result is what they are really looking to hear in your response, so spend the most time talking about the result.

Example of Behavioral Interview Question

Tell me about a time when you took on a difficult project and what were the results?

Example STAR Answer

Situation	Task	Action	Result
During my internship last summer, I was charged with managing and improving events.	I noticed attendance was dropping each summer and wanted to improve attendance and event quality.	I designed a new marketing campaign and focused on social media and other free venues. I surveyed focus groups to hear what our target population would like to see changed with our events and made recommendations to the event manager	We utilized some of the ideas we gathered and promoted things daily. Our attendance grew by 80% last summer, and this resulted in more money raised. Our board of directors was very pleased with this increase.

Sample Questions About You

- Tell me about a time when you had a list of things to do and your supervisor/instructor came to you and said “I need this project/ assignment completed by 5 o’clock”. How did you handle the situation?
- Give me an example of a time where you failed to meet a goal. What did you fail to do? What were the consequences? What was the outcome?
- Describe a time when you were assigned a task but were provided little direction about how to complete the task. What steps did you take to complete the task? What was the outcome?
- Tell me about how you keep yourself organized so to meet deadlines or goals.

Sample Questions About Working with Others

- Give me an example of a time when you had to deal with a difficult co-worker or fellow student on a project.
- How did you handle the situation? What were the outcomes?
- Tell me about a time when you had to make a difficult decision that affected those with whom you worked. What was the outcome?
- Describe a time when you were a team leader. Who was on the team, and what did you do to help your team be successful?
- Tell me about a time when you had to persuade someone to see your point of view. What tactics did you use? What were the outcomes? What did you learn?
- Give me an example of a time when you used creativity to complete a project, work with someone else, or develop a new idea. How did you communicate your idea and how was it received?
- Tell me about a time you were involved in a project with a group.
- Give me an example of a time when you had to supervise someone.
- Describe a time when a co-worker approached you and criticized your work. How did you handle the situation? What was the outcome?
- Provide me with an example of a time when you had to motivate others. What were the outcomes?

Questions to Ask Employers

Always feel free to ask questions to clarify details you need to understand. Be prepared to ask questions at the end of your interview that show an interest and enthusiasm for the job and the company to which you are applying. This is also your opportunity to interview the interviewers so to determine your own fit for the position. Researching the company ahead of time can help you develop questions and avoid asking questions available on their website or company literature. Be sure to prepare at least 4–5 questions as some of them may be answered during the interview. Below are some sample questions to ask at the interview.

Company/Organization

- What types of people seem to do well in this department/organization?
- What opportunities exist for advancement?
- Do you most often promote internally or externally?
- What are the opportunities you see for this department/organization in the next year?
- What are the greatest strengths of this organization?
- What would you change about this organization if you could?
- How well do departments interact with each other?
- Will the organization continue to be competitive? How?
- How does your organization react to adopting new technology? New ideas?
- What type of growth do you foresee in the next few years? Why?

Position Specific

- What is a typical day like in this position?
- Is there anything else I should know that would help me understand the position?
- Why is this position available?
- How many people have held this position in the last three years? (If it seems like there has been high turnover, ask for an explanation.)
- What are the typical hours of this position? Will overtime, night or weekend work be required?
- What new tasks or responsibilities do you see someone in this position taking on?

Position Specific (cont.)

- What type of supervision would I receive in this position?
- What traits have you observed that have made a person successful in this role?
- What other positions in this company might I grow toward as a result of being successful in this job?
- Besides those who have interviewed me, who else might it be typical for a person in this job to interact?

Personal Experience

- What do you like best about working here?
- How does this organization encourage personal and professional growth?
- How did you start with the organization?
- What do you like about working for this organization? How would you compare it to others you have worked for?
- Where in the organization do you hope to be in five years? (A good way to sense potential growth.)
- What are the biggest changes that you have observed in this company and has the change been managed well?
- If you were starting your career over at this company, what would you do differently now?
- Do you value creativity (independence, spontaneity, teamwork, etc.) in your coworkers?
- In your opinion, what makes a person good at their job here?
- This job requires 40% travel, how do you balance the requirements of your work with other parts of your life?

Take note of questions you might ask during an interview

Phone & Virtual Interviews

Phone Interviews

Employers use the telephone interview as a way of identifying and recruiting candidates for employment. Telephone interviews are often used to screen candidates in order to narrow the pool of applicants who will be invited for in-person interviews. They are also used as a way to minimize the expenses involved in interviewing out-of-town candidates.

While you're actively job searching, it's important to be prepared for a phone interview on a moment's notice. While the majority of telephone interviews are pre-arranged and scheduled, keep in mind that a recruiter or a networking contact might call at any time and ask if you have a few minutes to talk.

Be Prepared to Interview

Prepare for a phone interview just as you would for a regular interview. In addition, plan on being prepared for a phone conversation about your background and skills.

- Sit at a desk in a straight backed chair.
- Keep your resume in clear view so it's at your fingertips when you need to answer questions.
- Have a short list of your accomplishments available to review.
- Have a pen and paper handy for note taking.
- Turn call-waiting off so your call isn't interrupted.
- Clear the room of people and pets. Turn off the music and the TV. Close the door.
- Consider using a landline rather than your cell phone to avoid a dropped call or static on the line.
- Wear business attire, even though the interviewer cannot see you. It can help you feel and sound more professional.

Practice Interviewing

Talking on the phone isn't as easy as it seems.

- Have a friend or family member conduct a mock interview and record it so you can see how you sound over the phone.
- Practice reducing the "ums" and "uhs" and "okays" from your conversational speech.

Virtual Interviews

Virtual interviewing, via Skype or another web based video platform, is becoming a more standard practice for first round screening interviews. One benefit of virtual interviewing is that it allows interviewers to connect with individuals who might not be able to attend a traditional interview due to geographical or schedule restraints.

Practice and Test Your Equipment Ahead of Time

- Test a video call with a friend or family member to get a feel for it. This also means double-checking all of your technical components (be sure you have the software latest version).
- Make sure you do a microphone check.
- It is always smart to use a headset, as it will have better sound quality than your computer (that said, you should always test the headset too).
- Check that your internet connection can handle a video call.
- If you have to do a demonstration during the interview—such as running a PowerPoint or solving a written problem—use a desktop or laptop and practice 'Sharing screen...' and 'Sending files...' functions.

Choose the Right Setting

- It is best to have natural sunlight or a lamp aimed straight at you from behind the camera or computer.
- A simple backdrop will look best on the other end of the video call. *Tip:* Use a Pomerantz Career Center Interview Room.
- Choose a quiet location to reduce background noise and tell everyone near prior to your interview to keep the noise down.

Practice Interviewing (cont.)

- Rehearse answers to typical questions you'll be asked.
- Contact the Pomerantz Career Center about using InterviewStream for practice.

During the Phone Interview

- Don't chew gum, smoke, eat, or drink.
- Do keep a glass of water handy, in case you need to wet your mouth.
- Smile. Smiling will project a positive image to the listener and will change the tone of your voice.
- Listen to the questions carefully. If you are unsure of the question ask for it to be repeated or for clarification.
- Speak slowly and enunciate clearly.
- Use the person's title (Mr. or Ms. and their last name.) Only use a first name if they ask you to.
- Don't interrupt the interviewer.
- Take your time - it's perfectly acceptable to take a moment or two to collect your thoughts.
- Give focused answers.
- Remember your goal is to set up a face-to-face interview. After you thank the interviewer ask what the next step is in the selection process.

Look and Act the Part

- Avoid stripes or patterned clothing. Make sure that your clothes stand out from the backdrop.
- Maintaining eye contact by looking at the camera and not the monitor. Move your picture to the top corner of the screen so you won't be focused on how you look.
- If you are using a laptop with a built-in camera, it can be worthwhile to boost it up on a stack of books so that it's at eye-level.
- Smile, as you would if the interviewer were in the room.
- Be sure your upper body is in the frame as hand gestures are integral to nonverbal communication.
- Be enthusiastic, but speak clearly and vary your vocal tone.

After the Interview

- Take notes about what you were asked and how you answered.
- Remember to say "thank you." Follow up with a thank you note which reiterates your interest in the job.

Illegal Interview Questions

The Civil Rights Act of 1964 indicates that discrimination based on national origin, citizenship, age, marital status, disabilities, arrest record, military discharges, or personal information is illegal. Various federal, state, and local laws regulate the questions a prospective employer can ask you. Questions must relate to the job for which you are applying.

You have options if you are asked an illegal question:

1. Choose to answer the question knowing you are providing information that isn't job related. You take the risk that a "wrong" answer could harm your chances for a position.
2. Refuse to answer the question. You will be within your rights, but you may come off as uncooperative or confrontational which could put off potential employers.
3. Examine the intent behind the question and respond with an answer to this. For example, if asked if you are married or engaged, you might choose to respond that your personal life allows you to meet the requirements for the position.

Status	Legal Questions	Illegal Questions	Sample Responses
Marital Status	No questions	Are you married? Is this your married name?	Can you help me understand how being married relates to this position?
Parental Status	Name of an applicant's relatives already employed by company.	Are you pregnant? How many kids do you have?	Are you concerned about my time constraints? If so, you should not be because...
Sexual Orientation or Gender Identity*	No questions	What is your sexual orientation? Are you transgender?	Can you help me to understand how my sexual orientation is relevant to this position?
Age	Discussion should be kept to questions about the applicant's career stage.	How old are you? When were you born? When did you graduate high school?	I have the experiences you are seeking which can be seen on my resume...
Personal	Are you a member of any professional societies or organizations? (Exclude the organizations' name or character of which indicates race, creed, color, or national origin of its members)	How much do you weigh? What is your political affiliation? What is your religious affiliation?	Can you help me understand how my religion relates to the position we are discussing?
Military	Applicant's work experience, including names, addresses of previous employers, dates of employment, reasons for leaving	Were you honorably discharged from the Military?	I left the military in good standing and received excellent leadership training which I can go into greater detail, if you'd like.
Citizenship**	Are you legally authorized to work in the United States?"	Where are your parents from? What is your native language?	I can assure you that I possess the communication skills necessary to be successful in this position.
Disabilities	Can you lift packages up to 50 pounds?	May we see your medical records? Do you have a disability? Have you been hospitalized recently? Why?	I am very confident in my abilities to do this job.
Arrest/Criminal Record	Have you ever been convicted of a felony?	Do you have a criminal record? Have you ever been in jail? What for?	If you'd like to see my legal history, I am willing to give you written permission to perform a background check.

Information excerpted from "Guide to Unacceptable Interview Questions" from Yale University: provost.yale.edu/sites/default/files/guide_to_unacceptable_interview_questions_09-01-2015.pdf

*Any dialog or questions regarding sexual preference are inappropriate and illegal.

**To determine work authorization, employers may lawfully ask two questions of all applicants: 1. Are you currently authorized to work in the United States on a full-time basis for any employer without restriction? 2. Will you now or in the future require employment visa sponsorship, such as H-1B? If the applicant answers yes, the employer may ask what the applicant's current employment eligibility is based on, what the applicant's immigration status is, and how long it will last.

(Information excerpted from Rhoads, M. B. (2013) Interviewing and Hiring International Students. NACE Journal, 8-15.)

Evaluating Job Offers

You have received one or more job offers. First off, congratulations! Time for a victory lap, right? Not so fast. Evaluate the benefits in addition to salary because a great package can make up for a lesser salary if you're saving substantial money on health care, have great vacation time or a flexible schedule. Consider the details and use this checklist to evaluate your offers:

Evaluating an Offer		Pro Tips
<input type="checkbox"/>	Do you know what is expected of you: job duties, time commitment, how you'll be evaluated?	A primary reason that most new employees quit is because they did not understand what was expected of them or the job was not what they expected.
<input type="checkbox"/>	Do you know when they want you to start, when they expect a decision to accept the job?	Use this budget worksheet: bit.ly/budget_worksheet
<input type="checkbox"/>	What is the cost of living difference?	Cost of living varies greatly, use this cost-of-living calculator: payscale.com/cost-of-living-calculator
<input type="checkbox"/>	Is the salary fair compared to other companies?	Salary Calculator: glassdoor.com/Salaries/index.htm
<input type="checkbox"/>	Does the offer fit well with your career goals/career direction?	All jobs will build new skills and improve existing ones. Consider the opportunities that the new skills may provide.
<input type="checkbox"/>	Are there opportunities like job growth or travel?	What is the typical career path—ask before accepting. Find out if you get the use of frequent flier miles or do they belong to the company?
<input type="checkbox"/>	Do you have a good feeling about your ability to work with your boss and co-workers?	Trust your “gut” if you have any doubts or reach out to present or past employees and seek their guidance.
<input type="checkbox"/>	Is there room for negotiation?	See “Negotiating an Offer” on the next page.
<input type="checkbox"/>	Does the offer have an exploding deadline?	An exploding offer is one that is reneged on if not agreed to within a limited period of time.
<input type="checkbox"/>	Is there an acceptance letter to sign?	It is to your advantage to have any offers documented. If the offer is made verbally, seek an emailed or written offer.

Comparing Job Offers

Criteria	Offer 1	Offer 2
Salary: (Hourly v. weekly or monthly pay or draw against commission/salary + bonuses? Does it meet your budget requirements?)		
Benefits: (Vacation/sick time, health insurance, life insurance, 401(K), pension plans, stock options, overtime or comp time, company transportation/car allowance, and other “perks”?)		
Hidden Costs: (Relocation expenses, parking, wardrobe, transportation, childcare, expense accounting?)		
Work Environment and location: (Casual/Formal; flexible/rigid; work from home/workplace; requires relocation?)		
Pros/Cons (list the pros and cons of the job offer you are considering. Which one comes out ahead? If one outweighs the other, your decision making will be easier.		

Negotiating an Offer

You have identified the company of your dreams and the perfect job has landed in your lap. One problem though...the salary that's offered is too low. How do you get started?

There are two reasons why you would want to negotiate:

1. You have received an unacceptable offer but you are still interested in working for the company.
2. You have received an acceptable offer but want to see if there is a way to get a desired benefit or salary increase.

Don't know if the offer is acceptable or unacceptable? Get more information about the job if that will help you decide.

Questions may include:

- What is the salary range?
- What is the hiring salary range?
- Do you ever pay higher than that range?
- What is the average increase?
- How often are employees reviewed?

Acceptable Offer

When starting negotiations on an acceptable offer it's important to do two things: 1) Formally accept the position and 2) Approach your future supervisor by asking him/her for his assistance in meeting your further needs, giving him/her an opportunity to show his power within the company.

Example

I'm calling you with some very good news. I would like to accept your offer and I'm looking forward to working with you and becoming a valuable member of the team. I am committed to working with you, and as my future supervisor there are a few minor issues about the offer that I would like to discuss. I don't know if you are able to make changes in these areas, but I'd surely appreciate your looking into that possibility. Namely, would it be possible to...?

Key Elements of this Approach

- This locks in your acceptance and takes that acceptance out of the negotiations.
- Works because it is a win/win situation
- Give reasons why you want something. These do not include: I just bought a new boat, house, etc.
- Avoid commitment words: always, must have, deal breaker, never, won't consider.

Unacceptable Offer

If your offer is truly unacceptable, you must communicate this fact in no uncertain terms to the decision maker while keeping the outlook for resolution positive.

Example

I am still very interested in working with you and your company: however (never use the word 'but'), at this point I am not able to accept the offer for the following reason: (state your reasoning succinctly and what part or parts of the offer are lacking). If you were able to (give your proposed solution), I would gladly accept the position immediately. Are you in a position to be able to help?

Key Elements of this Approach

- Puts the job offer at risk, since you are asking for a different offer
- You must communicate specifically what is lacking in the initial offer
- You must provide a proposed solution and reassure the employer that if your stipulations are met you will definitively accept
- "If it is within your power" appeals to the position and their power
- Be ready to consider alternatives if necessary, i.e.. Hiring bonus or relocation assistance in lieu of higher pay
- Indicate when you will make your decision and stick to it.
- Avoid commitment words: always, must have, deal breaker, never, won't consider.

Graduate & Professional School Timeline Checklist

Junior Year

Research

- ☐ Clarify your interests, set tentative career goals, and start looking for programs.
- ☐ Understand the differences between master's, professional and doctoral programs.
- ☐ Determine what you want to study and for how long.
- ☐ Meet with faculty members to learn more about programs and begin to cultivate references.
- ☐ Seek relevant employment, service, internship, or research experience.
- ☐ Start to create a long list of disciplines and programs that interest you use program websites to help you get started and attend live or virtual open house events.
- ☐ Identify the application timelines and note deadlines for each program
- ☐ Begin to research financial aid and deadlines at each of the programs..
 - ☐ Contact Honors at Iowa to learn about scholarship competitions that include institutional endorsement:
- ☐ Consider geographic preference, curriculum, competitiveness, cost, reputation, public vs private, research/internship/practicum opportunities, etc.
- ☐ Talk to friends and family for their perspective; speak with current students and/or alumni of programs you are interested in.
- ☐ By the end of the year, hone your list of schools/programs to six to 12 including some that are reach programs, some that you have a 50/50 chance of admission, and some that you are fairly certain you will gain admission.

Summer Before & Senior Year - Prepare & Apply

Entrance Exam Preparation (3–6 months before application due date)

- ☐ Schedule your entrance exam and leave enough time to study and retake it if you do not do well.
- ☐ Allow yourself 3 months prior to the test date to prepare.
- ☐ Prepare via practice tests, flash cards work books, online materials, and/or courses.
- ☐ See careers.uiowa.edu/students/plan-graduate-school for entrance exam links; most also offer a handful of free study materials.

Application Preparation (3 months before application due date)

- ☐ Create a schedule of deadlines.
- ☐ Begin crafting your personal statement—also review [careers.uiowa.edu/students/plan-graduate school](https://careers.uiowa.edu/students/plan-graduate-school) for essay resources from Kaplan and Petersons.
- ☐ Have career and academic advisors, mentors, faculty, and/or the Writing Center provide essay feedback
- ☐ Meet with recommender.
- ☐ Follow the application directions explicitly, and have someone familiar with you (and the application process) review your application before submitting.
- ☐ Wait for schools to contact you about interviews once you have applied.

After Application Submission

- ☐ Prepare for interviews
- ☐ Wait for acceptance letters and prepare for campus visits.
- ☐ Continue to investigate all need and merit-based financial aid options.
- ☐ Continue to engage in activities that enhance your application and apply to gap year programs and jobs as a parallel plan.
- ☐ If you are wait-listed, be patient; let the program(s) know that you are still interested in admission.

Graduate & Professional School Program Research

Applications are undertakings that require planning, searching for information, and commitment. For reflection questions (about whether it's the right decision for you), for resources to research programs, and for admissions test info, go to careers.uiowa.edu/students/plan-graduate-and-professional-school.

To keep track as you learn about programs, create an Excel spreadsheet with your priorities in one column and then 6-12 programs across the top.

Potential Priorities

- Acceptance Rates
 - Admissions/Program Coordinator contact info
 - Application Requirements
 - Application Status (Application turned in, Accepted, Rejected, Wait listed?)
- Articles/Books (Seminal works by professors)
 - Audition or Portfolio Requirements
 - Informational interview of Current Student
 - Job Placement Rates
- Potential Faculty Advisors
 - Publications (Law/Literary Review, Academic Journals)
 - Ranking
 - School/program Specific Scholarships
 - Size of the Department

Example Start of an Application Tracking Grid

University of Iowa, Iowa City, IA	
Type of Degree	Dual JD/MPH (102 s.h.)
Tuition per Semester & Application Fees	~\$21,000 (JD Resident); no app fee ~\$4,500 (MPH Resident)—contact re: fee
Special Aspects of their Program	Professors Agrawal & Gittler (JD); Required practicum & Exec. Presentation workshop (MPH)
Opportunities for Practicums, Internships, Research, if Needed	MHIRT Summer Internship; 4 local hospitals; Iowa Legal Aid + on campus recruitment by employers
Fellowships or Assistantships Available	JD: Research Assistantships for 2nd & 3rd year only—> salary & healthcare subsidy MPH: RAs + TAs
Typical Job Placements or Placements of Recent Alumni	Have career center (JD). Private practice; Hospitals; Assistant Attorney General; Health Compliance & Privacy; Network for Public Health Law
Exam Requirements	LSAT (Can use for both)
# Letters of Recommendation	2 (Law); 3 (MPH)—call to see if 3 total is okay or if they need 5 total
Essay Requirements	2-3 pages, see webpage for prompt/directions; www.xxxxxxxx.edu
Minimum or Target GPA	Minimum 3.0 (MPH); contact JD for average
Deadlines for Application and for Financial Support	May 1—JD (submit ASAP--start accepting Sept 1) CAS on LSAC for JD; must be admitted to JD first. April 15—SOPHAS for MPH portion; March 1 for Opportunity Award—so apply early
Notes	Professors & students from visit day seem nice; may be difficult to navigate academic advising between the two programs; love Iowa City & wouldn't have to move

As you continue to research, you will eventually want to decide upon a minimum of six schools to apply to (if finances allow). You are aiming to apply to at least two safety schools, two schools where you have a 50/50 chance of acceptance, and two reach schools.

Writing a Statement of Purpose

Pre-writing: Reflection

Answer these questions about yourself

- What are your motivations for attending graduate school?
- What are your professional and personal goals for the future?
- Why is this kind of program a good fit? (i.e. public policy instead of law school)
- How do your interests, skills, and goals match with the program you are applying to?
- What 1–2 significant events deeply affected you? How? And What did you learn from them?
- How and when have you demonstrated leadership?
- What experiences have enabled you to understand and empathize with those of different backgrounds and cultures?
- What are your greatest strengths and assets? What makes you a strong candidate for this particular program?
- What characteristics do you have that will help you be a good _____ student? (i.e. medical, law, Ph.D., MPA, etc.)
- What about you should you share that will not be in other parts of your application?



Initial thoughts or ideas

Answer these questions from information you've collected from websites, conversations with current students and faculty, and/or campus visits.

- What is unique about the program?
- What are the values and culture of the program and institution?
- What are the professors' areas of expertise?

Initial thoughts or ideas

Statement of Purpose “Dos”

- Demonstrate your writing skills, but still make sure you answer the prompt.
- Statements of purpose are all about why—why you're applying, why you're a good fit, why you'll succeed in the program.
- Follow the required page limit or word count.
- If creating statements for multiple schools, write the essay for your top choice first.
- Customize each statement to show your interest in that specific program.
- Share what faculty or courses interest you.
- Be realistic: passion is great but also address how you will succeed.
- Make sure to have a strong introduction that grabs the audience's attention.
- Double check grammar, mechanics, and spelling.
- Be sure it is clear, focused, and organized writing.
- Use concrete nouns and active verbs.
- Use details, evidence, or examples to illustrate your main points.
- Have multiple critics: take your drafts to the University of Iowa Writing Center, Career Advisors at the Pomerantz Career Center, and faculty in the field you want to enter.

Statement of Purpose “Don'ts”

- Avoid clichés and be careful with humor.
- Don't use the same generic statement for all schools.
- Don't dwell on crisis.
- Don't explain the field, program, or school. The experts will be the ones reading your essays.
- Don't cram too much information into the essay or be repetitive of other parts of application.

Considering & Planning a Gap Year

What is a Gap Year?

A Gap Year is a break between undergraduate graduation and typically entering graduate or professional school or entering the workforce. Sometimes a Gap Year is even taken during undergraduate education.

Is a Gap Year right for you?

Do you want or need to take a year or two off before applying to graduate/professional school? Do you need a break to figure things out before continuing your undergraduate education? Use this time strategically and productively! Build skills and gain experience to improve your candidacy. There are many types of Gap Year experiences for you to consider.

Types of Gap Year Experiences

- Fellowships
- Service Programs
- Jobs/Internships
- Experiences Abroad
- Medical Fellowships
- Medical Research
- Medical Jobs/Internships
- Medical Experiences Abroad

More information about types of experiences here: careers.uiowa.edu/students/gap-year-opportunities

Reflecting on the following questions will help you prioritize and set goals for your gap year experience, making it easier to narrow options and maximize your experience. We encourage you to schedule an appointment with a Career Advisor to discuss possible options and your answers to the following questions.

Interests & Experiences

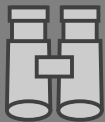
- What kinds of work, volunteer, student leadership or other experiences have you had during college?
- Are you lacking any skills or experiences to date that would make you a viable candidate for graduate/professional school programs of interest? Consider the following areas:
 - Research Experience
 - Job Shadowing
 - Volunteer Experience
 - Internship/Work Experience
 - Others?
- What could you do during a gap year that would make your grad school application stand out more?
- What do you enjoy doing in your free time (e.g. hobbies, etc.)?
- Is there a language that you would like to focus on during your gap year experience? If so, which one and in what countries is it spoken?
- Do you want to give back to your community during a gap year experience? If so, what areas interest you most (e.g. poverty, human rights, educational equality, disaster relief, environment/sustainability, health, etc.)?
- Do you want to travel or live in a specific/different location during your gap year? If so, list regions/cities in the United States or international countries/regions that are of most interest to you.
- If you could do anything, what would you do during your gap year? Why?

Timeline & Budget

- When would you like to begin your gap time, and how long would you like it to last?
- How much salary/stipend would you need to live during your gap year? Do you need health insurance or other benefits? (Note: You may need to research cost of living for areas of interest then develop a budget for living expenses as well as any student debt. Some programs allow you to delay college loan debt repayment or help with college loans.)
- Do you have any savings to help cover the cost of a gap year experience?
- Do you need to focus on programs that offer student load postponement, forbearance, or repayment of your loans?

Goals

- Prioritize 2–3 things you'd like to gain from a gap year experience.



Make it happen.
Explore. Prepare.
Experience. Achieve.

Career Communities



Arts, Media, & Entertainment



Business & Entrepreneurship



Data & Information Technology



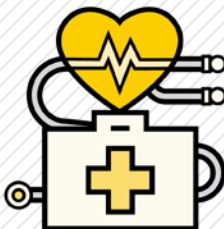
Education



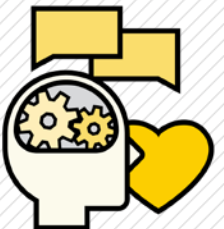
Engineering



Environment & Sustainability



Health & Wellness



Helping & Counseling



Law & Public Service



Science Research



**Pomerantz
Career Center**

100 Pomerantz Center, Suite C310
Iowa City, IA 52242-7700
(319) 335-1023 • careers.uiowa.edu