



UNIVERSITY OF SAN FRANCISCO

Priscilla A. Scotlan Career Services Center

CAREER GUIDE





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WELCOME

Welcome to your Dons Career Guide, written by the Career Success Team of the Career Services Center (CSC). Inside you will find samples of resumes, cover letters, and other communication. Additionally, there is ample information on Handshake, LinkedIn, and interviews. We hope by providing this guide you will be able to launch your career from here, both while you are a student and in your post-USF life. We are dedicated to your career success by collaborating with you to gain the confidence and professional polish needed for your future you!

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HOW CAN WE HELP...

Whether you are a first year figuring out your career path or looking for your first full-time opportunity, our team is here to ensure your success every step of the way.

Career & Major Exploration: Not sure what to study or do after you graduate? We can help navigate the decision-making process.

LinkedIn Assistance: Help with building a professional profile, networking strategies, content creation, and more.

Networking: From classes to LinkedIn to conferences, learn how to navigate different networking situations.

Job, Internship & Career Resources: Tips and tricks to make your job search as efficient as possible.

Resume & Cover Letter Review: Learn how to highlight your past experience and showcase yourself as the best candidate.

Interview Prep: Practice interview skills and get feedback to make your next interview the best one yet.

WALK-IN

No appointment necessary;
visit our website for times

APPOINTMENT

Schedule an appointment with
a counselor on **Handshake**

Office Hours

Monday-Friday

8:30 a.m. to 5 p.m.

Subject to change without notice

Contact Us

(415) 422-6216

University Center, Fifth Floor

careerservices@usfca.edu

myusf.usfca.edu/CSC

Handshake

Your online platform for all things
Career Services.

- Schedule career counseling appointments
- Apply to jobs and internships
- Register for recruiting events (career fairs, career pop-ups, meet-ups, information sessions) and workshops
- And more!

To access your account, log in to MyUSF, then go to usfca.joinhandshake.com. If you need to enter your email address use username@usfca.edu NOT username@dons.usfca.edu.

GET STARTED

- Log in to your account using your MyUSF credentials
- Complete the profile setup questions to get job and internship suggestions that match your interests
- Upload your resume by clicking on your name in the upper right-hand corner and selecting "Documents" -make it public for employers to be able to view your resume!
- Use the quick-build option to populate your profile based on your resume
- Request a career counseling appointment by selecting "Career Center" and then "Appointments" from the top menu
- Start exploring jobs and internships

ARE YOU CAREER READY?



CRITICAL THINKING/ PROBLEM SOLVING

- Exercises sound reasoning
- Obtains, interprets, and uses knowledge, facts, and data
- Demonstrates originality and inventiveness



PROFESSIONALISM/ WORK ETHIC

- Demonstrates effective work habits and personal accountability
- Demonstrates integrity and ethical behavior
- Able to learn from mistakes



ORAL/WRITTEN COMMUNICATIONS

- Clearly articulates thoughts and ideas
- Able to express ideas to others
- Writes effectively and clearly



DIGITAL TECHNOLOGY

- Leverages existing digital technologies
- Adapts to new and emerging technologies

Do you possess
these 8
competencies?



LEADERSHIP

- Leverages the strengths of others to achieve common goals
- Uses interpersonal skills to coach and develop others
- Organizes, prioritizes, and delegates work



TEAMWORK/ COLLABORATION

- Builds collaborative relationships with colleagues and customers
- Able to work within a team structure
- Can negotiate and manage conflict



GLOBAL/ INTERCULTURAL FLUENCY

- Values, respects, and learns from diverse cultures, races, ages, genders, sexual orientations, and religions
- Demonstrates openness, inclusiveness, sensitivity and the ability to interact respectfully with all people and understand individual differences



CAREER MANAGEMENT

- Articulates personal skills, strengths, knowledge, and experiences
- Identifies areas necessary for professional growth
- Takes the steps necessary to pursue opportunities

RESUMES

OVERVIEW

A resume is a marketing tool that includes your education and relevant experience and accomplishments. The goal of your resume is to entice employers to invite you for an interview. Employers spend an average of 20 seconds evaluating your resume so it must be easy to read, concise and well written.

The examples provided in the following sections are designed for chronological resumes, which list your experiences in reverse chronological order (i.e. your most current job first). The chronological resume is most commonly and widely accepted.

HEADING

- Include personal data, such as name, location (city & state), email address, and phone number, and a URL to your online portfolio or LinkedIn profile, if applicable
- Your name should be the most prominent thing on the page. Bold the text and choose a font size that is 1-2 sizes larger than the rest of the text
- If you use a nickname, include it with your full name. For example: Edward (Eddie) Williams, or Yi-Ling “Susan” Huang
- Ensure that your voicemail box is set up with your personalized message stating your name and that are away from your phone. NOTE: It is very important for you to activate your voicemail! If a potential employer tries to call you and gets the auto message that your voicemail box is not set up, the employer will immediately discard your application! You won't receive a second chance
- Ensure your email address and website content is appropriate for a potential employer

Examples of Heading Styles:

Example 1:

First Name Last Name
San Francisco, CA
415-123-1234
yourname@dons.usfca.edu
www.linkedin.com/in/username

Example 2:

First Name Last Name

San Francisco, CA · 415-123-1234 · yourname@dons.usfca.edu · www.linkedin.com/in/username

EDUCATION

- Include name of school, location (city & state), degree and major, and graduation date or expected graduation date
- If you graduated from more than one school, list the most recent school first
- Do not list high school information
- Include any relevant coursework applicable to desired position
- Highlight your GPA if it's above 3.5 on a 4.0 scale, and indicate whether it is your major or overall GPA
- Optional information for this section can include Study Abroad, Academic Achievements (i.e., Dean's List), and Certifications

Examples of Education Styles:

Example 1:

University of San Francisco San Francisco, CA

Bachelor of Arts, Psychology; Minor: Spanish

May 20XX

- Overall GPA: 3.84

- Dean's List (four semesters)

Relevant: Cognitive Psychology, Child Development, Theories of Personality

Example 2:

University of San Francisco San Francisco, CA

Bachelor of Arts, Advertising

May 20XX

Major GPA: 3.78/4.00; Overall GPA: 3.24/4.00

Presidential Scholar, Dean's List

City College of San Francisco San Francisco, CA

Associate of Arts

May 20XX

EXPERIENCE

- Include the company/organization name, location (city, state), your position, and month and year of employment
- List experiences in reverse chronological order
- Use Accomplishment Statements to describe the responsibilities you had, emphasizing skills and achievements, and add quantifiable data when appropriate; see Accomplishment Statements page 10
- Start each bullet point with an action verb, paying attention to the verb tenses for past and present experiences. Variety is also important; see Action Verb list page 11

Example 1:

Go Team, University of San Francisco San Francisco, CA

Orientation Leader

May 20XX - August 20XX

- Communicated resources and directional information to 400+ incoming students and families
- Selected to represent university for strong communication skills and excellent customer service
- Individually led 20 students at each orientation session (two sessions per week for twelve weeks)
- Effectively managed conflicts and crises when needed

Example 2:

Target

San Francisco, CA

Customer Service Associate

August 20XX – Present

- Engage customers with helpful attitude while utilizing company point-of-sale systems to process return/exchange and online order pickup
- Trained 6 new employees on procedures and store policies
- Maintain a clean environment and organize floor displays for positive in-store experience for customers

OPTIONAL SECTIONS

SUMMARY OF QUALIFICATIONS

- A summary of qualifications or summary statement is an optional section that highlights your accomplishments in bullet-point or paragraph format. It emphasizes your key strengths and summarizes your value to the employer
- Remember, this is a summary that should be tailored to the needs of the employer

SKILLS

- Include foreign languages. List how skilled you are in the language, i.e. fluent in Mandarin, conversational Spanish, or read and write French. List specific computer skills, office skills, and lab techniques not referred to somewhere else in the resume
- The skills section is especially important if the employer uses an Applicant Tracking System or ATS. Ensure you are using this section strategically as a place for keywords that match the job you're applying for
- *Note: Typically do not include "Microsoft Office" or "Google Suite" since most people are competent in these computer skills, unless specifically mentioned in the job description; instead focus on skills that are not typical (i.e. Salesforce, Tableau, Adobe Creative Cloud)*

Example 1:

Language: Spanish (Fluent)

Technical: HTML/CSS, Photoshop, Illustrator

Example 2:

Mandarin (Conversational)

R (Advanced)

C++ (Proficient)

Python (Beginner)

JavaScript (Intermediate)

Google Suite (Docs, Sheets, Slides)

ACTIVITIES or CAMPUS INVOLVEMENT or LEADERSHIP EXPERIENCE

- List any collegiate athletics, campus activities, student organizations, professional associations and committees that you are associated with. Include dates of affiliation and list in reverse chronological order.

Example 1:

Assistant News Editor, XYZ Newspaper

August 20XX – Present

Treasurer, USF Kasamahan (Filipino Student Association)

January 20XX – Present

Spanish Tutor, USF Learning Center

May 20XX – July 20XX

Example 2:

Fundraiser, Relay for Life, San Francisco, CA

08/20XX – 03/20XX

- Coordinated two donor events for 150+ members, raising over \$5,000 to support cancer research

VOLUNTEER EXPERIENCE or COMMUNITY ENGAGEMENT

- List volunteer projects or community service, formatted similarly to the Activities section
- Include the organization name, location, position (i.e. volunteer), and the date range of service
- If it was a single-day volunteer opportunity, simply include the month and year of service (i.e., May 20XX)

HONORS AND AWARDS

- This section can include Dean's List, honor societies, merit scholarships, magna cum laude, and awards and recognition received off-campus (work, volunteer, etc.)
- Include the organization name, location, name of award and the date received
- Do not include high school honors

INTERNATIONAL EXPERIENCE

- Include study abroad experiences, or if you're an international student, college education outside of the US
- Note: Study abroad experience can be included under Education section, as well

RESUME DO'S AND DON'TS

DO

- Limit to one page
- List your GPA if it is 3.5 above; optional to list if your GPA is 3.0 - 3.4
- Create a master resume to keep all of your experiences in one document from which you can write a targeted resumes by copying and pasting sections applicable to your current job search
- Use numbers to quantify results, team size, reach of company, project time frames
- Highlight your most relevant experiences
- Demonstrate via your accomplishment statements (i.e., bullet points) the top skills employers are looking for: leadership, teamwork, written and verbal communication, and problem solving
- Put experiences in reverse chronological order
- Put current experiences in present tense, previous experiences in past tense
- Proofread and have a friend/CSC proofread
- Read sample resumes on the CSC website and LinkedIn

DON'T

- Use a resume template or wizard. They are difficult to edit and do not allow you to present information in the most effective format
- Include an Objective unless specifically requested to do so by an employer; if you include an Objective, make it brief and specific to a particular job/field/role
- List all the colleges/universities you've attended; list only institutions you have or will receive a degree from
- Use more than two lines per bullet
- Use personal pronouns (I, my, me)
- Include a photo or other personal details (height, marital status etc.)
- Include an unprofessional email address
- Lie or claim a skill you don't have. Instead, use LinkedIn Learning for free (found on myusf.usfca.edu) to acquire technical and other skills
- List your jobs duties (focus on accomplishments instead)
- Use more than one font and one size. Use 10 to 12 pt font except for your name, which can be 14 pt
- Undersell yourself! Include part-time jobs, student organizations, relevant class projects, family or personal (i.e. Etsy) business
- Include references unless specifically requested

ACCOMPLISHMENT STATEMENTS

Accomplishment statements are written proof of your results, achievements and successes from your past jobs, plus show prospective employers what you can do for them. They are the heart of your resume marketing campaign so it's important to write them thoughtfully.

- The goal is for each accomplishment statement (commonly referred to as "bullet points") to highlight an achievement
- These achievements allow you to discuss your relevant skills with employers

FORMULA FOR WRITING ACCOMPLISHMENT STATEMENTS

ACTION VERB + OBJECT + CONTEXT + RESULTS

- **Action Verb:** planned, initiated, coordinated, etc. For current positions the action verb should be in the present tense, i.e. analyze. For past positions the action verb should be in the past tense, i.e. analyzed
- **Object:** planned a meeting, initiated a program, etc.
- **Context:** interesting detail - who you did it for; time frame; number of people; size of budget; size of caseload; type of issues/population, etc.
- **Results:** the bottom-line effect of your effort. Quantify results whenever possible. For example: Increased customer satisfaction 60% by implementing new software, resulting in \$5,000 additional revenue for department

Examples to turn job responsibilities into accomplishment statements:

- **Original statement:** Managed a web page and an email distribution list
- **Accomplishment statement:** Designed a homepage and an email distribution list to make information on upcoming events more accessible; efforts resulted in a 20% increase in member participation at club events
- **Original statement:** Responsible for grant writing
- **Accomplishment statement:** Wrote 32-page review of existing research that formed the rationale for requesting and winning a \$2,000 marine biology research grant

Questions to get you thinking about your accomplishments:

- What problems did you solve?
- Did I save the company money?
- How did I stand out among coworkers?
- Did I ever consistently exceed goals?
- What did I do above and beyond my normal job duties?
- Did I win any awards?

ACTION VERBS

Powerful action verbs can help you transform your resume from a simple list of job duties to a dynamic picture of your achievements and abilities. Note: It is very important to use a variety of action verbs on your resume (avoid repeating the same action verb).

Customer Support

- Advised
- Advocated
- Arbitrated
- Coached
- Consulted
- Educated
- Fielded
- Informed
- Resolved

Research

- Analyzed
- Assembled
- Assessed
- Audited
- Calculated
- Discovered
- Evaluated
- Examined
- Explored
- Forecasted
- Identified
- Interpreted
- Investigated
- Mapped
- Measured
- Qualified
- Quantified
- Surveyed
- Tested
- Tracked

Efficiency/Cost Savings

- Conserved
- Consolidated
- Decreased
- Deducted
- Diagnosed
- Lessened
- Reconciled
- Reduced
- Yielded

Increase in Sales/

Customer Satisfaction

- Accelerated

- Achieved
- Advanced
- Amplified
- Boosted
- Capitalized
- Delivered
- Enhanced
- Expanded
- Expedited
- Furthered
- Gained
- Generated
- Improved
- Lifted
- Maximized
- Outpaced
- Stimulated
- Sustained

Project Improvement

- Centralized
- Clarified
- Converted
- Customized
- Influenced
- Integrated
- Merged
- Modified
- Overhauled
- Redesigned
- Refined
- Refocused
- Rehabilitated
- Remodeled
- Reorganized
- Replaced
- Restructured
- Revamped
- Revitalized
- Simplified
- Standardized
- Streamlined
- Strengthened
- Updated
- Upgraded
- Transformed

Team Management

- Aligned
- Cultivated
- Directed
- Enabled
- Facilitated
- Fostered
- Guided
- Hired
- Inspired
- Mentored
- Mobilized
- Motivated
- Recruited
- Regulated
- Shaped
- Supervised
- Taught
- Trained
- Unified
- United

Communication

- Authored
- Briefed
- Campaigned
- Coauthored
- Composed
- Conveyed
- Convinced
- Corresponded
- Counseled
- Critiqued
- Defined
- Documented
- Edited
- Illustrated
- Lobbied
- Persuaded
- Promoted
- Publicized
- Reviewed

Achievement

- Attained
- Awarded
- Completed

- Demonstrated
- Earned
- Exceeded
- Outperformed
- Reached
- Showcased
- Succeeded
- Surpassed
- Targeted

Project Leadership

- Chaired
- Controlled
- Coordinated
- Executed
- Headed
- Operated
- Orchestrated
- Organized
- Oversaw
- Planned
- Produced
- Programmed

Project Development

- Administered
- Built
- Charted
- Created
- Designed
- Developed
- Devised
- Founded
- Engineered
- Established
- Formalized
- Formed
- Formulated
- Implemented
- Incorporated
- Initiated
- Instituted
- Introduced
- Launched
- Pioneered
- Spearheaded

SAMPLE RESUMES



First Name Last Name

City, State | (415) 555-5555 | username@usfca.edu | www.linkedin.com/in/username

EDUCATION

University of San Francisco, San Francisco, CA

Expected Graduation: Month 20XX

Degree and Major, Minor

- Overall GPA
- Credentials (if appropriate)
- Relevant coursework (related to job objective): Class Name 1, Class Name 2, Class Name 3

EXPERIENCE

Company Name, City, State

Month 20XX to Present

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job. (See Accomplishment Statements pg. 10)
- Another accomplishment from this job, illustrating a skill needed in the NEW job.
- An activity from this job, illustrating a skill needed in the NEW job.

Company Name, City, State

Month 20XX to Month 20XX

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the NEW job.
- An activity from this job, illustrating a skill needed in the NEW job.

Company Name, City, State

Month 20XX to Month 20XX

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the NEW job.
- An activity from this job, illustrating a skill needed in the NEW job.

Company Name, City, State

Month 20XX to Month 20XX

Job Title

- An accomplishment from THIS job, illustrating a skill needed in the NEW job.
- Another accomplishment from this job, illustrating a skill needed in the NEW job.
- An activity from this job, illustrating a skill needed in the NEW job.

HONORS & AWARDS

Scholarships, academic honors programs and/or special recognition in employment or volunteer activities

CAMPUS ACTIVITIES

Active membership in campus organizations/committees/government/athletics, community service activities, volunteer work

SKILLS

- Computer skills
- Language skills (Bilingual, Fluent, Conversational)

Experiences do not need to be limited to jobs. Include relevant internship, volunteer, and leadership experience as well.

First Name Last Name

username@dons.usfca.edu | San Francisco, CA | (415) 555-5555 | linkedin.com/in/username

EDUCATION

University of San Francisco (USF), San Francisco, CA

B.A. in Sociology

Expected Graduation: May 20XX

Minor: Gender and Sexualities Studies

- GPA: 3.60/4.0

Relevant Coursework: Introduction to Sociology, Public Speaking, Global Inequalities and Social Justice, Gender, Development and Globalization, Sociology and Gender, Research Methods

EXPERIENCE

Wag!, Inc., San Francisco, CA

Dog Walker / Sitter

September 20XX – Present

- Walk four to five dogs a day for 30 or 60 minutes and update clients with reports and pictures
- Create and update profile to market abilities and attract new and returning clients
- Accomplished over 300 walks with new and recurring clients increasing overall revenue through bonuses and tips

Sparkle and Shine Jewelry, San Francisco, CA

Founder/Designer

June 20XX – Present

- Design custom jewelry for clients by hand based on their needs and specifications
- Work with clients one-on-one to ensure product meets their expectations
- Developed over 100 clients across U.S. through personal connections and Etsy storefront

Target, San Francisco, CA

Guest Advocate

May 20XX – August 20XX

- Maintained high level of customer satisfaction through efficient processing of returns, refunds, and more than 150 sales transactions daily
- Provided excellent customer service by helping customers find products on the sales floor and answering their questions about products and services
- Created a welcoming and friendly environment by greeting all customers with a smile and maintaining a positive demeanor

VOLUNTEER EXPERIENCE

826 Valencia, San Francisco, CA

English Tutor

January 20XX – April 20XX

- Assisted in 10 high school classes of non-English speaking students with learning how to read, write, and speak English
- Helped to transform the students' life experiences into unique, original essays with the goal to inspire urban youth to pursue higher education

EXTRACURRICULAR ACTIVITIES

Member, **Queer Alliance**, USF

September 20XX – Present

SKILLS

- Fluent in Spanish
- Advanced proficiency in Social Media Marketing (Instagram, Facebook, Twitter); Adobe (Photoshop, InDesign)

First Name Last Name

username@dons.usfca.edu | San Francisco, CA | (415) 555-5555 | linkedin.com/in/username

EDUCATION

University of San Francisco (USF), San Francisco, CA

B.S., Business Administration; Major: Accounting

Expected Graduation: May 20XX

Minor: Computer Science

- Overall GPA: 3.60/4.0, Major GPA: 3.9/4.0
 - CPA eligible upon graduation - 150 Credits
 - Relevant Coursework: Financial & Managerial Accounting, Intermediate Accounting, Accounting I & II, Federal Taxation I & II, Economics (Micro & Macro), Financial Management, Quantitative Business Analysis
-

RELEVANT EXPERIENCE

KPMG, San Francisco, CA

Audit Intern

May 20XX – August 20XX

- Worked with six different clients ranging from a large health care company to small venture capital firms
- Prepared and organized documents for quarterly financial reporting
- Analyzed client-provided information to ensure accuracy and gathered data pertaining to the audit

ClearPath Capital Partners, San Francisco, CA

Investment Management Intern

June 20XX – August 20XX

- Researched 100+ client prospects through company accounts in CrunchBase and LinkSV; inputted data involving mergers and acquisitions, funding, hot topics, and IPOs in CRM
- Analyzed prospect proposal meetings and gave feedback to designated Wealth Management Associate and the Chief Investment Officer

Dot & Bo, San Francisco, CA

Assistant Bookkeeper

September 20XX – May 20XX

- Performed month-end closings by verifying, itemizing, and posting 300+ transactions; reconciling entries to balance accounts; and preparing month-end background calculations
- Processed AP, AR, and credit card accounts using QuickBooks and Bill.com
- Organized fixed asset ledger support and bank statement records

Aquaya Institute, San Francisco, CA

Bookkeeping Intern

June 20XX – August 20XX

- Recorded all incoming bills; entered all outgoing payment records; created and organized end-of-month journal entries in QuickBooks for review by Director of Operations
 - Assisted with preparation of monthly financial reports making required background calculations by using the organization's Excel templates
 - Provided general administration support to 50 staff members by assisting with the filing and scanning of documents
-

COMMUNITY SERVICE

United Way of America, San Francisco, CA

Certified Volunteer Tax Preparer

January 20XX – April 20XX

- Filed 65 income taxes with other volunteers for low-income students and families
-

AFFILIATIONS

Member, **Beta Alpha Psi**, USF

September 20XX – Present

SKILLS

- Fluent in Spanish (written and spoken)
- Advanced proficiency in Microsoft Office (Excel, PowerPoint, Word, Outlook, Access); QuickBooks

If you have not acquired the 150 credits by the time you graduate, include the date when you will be CPA eligible in parentheses: CPA eligible - 150 credits (August 20XX)

BEST FIRST YEAR RESUME CONTEST WINNER

First Name Last Name

San Francisco, CA

(555) 555 – 5555 • username@dons.usfca.edu

www.linkedin.com/in/username

Though this is a first year resume, the content and format are appropriate for any undergrad level.

EDUCATION

University of San Francisco, San Francisco, CA

Expected: MAY 20XX

Bachelor of Arts in Sociology

- Honors college student
- Scholar in Black Scholars program

WORK EXPERIENCE

Winn Family, Portland, OR

JUNE 20XX - AUGUST 20XX

Summer Nanny

- Cared for two children ages 3 and 6 while organizing stimulating activities such as educational workbooks, read aloud times, and park outings to further their development and growth
- Implemented additional health-related measures such as sanitization of indoor and outdoor spaces in order to prevent flareup of 3-year-old's autoimmune disease, ensuring her safety, health, and well-being

Saint Mary's Academy "Lead Like a Girl" Summer Camp, Portland, OR

JUNE 20XX - JUNE 20XX

Camp Manager and Co-Facilitator

- Designed and built camp's mission, curriculum, agenda, and goals to provide rising 5th and 6th grade girls an opportunity to develop leadership skills
- Directed and delegated tasks to High School Student Leaders, aged 16-17, who led small groups of campers and assisted in camp's daily functions which kept the camp running smoothly
- Served as mentor and role model for 20+ young girls, aged 10-12, to help them develop confidence and personal leadership styles

VOLUNTEER AND INTERNSHIP EXPERIENCE

Youth Ending Slavery (YES) Board of Directors, Portland, OR

MAY 20XX - JULY 20XX

Outreach Director, 300+ hours

- Collaborated with other board members at weekly board meetings to create and execute decisions regarding non-profit's operations to ensure the fulfillment of mission
- Secured engaging and informative keynote speakers for events to maximize programming impact on participants
- Presented in high schools across Oregon and Washington to spread awareness and educate students on human trafficking and steps they can take to combat it
- Maintained partnerships with other anti-trafficking organizations through quarterly meetings and event collaborations

Saint Andre Bessette Catholic Church, Portland, OR

MAY 20XX - MAY 20XX

Evening Hospitality Server, 100+ hours

- Served 150+ dishes of food and drinks to guests, who were primarily unhoused or living below the poverty line, providing them with a welcoming and positive experience
- Initiated conversation and engaged in board games with guests

Resolutions Northwest (RNW), Portland, OR

JUNE 20XX - JANUARY 20XX

Youth Intern, 100+ hours

- Trained by RNW full-time employees in mediation, facilitation, and restorative justice practices to develop skills to better serve local communities
- Organized and facilitated a 2-day restorative Justice training for 30+ youth, ages 10-17, on how to advocate for peers and themselves within the education system

SKILLS

- Conversational French
- Adult and Pediatric First Aid/CPR/AED Certified by the American Red Cross
- Expert in Microsoft Office (Word, Excel, PowerPoint), and Google Drive (Docs, Sheets, Slides, Forms)

First Name Last Name

San Francisco, CA | (415) 555-555 | username@dons.usfca.edu
www.linkedin.com/in/username

EDUCATION

University of San Francisco (USF), San Francisco, CA
Bachelor of Science in Biology

Expected Graduation Date: May 20XX

- GPA: 3.89

LABORATORY TECHNIQUES

Polymerase Chain Reaction
DNA Extraction
Distillation

Agarose Gel Electrophoresis
Calorimetry
Chromatography

DNA Cloning
Filtration
Genetic Transformation

RESEARCH EXPERIENCE

Entomology Intern

March 20XX

Smithsonian Natural History Museum, Washington, D.C.

- Curated and cataloged the Smithsonian's insect museum, specializing in parasitic wasps (*Chalcididae*)
- Acquired skills in precise microscopy work, specimen handling, categorization, and digital documentation of the current largest entomology collection

HEALTHCARE EXPERIENCE

Corpus Clinic Volunteer

November 20XX – Present

UCSF Homeless Clinic, San Francisco, CA

- Create a safe and compassionate environment that treats acute health issues among a population facing homelessness
- Participate in 4-6 weekly clinic sessions by interacting with patients and taking vitals
- Connect with pre-med and medical students by attending health talk presentations and fundraising events

Emergency Department Medical Scribe

October 20XX – June 20XX

UCSF, San Francisco, CA

- Entered transcribed materials into electronic health records system
- Wrote detailed notes for two physicians per day in a high-pressure environment
- Documented complete information about examinations, treatment plans, and lab results directly into charts
- Ensured HIPAA compliance by maintaining patient confidentiality at all times

Emergency Room Volunteer

October 20XX – May 20XX

Mills Peninsula Medical Center, Burlingame, CA

- Supported patients and their families in the emergency room and provided comfort items
- Maintained supply inventory in patient rooms and replenished items as needed
- Transported patients to and from different departments

PRESENTATIONS

Erb, K., C. Demanuele, S. Patel, V. Ramos, J. Bhangu, K.C. Thomas. (2017). *Identification of Motor Behaviors in Parkinson's Disease – Training Protocols using Annotation Software*. Abstract number: AAT18-0422. An AAT-AD/PD Focus Meeting. 15-18 March 2018 | Torino, Italy.

LEADERSHIP AND AFFILIATIONS

- **Vice President**, Women in Science Club, USF May 20XX – Present
- **Co-Social Chair & Co-Publicist**, Tri-Beta National Biological Honor Society, USF May 20XX – Present

FIRST NAME LAST NAME

San Francisco, CA • (415) 555-5555 • username@usfca.edu • linkedin.com/in/username

EDUCATION

University of San Francisco (USF), San Francisco, CA

B.A. Communication Studies;

Double Minor: Gender and Sexuality Studies, Child and Youth Studies

Loyola University Chicago, Rome, Italy

The Loyola Chicago John Felice Rome Center (study abroad)

Expected December 20XX

GPA 3.88

August 20XX – December 20XX

RELATED EXPERIENCE

USF Priscilla A. Scotlan Career Services Center (CSC), San Francisco, CA

Career Planning Peer

August 20XX – Present

- Assist in the implementation of the Career Planning Peer program with the Director of Career Success
- Extensively train in counseling strategies; meet with 7–25 clients a week in one-on-one sessions to utilize skills, quickly and intuitively assess needs, and provide appropriate career related advice
- Co-manage all aspects of training for 3 new peers by leading weekly hour-long training sessions, conducting frequent one-on-one reviews, and providing constant support and extensive real-time feedback
- Outline and draft substantial portions of the Career Planning Peer training manual
- Create first-ever CSC blog and Twitter page; write weekly articles about CSC information and events

Administrative Assistant

May 20XX – August 20XX

- Utilized customer service skills to provide students, employers, and other visitors with information about the CSC as well as scheduled workshops and appointments through Handshake and Google Calendar
- Trained 4 new employees in Career Center procedures, and acted as a consistent and knowledgeable resource for all student employees on Career Center operations
- Facilitated all major career services events throughout the year for 25–700 student attendees through planning, set-up, answering employer questions, and cleanup

St. Anthony's Foundation, San Francisco, CA

Tech Lab Service-Learning Volunteer

June 20XX – April 20XX

- Co-managed front desk for 4 hours each week; greeted up to 100 low-income and homeless residents of the Tenderloin and surrounding areas, answered Tech Lab questions, and made certain all guests were comfortable and supported in the lab
- Worked one-on-one with guests to teach basic internet and computer skills such as email, job search, resume writing, cover letter writing, printing, and online research

OTHER EXPERIENCE

Oasis for Girls, San Francisco, CA

Assistant Intern

May 20XX – Present

- Collaborate with Executive Director and Program Coordinator to create and launch a Workforce Development Program to teach high school aged girls of color from low-income backgrounds crucial job-readiness skills
- Develop beneficial relationships with 15+ youth-oriented nonprofit organizations in San Francisco, and created job-readiness workshops and activities to lead during program
- Build intake portfolios, develop individualized action plans, and conduct follow-up meetings to monitor progress of program participants in extensive one-on-one counseling settings

Peer Health Exchange, San Francisco, CA

Leadership Council Member

Jan 20XX – Present

- Lead the Abusive Relationships workshop; organize weekly meetings and training sessions for 2 other volunteer health educators, and act as an informed resource for volunteers and liaison to the PHE staff
- Master 3 separate detailed workshop scripts, and travel to local high school classrooms on a weekly basis to teach these interactive workshops to between 15 and 40 high school students per week

RELATED SKILLS

- Familiar with Audacity and Microsoft Office (Word, Outlook, PowerPoint, Excel, Access)

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http://www.linkedin.com/in/username | https://github.com/username

Include other technical
online portfolios such as
Jumpstart.me or Kaggle

EDUCATION

University of San Francisco (USF), San Francisco, CA
B.S. in Computer Science; GPA: 3.75

August 20XX - May 20XX

RELEVANT COURSEWORK

Parallel Computing

Spring 20XX

- Create parallel programs using Message Passing Interface (MPI) and threads
- Work with shared and distributed memory computer systems

Data Structures & Algorithms

Spring 20XX

- Programmed data structures to organize information efficiently
- Implemented complex algorithms into 5 separate projects

Software Development

Fall 20XX

- Emphasized professional management of extensive lines of code
- Built the back-end of a search engine through several projects

NOTABLE PROJECT

Back-End of Search Engine

Fall 20XX

- Created an Inverted Index for fast search through HTML/text files
- Optimized program by parallelizing search algorithm
- Implemented a web crawler to grab HTML pages and index them

TECHNICAL SKILLS

- **Programming languages:** C (Advanced), Java (Intermediate), Python (Proficient)
- **Website design:** HTML/CSS
- **Creative editing software:** Adobe Photoshop, Premiere, iMovie

WORK EXPERIENCE

USF Career Services Center, San Francisco, CA

Web Tech and Front Desk Assistant

September 20XX – Present

- Maintain the department's website and update content related to over 35 events and activities on a daily basis
- Work with new technologies such as Handshake to help career counselors run daily operations
- Answer high volume of phone calls and schedule appointments to ensure client satisfaction

Powers Engineering & Inspection, Benicia, CA

Intern

January 20XX – Present

- Generate reports and gather data for American Petroleum Institute (API) based on 653 inspections
- Assist engineers in field work in several locations including Hawaii and Oregon
- Create CAD models of tank inspections using AutoCAD

Queen of the Valley Medical Center, Napa, CA

Information Technology Intern

November 20XX – June 20XX

- Performed maintenance on 50 machines used for IT support
- Mentored in telecommunications, application support, server/storage, and technical service
- Interacted with 40 employees to assist with technical problems

EXTRA-CURRICULAR ACTIVITIES

- Member, **Women in Tech Club, USF**
- Participant, **HackerRank Codesprint Competition**

Fall 20XX – Present

Spring 20XX

LANGUAGES

- Conversational in Spanish; basic knowledge of Tagalog

FIRST NAME LAST NAME

[firstnamelastname.com](#)
[yourname@gmail.com](#)
[linkedin.com/in/yourname](#)

EDUCATION

University of San Francisco, May 20xx
 BA Design, Minor: Business Administration

Central Saint Martin's College of Art and Design, 20xx-20xx
 Graphic Design, London, UK (Study Abroad)

PROGRAMS AND SKILLS

Adobe Creative Suite	Javascript	HTML + CSS
Google Analytics	Some C++	PHP
iPhone development	Axure Pro	CMS
User experience	User interface	Google Groups
PowerPoint	Keynote	MS Office
Social networking	Wordpress	Final Cut Pro
Digital photography	Drupal	Mac and PC
Twitter	Blogs	Facebook

WORK EXPERIENCE

Columbia University
International Students and Scholars Office
 May 20xx - Present
Interactive Design Manager

- Managed yearlong website redesign project by creating new information architecture, design, content, and functionality
- Collaborated efficiently with developers, content experts, stakeholders, and UX designers
- Served as in-house UX / Google expert

University of San Francisco
Career Services
 September 20xx-August 20xx
Graphic and Web Designer

- Focused on typography and graphic layout for all department marketing materials in web and print

New York University
Office of Global Services
 May 20xx - September 20xx
Web Developer and UX Designer

- Created wireframes, visual designs, UX prototypes, sketching, and storyboards
- Led usability testing and upgrades for interactive kiosks, desktop, and mobile
- Provided intuitive website user experience by researching users, understanding their needs, preferences, and objectives

Nirvana Solutions
 January 20xx - Present
 New York, NY
iPad Visual Designer

- Wireframed and visually designed user interface for financial analysis start-up app (ipad and web versions)

New York University
Office of Global Services
 September 20xx - April 20xx
Technology and Design Intern

- Designed over 40 print and web marketing materials including e-newsletters, print advertisements, pdfs, and fillable U.S. immigration forms
- Incorporated dynamic HTML, CSS, JavaScript, & Content Management System for 66,000+ visitors

Artist Matt Blackwell Portfolio Website
 October 20xx - Present
 New York, NY
Graphic and Web Designer

- Organized, conceptualized, and wireframed entire art portfolio, incorporating high quality javascript image libraries

SELECTED UX SKILLS

Persona creation	Usability testing	Card sorting
Rapid prototyping	User interviews	Wireframes
Stakeholder interviews	User research	Analytics
User experience reports	UI designs	Mockups

BUSINESS VENTURES

HALIEN ThermoChromic Hair Gel
 Inventor of ThermoChromic Hair Gel

Safe Place
 Founder of app locating "Safe Places" for LGBTQ community

MOTIVATORS

Collaboration	Interaction	Self-initiation	Creativity
Communication	Detail	Curiosity	Innovation
Problem solving	Thoughtfulness	Community	Optimism

DESIGN PRESS

Gizmodo	Rhizome	PSFK
Rocketboom	Core 77	Inhabitat NYC
i09	Art 21	

First Name Last Name

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EDUCATION

University of San Francisco (USF), San Francisco, CA

B.S., Business Administration; Major: Finance

Expected Graduation: December 20XX

- GPA: 3.87
- Dean's List

Fall 20XX – Present

RELEVANT WORK EXPERIENCE

Smith Barney, San Francisco, CA

Finance Intern

June 20XX – Present

- Compile client portfolio reports of holdings and their up to date value
- Obtain in-depth information of funds and portfolio managers for clients and prospects
- Generate 150+ reports from the Smith Barney system regarding client portfolios, their performance and their holdings for any given moment in time
- Attend various lectures by fund managers and executives

Presidio Pay Advisors, San Francisco, CA

Intern

June 20XX – August 20XX

- Assembled a survey of 112 companies' current executive compensation
- Analyzed companies' SEC filings in order to obtain the data
- Created a full analysis of found data, including current trends and ranking of companies by performance and executive compensation

Merrill Lynch, Pleasanton, CA

Finance Intern

June 20XX – August 20XX

- Performed research on the Merrill Lynch system and analysis of funds, stocks and bonds
- Collaborated and presented a research project in regards to the well being of a portfolio's Large Cap International Investments

OTHER WORK EXPERIENCE

Help-U-Sell Allen Realty, Livermore, CA

Realtor Associate

September 20XX – June 20XX

- Achieved \$3 million in sales per year with average of 10 transactions per year
- Provided hands-on customer service involving multitasking, extensive market analysis, loan qualification and transaction coordination

SH & CO. Car Point, La Paz, Bolivia

Parts / Assistant Manager

June 20XX – May 20XX

- Provided basic accounting services for 6-8 individual client accounts
- Acted as a liaison between customers and vendors
- Managed all aspects of the business when the owner was unavailable

LEADERSHIP EXPERIENCE

President, Women in Business Club, USF

September 20XX – Present

- Increased club members on campus by 50%
- Plan monthly female executive speakers and workshops that address workplace diversity, challenges and successes

SKILLS

- Fluent in written and spoken Hindi
- Advanced knowledge of Microsoft Office (Word, Excel, Outlook, Access and PowerPoint); Google applications; Salesforce; basic training in the Bloomberg System

Focus on skills and experiences you had in your preceptorship that will make you stand out - not necessarily on your foundational nursing skills.

First Name Last Name

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OBJECTIVE: To obtain a position in the New Grad RN Residency Program with Sharp HealthCare

EDUCATION

University of San Francisco, San Francisco, CA
Bachelor of Science in Nursing (GPA 3.61)

May 20XX

LICENSURE/CERTIFICATIONS

- Registered Nurse License, #800122, CA June 20XX – March 20XX
- Pediatric Advanced Life Support Certification, American Heart Association Jan 20XX – Jan 20XX
- Advanced Cardiovascular Life Support Certification, American Heart Association Jan 20XX – Jan 20XX
- Basic Life Support CPR Certification, American Heart Association June 20XX – June 20XX

CLINICAL EXPERIENCE

UCSF Children’s Hospital, San Francisco, CA

Feb – March 20XX

Oncology/Hematology Unit, *Preceptorship, 225 hours*

- Assumed primary care for 3 patients per shift, planning for children with oncology and hematology issues
- Actively collaborated with interdisciplinary teams in development and implementation of patients’ plans of care
- Provided patient and family teaching on plan of care, pain management, contact and isolation precautions, safety precautions, and diabetes management
- Researched and presented information on pain management increasing nurses’ awareness of concurrent use of pharmacological and non-pharmacological methods
- Skilled in multiple nursing procedures such as physical assessments across the lifespan, vital signs, medication administration via all routes, blood glucose monitoring, blood draws, blood transfusions, TPN and lipids administration, dressing changes, ostomy care, electronic charting, and teaching
- Experienced in care and maintenance of central lines, IV pumps, and patient-controlled anesthesia

Stanford Hospital and Clinics, Palo Alto, CA— Inpatient Psychiatric Unit, *32 hours* Aug – Dec 20XX

Santa Clara Senior Center, Santa Clara, CA— Community Health, *100 hours* Aug – Dec 20XX

Resurrection Catholic School, Sunnyvale, CA— Community Health, *93 hours* Aug – Dec 20XX

California Pacific Medical Center, San Francisco, CA— Maternity and Newborn, *90 hours* Jan – May 20XX

Lucile Packard Children’s Hospital, Palo Alto, CA— Pediatric Acute Cardiac Unit, *90 hours* Jan – May 20XX

San Francisco General Hospital, San Francisco, CA— Medical-Surgical Unit, *180 hours* Aug – Dec 20XX

St. Francis Memorial Hospital, San Francisco, CA— Telemetry Medical-Surgical Unit, *180 hours* Jan – April 20XX

RELEVANT EXPERIENCE

UCSF Medical Center, San Francisco, CA

Jul 20XX – Present

Nursing Assistant

- Performed tasks on the Medical/Surgical, Cardiovascular and Thoracic unit
- Administered hygiene needs and everyday living functions for up to 12 patients daily
- Implemented nursing knowledge while assisting nursing staff

UCSF Medical Center, San Francisco, CA

Summer 20XX

Emergency Room Volunteer

- Assisted 6 nursing staff with preparation of rooms for patient admission
- Verified function of emergency equipment
- Prepared beds and ensured all patient’s needs were attended to in a timely manner

PROFESSIONAL AFFILIATIONS

Sigma Theta Tau, International (Nursing Honors Society), Member

Oct 20XX – Present

Nursing Student Association, Member

Aug 20XX – Present

Only write bullet points for your preceptorship, or other units that are highly relevant to the job to which you are applying. For all other clinicals, list the location, unit, and duration of the experience.

First Name Last Name

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www.linkedin.com/in/username

EDUCATION

University of San Francisco (USF), San Francisco, CA

05/20XX

B.A. in Psychology

- Honors Psychology Program
- 3.80 overall GPA, 3.82 major GPA

RESEARCH EXPERIENCE

Twins, Adoptees, Peers, Siblings Study (TAPS), USF, San Francisco, CA

11/20XX – Present

Lab Manager/ Project Manager/ Research Assistant/Video Coder

- Observe the behavior of children from recorded video data and code for various behaviors into objective numerical data
- Compile research findings in a presentation format and present findings at professional conferences
- Assist in data entry using SPSS, data cleaning, and scoring of data of a sample of 300 families
- Manage ongoing projects for the school year, including setting team goals for the semester, hiring of new assistants, overseeing data cleaning and analysis, and ensuring deadlines are met by all lab members

CLINICAL EXPERIENCE

Friendship Line, UCSF Institute of Aging, San Francisco, CA

01/20XX – Present

Emotional Support Volunteer

- Talk to a diverse client base throughout the United States, mainly from the elderly population, with various histories of mental illness and/or physical disabilities
- Provide active listening to all clients while recording sensitive information on mental and emotional well being
- Ensure APS (Adult Protection Services) or emergency services are alerted if possible abuse is suspected, as well as make available a safe, nonjudgmental environment for those who are suicidal or emotionally unstable

Women's Daytime Drop In Center, Berkeley, CA

09/20XX – 12/20XX

Intern

- Worked 1:1 with approximately 10-20 clients independently on a daily basis and referred them to various outside social services for information regarding housing, clothing, hygiene centers, food banks, and outpatient mental health services
- Assisted social workers by overseeing the staff voicemail and taking messages for the social workers regarding new clients
- Directed incoming traffic flow of 15-20 clients for drop in appointments with social workers throughout the day
- Observed weekly group therapy sessions under the supervision of a therapist by actively listening to clients' concerns and emotional distress
- Controlled the allotting of donations to clients by limiting the number of hygiene supplies provided, as well as ensuring all cabinets with supplies were kept locked and secure

ACHIEVEMENTS

• Member, Psi Chi, Psychology Honors Society, USF Chapter

02/20XX – Present

• Research Conferences

○ Western Psychological Association Conference

20XX, 20XX

○ Psi Chi Human Behavior Research Conference

20XX, 20XX

○ University of San Francisco Creative Research and Activity Day (CARD)

20XX, 20XX

SKILLS

- Computer – SPSS, Qualtrics
- Language – basic spoken and written Spanish

First Name Last Name

username@dons.usfca.edu
www.linkedin.com/in/username
415-555-1212

Education:

University of San Francisco (USF), San Francisco, CA

Dec. 20XX

B.A. International Studies

- Minor: European Studies; Concentration: Global Politics

Boston University, Paris, France

Sept. – Dec. 20XX

Study Abroad, Internship in French

University of California, Washington Center, Washington, D.C.

Sept. – Dec. 20XX

Semester in Residence

Internship Experience:

Bibliothèques Sans Frontières (Libraries Without Borders) (BSF/LWB), Paris, France

Oct. – Dec. 20XX

Communications Intern

- Translated 15+ reports, articles and other essential documents per week from French to English for internal and external use
- Organized and updated Salesforce database of BSF/LWB partners, volunteers, donors, events and current projects
- Researched and wrote news articles published online concerning BSF/LWB and its projects in Stample software

U.S. House of Representatives, Office of Salud Carbajal, Sacramento, CA

Jan. – June 20XX

California District 24 Intern

- Recorded incoming correspondence to the office, including mail, email and phone calls into Fireside software
- Engaged with and effectively responded to constituent questions via phone or during meetings/events
- Researched and created 5-10 briefs/week for subjects relevant to the current casework of the office's employees

The Hospitality and Information Service for Diplomats (THIS), Washington, D.C.

Sept. – Dec. 20XX

Citizen Diplomacy Intern

- Utilized Avectra software to maintain accurate record of 250 volunteers and 300+ diplomats involved with THIS
- Corresponded effectively with volunteers and diplomats via phone, email and in person on upcoming events
- Managed and updated THIS for diplomats' social media profiles, including Facebook, Twitter and LinkedIn

Volunteer Experience:

International Studies Department, USF

Jan. – May 20XX

Peer Advisor

- Advised B.A. International Studies (BAIS) students on how to customize their major and plan courses over four year undergraduate degree
- Organized annual events within department including socials, discussion forums and visits from guest speakers
- Discussed with fellow peer advisors and BAIS faculty improvements to annual semester events

Skills:

- Tableau, Salesforce
- Social Media: Twitter, Facebook, Instagram, LinkedIn

Languages:

- French – Professional proficiency

First Name Last Name

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EDUCATION

Master of Art in Teaching, University of San Francisco, San Francisco, CA 05/XX
SB 2042 Multiple Subject Credential with English Learner Authorization

Bachelor of Art in History, Mills College, Oakland, CA 05/XX

TEACHING EXPERIENCE

Student Teacher, Fourth Grade

BALBOA ELEMENTARY, San Francisco, CA 10/XX – 12/XX

- Taught math, reading, English and social studies in a class of 31 multicultural students, including seven students with special learning needs
- Designed units in children’s literature incorporating multiethnic themes, ensuring that state and district standards were met
- Developed lessons in critical thinking skills using math games, resulting in 40% of students displaying an immediate improvement in utilizing critical thinking skills, as measured by pre- and post-activity testing
- Collaborated with other fourth grade teachers to enhance student learning through multi-classroom activities emphasizing teamwork and collaboration

Student Teacher, Kindergarten

GARDEN GROVE ELEMENTARY, San Francisco, CA 01/XX – 03/XX

- Taught math and whole language instruction to a class of 35 multicultural students
- Developed and presented lesson unit on Chinese New Year which included construction of Chinese dragon and presentation to two other classes
- Prepared and presented an African History unit in celebration of Black History Month
- Created in room library system for children to check out reading level appropriate books to take home, encouraging outside reading as well as teaching students responsibility

Instructional Assistant, First Grade

VISTA ELEMENTARY, South San Francisco, CA 09/XX – 12/XX

- Designed small group lesson plans to address deficits in reading and mathematics for students
- Created after school reading club to develop proficiency and comprehension skills, targeting students who needed additional support and instruction in reading

ADDITIONAL WORK EXPERIENCE

Office Manager

OFFICE SERVICES, INC., San Francisco, CA 07/XX - 08/XX

- Managed administrative functions, including scheduling and budgeting, for 25 person consulting firm

ADDITIONAL SKILLS

Languages: Conversational Spanish

Ed Tech: Google classroom, Canvas, SMART Board displays

Other: Intermediate piano and guitar

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EDUCATION

University of San Francisco, San Francisco, CA May 20XX
Master of Arts in Urban and Public Affairs

California State University, Sacramento, CA May 20XX
Bachelor of Arts in Government, Political Science Minors: Sociology and Philosophy

PROFESSIONAL EXPERIENCE

University of San Francisco Graduate Student Senate, San Francisco, CA May 20XX – Present
Graduate Senator

- Represent the interests of 200+ graduate students in the College of Arts and Sciences
- Vote on and create policies that would benefit graduate students, including addendums to graduate student activities fee
- Host events for graduate students on topics including campus involvement and networking, averaging 35 attendees per event

American Lung Association, Oakland, CA May 20XX – June 20XX
Advocacy Intern

- Attended town hall meetings in Alameda County advocating for tobacco control and smoke free housing
- Created 4 surveys and research studies on tobacco control and e-cigarettes using Qualtrics to assess effects of smoking on vulnerable populations in Alameda County
- Coordinated 6 community outreach events to spread awareness of the effect of smoking in the Greater Bay Area

Law Offices of John E. Hill, Oakland, CA Nov. 20XX – July 20XX
Legal Assistant

- Translated documents for 40 Spanish speaking clients regarding medical information and workers' compensation
- Communicated with clients regarding state disability, benefits, medications, and the legal process, to ensure they understood their rights and potential claims
- Scheduled 10 depositions, evaluations, and court hearings

Pacific Autism Center for Education, Santa Clara, CA Dec. 20XX – June 20XX
Case Manager

- Worked individually with 3 children ages 6-12 diagnosed with autism to improve behavioral outcomes at home and school
- Generated Individualized Education Program (IEP) for each client by creating short- and long-term objectives
- Oversaw a behavior tutor, and conducted biweekly meetings as well as performance evaluations
- Conducted weekly meetings with consultants to brief data and analysis on each client

Capitol Autism Services, Sacramento, CA Sep. 20XX – Nov. 20XX
Behavior Tutor

- Worked one on one with 6 children with autism in their homes and schools
- Implemented lessons and took data on the child's progress and behavior(s) to monitor what interventions and strategies were most effective
- Substituted as an instructional aide at Land Park Academy working with more than one student with autism

State Capitol, Sacramento, CA Sep. 20XX – July 20XX
Legislative Intern

- Researched and wrote fact sheets on potential bills as well as conducted administrative work including filing documents and e-mail correspondence with clients
- Drafted and submitted notes on various meetings, floor sessions, and committees to inform staff of updates
- Created press releases, co-authored requests, constituent letters and committee fact sheets

MEMBERSHIPS

California Women Lead, San Francisco, CA July 20XX – Present

Hispanas Organized for Political Equality (HOPE), Santa Clara, CA Jan. 20XX – Present

Phi Alpha Delta Pre-Law Fraternity, Sacramento, CA May 20XX – May 20XX

SKILLS

Fluent in Spanish

Proficient in Microsoft: Excel, Word, PowerPoint, Outlook and Publisher; Google Suite

First Name “Nickname” Last Name

City, State • (415) 555-5555 • username@usfca.edu

www.linkedin.com/in/username

EDUCATION:

University of San Francisco (USF), San Francisco, CA

Expected 12/20XX

B.S., Business Administration; Major: International Business

EXPERIENCE:

Student Assistant

08/20XX - Present

International Student and Scholar Services (ISSS), USF

- Answer office phone calls, assist visitors and sort mail on a daily basis
- Provide information to 100+ students and visitors regarding the ISSS programs and services
- Plan and implement on-campus programs and events under the general supervision of ISSS staff members
- Collaborate with ISSS staff members on tasks including copying, filing, typing, emailing, bulk mailing, and errands

Vice President of Finance

07/20XX - Present

Delta Sigma Pi, USF

- Oversee the receipt and expenditure, upon duly authorized orders, of all monies of the chapter
- Prepare a semi-annual chapter budget and report financial statements to Central Office
- Monitor revenue and expenses in relation to the chapter's budget (\$3 K)
- Ensure the annual independent accounting review of the chapter's finances for the prior fiscal year

Financial Affairs Chairperson

10/20XX - Present

International Student Association (ISA), USF

- Manage funds for ISA from Associated Students of USF by presenting ISA's budget needs
- Attend three budget workshops and meetings provided by the Associated Students of the USF Financial services
- Maintain records of expenditures and budget activities for each event during each semester

Sports Business and Sales Intern

06/20XX - 08/20XX

Global Events, LLC., San Francisco, CA

- Performed administrative tasks including payroll, mailings, and website maintenance
- Sourced new contacts and direct lines for sales team of five
- Researched and updated Global Events' database system
- Presented sales pitch to company presidents and CEOs to attract new business clientele

Japanese Tutor

09/20XX - 05/20XX

Language Lab, USF

- Tutored 19 students in three classes to improve their Japanese oral and written skills
- Presented and explained authentic Japanese language and culture to students
- Motivated and encouraged students to get to know more about Japan and other cultures

LEADERSHIP EXPERIENCE:

Women in Business, USF

Vice President of Scholarship and Awards

01/20XX - 05/20XX

Treasurer

02/20XX - 12/20XX

SKILLS:

- Japanese written and oral fluency

FIRST NAME LAST NAME

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ACADEMIC BACKGROUND

Doctorate of Education University of San Francisco, San Francisco, CA <i>Dissertation topic: Self-Regulating Learning Strategies/Help-Seeking</i>	05/20XX
California Teaching Credential Program Dominican University, San Rafael, CA	05/20XX
Early Childhood Education Administrative Credential Program College of Marin, Kentfield, CA	05/20XX
Masters of Dance/Movement Therapy University of California, Los Angeles, Los Angeles, CA	05/20XX
Bachelor of Arts, with Distinction, Art History University of Colorado, Boulder, Boulder, CO	05/20XX

ACADEMIC EXPERIENCE

Teacher, Kindergarten Reed Union School District, Tiburon, CA	20XX-Present
<ul style="list-style-type: none">• Design and implement innovative kindergarten language arts, math, science, social studies, and technology curriculum and lesson plans during each school year (class size of 20)• Administer and evaluate math and language arts assessments for all students four times per year• Communicate with parents regarding student abilities and progress during parent conferences held twice per school year• Collaborate with adjunctive staff during student study team (SST) and individual evaluation plan (IEP) meetings• Consult and coordinate services with school psychologist, special education staff, speech pathologist, and occupational therapist for individual students as needed• Identify and provide intervention for at-risk students in language arts and math• Adapt curriculum and lesson plans to meet the individual needs of English language learners (ESL) and special needs students (LD, ADHD, EBD, autism)• Conduct and communicate information during parent conferences, Orientation, Back-to School Night and Open House• Established and implement the annual Kindergarten Portfolio Tea• Facilitated collaboration between administration and all grade levels as Grade Level Coordinator• Piloted, evaluated and recommended science, social studies, language arts, and math state curriculum materials• Mentor and train between 1-3 new kindergarten teachers per year• Address and communicate with parents as the kindergarten teacher/parent liaison at prospective parent orientations and kindergarten parent meetings• Collaborated and negotiated with parent body as a member of the School Site Council	

Teacher

20XX-20XX

Belvedere Nursery School and Hawthorne Pre-Kindergarten, Belvedere, CA

- Developed and implemented enriching and developmentally appropriate early childhood curriculum for children ages 2 ½ to 5 years
- Coordinated and assisted in implementing opportunities to encourage positive social, behavioral and emotional development
- Collaborated with other teachers in conducting an educational program for 2 year olds and their parents
- Participated in staff meetings and initiated innovative curriculum activities, such as cooking, art, music, movement, and language arts

RELATED EXPERIENCE**Chair**

20XX

Silver Anniversary Celebration Organizing Committee, Tiburon, CA

- Collaborated with the Tiburon Town Manager and the volunteer Anniversary Committee (15 members) to conceive, schedule, budget, coordinate and preside over the following community events: contemporary and historic art exhibit, reception for contributors, historic house tour, historical symposium, anniversary parade, dinner, street dance, fireworks, pancake breakfast, and Angel Island picnic
- Solicited private contributions from community members and businesses
- Publicized all events in local newspaper
- Designed and prepared souvenir programs, flags, and ribbons

Director

20XX-20XX

Belvedere-Tiburon Recreation Department, Tiburon, CA

- Collaborated with Belvedere City Manager and Tiburon Town Manager, Reed Union School District Superintendent, Belvedere and Tiburon Police departments, and Belvedere-Tiburon Child Care Center Director to coordinate all programs, camps, activities, classes, and events, serving 1000 participants annually
- Maintained all fiscal and operational management including: payroll, tax filing, preparation of annual \$250,000.00 budget, coordination of annual audit, unemployment claims, management of working capital and investment of excess funds
- Interviewed, hired, managed, trained, and supervised all administrative, camp, and recreational staff (65 teachers, counselors, and group leaders annually)
- Prepared and presented monthly financial statements and reports to the Recreation Committee
- Established administrative, teaching, and day camp staff policy and procedures
- Designed and developed quarterly Recreation Department and individual program brochures
- Managed the scheduling and maintenance of city tennis courts, community garden, and soccer field
- Chaired, planned, and coordinated the annual tennis tournament and all other special events
- Developed and implemented all recreation activities, including summer and holiday day camps for children ages 5-12, classes for adults, older adults, and preschoolers, summer school (K-8), summer pre-kindergarten readiness, and after-school programs for school age children and teens
- Interviewed, hired, and trained 20+ day camp staff and 15+ recreation administrative and teaching staff
- Participated in the development of the new Belvedere-Tiburon Library, Belvedere Community Center, and Belvedere-Tiburon Child Care Center by meeting with town and city committees and organizations

Dance/Movement Educator 20XX-20XX

Marin County, CA

- Designed, taught, and implemented a wide variety of motor development programs for early childhood aged children (infants through 8 years) in creative movement, dance, gymnastics, physical education, and perceptual motor development in public and private schools, recreation, and community programs.

Dance/Movement Therapist 20XX-20XX

Area Services Project Title I, Western Cook-DuPage County, IL

- Collaborated with registered occupational, physical, and recreational therapists as a member of a motor development treatment team servicing special needs children ages 3-21 (LD, EBD, ADHD, DD, MR, and autism)
- Implemented dance/movement therapy services within various treatment and educational environments, including special day class, special schools, residential schools, hospitals, and institutions (average client load of 30)
- Conducted assessments, evaluations, and submitted written reports of all students served
- Initiated and presented in-service trainings to staff (between 5-10) at school and treatment settings

Dance/Movement Therapist 20XX

Los Angeles Day Treatment Center, Los Angeles, CA

- Established and conducted weekly group movement therapy sessions with day treatment patients who exhibited most recognizable forms of mental disorders

Dance/Movement Therapist 20XX-20XX

Fernald School, University of California, Los Angeles, CA

- Facilitated group and individual dance/movement therapy to LD students ages 5-18
- Collaborated and participated in family therapy sessions and staff consultations
- Administered assessments and evaluations of all students served

Dance/Movement Therapist

Los Angeles County/University of Southern California Medical Center, CA 20XX-20XX

- Facilitated movement therapy sessions with groups of adult in-patients, ranging from chronic acute schizophrenics to other forms of personality disorders
- Collaborated in group therapy sessions, participated in community, nursing and staff meetings, and in medical consultations

PUBLICATIONS

- Cappelloni, N.L. (20XX). *Cranberry Cooking For All Seasons*. New Bedford, MA: Spinner Publications
- Cappelloni, N.L. (20XX). *Ethnic Cooking the Microwave Way*. Minneapolis, MN: Lerner Publications
- Cappelloni, N.L. (20XX). *Self-Regulated Learning: Intervention Strategies for At-Risk Kindergarten Students* (submitted and pending publication)

CONFERENCE PRESENTATIONS

- **Common Ground Conference**, Santa Rosa, CA 20XX
Movement Exploration for the Young Child
- **California and Pacific Southwest Recreation and Park Conference**, San Francisco, CA 20XX
Operating a Successful Day Camp

OTHER PRESENTATIONS

Commencement Speaker

- Del Mar Middle School, Tiburon, CA 20XX

Lecturer/Speaker on Cranberry History

- Belvedere-Tiburon Library Speakers Series, Tiburon, CA 20XX
- Cooking demonstrations and speaking engagements 20XX–20XX
- Channel 13, Marin County local station, CA 20XX

PROFESSIONAL AFFILIATIONS/MEMBERSHIP

- Council for Exceptional Children 20XX-present
- Association for Supervision and Curriculum Development 20XX-present
- American Educational Research Association 20XX-present
- California Teachers Association 20XX-present
- National Education Association 20XX-present

CREDENTIALS

- Multiple Subject Teaching Credential/CLAD 20XX
- Early Childhood Education Administrative Credential 20XX
- California Community College Instructor Credential 20XX

AWARDS/GRANTS

- Reed Union School District PTA matching scholarship grant, Marin County, CA 20XX
- California PTA Scholarship Grant 20XX
- Golden Bell award for excellence in teaching, Marin County, CA 20XX

PROFESSIONAL DEVELOPMENT

- Learning and the Brain Conference, San Francisco, CA 20XX-20XX
- Schools Attuned/All Kinds of Minds, Kentfield, CA 20XX-20XX
- California Kindergarten Conference, San Francisco, CA 20XX

SERVICE TO COMMUNITY ORGANIZATIONS

- Concerts in the Park Committee, Belvedere, CA, Member 20XX-present
- Young Musicians Program, Berkeley, CA, Fundraiser 20XX-present
- Belvedere-Tiburon Library, Tiburon, CA, Development Committee 20XX
- Guide Dogs for the Blind, San Rafael, CA, Guide Dog Breeder, Fundraiser 20XX-present
- Junior League of San Francisco, San Francisco, CA, Member 20XX-20XX
- Marin Suicide Prevention Center, San Rafael, CA, Crisis Intervention Counselor 20XX-20XX

RESEARCH INTERESTS

- Field of educational psychology: self-regulating learning strategies, early childhood education, early identification of at-risk students; early intervention
- Dance History

COVER LETTERS

DO'S AND DON'TS

Cover letters serve as a direct response to the position you are applying to. Therefore, your cover letter should NOT be generic. A cover letter is also an example of your written communication skills. If you need help proofreading, please schedule an appointment with a Career Counselor to have your cover letter reviewed before you submit it.

DO

- Write the letter yourself and have someone else proofread it for grammar, syntax, and spelling.
- Keep the letter to one page only, with 3-4 paragraphs. For email, keep it shorter with 2 paragraphs. Make it attractive and easy to read.
- Use the same header from your resume (with your name and contact information) so that your resume and cover letters are consistently formatted and look uniform.
- Address the letter to a specific individual using the person's full name with the correct title and business address.
- Pay close attention to the job posting to see who the position you're applying for reports to, and/or do research on LinkedIn to find out who to contact.
- If you're unable to find the name, then address to "Dear Hiring Manager" or "Dear Selection Committee."
- Tailor your letter for each job! It needs to be clear to employers why you are applying for THEIR company, and how you are a good fit for the position and team.
- Mention the name of the person who referred you, if applicable.
- Write a letter that is work-centered and employer-centered, not self-centered.
- Mention something you know about the company that is related to the position for which you are applying. Also mention a personal interest you have in the company, its location, service or product.
- Tell the reader why you are qualified for the position, using the active voice and action verbs.
- Make sure to save the final copy as a PDF, if submitting electronically. Use high quality, matching stationery, if submitting a hard copy.
- Be honest. Be positive. Be direct. You are your own advocate!
- Write clearly and simply; incorporate industry-specific keywords.
- Make sure your phone and email are included so they can contact you for an interview!
- Sign your cover letter in blue/black ink (or type your name if you are submitting electronically).

DON'T

- Use a general/template letter and just change the company name.
- Give a summary of your life, values, goals, longer than 50 words, or repeat your resume verbatim.
- Describe, at length, your admiration for the company's history.
- Overuse the pronoun "I."
- Explain why you left your last job or want to leave your present one.
- Begin the letter with "To whom it may concern," or mis-gender the recipient.
- Include your salary history or current salary.
- Inflate or exaggerate your experience and qualifications.
- Hint that you are interested in virtually ANY JOB with that company/organization.
- Say anything negative about your previous employer(s).
- Expect the reader to figure out what job you are best qualified for.



**SAMPLE
COVER
LETTERS**

Ensure the header of your cover letter matches the header of your resume.

First Name Last Name

City, State | (415) 555-5555 | username@usfca.edu | www.linkedin.com/in/username

November XX, 20XX

Name of Recipient

Title

Company Name

Address

If the name and title are not provided, you can leave this part off your cover letter.

Dear (Full Name of Recipient) or *Hiring Manager*:

INITIAL PARAGRAPH:

State the reason for the letter, the specific position or type of work for which you are applying, and indicate from which resource (i.e., Career Services Center, news media, friend, employment service) you learned of the opening.

Some examples include:

I am writing to express my interest in the position of _____ . Your advertisement in the _____ for a _____ seems to perfectly match my background and experience. I am writing to you at the recommendation of _____ . In response to your job posting for a _____ on your company's website, I have attached my resume for your consideration. If you are seeking a talented, motivated salesperson for your outside sales team, I believe my skills and background are a good match for your organization.

SECOND PARAGRAPH:

Indicate why you are interested in the position, the company, its products or services. Demonstrate that you have researched the organization by stating something about their mission, latest products, business ventures, etc. State clearly what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a well-qualified candidate. If you have some practical work experience, point out your specific achievements or unique qualifications. Try not to repeat the same information the reader will find in your resume. Refer the reader to the enclosed resume or application form which summarizes your qualifications, training and experience. **Advocate for yourself!**

Convey enthusiasm!

Some examples include:

My qualifications for the position include . . .

I believe my background in . . .

I have experience/education in the field of . . .

THIRD PARAGRAPH:

In the closing paragraph, indicate your desire for a personal interview and your flexibility as to the time and place. Repeat your telephone number in the letter and offer any assistance to help in a speedy response. Finally, close your letter with a statement or question which will encourage a response.

Some examples include:

I look forward to discussing my qualifications with you further in person . . .

Should you be interested in my qualifications . . .

For an interview, I can be reached at...

Sincerely,

First Name Last Name

Optional: You can add your gender pronouns under your name

STUDENT ASSISTANT

First Name Last Name

San Francisco, CA | username@usfca.edu | (415) 555-5555

August XX, 20XX

Billie Jean
Hiring Manager, Events Management and Guest Services
University of San Francisco
McLaren 200
2130 Fulton St.
San Francisco, CA 94117

Dear Billie Jean:

I am writing to apply for the position of Student Assistant within the department of Events Management and Guest Services. I am a sophomore at the University of San Francisco, majoring in Hospitality Management with a minor in Politics. Based on my passion for the hospitality and events industry and past experience I know I will be a great asset to the Events Management team.

After reading the qualifications for the job, I am confident that my experiences working as a server at Mel's Diner and a barista at Starbucks have prepared me to contribute to the Events Management team. In both these roles I had to rely on my attention to detail to ensure orders were properly filled, special requests honored, and customers' satisfaction remained high. Additionally, I used communication with my teammates to make sure that everything was operating smoothly and everyone was getting the support they needed. I am confident that my communication skills will also make me a great member of the EMGS team.

In addition to my hospitality experience, I possess an advanced knowledge of Microsoft Office, the assembly of audio and visual technologies, and administrative duties such as answering client emails and phone calls. Furthermore, my ability to lift up to 150 pounds will be vital in the assistance of breaking down or setting up of furniture.

My industry experience and academic background have prepared me well for this position, and I am excited to use my skills to support the daily events that make USF such a special place. I've included my resume for your consideration. Please feel free to contact me at your convenience to discuss my background as well as my qualifications for the role. Thank you for your time and consideration.

Regards,

First Name Last Name

First Name Last Name

415-422-1234 · username@dons.usfca.edu · www.linkedin.com/in/username

March XX, 20XX

Deloitte
555 Mission Street, Suite 1400
San Francisco, CA 94105

Dear Internship Hiring Committee:

I am writing to express my interest in Deloitte’s Audit Summer 20XX Internship at the San Francisco office. As a junior Accounting and Finance major at the University of San Francisco, I am the perfect candidate for this internship, as I bring accounting work experience and desire to contribute to Deloitte’s success as a public accounting firm.

In the past two years, I have gained a great amount of experience working at the Accounting and Business Services Office at the University of San Francisco processing Concur reconciliation statements, depositing checks, and preparing for an end-of-the-year audit for 20XX. As my responsibilities increased, I learned how to extract financial data from the University’s internal database, generate business intelligence reports, and use Microsoft Excel to reconcile various accounts. During this learning process, I was able to use my detail-oriented and time management skills to take on a wide range of projects, meet daily and monthly deadlines, and ask questions to improve my understanding of accounting concepts.

In addition to my work experience in an accounting office, I was also a Legal Intern for Kong Law Offices in Oakland this past summer. As an intern, my main tasks were to ensure that all client files were ready for trials, conduct legal research, create settlement demands, and assist Cantonese-speaking clients when necessary. Through this internship, I was able to use my strong written and verbal communication skills to pass on information and learn about various legal strategies to find solutions and close cases. By having experience in both accounting and legal services, I am able to take on a variety of assignments and to adapt to different environments.

My professional work ethic, eagerness to learn, and hardworking character make me a great candidate for Deloitte’s Audit Summer 20XX Internship. If hired I will commit to contributing to Deloitte’s vision to be the “Standard of Excellence,” the first choice of the most sought-after clients and talent. I am confident I can meet the expectations required for this internship and look forward to speaking with you soon. Thank you for your time and consideration.

Sincerely,

First Name Last Name

First Name Last Name

First Name Last Name
415-333-1234 • username@dons.usfca.edu
www.linkedin.com/in/username • @username

August XX, 20XX

Alison Grey, Human Resources Manager
Twitter – Human Resources
1355 Market Street
San Francisco, CA 94103

Dear Alison Grey:

I found the description for the Twitter **Human Resources Assistant** position through USF's Handshake database. As a senior Politics major graduating this May, I have been expanding my HR experience as a Human Resources Intern for the past few months at Ideo Design in San Francisco. I am extremely interested in pursuing a career in Talent Acquisition and would enthusiastically welcome the opportunity to utilize my previous experience in Human Resources to benefit Twitter, an organization I admire for its widespread influence in today's modern world. I have studied Twitter's influence on many major political events including various social movements domestically and internationally, and the future of Twitter is something I would love the opportunity to be an active participant in. I also believe my distinctive social justice background would be highly beneficial to the Twitter HR department.

As a Human Resources Intern at Ideo Design I am gaining extensive experience in administrative aspects of HR. My daily tasks include approving PTO for employees and managing new hires and terminations on Excel spreadsheets and in databases such as Workday, ADP, SAP and Microsoft Visio. I also have experience with office scheduling for Frog's Talent Acquisition Partner.

Throughout my time at the University San Francisco Career Services Center I have served in a number of roles. As a Student Assistant, I utilize excellent customer service skills as the first point of contact in the office and perform various administrative duties, including scheduling using Google Applications. I also served as the On Campus Recruiting Student Assistant, a role in which I worked with students, employers and my supervisors to maximize student employment opportunities and maintained our job database. As a Career Planning Peer Counselor, I work in a paraprofessional role to advise students and alumni on resumes, cover letters and general career questions. My experience as a peer counselor has ensured exceptional interpersonal and communication skills, familiarity with confidentiality, and professionalism. Furthermore, I collaborate with a team of four to brainstorm marketing ideas for on-campus events and competitions.

The possibility of working for Twitter is very exciting and I would love the chance to meet with you in person to further discuss my qualifications. Thank you for your time and consideration.

Respectfully,

First Name Last Name

First Name Last Name

COMMUNICATION

EMAILING APPLICATIONS

There are several different ways to deliver your resume and/or cover letter:

- 1) as an email attachment;
- 2) written in the email message;
- 3) uploaded to an online application.

In all email communication include a Subject Line, for example:
First Name Last Name, Application, Position Title

The job posting should provide information about how interested candidates can apply. Make sure to follow the detailed instructions, as you may be advised about how to format the document, what to write in the subject line of an email message and when to submit the resume for the employer to review it. If instructions are not provided, the best way to deliver your resume or cover letter is to send it as an attachment.

TO SEND YOUR RESUME/COVER LETTER AS AN ATTACHMENT

- Create your document in Microsoft Word or another commonly used word processing program. Unless the employer specifies not to, convert the document into a PDF file.
- Save the document under a distinguishable name such as “JaneSmithResume.doc”. This way the employer can readily identify your document and find it once saved to a computer. Avoid being too general and saving your document as “Resume.doc.”
- In the body of the email, include a brief sentence stating that you are attaching your resume and cover letter for the hiring manager’s review. Always be sure to include a professional greeting and closing to your email.
- Send a copy to someone you know first to ensure that it is easy to download, the formatting remains secure, and it is free of viruses.

TO SEND YOUR RESUME/COVER LETTER IN THE TEXT OF THE EMAIL MESSAGE

- The cover letter should come before the resume in the body of the message. Your cover letter can be copied and pasted from your text document into the body of the email.
- Cut and paste the text into the body of the email. Make sure to save your cover letter and resume as “text only” or “plain text.”
- Avoid using italics, underlining, graphics, shading or bold. Use UPPERCASE for section headings and (*) for bullets.
- Do not use tabs; instead align all of the text along the left-hand margin.
- Send a test email to yourself and a friend first to view the appearance in different email systems (i.e. Gmail, Outlook, Yahoo Mail, etc.)
- The text resume may look simple, but the employer’s main focus is the content of your resume.

TO UPLOAD YOUR RESUME/COVER LETTER TO AN ONLINE APPLICATION

- Read the complete application instructions, and revise and reformat your documents to comply.
- Similar to an email attachment, it is recommended that the document is saved under a distinguishable name such as “JaneSmithResume.doc.”
- Some companies will instruct applicants to upload their document as a specific file type, such as .doc, .rtf, or .txt, so it is important to follow the instructions.
- Before submitting, confirm that you have uploaded the document by looking for symbols or messages, like “Upload Successful,” or a hyperlink that would allow the company to download and review it.

LINKEDIN

LinkedIn is a great platform for connecting with others. If you find someone you would like to connect with, it is best to include a note in your connection request.

When I was applying for jobs I heavily relied on LinkedIn because the more I used it for my search, the better and more tailored results I would get which was extremely helpful. I used LinkedIn to get in contact with people who had that same job or a similar one so I could ask questions and get advice. — Biola, Finance, 2019

Be sure to include:

- Your name
- Your major, graduation year, and that you are a USF student/alumnus
- How you found them on LinkedIn or when you met
- Why you would like to connect

After you connect, you can send the person a longer message to request an informational interview. Be specific in your message when asking for the interview. People are more likely to respond if they know:

- What you are hoping to learn
- How you want to connect (phone, email, in person)
- When, where, and for how long you would like to meet

Example:

Hi (person's name),

My name is _____ and I am a _____ major at the University of San Francisco, graduating in _____. I found your profile through _____ and am very intrigued by the work you've done with _____ at _____. I'd love to learn more about your role and what your path was like after graduating from USF. Would you be willing to connect with me for _____ within the next _____? Thanks for your time!

Best,

First Name Last Name

I made an effort to cold call recruiters and HR members of agencies where I wanted to work through the LinkedIn platform. I first researched the USF LinkedIn alumni tool to see where fellow alumni had gone post grad. I sent out LinkedIn connection requests where I was able to showcase my personality and people skills which got me phone interviews. — Jack, Marketing, 2019



LinkedIn Profile Checklist

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

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

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

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

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

The screenshot shows a LinkedIn profile for David Xiao. The profile header includes his name, title 'Econ Major and Aspiring Financial Analyst', location 'San Francisco Bay Area | Financial Services', and education 'University of California, Berkeley'. Below the header is a 'Summary' section with a paragraph about his interests in economics and finance. The 'Experience' section lists a 'Venture Capital Internship' at Berkeley Ventures from May 2013 to September 2013. Below this is a photo of a presentation titled 'INTRODUCTION TO VENTURE CAPITAL'. The 'Organizations' section lists 'Berkeley A Capella' as a 'Lead Singer' from March 2012 to the present.

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

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

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

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

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

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

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

Education

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

Volunteer Experience & Causes

Big Buddy
Skyline High School
September 2012 – May 2015 (9 months) | Education
Mentored an Oakland high school student through the college application process, helping him get into his dream school.

Skills & Expertise

Most endorsed for...

- 12 Economics
- 11 Start-ups
- 10 Due Diligence
- 10 Venture Capital
- 10 Management

Honors & Awards

The Achievement Award Program
UC Berkeley
Four-year scholarship awarded to community-minded students with a proven track record of academic success.

Courses

University of California, Berkeley

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

Projects

Venture Capital Financing in India
May 2013
For our international Monetary Economics course, Paul and I decided to study the emerging venture capital industry in India. By looking at data from the World Bank, we were able to understand the challenges and opportunities facing this nascent sector. And we developed a series of recommendations for overcoming these challenges, which we delivered to our professor in a final term paper.

5 team members

- David Xiao**
Econ Major and Aspiring Financial Anal...
- Paul Smith**
Student at UC Berkeley

Recommendations Received (2)

Venture Capital Internship
Berkeley Ventures

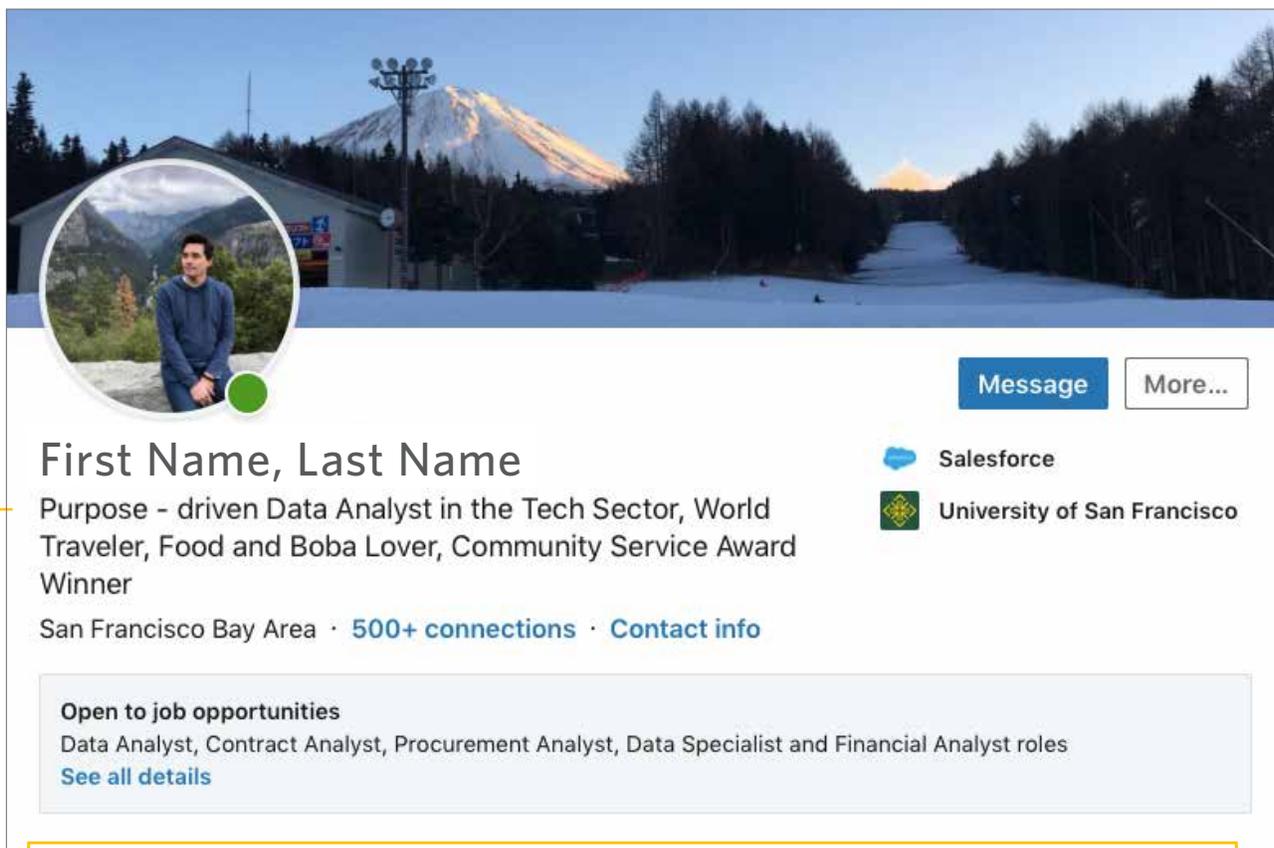
Tim Lee
Partner

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

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

November 13, 2013. Tim managed

SAMPLE USF LINKEDIN PROFILE SECTIONS



Message **More...**

First Name, Last Name

Purpose - driven Data Analyst in the Tech Sector, World Traveler, Food and Boba Lover, Community Service Award Winner

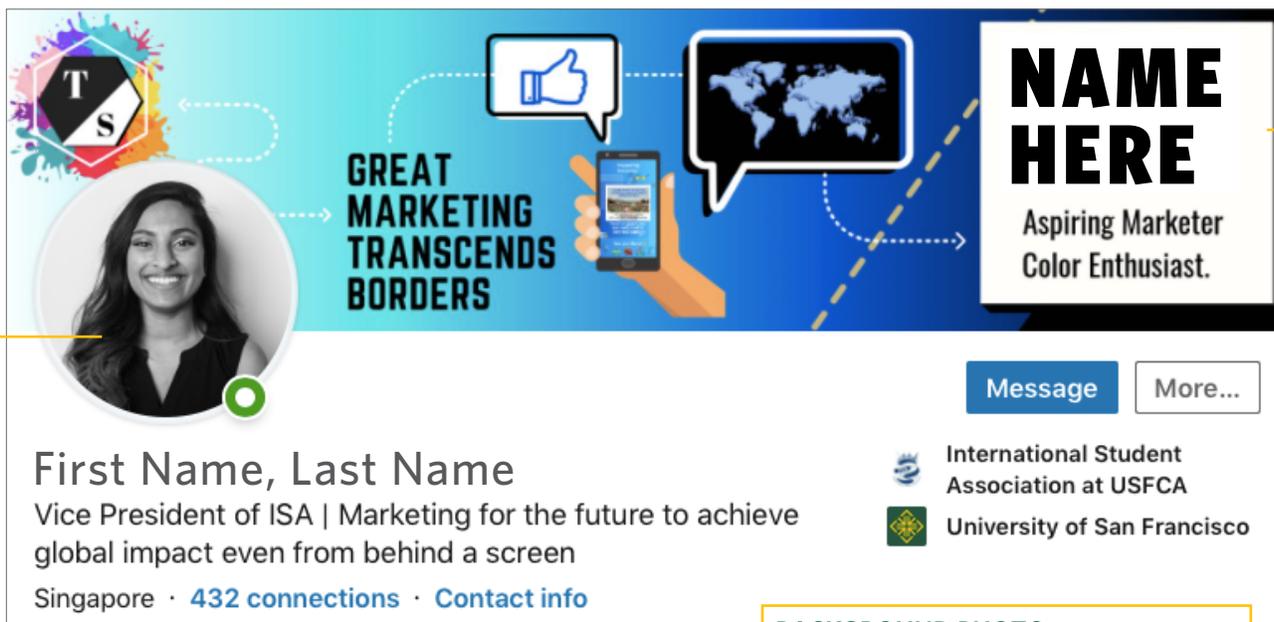
San Francisco Bay Area · **500+ connections** · **Contact info**

Open to job opportunities
Data Analyst, Contract Analyst, Procurement Analyst, Data Specialist and Financial Analyst roles
[See all details](#)

Salesforce
University of San Francisco

HEADLINE

This headline tells the viewer what he is excited about and shows some aspects of his personality



Message **More...**

First Name, Last Name

Vice President of ISA | Marketing for the future to achieve global impact even from behind a screen

Singapore · **432 connections** · **Contact info**

International Student Association at USFCA
University of San Francisco

NAME HERE
Aspiring Marketer
Color Enthusiast.

GREAT MARKETING TRANSCENDS BORDERS

PHOTO

This photo is an up close picture of her face and she is smiling. It also has a neutral background.

BACKGROUND PHOTO

Use your background photo to convey more about your professional brand. This could mean designing your own graphic, as in this example. You can also use your own photo or go online and find a photo that allows public usage rights.



First Name, Last Name

Marketing & Events Coordinator, D&I Activist (She, Her, Hers), Music Enthusiast

About

I am a proud supporter of 'the people' having the power to craft/mold/transform the culture that brands and the media talk about. As more companies try to reflect people's realities back to them, I'll be the one polishing the mirror to make sure we're displaying the most accurate image.

I have 2 years of relevant experience in:

- Social Media Strategies & Content Creation
- Program Coordinating and Project Management
- Digital Marketing (Product, Brand, and Consumer)
- Events Coordination & Public Relations

Work Philosophy:

- Understand priorities and objectives and get things done
- Results are measurable
- Teamwork is powerful and effective
- Never stop learning
- Always have fun - attitude is everything (especially when you're stress for time)

~Self-proclaimed Foodie, Marketing + Branding Obsessed, Live Music, Yoga, and SoulCycle Enthusiast, Social Justice, Human Rights Activist~

Strategist. Storyteller. Creator. I am Cait and I believe in human truths. Let's collaborate and make culture-shifting work.

SUMMARY/ABOUT

This summary is engaging by describing what motivates her and what she is skilled in. It's written in a distinct voice that illustrates her passion for her work and interests both inside and outside of work.



First Name, Last Name

Research Associate at Tom Steyer 2020



Legislative Intern

Office of the Speaker of the United States House of Representatives

Jan 2019 – Apr 2019 · 4 mos

Washington, D.C.

- Took detailed weekly notes at confidential joint House Chiefs of Staff meetings where Democratic strategy and priority setting occur.
- Wrote an average of four concise policy memos a week for staffers on current issues on oversight and legislation.
- Assisted the press team with bill rollout events that brought media attention to important House legislation.
- Managed Intranet Quorum (IQ) database to ensure constituents received timely and appropriate responses from the Speaker.
- Supported staffers with CODEL (Congressional Delegation) preparation that included the creation of binders of exhaustive research on the countries to be visited.

[see less](#)



Paycheck Fairness Act.jpeg



Speaker Pelosi.jpeg

EXPERIENCE

This example has bullet points written in Accomplishment Statement format (see Page 10) and showcases the results of her internship work. It also features relevant media, which can include photos, examples of work/projects or outside URLs.



First Name, Last Name

Associate @ SVB • USF Valedictorian Graduate

Education



University of San Francisco

Bachelor's Degree, Finance, General, Junior
2015 – 2018

Activities and Societies: The San Francisco Foghorn, Magis Emerging Leadership Program, SOM Honors Program, Beta Gamma Sigma, Office of Undergraduate Studies and Programming, Malloy Consulting Group

Pursuing degree in Business Administration, recipient of McLaren School of Management Dean's Honor Roll. I have also been designated a University Scholar, which is awarded to new freshmen that have demonstrated extraordinary scholarship and aptitude based on their high school academic grade point average and SAT or ACT scores. University Scholars engage in athletic, cultural, advocacy, service and global opportunities as campus leaders, and as mentors for future scholars.

Media (5)

< Previous Next >



Sheikh Nahyan bin Mubarak receives delegation from USF



Student Leadership Conference Fall 2017

EDUCATION

This education section goes beyond just listing the degree earned by the student by also including activities, honors, and an off-campus experience studying at the University of California, Washington Center. The media showcases various educational experiences the student had during their time at USF, including study abroad trips and extracurricular involvement.



First Name, Last Name

Program Manager at Year Up

Skills & Endorsements



Organized Multi-tasker · 13

Mickalla Johnson and 12 connections have given endorsements for this skill



Customer Service · 11



Endorsed by Vivienne Pismarov and 1 other mutual connection



Endorsed by 2 of Sonia's colleagues at University of California, Berkeley

Industry Knowledge



Research · 9



Data Entry · 8



Event Planning · 10



Social Media · 7

SKILLS AND ENDORSEMENTS

You can add up to 50 skills to your profile! This is a great place to showcase a variety of skills, as seen through the various categories (Industry Knowledge, etc.). Endorsements of your skills by people in your network are a strong indicator to employers that you possess the skills listed on your profile.

VOLUNTEER EXPERIENCE

Including volunteer experience is a great way to highlight additional skills and accomplishments. This example does that effectively by including bullet points and Accomplishment Statements (see page 10) for each volunteer experience. Remember you can also include your Community-Engaged Learning experience.



First Name, Last Name

Vice President of ISA | Marketing for the future to achieve global impact even from behind a screen

Volunteer Experience



Teacher

Kuk Knuv Primary School
May 2016 – Jun 2016 • 2 mos
Children

- Attended a 10-day CAS trip doing service at Kuk Knuv Primary School in Cambodia.
- Organised, outlined and led multiple classes teaching elementary school children basic english.



Conversation Partner Program Participant

University of San Francisco
Sep 2019 – Present • 3 mos
Education

- Encouraged volunteers in the Conversation Partner Program to feel more comfortable in speaking English.
- Directed students to relevant resources on campus to help them improve their academic skills, develop better relationships with other students and progress in their careers.



First Name, Last Name

Program Manager at Year Up

Recommendations

Ask for a recommendation

[Recommend Name](#)

[Received \(5\)](#)

[Given \(1\)](#)



First Name, Last Name

Visiting Fulbright Scholar-
Cali, Colombia at U.S.
Department of State
April 26, 2017, Fernando
managed Sonia directly

Sonia has been a superb student activist and young professional in her role as Advocate for Community Engagement with the University of San Francisco and the McCarthy Center. She has been a great support for her partner nonprofit organization, Mission Graduates, by advancing college readiness a ... [See more](#)



First Name, Last Name

Educator | Advocate |
Activist
April 21, 2017, Kristen managed
Sonia directly

I have had the honor of being one of Sonia's direct supervisors in her role as a Resident Advisor at the University of San Francisco (USF). Throughout my time in this role, I have gotten to know Sonia and her passion for supporting students and her dedication to eradicating social injustices within all marginalized ... [See more](#)

RECOMMENDATIONS

Recommendations carry significant weight for future employers. Request recommendations from past supervisors, co-workers, teammates and/or faculty members at the end of a job, internship, project or course so that the person writing your recommendation recalls your recent work and accomplishments. We advise that you have 2 recommendations minimum by the time you graduate. Note: the person writing your recommendation must have a LinkedIn profile and be a 1st degree connection.

REFERENCES

What is a reference? A reference is someone who can speak to your work habits, past performance, skills, and/or character. They are typically contacted by potential employers via phone or email.

TIPS ON USING REFERENCES

- The best references are people in positions of authority who have direct knowledge of your work or academic performance. This usually includes your immediate supervisor in your last two or three jobs/internships/volunteer positions or professors in subjects related to your field of career interest. Try not to use only academic references.
- Know in advance who you would like to use and ask their permission. When you ask, make it easy by providing them a description of the job for which you're applying.
- Send your resume to your references in advance, if possible, to remind them of your skills, experience, and training. You may also send relevant projects or a portfolio, as they might be helpful for your references.
- If and when they are requested, provide three to five references, unless employer states otherwise. Do not list references on your resume.
- If you are asked to provide your references after the interview it is fine to send them via email, unless the employer specifies otherwise.
- Avoid using friends or peers as references; employers view them as unreliable sources of information. Only use family members if you have worked with them in a professional capacity.
- Don't give out your references' telephone numbers, email address, or personal address without explicit permission.
- Use references that are most appropriate for the job for which you are applying.
- Rotate your references, and communicate with them frequently. If your job search takes a long time, you don't want them to be contacted too often.
- Send a thank you note to your references and be sure to follow up to let them know the outcome. Showing appreciation will help you maintain a good relationship with your network.

FORMATTING REFERENCES

A reference listing has the name, current title and place of employment, business address, email address and daytime telephone number of your endorser. If your connection to this reference is not obvious, then state it in parentheses.

Example:

Reference for Joe Cool

Wanda Jones

House Manager, Hotels-R-Us

123 Riverside Drive

Wherever, CA 90000

(415) 555-5555

username@gmail.com

(Former supervisor at Motel 5)





THANK YOU NOTES

Sending “thank you” notes/emails is an essential part of any job search. Send notes/emails to anyone you meet who gives you information, advice or referrals. A note or email should be sent after each job interview. A simple thank you note/email can often be the deciding factor in whether or not you receive a job offer.

The follow-up note/email is best sent immediately, but should be sent no later than 48 hours following the interview. Remind the reader of what was discussed, and comment on how you plan to act on the information, advice or referral you received. If you are writing a note/email after a job interview, you might include something relevant about your qualifications that you neglected to mention in the interview. Managers who have to choose between two good candidates have been known to make the decision based on which candidate sent a thank you note.

Sample Email:

Subject line: Thank You – Commercial Banking Representative position

Dear Jane Baxter:

It was a pleasure meeting with you yesterday to discuss opportunities in commercial banking. Your planned expansion is most interesting, especially your ideas concerning outreach to small businesses.

My experience working for a number of small service businesses in San Francisco while completing my degree has made me particularly sensitive to the unique needs of small business owners. As you learned from our conversation, I have also worked as a bank teller, and understand the bank’s commitment to high quality customer service.

I remain very interested in the commercial banking representative position. I am confident that my skills and experience would be a valuable addition to your team. I look forward to hearing from you soon.

Sincerely,
Chris Williams

TIPS:

- Refer to something you learned about the company or position
- Reinforce the most important aspects of your qualifications
- Include something you forgot to mention in the interview, or expand on your relevant qualifications
- Restate your interest in the position
- Show confidence and enthusiasm!

INTERVIEWS

INFORMATIONAL INTERVIEWS

What is an informational interview? An informational interview is a conversation with someone working in a field or at a company that you would like to learn more about. It is NOT a job interview.

BENEFITS OF INFORMATIONAL INTERVIEWS

- Learn firsthand about what it is like to do a particular kind of work in a particular organization.
- Gather information about what the opportunities are in a given field or organization.
- Find out about jobs and career paths you did not know existed.
- Promote your skills and abilities in a low-threat, open-ended situation.
- Begin to build or expand your network of professional contacts.

WHO CAN I CONTACT FOR AN INFORMATIONAL INTERVIEW?

People doing work that interests you, who are working at an organization that you would like to know more about, or who might know someone in your field of interest.

Examples include:

- Friends, acquaintances, relatives, coworkers of yours or your friends
- Members of professional associations related to your field
- USF Alumni-find alumni through the LinkedIn alumni tool

HOW TO ASK FOR AN INFORMATIONAL INTERVIEW

When asking for an informational interview it is important to let the person you are reaching out to know why you are contacting them and what you hope to gain from a conversation. Be specific rather than saying "I'd love your help." Saying you'd like to hear more about their position or organization will indicate you've done your research before contacting them. You should also be specific in asking for a meeting or call. Remember a 15-minute call may be easier to arrange than an hour-long meeting.

HOW TO PREPARE FOR THE INTERVIEW

Prior to the interview, you should do some research on the industry, organization and person you are meeting. The information you obtain from your research will form the basis for the questions you ask during the interview, and your interviewing contact will be invaluable for supplementing your research with a "real world" perspective.

HOW TO ACT DURING THE INFORMATIONAL INTERVIEW: ETIQUETTE TIPS

- You are not asking this person for a job. You are gathering information on which to base some decisions. Make sure friends and relatives understand this.
- Always be respectful of the person's time. If you agreed to a 15-minute call, be sure to be ready at the appointed time and not to let the conversation carry on longer than 15 minutes.
- Do not bring your resume to the interview unless your contact has agreed in advance to give you feedback on it. A resume can make an informational interview suddenly feel like a job interview, which is not what you want. If you want your contact to have a copy of your resume, ask if you can send one after the interview. This will give you the opportunity to make any appropriate changes in the document based on what you learned during the session.
- Be prepared to take the lead in the conversation. Remember, you are doing the interviewing. Know what you want to ask. The person being interviewed will feel it was worthwhile if you ask thoughtful questions, but not if you ask only superficial ones. Having notes with you is fine and can be very helpful.
- Toward the end of the conversation, always ask for additional contacts. This is the key to developing more contacts and building your network.
- Always write a thank you note or email after the interview. Mention what you talked about, what you learned, or who you are going to see at the person's suggestion. If you are interested in pursuing a job with their organization, try to keep the door open to get back in touch.

SUGGESTED QUESTIONS

- What do you do on a typical day?
- What are the most interesting/challenging/frustrating aspects of your job?
- What previous jobs led you to this one?
- How long does it usually take to move from one position to the next on this career path?
- Given your present position and experience, what position do you see yourself in five years from now?
- What are the prerequisites for jobs in this field?
- Are there any specific courses I might take or skills I should develop that would be particularly beneficial in this field?
- What types of training do companies give to persons entering this field?
- What aspects of a career in this field do you consider particularly positive? Particularly negative?
- What advice would you give to a young person/career changer entering this field?
- What do you think made you a competitive candidate for this position?
- What are the future growth prospects for this field?
- What other fields or jobs would you suggest I find out more about before I make a final decision?
- How do you see the jobs in this field changing over the next two years? What can I do to prepare myself for such changes?
- Can you recommend a few professional associations to join that would be helpful for my professional development?
- What is the best way to obtain a position that will start me on a career in this field?
- Can you recommend other people with whom I should talk?
- When I've done some more research, may I contact you again?

PREPARING FOR INTERVIEWS

Preparing for interviews is similar to studying for an exam. You must review and prepare! Assess your current knowledge, study the employer and anticipate difficult questions. The following are things you should do to prepare for a successful interview.

STEP 1: ANALYZE THE POSITION

- Review the job description
- Highlight the duties and qualifications of the position
- For short or vague job descriptions, review occupational information and/or conduct informational interviews on the position.
- Visit O*NET or Glassdoor for occupational information and utilize LinkedIn for informational interviews.
- Do not get discouraged if you do not meet all qualifications, employers with lengthy qualifications rarely find applicants strong in all areas.

STEP 2: KNOW THE EMPLOYER

- Learn about the employer's mission, services and/or products, organizational structure, training program, and future prospects
- Know the employer's competitors
- Obtain research from the following sources:
 - Employers website
 - Article searches (check out Google news)
 - Annual Reports (visit Gleeson library for databases)
 - Attend company info sessions (See Handshake under events tab) or off-campus professional events (See Eventbrite.com and Meetup.com)
- Network with USF alumni working at the company (find alumni via LinkedIn alumni tool)
- Think about 2 or 3 reasons why you want to work for this employer

STEP 3: REVIEW YOUR QUALIFICATIONS

- Know your experience: work, internships, volunteer, class projects, coursework, student activities, interests & hobbies. Identify the skills and areas of knowledge developed in these areas and be prepared to say how this experience prepared you to contribute to an organization.
- What are 2 or 3 soft skills you have to offer (i.e., organization, leadership, communication)?
- What are 2 or 3 hard skills you have to offer (i.e., computer and languages)?
- What are 2 or 3 adaptive skills you have that will increase your value as an employee (i.e., dependability, flexibility, creativity, sense of humor)?

STEP 4: PREPARE QUESTIONS

Ask employers questions to demonstrate your interest in working for their organization and help you become more informed about whether or not to accept an offer. Typically, the employer will ask you if you have questions at the end of the interview. As a general rule, questions about salary and benefits are best left until a job offer has been extended. Be sure your questions are not answered in the job description or company literature.

Possible questions to ask:

- When and how are employees evaluated?
- What are the best aspects of working in this group/organization?
- If you could change anything about your department/organization what would it be?
- What's the biggest challenge facing this group/organization right now?
- How would you compare your organization with your major competitors?
- What are your plans in terms of product lines, services, new branches, etc.?
- How would you describe this organization's management style? How are decisions made?
- What are some typical first-year assignments? What is the career path for my position? How does this position fit into the overall organizational structure?
- What kind of training is given to new employees?
- Do you have any concerns about my background that I can answer now?
- What are four questions you would ask in an interview?

STEP 5: PRACTICE, PRACTICE, PRACTICE

- Practice your responses to interview questions to feel more at ease and confident.
- See Sample Interview Questions on page 54 for practice questions.
- Schedule a mock interview with a Career Counselor via Handshake or by calling (415) 422-6216.
- Ask a friend or family member to help you practice and give you feedback.

GENERAL INTERVIEW ADVICE

- Dress appropriately for the organization you are interviewing with. See Dress for Success on page 58. If you are not sure, ask the employer.
- Arrive early (5 to 10 minutes).
- Offer a firm handshake at the beginning and the end of the interview.
- Maintain eye contact throughout the interview (it is natural to look away briefly while you are speaking).
- Do remember to smile and be friendly. Employers appreciate enthusiasm.
- Sit comfortably (back straight, leaning slightly forward), don't fidget with your hands or swivel in your chair.
- Do not chew gum.
- Carry a briefcase or portfolio if you like. Do not bring a backpack to the interview.
- Turn your cell phone off before you enter the interview.

WHEN ANSWERING QUESTIONS REMEMBER THESE TIPS

- Allow yourself time to think before you answer questions. It is appropriate to ask the interviewer to repeat a question that is unclear.
- Be specific and give examples when answering questions. This adds credibility to statements you make about your qualifications. It is better to make a few strong points than many brief, unrelated points.
- Do not diminish your past experiences; don't say, "I was just a front desk assistant."
- Try to avoid filler words such as "uh", "like", "um," and "you know."

INTERVIEW TYPES

SCREENING INTERVIEW

Screening interviews are typically the first step in the interview process and are used by employers to confirm that you have the skills and qualifications needed to perform the job, as well as to verify the information you presented on your resume. A screening interview is often less than an hour and can be in the format of an on-site, telephone, or video interview.

Tips:

- Have your job search documents organized and close by.
- Refer to your resume as needed.
- Have questions prepared to ask the interviewer.

PHONE INTERVIEW

Phone interviews are often used as a screening interview. Employers will often use this interview to decide if they should invite you in for an on-site interview. Expect the questions to be very similar to an in-person interview. Don't underestimate the importance of making a positive impression during the phone interview.

Tips:

- Schedule a time when you can give your complete attention.
- Take the phone call in a quiet place.
- Write down a few key points you want to mention and the questions you want to ask.
- Keep a copy of your resume and the job description near the phone.

VIDEO INTERVIEW

Video interviews often take the form of either live interviews via a conferencing software (i.e., Zoom or Skype) or recording your answers to prerecorded questions and submitting the video online.

Tips:

- Test your video equipment (i.e., webcam and audio) before the interview.
- Look directly into the web camera to make good eye contact with the interviewer.
- There may be a time-delay so allow your interviewer to finish speaking before responding to their questions.

BEHAVIORAL INTERVIEW

Behavioral interviews are used to see how you have handled past problems or situations. Employers find this interview valuable to predict how you will handle future problems or situations. A typical behavioral interview question is, "Tell me how you handled a recent conflict situation."

Tip:

- Using the STAR method is helpful when answering behavioral interview questions (see Sample Behavioral Interview Questions on page 56).

GROUP INTERVIEW

Group interviews involve more than one applicant in the room. Typically a group of candidates is interviewed by a panel.

Tips:

- If interviewing with other candidates always be polite and allow other candidates to finish talking before responding.
- If interviewing with a panel of interviewers be sure to make eye contact with all interviewers as you answer their questions.

TEAM INTERVIEW

Team interviews are designed to see how you will perform on a team. You will be placed in a team setting where you have to solve a problem or work on a project. During this time you will be observed on your ability to work on a team.

Tips:

- Be an active participant.
- Listen to other people's ideas and make suggestions in a positive manner.

TECHNICAL INTERVIEW

Technical interviews are often done if you are applying for a technical position. For example you may be asked to solve problems under a limited amount of time to demonstrate your knowledge of coding.

Tips:

- Prior to the interview ask the following questions of the person setting up the interview:
 - Which programming language will they want you to write the code in?
 - Will you be asked to use a whiteboard, the company's computer, or your own computer?

MEAL INTERVIEW

Meal interviews with a potential employer may seem more relaxed than an actual interview, but you want to continue to present yourself professionally because the employer is still evaluating your behavior.

Tips:

- Follow the proper etiquette of a formal interview including turning off your cell phone.
- The employer will be paying for the meal so follow their meal recommendation(s) or order a mid-priced meal.
- Order a meal that is easy to eat. Take small bites, do not talk with your mouth full, and do not gesture with your utensils.
- Be sure to talk with other guests at the table.
- Thank your host for the interview and meal. Be sure to know what the next interview step will be for you.

CASE INTERVIEW

Case interviews are the typical format of consulting firms. In general, you will be asked to analyze a problem or situation, or to identify the problem and develop a resolution.

Tips:

- Listen carefully and take notes.
- Ask clarifying questions.
- Visit the consulting firm's website to see if they have practice case interviews on their websites.

SAMPLE GENERAL INTERVIEW QUESTIONS

The list below includes examples of the kinds of questions interviewers are most likely to ask you. While interviewers have varying opinions about which questions are the most important, they offer the following advice about how to best handle an interview.

- Be prepared—do your homework on the company.
- Communicate excitement about your career field.
- Have a well-defined career objective.
- Be confident selling yourself, but not overconfident or pushy.
- Be prepared to speak knowledgeably about your academic discipline, your chosen profession and the company with which you are interviewing.
- Prepare appropriate questions in advance.
- Take time to think before you answer questions.
- Relax and be yourself.

The following questions are organized into subject categories to help you prepare your answers. Take the time to write down brief answers to familiarize yourself with the questions and your responses.

PERSONAL AND MOTIVATIONAL FACTORS

- Please tell me about yourself.
- How would you describe yourself?
- Who or what had the greatest influence on your life?
- How do you define success and failure?
- How do you handle rejection?
- What motivates you to put forward your greatest effort?
- What are some of the greatest personal challenges you have faced during your lifetime?

SKILLS AND ABILITIES

- What skills and abilities do you possess that will help make you successful in today's job market?
- Why should our organization hire you?
- For you, what are some of the pros and cons of working on a team project?
- Who was the most difficult person you have ever dealt with, and how did you respond?
- How did you organize your time in school/work/play?
- What are your major strengths and weaknesses?
- Do you prefer to work on a team or on your own?
- Please tell me about your communication skills (or, problem solving skills, leadership style).
- What do you see as your greatest challenge when starting a new career?
- If you could create the perfect job for yourself, what would you be doing?

KNOWLEDGE OF THE ORGANIZATION

- Why did you select XYZ Company?
- What do you expect of the XYZ Company?
- What attracts you to this industry? What do you know about our company?
- Why do you want to work for our company?
- In what ways do you think you can make a contribution to our company?

CAREER GOALS AND OBJECTIVES

- What are your goals and aspirations for the next three years? Five years? How are you preparing to achieve them?
- Why do you think you would be good at this profession?

WORK EXPERIENCES

- What are your most significant accomplishments/achievements?
- What would your last two employers say about you as an employee, either good or bad?
- Can you describe a time in which you worked under deadline pressure?
- What did you enjoy most about your previous job experiences? Least?
- Can you tell me about your toughest job assignment?
- What kind of supervisor do you prefer?
- Please tell me about a conflict situation and how you resolved it.

EXTRACURRICULAR ACTIVITIES AND COLLEGE EXPERIENCES

- Please tell me about your accomplishments in extracurricular activities.
- Please describe your most rewarding college experiences.
- If you could relive your college experiences, what would you do differently?
- What changes would you make in your overall campus life?
- What were your major responsibilities in campus organizations or activities?

ACADEMIC PROGRAMS AND ACHIEVEMENTS

- Why did you choose this major field of study?
- Why did you choose to attend USF?
- What were your favorite college courses? Least favorite? Why?
- How would you relate your academic accomplishments to future career aspirations?
- What electives did you take outside of your major?
- What are your academic strengths? What courses gave you the most difficulty?
- What is your grade point average? How do you feel about this?
- Do you think your grades are a good indicator of your future career potential?

HYPOTHETICAL QUESTIONS

- What could you see as the major objective of this job?
- If we hired you, how would you identify the major roles and responsibilities of your new position?

ADDITIONAL INFORMATION

- In addition to your educational and professional experiences, what else would you like us to know about you in order to make an appropriate decision?

GEOGRAPHIC PREFERENCES

- What geographical location interests you most when working?
- Are you willing to relocate? Do you mind traveling?

SALARY AND BENEFITS

- What starting salary do you expect as an employee?
- How do you feel about an income made up totally of commissions?
- When comparing one company offer to another, what factors will be important to you besides salary?

SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

PLANNING AND ORGANIZATION

- Give an example of how you prioritize and organize your schedule.
- Tell me about a time you successfully met an important deadline.
- Describe a situation when you had many projects or assignments due at the same time. What steps did you take to get them all done?

INITIATIVE

- Give an example of when you went above and beyond expectations.
- Tell me about a project you have initiated. What influenced you to begin the project?

INTERPERSONAL SKILLS

- When working on a team, describe a time when one person was not doing their share of the work. What did you do?
- Tell me about the most challenging person you have ever interacted with.
- Give an example where you resolved a conflict.
- Describe a situation when you had to be assertive.
- Describe a situation that was successful because of your participation.

FLEXIBILITY

- Describe a situation in which you were able to overcome a personality conflict in order to get results.
- Give an example of a stressful situation in which you used coping skills to manage.

COMMUNICATION SKILLS

- Tell me about a time when you had to explain complicated material. How did you clarify if the other person understood your explanation?
- Describe a situation where you persuaded others.
- Tell me about a time in which you had to use your written communication skills in order to get across an important point.
- Give me an example of how you have used active listening to help a situation.

LEADERSHIP

- Tell me about a time when you took charge of a project and achieved successful results.
- Discuss a situation where you have turned ideas into action.
- Tell me about a time you had to lead people who were resistant to your leadership.

CREATIVITY/INNOVATION

- Give an example of a time you provided an innovative solution.
- What is the most creative thing you have ever done?

DECISION MAKING

- Give an example of a time you had to make a difficult decision.
- Describe a time a peer/colleague disagreed with a decision of yours.
- Summarize a situation where you had to seek out relevant information, define key issues and determine steps to get a desired result.

S.T.A.R. METHOD

The S.T.A.R. method is based on the basic psychological principle that the best predictor of future behavior (i.e., how you will perform on the job) is past performance (i.e., how you have already performed in similar situations).

Thus the employer will ask you behavioral interview questions about your past experiences – including work, volunteer, extracurricular, academic – to gauge how you will perform in the role they are interviewing you for.

Interviewers want examples as specific as possible, so try to avoid vague generalities.

S - Situation: Describe the context of the Situation – group project, work scenario

T - Task: Describe the Task and your specific role – goal, problem to be solved, improvement

A - Action: Describe the Actions you took – planning and implementing to reach the goal, communicating to team members to solve a program

R - Result: Describe the Results of your action – impact, influence, positive change

THINGS TO KEEP IN MIND

- It's highly recommended to think of S.T.A.R. method answers to a variety of behavioral interview questions prior to the interview. It's challenging to think of these detailed answers on the spot.
- Consider writing out the answers to help commit the examples to memory.
- Highlight scenarios that have a positive result because of your action (not the action of someone else).
- Practice your answers with a friend, roommate or Career Services professional to ensure that your response flows naturally and doesn't take too much time to communicate.

S.T.A.R. IN ACTION

Behavioral Question: When working on a team, describe a time when one person was not doing their share of the work. What did you do?

Situation: As a member of the Executive Board of Women in Tech, we had scheduled a meeting before the semester to outline our marketing campaign to attract new members to our club.

Task: Our president gave us one month prep time to come to the meeting with at least 3 marketing outreach ideas. The night before the meeting another board member texted me to say she hadn't prepared any ideas and asked if I could share mine with her.

Action: I choose to text her and ask if we could have a phone call that evening. During the call instead of beginning the conversation by sharing my ideas, I used my active listening skills to learn why she hadn't completed the prep work and empathized with her regarding her extenuating circumstances. I then began a short brainstorming conversation with her about marketing ideas for our club.

Result: By the end of the call, she had come up with five of her own unique ideas for the next day's meeting. I utilized my communication and interpersonal skills to simultaneously solve a conflict with a board member and ensure the goal of our club was met by having us both prepared with marketing ideas.



DRESS FOR SUCCESS

Did you know that a hiring decision can take place within the first few minutes of your interview? This means that dressing appropriately is very important!

No one enjoys being judged for employment based on looks; we would rather be hired because of our skills and abilities. But like it or not, appearance does matter in the interview and on the job.

Your appearance can send messages to potential employers about your motivation, judgment, professionalism, and “fit” within the organization. For an interview, you want to communicate respect, so you should dress a little more conservatively and formally than employees typically dress at that organization.

You can check the company website or it’s perfectly appropriate to ask the person scheduling your interview for information on the company dress code. Rule of thumb: When in doubt, ask!

“You never get a second chance to make a first impression.”

— Author unknown



GENERAL DRESS FOR SUCCESS GUIDELINES

There are three main categories of dressing for success: Business Professional, Business Casual, and Smart Casual. While there are no absolute rules regarding attire, here are some guidelines.

- The primary goal of dressing for your interview is to feel good and look professional. If you feel uncomfortable in an outfit - even if it fits and people say you look great - don't wear it
- Quality, cut, and fit communicate a lot; avoid wearing a suit that is clearly too big or too small. Professional alterations can be a good investment
- Regardless of whether you are dressing in Business Professional, Business Casual, or Smart Casual wear for work, you should avoid dirty/wrinkled clothes, scuffed shoes, chipped nails, athletic clothing, sneakers, hiking boots, flip-flops, athletic sandals, and any shorts, skirts, or tops that are too short or tight for the office

NOTE: This information is purposely gender-neutral and inclusive of diverse ethnic, cultural, and religious backgrounds. Your culture, gender, and religious identity may influence your choice of attire. We encourage you to incorporate those elements into your dress for success wardrobe.



“BUSINESS PROFESSIONAL” ATTIRE MEANS

- Two-piece suit and tie; solid, neutral colors are best
- Skirt length should be to the knee—or close to it, depending on what length works for you
- Solid color or subtle patterned blouse/top/dress shirt
- Minimal jewelry
- Dark shoes with dark socks. If you are unsure which shoe or sock colors “go” with your suit, or what color belt you should pair with your suit/shoes, ask the Career Services Center staff for advice
- Closed-toe shoes (1 or 2 inches heel height) are appropriate but should be comfortable to stand and walk in; flats or wedges are okay as well
- Subtle makeup
- Trimmed facial hair
- Avoid colognes, perfumes, body sprays
- Carry a portfolio, professional bag or simple, small purse (no backpacks)



“BUSINESS CASUAL” ATTIRE MEANS

- Wearing a tie is optional
- Sport coats/blazers are appropriate, but not required
- Shirts should be collared (polo or button-down)
- Dress pant options include slacks, khakis, chinos (No leggings!)
- Dresses or skirt/blouse combinations are appropriate (sundresses are not appropriate)
- Shorts are not considered appropriate for interviews
- Good casual shoes, like loafers, flats, wedges, or low heels (sandals may be appropriate considering the climate – but no flip-flops!) or fashion sneakers.
- Subtle makeup
- Avoid colognes, perfumes, body sprays



“SMART CASUAL” ATTIRE MEANS

Anything listed as Business Casual, and:

- Jeans—avoid rips or holes; darker washes are generally considered more professional
- Clean, plain T-shirts
- Sandals may be appropriate, but not athletic sneakers or flip-flops!
- Avoid athleisure wear, spaghetti straps or camisoles, or any top that reveals too much bare skin

NON-DRESS ISSUES

Here’s what can really hurt you in an interview, even if you are dressed perfectly. Be sure you pay attention to personal grooming issues before meeting with an employer:

- Make sure to completely turn your phone OFF before the interview - the vibrate setting can still be distracting and interrupt the flow of your conversation with your interviewer
- Iron your clothes before the interview - employers will notice wrinkled clothes
- Accessories are great but should not be distracting to you or your prospective employer
- Empty your pockets of coins or anything that will distract you or your interviewer
- Personal expression is empowering, but until you’ve landed a job with an employer who appreciates unique personal expression (e.g. visible tattoos, facial piercings, brightly colored hair, etc), realize that these may be outside of the cultural norms of the office/ organization
- Do not wear hats or ball caps to an interview (religious exceptions apply)
- Personal hygiene is extremely important. Employers will expect the following standards:
 - Bathe and use deodorant
 - Hair should be clean and, if possible, recently cut or styled
- Facial hair should be clean-shaven or neatly trimmed (religious exceptions apply)
- Nails should be clean and trimmed. You’ll be shaking lots of hands at the interview. If you get a manicure or pedicure before your interview, choose a nail color and length that will be comfortable for you and not distracting to your interviewer
- Brush your teeth right before the interview, and carry breath mints for last-minute emergencies, but do not have gum/candy in your mouth when you meet the interviewer
- If you smoke, keep your interview clothes somewhere smoke-free

If you have specific questions about professional attire or have concerns not covered here, the Career Services Center staff will be happy to speak with you individually.

Remember, the goal of the interview is to get the job offer! Dress to make sure your potential employer is paying attention to your accomplishments and professionalism.

SALARY NEGOTIATION

Salary negotiation is an important part of your job search and career management. According to CNBC, neglecting to negotiate your salary can be a costly mistake that adds up to \$750,000 (!) or more in lost income over the course of your career.

Negotiation (noun): mutual discussion and arrangement of the terms of a transaction or agreement

KNOW YOUR MARKET VALUE AND CONSIDER YOUR

- Experience
- Educational background
- Accomplishments/Skills
- Credentials

SALARY NEGOTIATION DO'S

- **Research** the market rate for the position and geographic area. This will ensure you know what is fair and won't unknowingly accept a low salary. Start with salary.com or payscale.com.
- **Know your strategy.** In addition to being objective, it's important to be persuasive and strategic when negotiating. Avoid discussing salary or negotiating until you have been offered the job. Specifically know your:
 - **Target Salary**— Your worth based on objective, market wage data. Your target salary is the "anchor" at the bottom of the range, and the top of the range should not exceed 20% more than the target salary.
 - **Bolstering Range**— that you use to negotiate with an employer.
 - **Resistance Point**— the lowest salary you are willing to accept.
 - **Take-home Pay**— the net pay you receive after deductions such as taxes and benefits.
- **Try to get a potential employer to name a number first.** The negotiation should be based on a fair salary given your experience and qualifications, and the responsibilities of the job.
- **Practice!** Negotiation skills will not improve without practice. This will help you navigate those trickier parts of negotiating. With each practice session, you can improve your abilities to be objective, persuasive, and strategic. The more you practice with others, the more assistance you are given with positive and constructive feedback to improve your verbal and body language. Practice with your roommates, friends, or career service practitioners to hone your skills
- **Show up with confidence.** Communicate to the employer that you are serious about your career and want the best for yourself and your family (if applicable).
- **Recognize a fair offer when you see one.** If the offer falls within the competitive market rate and is reflective of your level of experience, realize that some offers are reasonable and leave little need to negotiate.

EMPLOYER POINT OF VIEW

Employers consider salary equity within the organization as the top factor when making an offer

NEGOTIATION STARTERS

- "Thank you for meeting to discuss the details of your offer."
- "According to my research, a fair salary range for people doing this job in this area is from \$_____ to \$_____."
- "Given my previous experience doing _____, I believe this is a fair salary range for the position."

WHEN ASKED ABOUT SALARY HISTORY/EXPECTATIONS

- Since 2017 California law has prohibited employers from asking job applicants for "salary history information."
- Under this legislation, California employers must provide "applicants" with the "pay scale" for the position upon "reasonable request." A reasonable request is defined as a request made after the applicant has completed the initial interview.

IF AN EMPLOYER PROPOSES A STARTING SALARY

- "Do you have any flexibility on the salary number?"
- "Thank you for the offer. Based on my research with comparable roles in this area, I was thinking of something in the range of \$_____."
- "Based on my prior experience and familiarity with this role, I believe that an additional \$_____ would be fair."

BENEFIT NEGOTIATING POINTS

Salaries only represent 70% of total compensation; the other 30% is made up of other benefits such as:

- Health benefits
 - Repayment of student loans
 - Transportation assistance
 - Paid parental leave
 - 401(k) benefits
 - Professional development
 - Vacation/paid time off
 - Tuition waivers
 - Guaranteed minimum bonus
 - Flexible work arrangements
 - Gym membership
 - Free/discounted meals
 - Extended benefits coverage for family members
- "After reviewing the benefits, I have a few questions. Looking more closely at the package, could you consider providing transportation assistance for my commute?"
 - "After reviewing the benefits, I am pleased with the package and just have a few follow-up questions."
 - "First, is there a possibility of receiving professional development or telecommuting?"

RESOURCES TO KEEP IN MIND

- salary.com
- payscale.com
- glassdoor.com
- linkedin.com
- paycheckcity.com
- leanin.org
- leavingworkbehind.com
- sba.gov

EXTRA TIPS FOR NEGOTIATION

- Remember, it's a conversation!
- Be objective!
- Practice with a Career Counselor



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