CAREER SERVICES

Mission Statement

The mission of Augusta University’s Career Services is to provide resources to assist students in connecting with career exploration, planning, and employment opportunities. Our office primarily seeks to achieve this through the following:

- collaborate with campus entities in providing services that support student career development
- engage in high quality, client-oriented services to assist students with career planning and job search needs
- cultivate student professionalism in the workplace through offering an array of employment and training resources for students and recent graduates
CAREER SERVICES STAFF

JULIE GOLEY
Director, Career Services
jgoley@augusta.edu

SAMANTHA SHORE
Career Consultant
sshore@augusta.edu
College of Science & Mathematics, School of Computer & Cyber Sciences

JENNIFER MANSELL
Career Consultant
jemansell@augusta.edu
Hull College Of Business Students
Allgood Hall, N112
706-737-1560

MELISSA HALL
Career Consultant
melhall@augusta.edu
Anthropology, Art, Communication, Counseling, Education, English, History, Integrated Studies, Kinesiology, Music, Undecided, World Languages; Students interested in Co-op and Peace Corps Service

AMANDA BOLAND
Senior Career Consultant
aboland1@augusta.edu
ACCEPTED Allied Health, Dental Graduate Psychology, Health Services Students, Medical and Nursing majors

ANTHONY HOLLAND
Career Consultant
akholland@augusta.edu
Master of Public Administration, Master of Arts in Intelligence and Security Studies, Department of Social Sciences and Undergraduate Psychology, Military/Veteran students; Students with Disabilities
NACE COMPETENCIES

Career readiness is a foundation from which to demonstrate requisite core competencies that broadly prepare the college educated for success in the workplace and lifelong career management.

**CAREER & SELF-DEVELOPMENT**
Proactively develop oneself & career through continual personal/professional learning, awareness of strengths/weaknesses, navigation of career opportunities, and networking to build relationships within and without one’s organization.

**SAMPLE BEHAVIORS**
- Develop plans and goals for one’s future career.
- Professionally advocate for oneself and others.
- Display curiosity; seek out opportunities to learn.
- Assume duties or positions that will help one progress professionally.

**COMMUNICATION**
Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

**SAMPLE BEHAVIORS**
- Understand the importance of and demonstrate verbal, written, & non-verbal/body language, abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear & organized manner so that others can effectively understand.
- Promptly inform relevant others when needing guidance with assigned tasks.

**CRITICAL THINKING**
Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

**SAMPLE BEHAVIORS**
- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret data with an awareness of personal biases that may impact outcomes.
- Multi-task well in a fast-paced environment.

**EQUITY & INCLUSION**
Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.

**SAMPLE BEHAVIORS**
- Keep an open mind to diverse ideas and new ways of thinking.
- Identify resources and eliminate barriers resulting from individual and systemic racism, inequities, and biases.
- Demonstrate flexibility by adapting to diverse environments.
- Address systems of privilege that limit opportunities for members of historically marginalized communities.
NACE COMPETENCIES CONT.

LEADERSHIP
Recognize and capitalize on personal and team strengths to achieve organizational goals.

SAMPLE BEHAVIORS
- Inspire, persuade, and motivate self and others under a shared vision.
- Seek out and leverage diverse resources & feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence & a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.

PROFESSIONALISM
Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.

SAMPLE BEHAVIORS
- Act equitably with integrity and accountability to self, others, and the organization.
- Maintain a positive personal brand in alignment with organization and personal career values.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Consistently meet or exceed goals and expectations.
- Show a high level of dedication toward doing a good job.

TEAMWORK
Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

SAMPLE BEHAVIORS
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Be accountable for individual and team responsibilities and deliverables.
- Employ personal strengths, knowledge, and talents to complement those of others.
- Exercise the ability to compromise and be agile.

TECHNOLOGY
Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

SAMPLE BEHAVIORS
- Navigate change and be open to learning new technologies.
- Use technology to improve efficiency and productivity of their work.
- Identify appropriate technology for completing specific tasks.
- Manage technology to integrate information to support relevant, effective, and timely decision-making.
- Quickly adapt to new or unfamiliar technologies.
- Manipulate information, construct ideas, and use technology to achieve strategic goals.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAREER SERVICES OVERVIEW AND RESOURCES</td>
<td>6-7</td>
</tr>
<tr>
<td>COLLEGE TO CAREER CHECKLIST</td>
<td>8</td>
</tr>
<tr>
<td>CAREER ASSESSMENTS</td>
<td>9</td>
</tr>
<tr>
<td>EARN AND LEARN</td>
<td>10</td>
</tr>
<tr>
<td><strong>JOB SEARCH</strong></td>
<td></td>
</tr>
<tr>
<td>EMPLOYER RESEARCH</td>
<td>12</td>
</tr>
<tr>
<td>DETECTING JOB SCAMS</td>
<td>13</td>
</tr>
<tr>
<td>FEDERAL HIRING PROCESS</td>
<td>14-15</td>
</tr>
<tr>
<td>FEDERAL RESUME BUILDER/SAMPLE</td>
<td>16-18</td>
</tr>
<tr>
<td><strong>RESUME PREPARATION</strong></td>
<td></td>
</tr>
<tr>
<td>BASIC RESUME FORMAT</td>
<td>20</td>
</tr>
<tr>
<td>ACTION VERBS</td>
<td>21-22</td>
</tr>
<tr>
<td>BEGINNER RESUME</td>
<td>23</td>
</tr>
<tr>
<td>LIBERAL ARTS RESUME</td>
<td>24-25</td>
</tr>
<tr>
<td>SOCIAL SCIENCES RESUME</td>
<td>26</td>
</tr>
<tr>
<td>EDUCATION RESUME</td>
<td>27</td>
</tr>
<tr>
<td>COUNSELING RESUME</td>
<td>28</td>
</tr>
<tr>
<td>HEALTH RELATED RESUME</td>
<td>29</td>
</tr>
<tr>
<td>BUSINESS RESUME</td>
<td>30</td>
</tr>
<tr>
<td>TECHNOLOGY RELATED RESUME</td>
<td>31</td>
</tr>
<tr>
<td>RESEARCH RESUME</td>
<td>32</td>
</tr>
<tr>
<td>NURSING RESUMES</td>
<td>33-35</td>
</tr>
<tr>
<td>MPA RESUME</td>
<td>36</td>
</tr>
<tr>
<td>DOCTORATE RESUME</td>
<td>37-39</td>
</tr>
<tr>
<td>MILITARY TO CIVILIAN RESUME</td>
<td>40-41</td>
</tr>
<tr>
<td>COVER LETTER FORMAT/SAMPLE</td>
<td>42-43</td>
</tr>
<tr>
<td>EXECUTIVE BRIEFING COVER LETTER</td>
<td>44</td>
</tr>
<tr>
<td>REFERENCE PAGE</td>
<td>45</td>
</tr>
</tbody>
</table>
#### TABLE OF CONTENTS

**INTERVIEW PREPARATION**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACE THE INTERVIEW</td>
<td>47</td>
</tr>
<tr>
<td>YOUR EXPERIENCE EXAMPLES</td>
<td>49</td>
</tr>
<tr>
<td>ANSWER TO INTERVIEW QUESTIONS</td>
<td>51</td>
</tr>
<tr>
<td>YOUR PORTFOLIO</td>
<td>54-55</td>
</tr>
<tr>
<td>VIRTUAL INTERVIEW TIPS</td>
<td>48</td>
</tr>
<tr>
<td>SAMPLE INTERVIEW QUESTIONS</td>
<td>50</td>
</tr>
<tr>
<td>DRESS FOR SUCCESS</td>
<td>52-53</td>
</tr>
<tr>
<td>THANK YOU CARDS</td>
<td>56</td>
</tr>
</tbody>
</table>

**NETWORKING TIPS**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDENTIFY YOUR NETWORK</td>
<td>58</td>
</tr>
<tr>
<td>ONLINE NETWORKING</td>
<td>60</td>
</tr>
<tr>
<td>ELEVATOR PITCH</td>
<td>62</td>
</tr>
<tr>
<td>NETWORKING TIPS</td>
<td>59</td>
</tr>
<tr>
<td>LINKEDIN</td>
<td>61</td>
</tr>
<tr>
<td>INFORMATIONAL INTERVIEW</td>
<td>63</td>
</tr>
</tbody>
</table>

**PROFESSIONAL CORRESPONDENCE**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCEPTING A JOB OFFER</td>
<td>65</td>
</tr>
<tr>
<td>REJECTING A JOB OFFER</td>
<td>66</td>
</tr>
<tr>
<td>RESIGNATION LETTER</td>
<td>67</td>
</tr>
<tr>
<td>NETWORKING LETTER</td>
<td>68</td>
</tr>
</tbody>
</table>

**GRADUATE SCHOOL PREP**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AU GRADUATE SCHOOL PROGRAMS</td>
<td>70</td>
</tr>
<tr>
<td>APPLYING TO GRADUATE SCHOOL</td>
<td>71</td>
</tr>
<tr>
<td>TIPS FOR WRITING A PERSONAL ESSAY</td>
<td>72</td>
</tr>
</tbody>
</table>
CAREER SERVICES OVERVIEW

WHO CAN USE OUR SERVICES? Services are available to currently enrolled students and alumni less than one year post-graduation.

CAREER ADVISING APPOINTMENTS Discuss your short and long term job search goals.
- Get tips on your resume, cover letter, interviewing and portfolio.
- Develop an effective career development strategy.
- Career counseling to explore majors and career paths for you!

CAREER ASSESSMENTS Assess your interests, skills, and values to help make decisions about your major and occupation. Traitify, Strong and MBTI®, Focus 2, Steppingblocks, DISC Index and Values are available to all students.

CAREER EXPLORATION Use a variety of on-line career research modules to assess personal skills and interests and to explore majors and occupations.

CAREER FAIRS AND EMPLOYER EVENTS Career Services hosts annual Employer and Educator job fairs each February and promotes regional career fairs throughout the year. Check the Career Services website for dates and times. We offer networking events, informational sessions, and employer panels.

CO-OP PROGRAM This program provides qualified students with PAID, degree-related experiences with employers. Academic credit is not awarded, but pass/fail transcript notation is provided upon the successful completion of the co-op term. Meet with your Career Consultant to discuss your qualifications.

GRADUATE AND PROFESSIONAL SCHOOL Schedule an appointment with your Career Consultant to discuss your graduate school options, develop your application timeline, review your application, assist in the development of personal statements, and complete mock interviews.

INTERVIEW PREPARATION Schedule a mock interview with your Career Consultant to get personalized feedback and expertise to excel in future interviews.

JOB CORRESPONDENCE CRITIQUES Email your resume, CV, or any cover letter directly to your Career Consultant for an in-depth critique and suggestions for improvement.
CAREER SERVICES RESOURCES

**CANDID CAREER** View high quality videos on career topics like resume development, dress tips for your interview, and informational interviews.

**WHAT CAN I DO WITH THIS MAJOR** Major-specific information on industries in which you can use your major, employers who may hire you, and strategies to promote your degree and skills well. Links are provided to major-specific professional associations, Bureau of Labor Statistics Occupational Outlook Handbook information and job boards.

**HANDSHAKE** Your one-stop-shop to Career Services! This platform allows you to upload your resume for a critique, apply for the available jobs on and off campus, register for upcoming events and more!

**BIG INTERVIEW** Practice interviewing online! This system allows you to complete modules and practice interviews from your personal computer.

**PASSPORT TO PROFESSIONALISM** Designed by a team of supervisors, students, and faculty who needed an elegant program that introduces core professional concepts but does not require intensive training.

**BUZZFILE** Search for Companies by major using Buzzfile. Search thousands of potential employers, discover unlisted job opportunities, and enhance your chance of finding a job with Buzzfile.

**HIRATION** Hiration is a new resume optimizer tool for Augusta University students. Access a variety of templates for various jobs to develop a powerful resume, get an instant review of your resume and actionable feedback to maximize your document, score your resume against jobs you are applying to for instant feedback on how to improve your resume and make it effective for employer Applicant Tracking Systems (ATS), improve your Linkedin Profile, online portfolio and more!

**SOCIAL MEDIA** Connect with us to see highlighted jobs and upcoming events!
COLLEGE TO CAREER CHECKLIST

FRESHMAN YEAR
ASSESS, EXPLORE, AND INVESTIGATE
- Complete career assessments
- Explore majors and maintain a strong GPA
- Meet with your Career Consultant to learn about different career options
- Join a student organization
- Attend Career Services programs
- Job shadow or volunteer with an organization
- Review all social media accounts and delete any negative information
- Create a LinkedIn Account

SOPHOMORE YEAR
FOCUS AND REFINE
- Complete your core coursework
- Continue to research major-related options
- Apply for an internship or a co-op
- Refine and build your resume with extra-curricular activities
- Begin networking with people in your chosen areas
- Conduct informational interviews with employers in fields of interest
- Review all social media accounts and delete any negative information
- Update LinkedIn and connect with others

JUNIOR YEAR
PLANNING
- Develop and maintain relationships with your professors
- Familiarize yourself with potential employers
- Attend career fairs and employer information sessions
- Join a professional association as a student member
- Research graduate school requirements and prepare for standardized tests
- Review all social media accounts and delete any negative information
- Connect with Alumni and employers on LinkedIn

SENIOR YEAR
ACTION
- Create a job search strategy with your Career Consultant
- Research employers of interest
- Attend as many local/regional job fairs as possible
- Fine tune your resume, cover letter and interviewing skills
- Attend employer information sessions and volunteer
- Complete application process for Graduate School
- Google your name to monitor your digital footprint
- Follow and share professional content via LinkedIn
CAREER ASSESSMENTS

Come speak to a Career Consultant about taking the first step towards choosing a major or career!

FOCUS 2
ACCESS CODE: AUG

An intuitive career and education decision making model that helps students choose majors, explore occupations and make informed decisions.

DISC INDEX

Become more self-aware of your behavioral styles and “fit” in the workplace environment. Identify the variances in your natural vs. adaptive state.

It is critical to know your strengths and limitations in order to be successful.

TRAITIFY

Fastest personality assessments: 90 seconds.

Matches you to fields that fit your personality. Scientiﬁcally-backed and user-focused. Collects personality data using human interaction with images.

STEPPINGBLOCKS

Quick, easy, informative.

Personality report including strengths and weaknesses. Filter 100 million careerpaths by jobs, alumni data and more. Leverage industry speciﬁc content to research and prepare for a career.

VALUES INDEX

Use the Values Index to understand the priority of values in decision making and working with others.

Take some assessments and schedule an appointment to explore results and an action plan.

706-737-1604 or visit Handshake to make an appointment.
**EARN AND LEARN**

Handshake connects students to part-time positions on and off campus

---

**STUDENT ASSISTANT PROGRAM**

Student Assistants are employed in departments on campus for no more than 25 hours a week and the student must be enrolled in a degree or certificate program.

---

**FEDERAL WORK STUDY PROGRAM (FWS)**

Federally paid program that provides part-time employment for students on campus or with a state or non-profit entity off campus. Students must qualify through the office of Financial Aid for the FWS program.

---

**GRADUATE ASSISTANT**

Part-time, paid, graduate positions in research or applied learning areas on campus. You must be fully admitted to a graduate program, maintain enrollment and academic qualifications of the program. Some offer reduced tuition.

---

**PART TIME AND TEMPORARY JOBS**

Posted by local and national employers on Handshake. Positions range from childcare and hospitality to clerical and customer service.

---

**COORDERATIVE EDUCATION**

Helps students get paid, career related experience in their field of interest. To qualify, students must:
- have completed at least 30 credit hours
- have an overall GPA of 2.5 or higher
- be enrolled full-time, excluding summers
- commit to a minimum of two semesters in co-op assignment

---

**INTERNSHIPS**

Positions may be paid, unpaid and/or for academic credit. Typically, internships are one semester in length and provide hands on experience in the field of interest. Many academic departments offer credit-based internship programs that may count as an elective or requirement in the curriculum.
EMPLOYER RESEARCH

DO YOUR RESEARCH! Conducting Employer Research Can Help You!

- Make an informed employment decision.
- Determine if the employer is a good match for your skills, goals, and values.
- Identify the employer’s needs to determine how to market yourself more appropriately.
- Show potential employers your initiative and enthusiasm.
- Ask and answer interview questions more confidently.

FIVE STEPS TO SUCCESSFUL EMPLOYER RESEARCH

1. Identify companies that may be hiring in your field of interest by using job boards like Handshake, Indeed, or USAjobs.gov. Also utilize company websites to find job listings.

2. Learn about company values and expectations by reviewing company mission statements, by reading news coverage about the company, and by conducting informational interviews of company professionals. Focus your attention on those companies whose values and mission support your own.

3. Consult with the reference librarians at the campus library. There are resources available to identify and research employers through various databases.

4. Reach out to people you know who are employees or vendors of the company to learn about recent company trends and changes.

5. Understand how your skills and experiences meet the current needs of the companies you research. Draft a cover letter that concisely describes how your skills meet the requirements listed in a job announcement you select.
DETECTING JOB SCAMS

If it sounds too good to be true, it probably is!

AU Career Services does not endorse any employer and urges students to use good judgment in all of their interactions with employers. Students are urged to validate job postings and use caution and common sense when applying for positions.

TIPS

1. Do not disclose social security numbers, credit card information, or bank account numbers to unknown employers.

2. Positions that transfer money to your bank account for you to wire to someone else and take a percentage of the deposit as pay are not legitimate.

3. Job seekers should never have to spend any of their own money on an employment “opportunity”.

4. Information about available federal jobs are all publicly posted and free to access on usajobs.gov.

5. Be aware that scammers will post positions that appear legitimate (even under a known organization) and then change the type of position upon your application to one of the red flags mentioned.

6. Interview in public places only and always ensure a loved one knows the time and location of your interview.

Students should report any questionable recruitment practices by employers using the Handshake system directly to AU Career Services.
THE FEDERAL HIRING APPLICATION PROCESS

1. Create an Account on USAJOBS
   • Create an account by going to login.gov

2. Complete your Profile
   • In order to save and apply for jobs on USAJOBS, applicants must complete their profile on USAJOBS

3. Sign in to your Account and Search for jobs
   • Signing into your account will allow you to use filters in your job search such as salary, location, agency & etc.

4. Review Job Announcement
   • Review the entire job announcement to determine if you are eligible and meet the required qualifications

5. Prepare your Application in USAJOBS
   • Before you apply for any job, read the How to Apply section in the job announcement
   • To Apply, click the Apply button and the computer will guide you through the five step process
   • During the application process, you can update, edit or delete your information. Your updates will be automatically saved as you go
   • Pay attention to detail of what is being asked

6. Submit your Application to the Agency
   • Prior to submitting your application, you may have to complete other agency-required steps such as a questionnaire or uploading additional documents
   • The time it takes to submit an application will vary depending on each agency's requirements
   • You can check the status of your application in your USAJOBS account
   • Once the agency receives your application, the status of your application will change to "Received"
The Agency Reviews Your Application
• The hiring agency will not review your application until the job announcement closes
• Once the job announcement closes, the hiring agency will review your application to make sure you are eligible and meet the qualifications for the position
• Applicants are then placed into categories
• Applicants with the highest category are sent to the hiring Official. Their status is then changed to “Referred”
• All other applicants who are not being considered will have their status changed to “Not Referred”

The Interview
• After reviewing the “highest qualified” applicants, the hiring official will select applicants to interview based on agency policy. The agency will contact each applicant directly to schedule the interview
• The interview can be conducted in any of the following ways: panel, in-person, and video or by phone. Some agencies may conduct more than one round of interviews
• It may take some time for an agency to schedule an interview depending on the number of applicants to be screened

The Agency Selects Candidate
• After all interviews are complete, the agency will select a candidate(s) and contact them to start the job offer process
• For those not selected, the hiring agency will update their application status to “Not Selected”

The Job Offer
• The hiring agency will extend a tentative job offer to the individual contingent upon passing a background investigation
• The background investigation will not begin until the individual tentatively accepts the job offer
• Additional background checks maybe needed for higher-level clearances
• The job offer is final when the background investigation and additional security checks are successfully completed
• The hiring agency will then contact the candidate(s) directly to setup a start date application status to “Not Selected”

The source of this information was USAJOBS. Please refer to USAJOBS.GOV for any other questions.
FEDERAL RESUME BUILDER

How to build a resume in USAJOBS
Source: USAJOBS.GOV

1. **Sign in to USAJOBS**
2. **Go to your documents**
   - Make sure you’re in the Resume section and select the “Upload” or “Build Resume” button
3. **Click “Build Resume”**
   - Name your new resume and click next
4. **Click “Add New Work Experience”**
   - Enter the required information and click “Save Work Experience”
   - To add additional work experience, repeat this step and click “Next” to continue to your education information
5. **Click “Add Education”**
   - Enter the required information and click “save”
   - Repeat this step as needed or click “next” to continue to your references
   - You may also click “finish” if you don’t want to add any more information
6. **Click “Add Reference”**
   - Enter the required information and click “Save References”
   - You may add up to five references
   - Repeat this step as needed or click “next” to continue
7. **Additional Information**
   - You can add other relevant training such as job related training, language skills, organizations/affiliations, professional publications and other information
   - Click the corresponding button under section to add your information and click “Add or Save” for each completed section
8. **Click “Finish” to save your resume**
   - Your new resume will appear in your documents list
9. **Click “View” on the resume icon**
   - Preview your resume and check for spelling errors
   - To edit, click the “edit” button on the resume icon and it will take you to the first page of your resume

Career Services | University Hall, Suite 210 | www.augusta.edu/careerservices | 706-737-1604
Mike Sample
2500 Walton Way, Augusta, GA 30909 ∙ 706-737-1604 ∙ federalsample@gmail.com
United States Citizen ∙ Veteran’s Preference: 5 Points, United States Air Force
June 19XX to May 20XX, Security Clearance: Secret

PROFESSIONAL EXPERIENCE
Director of Human Resources 6/20XX - Present
Print One Corporation, Dallas, TX Salary: $90,000.00/Year
Supervisor: Stanley Steamer, 691-445-0011, Contact: Yes 40 hours/week

ADMINISTER PERSONNEL/PAYROLL SYSTEM to meet management and employee needs. Resolve labor disputes. Develop and implement policy. Consult with managerial staff and supervisors to ensure policy compliance with applicable rules and regulations. Maintain staff training programs. Coordinate new staff orientation training. Manage a 2.4M operating budget.


Supervisor of Personnel Services 9/20XX – 6/20XX
The Bakker Group, Denver, CO Salary: $75,000.00/Year
Supervisor: David Martin, 303-654-1234, Contact: Yes 40 hours/week

DESIGNED AND IMPLEMENTED process improvements, and background check reviews. Performed over 300 employee performance evaluations and salary reviews. Designed and launched new employee directory. Developed low cost recruitment practices through virtual job fairs and supported work programs. Increased the qualified candidate pool by 72%.

SERVED AS A TEAM LEADER on eight major company projects. Developed skills in analyzing projects, writing technical reports, managing budgets, implementing business strategies for new programs, meeting deadlines and delegating task.

HIRED, TRAINED, SCHEDULED AND SUPERVISED department personnel. Initiated the automation of I-9 Employment verification form through E-Verify which ensured compliance with all federal guidelines and regulations. Researched budget requirements and advised on budget revision request. Redesigned primary reporting tool. Initiated cross training program for all Corporation personnel. Implemented flex time scheduling which increased worked productivity by 20%.
Mike Sample

Key Accomplishments
- Maintained quality and increased operational efficiency of department in spite of 25% reduction in labor.
- Revamped existing SOPs and developed new one streamlining procedures and enhancing ability to train new hires.
- Led all members of his section to exceed the Army Physical Fitness Test goal of 70% or higher for each even.
- Decreased errors from 15% of actions submitted containing errors only to 1%.
- Maintained 100% accountability for equipment valued at $37,642.98 at all times

Human Resource Specialist
Fuller Corporation
February 20XX – September 20XX
Salary: $50,000.00/Year
Supervisor: Karen Young, 770-010-0012, Contact: Yes
40 hours/week

MAINTAINED PERSONNEL RECORDS for all employees. Managed company benefits and compensation. Assisted with recruitment efforts. Compiled statistics for company benefits and compensation handbook. Prepared Statistical reports relating to department expenditures and provided recommendations for eliminating excessive cost and overhead.

Key Accomplishments:
- Implemented new administration procedures which increased administrative productivity by 67% and reducing personnel department overhead by 25%.
- Processed 138 evaluations in eight months with a zero percent error rate.
- Tracked and processed evaluations cutting delinquency rate in half while maintaining 100% accuracy.

EDUCATION
Augusta University
Master of Business Administration
August 20XX to May 20XX
GPA: 3.89/4.0

Georgia Southern University
Bachelor of Business Administration
Statesboro, GA
August 20XX to June 20XX
GPA: 3.67/4.0

MEMBERSHIPS & AFFILIATIONS
Society of Human Resources Management (SHRM) Chapter member
July 20XX to Present

MILITARY SERVICE
United States Air Force (USAF)
June 19XX to May 20XX
Honorable Discharge

LANGUAGE SKILLS:
- Fluent in French, Spanish and German (oral and written)

JOB RELATED TRAINING:
- Social Administration Leadership Training, June 20XX
- Policy Administration Training, September 20XX
A resume is typically a one page summary of your experience. This includes paid, unpaid, and academic experiences. You should focus on demonstrating the traits and skills you can offer.

GENERAL GUIDELINES

- Top and bottom margins: 1 inch
- Left and Right Margins: 1 inch
- Font Size: 11-12 point
- Bold and Italics: use to highlight certain information, but be consistent with how/where it is used

HEADING

- First and last name
- Professional email
- Current phone number

EDUCATION

- Current education at Augusta University
- Previous degrees earned (leave out high school)
- Overall GPA if above a 3.0
- Certifications can be listed here

EXPERIENCE

- Highlight relevant paid, unpaid, volunteer, or internship positions
- Work in reverse chronological order (most recent first)
- Begin each bullet point with an action verb

MISCELLANEOUS

- Honors and Awards
- Campus Involvement
- Professional Organizations
- Leadership Experience

SKILLS

- List computer and technical skills
- Display language proficiency
- Certifications can be included if not in Education section
### ACTION VERBS

Use these action verbs to kick off your experiences, achievements and more on your resume.

<table>
<thead>
<tr>
<th>Communication Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td>Arbitrate</td>
</tr>
<tr>
<td>Advise</td>
</tr>
<tr>
<td>Arrange</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Creative Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Abstract</strong></td>
</tr>
<tr>
<td>Act</td>
</tr>
<tr>
<td>Apply</td>
</tr>
<tr>
<td>Conceive</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Detail/Organization Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Achieve</strong></td>
</tr>
<tr>
<td>Arrange</td>
</tr>
<tr>
<td>Classify</td>
</tr>
<tr>
<td>Collate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administer</strong></td>
</tr>
<tr>
<td>Allocate</td>
</tr>
<tr>
<td>Analyze</td>
</tr>
</tbody>
</table>
## ACTION VERBS

### Service Skills

<table>
<thead>
<tr>
<th>Adjust</th>
<th>Consult</th>
<th>Intuit</th>
<th>Mentor</th>
<th>Perceive</th>
<th>Prevent</th>
<th>Rehabilitate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend</td>
<td>Direct</td>
<td>Inspire</td>
<td>Monitor</td>
<td>Predict</td>
<td>Provide</td>
<td>Resolve</td>
</tr>
<tr>
<td>Care</td>
<td>Facilitate</td>
<td>Lead</td>
<td>Observe</td>
<td>Protect</td>
<td>Reconcile</td>
<td>Service</td>
</tr>
<tr>
<td>Commit</td>
<td>Guide</td>
<td>Listen</td>
<td>Participate</td>
<td>Prescribe</td>
<td>Refer</td>
<td>Understand</td>
</tr>
</tbody>
</table>

### Leadership and Management Skills

<table>
<thead>
<tr>
<th>Accomplish</th>
<th>Assign</th>
<th>Consolidate</th>
<th>Develop</th>
<th>Generate</th>
<th>Manage</th>
<th>Reward</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administer</td>
<td>Assume</td>
<td>Coordinate</td>
<td>Enforce</td>
<td>Implement</td>
<td>Motivate</td>
<td>Schedule</td>
</tr>
<tr>
<td>Analyze</td>
<td>Chair</td>
<td>Decide</td>
<td>Enhance</td>
<td>Increase</td>
<td>Organize</td>
<td>Streamline</td>
</tr>
<tr>
<td>Appoint</td>
<td>Choose</td>
<td>Delegate</td>
<td>Establish</td>
<td>Initiate</td>
<td>Plan</td>
<td>Strengthen</td>
</tr>
<tr>
<td>Approve</td>
<td>Conduct</td>
<td>Determine</td>
<td>Evaluate</td>
<td>Lead</td>
<td>Recommend</td>
<td>Supervise</td>
</tr>
</tbody>
</table>

### Teaching Skills

<table>
<thead>
<tr>
<th>Adapt</th>
<th>Coordinate</th>
<th>Implement</th>
<th>Observe</th>
<th>Rehabilitate</th>
<th>Retrieve</th>
<th>Stimulate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advise</td>
<td>Create</td>
<td>Integrate</td>
<td>Participate</td>
<td>Screen</td>
<td>Structure</td>
<td>Train</td>
</tr>
<tr>
<td>Assign</td>
<td>Define</td>
<td>Navigate</td>
<td>Regulate</td>
<td>Service</td>
<td>Supply</td>
<td>Tutor</td>
</tr>
<tr>
<td>Choose</td>
<td>Develop</td>
<td>Operate</td>
<td>Reinforce</td>
<td>Simplify</td>
<td>Survey</td>
<td>Upgrade</td>
</tr>
<tr>
<td>Coach</td>
<td>Devise</td>
<td>Organize</td>
<td>Research</td>
<td>Solve</td>
<td>Synthesize</td>
<td></td>
</tr>
</tbody>
</table>

### Technical Skills

<table>
<thead>
<tr>
<th>Activate</th>
<th>Compute</th>
<th>Coordinate</th>
<th>Detect</th>
<th>Fabricate</th>
<th>Maintain</th>
<th>Resolve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adapt</td>
<td>Configure</td>
<td>Define</td>
<td>Develop</td>
<td>Formulate</td>
<td>Program</td>
<td>Retrieve</td>
</tr>
<tr>
<td>Apply</td>
<td>Conserve</td>
<td>Determine</td>
<td>Display</td>
<td>Implement</td>
<td>Reconfigure</td>
<td>Service</td>
</tr>
<tr>
<td>Assemble</td>
<td>Construct</td>
<td>Deliver</td>
<td>Engineer</td>
<td>Install</td>
<td>Repair</td>
<td>Streamline</td>
</tr>
<tr>
<td>Build</td>
<td>Convert</td>
<td>Design</td>
<td>Exhibit</td>
<td>Integrate</td>
<td>Remodel</td>
<td>Troubleshoot</td>
</tr>
</tbody>
</table>
**Sample Student**

2500 Walton Way | Augusta, GA, 30904 | 706-737-1604 | careercenter@augusta.edu

<table>
<thead>
<tr>
<th>EDUCATION</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Augusta University</td>
<td>Augusta, GA</td>
</tr>
<tr>
<td>Bachelor of Science in Cell and Molecular Biology, Pre-Medicine</td>
<td>May 2022</td>
</tr>
<tr>
<td>Greenbrier High School</td>
<td>Evans, GA</td>
</tr>
<tr>
<td>High School Diploma</td>
<td>May 2018</td>
</tr>
<tr>
<td>GPA: 3.5</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WORK EXPERIENCE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>Augusta, GA</td>
</tr>
<tr>
<td>Sales Associate</td>
<td>May 20XX – Present</td>
</tr>
<tr>
<td>▪ Operate and balance a cash drawer</td>
<td></td>
</tr>
<tr>
<td>▪ Assist customers with merchandise questions and concerns</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VOLUNTEER EXPERIENCE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>University Hospital</td>
<td>Augusta, GA</td>
</tr>
<tr>
<td>Volunteer</td>
<td>January 20XX – August 20XX</td>
</tr>
<tr>
<td>▪ Greet patients and visitors as they enter the facility</td>
<td></td>
</tr>
<tr>
<td>▪ Answer phone calls and route to appropriate person</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AWARDS AND ACTIVITIES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Greenbrier High Drama Club</td>
<td>Evans, GA</td>
</tr>
<tr>
<td>Treasurer</td>
<td>August 2016 – May 2018</td>
</tr>
<tr>
<td>▪ Collected membership dues</td>
<td></td>
</tr>
<tr>
<td>▪ Managed membership payment tracker</td>
<td></td>
</tr>
<tr>
<td>Member</td>
<td>August 2014 – May 2016</td>
</tr>
<tr>
<td>▪ Participated in club events</td>
<td></td>
</tr>
</tbody>
</table>

| Greenbrier High School Swim Team | Evans, GA |
| Co-Captain | August 2016 – May 2017 |
| ▪ Awarded MVP (Most Valuable Player) in 2017 |  |
| ▪ Assisted coach with transportation scheduling for meets |  |

| Greenbrier High School Marching Band | Evans, GA |
| Section Leader | August 2016 – May 2017 |
| ▪ Coordinated rehearsals for clarinet section |  |
| ▪ Monitored attendance of teammates |  |
| Member | August 2014 – July 2016 |
| ▪ Participated in events such as football games, parades, and pep rallies |  |

<table>
<thead>
<tr>
<th>SKILLS AND CERTIFICATIONS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Knowledgeable in Microsoft Word, Excel, PowerPoint, Publisher, and Outlook</td>
<td></td>
</tr>
<tr>
<td>▪ CPR Certified Expiration June 20XX</td>
<td></td>
</tr>
<tr>
<td>▪ Bilingual: Fluent in Spanish and English</td>
<td></td>
</tr>
</tbody>
</table>
Mary Cash
706-737-1604 • mcash@augusta.edu

EDUCATION
Augusta University
Bachelor of Arts in Communication
Augusta, GA
Expected graduation: July XXXX

Overall GPA: 3.4

RELATED COURSEWORK:
Consumer Behavior, Public Relations Practices, Publication Production, Student Magazine Practicum,
Communications Campaigns, Creative Strategy in Advertising, Public Relations Theory, Media Law and Ethics,
Introduction to News writing

INTERNET EXPERIENCE
Mass Media Marketing
Augusta, GA
Media Intern
August XXXX - present
Assist Account Executives with gathering media research and media plans to create media presentations for clients
Utilize knowledge of media buying to purchase appropriate advertising media, times, for clients
Create monthly calendars to inform clients of media purchases
Assist with the production of print, radio and television spots

PROJECT EXPERIENCE
Inner Bean Coffee Shop
Augusta, GA
COMP 3500: Public Relations Practices
March XXXX - March XXXX
Coordinated art exhibit at local coffee shop to promote awareness and patronage for a class assignment
Advertised event by creating and distributing press release to local publication, promoting event on local radio show, and distributing flyers

RELATED EXPERIENCE
Phoenix Magazine
Augusta, GA
Business Manager/Staff Writer
August XXXX - present
Manage daily operations of student publication distributed to local and AU communities once a semester
Oversee and file advertising contracts
Maintain relationships with advertising clients

Bell Ringer, Augusta University Student Newspaper
Augusta, GA
Staff Writer
November XXXX - May XXXX
Developed story ideas for each edition of the Bell Ringer
Interviewed faculty, staff, students and community members for articles
Assisted new writers in developing their craft

OTHER EXPERIENCE
PJ’s Coffee Shop
Augusta, GA
Café Server
September XXXX - June XXXX
Created and maintained a positive environment for guests of the facility
Made fresh coffee beverages and entrees to patrons

Logan’s Restaurant
Millen, GA
Hostess
August XXXX - May XXXX
Provided quality customer service to restaurant patrons
Greeted guests upon arrival and ensured timely seating of guests
Administered side work to be completed during and after shifts

HONORS
• HOPE Scholarship, Recipient

August XXXX - present

SKILLS
• Proficient in the use of Internet, Microsoft, PowerPoint, Word, Excel, Apple OSX Operating System,
Adobe InDesign, Adobe Photoshop
SAMPLE RESUME: LIBERAL ARTS

Mark Martin
706-737-1604 • mmartin@augusta.edu

EDUCATION:
Augusta University
Bachelor of Arts in History
- Minor: Anthropology
- GPA 3.0

LEADERSHIP EXPERIENCE:
Augusta University Student Anthropology Society
President
- Secured guest speakers to educate members about career opportunities in Anthropology.
- Planned and coordinated trips and events to learn more about the field of Anthropology.
- Assisted with campus cultural events to educate campus community on different cultures.
- Led meetings and planned club activities.

WORK EXPERIENCE:
Beverly, Inc.
Leasing Professional Temp
July 20XX - Present
- Provide customer service to potential residents
- Complete clerical tasks such as data entry, filing, answering and routing phone calls
- Give tours of apartments to future residents
- Market property for the company via print and social media.

Health Central, University Health Care System
Member Services Representative/ Business Office Assistant
March 20XX - June 20XX
- Provided quality customer service to hospital-based wellness and fitness center patrons
- Provided tours of facility and greet current and prospective members
- Completed clerical tasks such as data entry, answered and routed phone calls, scheduled appointments, prepared bank deposits, posted payments, and filed membership information, billed members

Augusta State University Grants and Sponsored Programs
Student Assistant
January 20XX - May 20XX
- Provided clerical assistance to campus grant and sponsored programs office
- Assisted with web page design, layout, and maintenance
- Created and distributed monthly newsletter to campus community to promote grant-funded opportunities
- Greeted visitors and assisted with resources when necessary

COMPUTER SKILLS: Skilled at Microsoft Word, Excel, PowerPoint; Internet & E-mail; Adobe Illustrator, Photoshop, Dreamweaver.; Type 51 wpm
SAMPLE RESUME: SOCIAL SCIENCES

Mark Brown
706-832-3828 • mbrown5@augusta.edu

EDUCATION
Augusta University
Master of Public Administration
GPA: 3.89


Francis Marion University
Bachelor of Science in Political Science
Political Science GPA: 3.65

COMPLETED COURSEWORK: Methods of Political Science; Political Theory; Public Administration & Criminal Justice; U.S. Government; U.S. Congress; International Relations; Political Participation; U.S. Foreign Policy; Contemporary Political Issues; American Presidency; Western European Politics; Civil Rights & Liberties

RELATED EXPERIENCE
Augusta University
Graduate Assistant
August 20XX to Present

- Provide assistance to the Master of Public Administration (MPA) staff in recruiting and site visits
- Conduct literature reviews to support faculty research and classroom presentations
- Complete clerical tasks such as filing, answering phones, and photocopying

Lakewood High School
Political Science Teacher Assistant
August 20XX to August 20XX

- Developed lesson plans according to state guidelines and procedures
- Taught students how to analyze and interpret data
- Provided efficient understanding of basic political and governmental policies, interpretations and problem-solving issues

INTERNSHIP EXPERIENCE
Florence County Planning Commission
Administrative Assistant / Internship
May 20XX to August 20XX

- Scheduled code inspection for Fire Marshals and Building Inspectors
- Provided instructions for customer inquiring about procedural complaints, property disputes and obtaining building licenses
- Implemented residential zoning parcels for up-dated GIS systems

VOLUNTER EXPERIENCE
Alpha Phi Alpha Fraternity Inc.
Editor of the Sphinx
August 20XX to August 20XX

- Coordinated fundraising efforts for March of Dimes raising over $10,000
- Volunteered at voter registration drives to encourage local citizens to vote
- Participated in “Go to College/High School National Service Initiative”

ACCOMPLISHMENTS
- Researched article on “The Most Influential People of Augusta: Power Study, 20XX
- Completed evaluation study on the Supportive Transitional Housing Program of Augusta, 20XX
- Presented at the Georgia Political Science Association Conference, Atlanta, GA, 20XX

HONORS
- Inducted into Pi Alpha Alpha Honor Society
- Nominated for Presidential Management Fellowship
- Recipient of the George A. Smith Scholarship
- October 20XX to March 20XX
- August 20XX to January 20XX

SKILLS
- Excellent Organizational, Problem Solving and Critical Thinking skills, Adaptable
- Effective Leadership, and Collaboration skills
- Fluent in both oral and written Spanish, and a Notary Exp. June 20XX
- CPR Certified Exp. June 20XX
- Proficient with Microsoft Word, Excel, PowerPoint, SPSS, Mac and Windows
SAMPLE RESUME: EDUCATION

Ima Teacher
(706) 737-1604 • imateacher@gmail.com

EDUCATION:
Augusta University
Bachelor of Science, Elementary Education
  ▪ GPA: 3.29
  ▪ Pending GACE examination scores in Elementary Education

STUDENT TEACHING AND FIELD EXPERIENCE:
Lewiston Elementary School
Teacher Apprentice, 2nd Grade (Mrs. Jennifer Nessler’s classroom) August 2019-Present
  ▪ Initiate a small group targeting students scoring below the 25th percentile through individualized math instruction to ensure student learning objectives were met
  ▪ Integrate Smart Board, document camera technology, movement, and music to foster student interaction
  ▪ Design a reading unit incorporating phonics, vocabulary, and comprehension strategies while tailoring student questions and differentiating instruction
  ▪ Supplement classroom instruction with structured lessons and real-world problems to reinforce course content

Intermediate Literacy & Math Center (ILMC)
Lab Assignment, 4th Grade (Mrs. Frank’s classroom) August 2019-December 2019
  ▪ Conducted research on the effectiveness of flexible seating on literacy achievement
  ▪ Administered student’s reading comprehension, reading levels, and fluency through Basic Reading Inventory
  ▪ Designed one-on-one instruction for 4th grade student to improve reading comprehension and fluency

Brookwood Elementary School
Lab Assignment, 5th Grade (Mrs. Nikki Pressley’s classroom) January 2019-April 2019
  ▪ Fostered student interaction with manipulatives and Problem Based Learning (PBL) to demonstrate science concepts, including electromagnets

Lake Forrest Hills
Lab Assignment, Kindergarten (Mrs. Coleman Graham’s classroom) September 2018-December 2018
  ▪ Fostered emerging literacy skills in small groups, such as phonological and phonemic awareness
  ▪ Assisted students in refining fine motor skills and encouraged self-monitoring
  ▪ Assisted with implementation of individualized education plans and modifications through the use of inclusion and assistive writing devices

C.T. Walker Magnet School
Lab Assignment, 6th and 7th Grade (Mrs. Corinna Exum’s classroom) January 2018-March 2018

Greenbrier Elementary School
Lab Assignment, 2nd Grade (Mrs. Ocak’s classroom) September 2017-December 2017

RELATED EXPERIENCE:
Children’s Hospital of Georgia
Camp Counselor at Camp Twin Lakes August 2018-September 2018

Woodlawn United Methodist Church and Child Development Center
Administrative Assistant and Camp Counselor August 2017-August 2018

MEMBERSHIPS:
  ▪ Augusta University College of Education Ambassador October 2019 – present
  ▪ Treasurer, Augusta University Bass Fishing Team August 2017-August 2018
SAMPLE RESUME: COUNSELING

Ima School Counselor
706-737-1604· icounselor@augusta.edu

EDUCATION
Augusta University, Augusta, GA
Masters of Education in Counselor Education, School Counseling
• GPA 3.75
• CACREP Accredited Program

Bachelor of Arts in Criminal Justice and Sociology

CERTIFICATIONS, HONORS, & PROFESSIONAL AFFILIATIONS
GACE Certification
National Certified Counselor (test passed) November XXXX
Georgia School Counselor Certification February XXXX
Chi Sigma Iota, member August XXXX-present
Georgia School Counselor Association, member January XXXX-present
American Counseling Association, member January XXXX-present

FIELD EXPERIENCE
Riverside Middle, Evans, GA January XXXX-present
School Counseling Intern, 250 hours
• Develop building positive relationships among middle school girls
• Train in counseling special education students
• Counsel children, parents, and staff on various issues

Martinez Elementary, Martinez, GA January XXXX-December XXXX
School Counseling Practicum, 460 hours
• Trained by a Professional Counselor
• Counseled children on behavioral, family, and friend issues
• Developed study groups, improved upon classroom skills

EMPLOYMENT
Solicitor’s Office, Augusta, GA February XXXX-present
Administrative Clerk
• Manage numerous interruptions while maintaining control of information and confidentiality
• Assist investigators, clerks, police officers, judges with record management
• Communicate with defendants and victims regarding their concerns

Magnolia Associates, Augusta, GA June XXXX-January XXXX
Contractor
• Evaluated potential foster parents for the Department of Children and Family Services
• Interviewed with managers, family members, and all possible adults who will be apart of the child’s life
• Referred to DFACS whether the potential parents should be advocates for a child in need
• Generated reports illustrating the parents ability to assist the needy child

VOLUNTEER ACTIVITIES & ADDITIONAL SKILLS
Augusta Rescue Mission, Augusta, GA December XXXX
Savannah RiverKeepers, Augusta, GA January XXXX
Impact Training, DFACS, Dublin, GA June XXXX
Sample Student
706-737-1604 | sstudent@gmail.com

EDUCATION
Augusta University

Bachelor of Science in Health Services
GPA: 3.56

May 202X

Augusta, GA

Related Coursework: Health Care Delivery, Medical Ethics, Health Care Marketing, Innovation & Technology in Health Care, Resource Management, Health Care Management

CERTIFICATIONS
Certified Nurse Assistant (CNA)
January 2018 - Present

CPR and First Aid Certified
Expiration October 2021

Basic Certificate in Quality & Safety (IHI)

RELATED EXPERIENCE
Doctor’s Hospital
CNA
December 2016 – April 2017

▪ Provided basic patient care to patients ages newborn to geriatrics
▪ Monitored patient’s blood sugar and vital signs
▪ Developed time management and critical thinking skills by learning to prioritize care for five patients

Brandon Wilde
CNA
October 2016 – December 2016

▪ Provided patient care for six patients ages 75-86 with various illnesses and acute conditions
▪ Selected by patient’s family members to serve as a personal CNA for after hour care

WORK EXPERIENCE
Target
Sales Associate
May 20XX – January 20XX

▪ Assisted customers with merchandise questions and concerns
▪ Operated and balanced a cash drawer
▪ Maintained cleanliness in assigned department

AWARDS AND ACTIVITIES
University Drama Club
Treasurer
August 2016 – Present

▪ Collect membership dues
▪ Manage membership payment tracker

Member
August 2014 – Present

▪ Participate in club events

Augusta Swim Team
Co-Captain
August 2016 – May 2017

▪ Awarded MVP (Most Valuable Player) in 2017
▪ Assisted coach with transportation scheduling for meets

SKILLS
Proficient with Simple and Compound Microscope, Microsoft Word, Excel, Access, PowerPoint, and Publisher

Fluent in Spanish
John Doe
jdoe1@augusta.edu

Current:          Permanent:
555 Opportunity Lane         123 Success Lane
Augusta, GA 30909          Atlanta, GA 30803
(706) 555-1234         (404) 721-2222

OBJECTIVE:
To obtain an accounting internship that will utilize and enhance my accounting skills and experience.

EDUCATION:
Augusta University, James M. Hull College of Business
Bachelor of Business Administration in Accounting
Augusta, Georgia
Expected May 2020

Overall GPA: 3.0; Accounting GPA: 3.25
Honors: Dean’s List, HOPE Scholarship
Extracurricular Activities: Augusta University Student Government Association (Member)

SKILLS:
• Customer Service
• Detail oriented
• Computer: Microsoft Excel, Word, PowerPoint and Quickbooks

WORK EXPERIENCE:
ABC Employer
Sales Associate
Augusta, Georgia
May 2016-Present
• Provide quality customer service to store patrons
• Assist customers with merchandise selection and purchases
• Process and handle financial transactions
• Assist with opening and closing responsibilities
• Ensure cleanliness of store and proper display of merchandise

Olive Garden
Assistant Manager; Server
Augusta, Georgia
May 2014- April 2015
• Greeted customers upon arrival and promoted special menu items
• Provided quality customer service and assisted with menu selections
• Handled customer concerns and assisted team members when needed
• Assisted with scheduling work shifts and completed closing responsibilities

VOLUNTEER EXPERIENCE:
Community Non-Profit
Volunteer
Augusta, Georgia
May 2016-Present
• Assisted in the planning and marketing of the annual fundraiser
• Handled customer concerns and assisted team members when needed
SAMPLE RESUME: TECHNOLOGY RELATED

Sample Student
(706) 777-5555
Sample.Student@gmail.com - sample@augusta.edu
Linkedin.com/samplestudent

EDUCATION
Augusta University
Advanced Cyber Defender Certificate
Expected: December 2020
Relevant Coursework: Digital Forensics, Cyber Network Defense & Counter Measures, Data Structures, Assembly Language Programming, TCP/IP Protocol Analysis

University of South Carolina – Aiken
Bachelor of Business Administration

COMPUTER SKILLS
- **Computer Languages**: C#, Java, jQuery, HTML, Visual Basic, C++, PHP, Actionscript, .NET, CSS
- **Graphics**: PaintNET, Photoshop, GIMP
- **Operating Systems**: UNIX, LINUX, Android, Windows: XP, Vista, 7, + 8
- **Database**: Access, Oracle, SQL
- **Software**: Advanced Microsoft Excel & Word, Microsoft Visual Studio

PROJECT EXPERIENCE
Internet Programming (CSCI 3600)
Student Course Project
Augusta, GA
- **Skills Developed**: ASP.NET Core, MVC, HTML, CSS, JavaScript, Razor
- Used MVC, developed an online store and created a database with items, item prices, and stock
- Developed a search bar to find items or descriptions of an item and created a cart to show items to a user. The items displayed quantity, price, color, and description.

Database Management Systems (AIST 3410)
Student Course Project
Augusta, GA
- **Skills Developed**: Microsoft Access, Visio, SQL, MySQL, Excel
- Used Microsoft Access to create tables and relationships then populated the data from Excel
- Developed SQL statements that retrieved data from the Microsoft Access database

Principles of Computer Programming I (CSCI 1301)
Student Course Project
Augusta, GA
- **Skills Developed**: C#, Visual Studio, .NET
- Developed a graphical game using C# which uses three forms to create three unique levels for the user
- Created classes and methods within C# of player movement, bullet speed, enemy movement, and checking doors

WORK EXPERIENCE
Enrichment through Employment
Wix Web Design Volunteer
Augusta, GA (Virtual)
- Revamped organization’s website to be more responsive to clients and prospective customers
Sample Student
(706) 555-5555
Sample.Student@gmail.com - sample@augusta.edu
Linkedin.com/samplestudent

EDUCATION
Augusta University  
**Bachelor of Science in Cell and Molecular Biology, Pre-Med**  
GPA: 3.4  
May 2022

RESEARCH EXPERIENCE
Augusta University Biology Department
**Undergraduate Research – Dr. Joe Smith**  
June 20XX-Present

- Collected monthly macroinvertebrate samples and water quality samples from Butler Creek to test for stream health
- Analysis showed that the creek was suffering from poor health as indicated by low macroinvertebrate diversity and deprived water parameters

Presentation of Research Findings  
March 20XX

- Presented analyzed data from Butler Creek samples at the Georgia Academy of Sciences 20XX Conference in Valdosta, GA

CLINICAL EXPERIENCE
Dr. R Pediatric Clinic
**Job Shadow**  
August 201X-August 201X

- 90 shadow hours completed
- Observed daily activities in the clinical setting

WORK EXPERIENCE
Augusta University Biology Department
**Teacher’s Assistant**  
February 20XX-April 20XX

- Provided students of a non-science major enrolled in an introductory biology course knowledge on basic equipment such as light microscopes as well as foundational concepts
- Assisted the professor with setting up certain activities and cleaning up

SKILLS, HONORS & AWARDS
- **Instrumentation Skills:** HPLC, UV/Vis, and IR
- **HOPE Scholarship, Recipient**
- **Dean’s List, 5 semesters**
- **Outstanding Senior Award in Biology, Recipient, 20XX**
SAMPLE RESUME: NURSING

John Doe
(123) 456-7890 ● johndoe@gmail.com

EDUCATION

Augusta University, Athens Campus, Athens, GA May 202X
Bachelor of Science in Nursing
Cumulative GPA: 3.41

RELATED HEALTHCARE EXPERIENCE

Northeast Georgia Medical Center, Gainesville, GA
Medical-Surgical, Orthopedics, Neurology, and Trauma Externship Student May 201X – present
• Develop organizational and time management skills
• Perform physical assessments with preceptor
• Document assessments and patient care through traditional and computerized charting systems with the preceptor
• Perform wound care and dressing changes with the assistance of preceptor
• Assume care of one to two patients per shift under the guidance of preceptor

Patient Care Technician June 201X – present
• Demonstrate caring attitude to patients, families, and staff
• Communicate with peers, staff, and physicians effectively
• Document patient care through traditional and computerized charting systems

CLINICAL EXPERIENCE

Piedmont Athens Regional Medical Center, Athens, GA Medical-Surgical, Cardiology August 2018 – November 201X
• Utilized critical thinking skills to provide safe and effective care to assigned patients across the lifespan
• Utilized computerized system and traditional medication delivery systems to administer medications safely to a variety of patient populations with clinical instructor
• Acknowledged medications that patients are taking, the dosage, route, frequency, side effects, and mechanism of action

Northridge Medical Center, Willow Brook, Commerce, GA Psychiatry September 2017
• Utilized nursing process to assess, plan, implement, and evaluate patient care for diverse patient population
• Conducted patient teaching to diverse patient groups

Children’s Healthcare of Atlanta, Atlanta, GA Pediatrics April 2017
• Utilized electronic health medical records and pathophysiology, pharmacology, non-pharmacology, physical, psychosocial, and diagnostic findings in developing an individualized patient care of plan

St. Mary’s Hospital, Athens, GA Medical-Surgical August 2015 – November 2016 and January 2016 – April 2017
• Assisted patient in activities of daily living
• Performed daily physical assessments on patients for baseline data collection
• Formulated nursing care plans for patients with medical-surgical problems
• Obtained morning and noon vital signs and blood glucose readings
Labor/Delivery and Mother/Baby February 2016 – March 2016
• Performed head-to-toe assessments on mother and newborn
• Monitored and interpret fetal heart tone strips

CERTIFICATIONS

American Heart Association, Basic Lifesaving Skills (BLS) Certified-CPR, valid through August 201X
SAMPLE RESUME: NURSING

Sandra Jones
(706)908-5678 • studentemail@gmail.com

OBJECTIVE
To obtain an RN position Hospital, with special interest in Emergency Care, that effectively employs my educational, clinical, and personal abilities in all relevant areas of patient care

EDUCATION
Augusta University
Bachelor of Science in Nursing
• Nursing GPA: 3.55
• Dean’s List Student

CLINICAL EXPERIENCE
Augusta University Medical Center
Renal Transplant, Renal Surgical, Pediatrics, Leadership
January 201X-Present
• Recognize signs of hypovolemic shock, resulting in activation of RAT call
• Prevent Digoxin administration in patient with Dig level >2.0
• Obtain blood samples via PIV and Central lines
• Administer IV, GT, and PO medications per hospital policy

University Hospital
Medical/Surgical, Gastrointestinal
August 201X-December 201X
• Independently Initiated CPR on coding patient during ER rotation
• Performed intravenous medication administration per hospital policy
• Established leadership skills through Team Leading assignment
• Prevented 3L bolus NS in CHF patient: recommended a pressor to prevent fluid overload

Doctors Hospital
Medical/Surgical, PCU, Telemetry
May 201X-July 201X
• Detected an undocumented adventitious cardiac murmur
• Established rapport with family of hospice patient
• Assessed undocumented adventitious cardiac murmur
• Recognized early signs of hypovolemic shock in patient being dialyzed

RELATED EXPERIENCES
Elm Croft Assisted Living
Shift Supervisor/ Medication Technician
May 2016-January 200X
• Assisted clients with medication regimen
• Performed glucose checks and insulin administration
• Managed care of 45 clients per shift
• Supervised eight employees per shift

Hartwell Health Care Center
Certified Nursing Assistant / Unit Secretary
July 2016-May 200X
• Performed Vitals, I&O’s, wound care, and ostomy care
• Gained understanding of the importance of turning schedules and skin care
• Received Georgia Nursing Assistant certification from Ty Cobb Health Care System
• Maintained position through sophomore year in college
Sandra Jones 
(706)908-5678 • studentemail@gmail.com

OTHER WORK EXPERIENCES
Wild Wing Café 
Shift Lead/ Server 
Augusta, GA 
May 20XX-Present

- Utilize customer service skills to maintain customer satisfaction
- Supervise 11 servers, ensuring organization and cleanliness of restaurant
- Assist managers with new hires
- Receive compliments on hard work from employees and customers
- Work up to 30 hours a week while maintaining 3.55 GPA in nursing school

ASSOCIATIONS
National Student Nurses Association, Member. 
Georgia Association of Student Nurses (GANS), Member. 
January 2017-Present

- GANS Blood Sugar/Pressure Clinics Nursing Student Volunteer 
  February 2017-August 201X
- Augusta University Health Fair Student Volunteer 
  October 201X Nursing
- Augusta University Department of Nursing Diabetes Research, Participant 
  August 201X-December 201X Nursing Student Volunteer

CERTIFICATION
American Heart Association, Basic Lifesaving Skills (BLS) Certified-CPR 
December 20XX

CAREER SERVICES | UNIVERSITY HALL, SUITE 210 | www.augusta.edu/careerservices | 706-737-1604
Mark Brown
706-832-3828 • mbrown5@augusta.edu

EDUCATION
Augusta University
Master of Public Administration
Augusta, GA
GPA: 3.89


Francis Marion University
Bachelor of Science in Political Science
Florence, SC
GPA: 3.65

COMPLETED COURSEWORK: Methods of Political Science; Political Theory; Public Administration & Criminal Justice; U.S. Government; U.S. Congress; International Relations; Political Participation; U.S. Foreign Policy; Contemporary Political Issues; American Presidency; Western European Politics; Civil Rights & Liberties

RELATED EXPERIENCE
Augusta University
Graduate Assistant
August 20XX to Present
- Provide assistance to the Master of Public Administration (MPA) staff in recruiting and site visits
- Conduct literature reviews to support faculty research and classroom presentations
- Complete clerical tasks such as filing, answering phones, and photocopying

Lakewood High School
Political Science Teacher Assistant
Sumter, SC
August 20XX to August 20XX
- Developed lesson plans according to state guidelines and procedures
- Taught students how to analyze and interpret data
- Provided efficient understanding of basic political and governmental policies, interpretations and problem-solving issues

INTERNSHIP EXPERIENCE
Florence County Planning Commission
Administrative Assistant / Internship
Florence, SC
May 20XX to August 20XX
- Scheduled code inspection for Fire Marshals and Building Inspectors
- Provided instructions for customer inquiring about procedural complaints, property disputes and obtaining building licenses
- Implemented residential zoning parcels for up-dated GIS systems

VOLUNTEER EXPERIENCE
Alpha Phi Alpha Fraternity Inc.
Editor of the Sphinx
Aiken, SC
August 20XX to August 20XX
- Coordinated fundraising efforts for March of Dimes raising over $10,000
- Volunteered at voter registration drives to encourage local citizens to vote
- Participated in “Go to College/High School National Service Initiative”

ACCOMPLISHMENTS
- Researched article on “The Most Influential People of Augusta: Power Study, 20XX
- Completed evaluation study on the Supportive Transitional Housing Program of Augusta, 20XX
- Presented at the Georgia Political Science Association Conference, Atlanta, GA, 20XX

HONORS
- Inducted into Pi Alpha Alpha Honor Society
- Nominated for Presidential Management Fellowship
- Recipient of the George A. Smith Scholarship

SKILLS
- Excellent Organizational, Problem Solving and Critical Thinking skills, Adaptable
- Effective Leadership, and Collaboration skills
- Fluent in both oral and written Spanish, and a Notary Exp. June 20XX, CPR Certified Exp. June 20XX
- Proficient with Microsoft Word, Excel, PowerPoint, SPSS, Mac and Windows
PT Student, SPT  
123-456-7898 | example@augusta.edu

Education
Augusta University, May 201X  
Doctor of Physical Therapy Candidate  
GPA: 4.0

XYZ University, May 201X  
Bachelor of Science in Exercise Science  
GPA: 3.48, Cum Laude

Clinical Experience
USA Sports and Spine Rehabilitation, Sumter, SC  
Physical Therapy School Clinical Rotation  June 12 - August 4, 201X  
• Carried caseload of a new graduate physical therapist  
• Treated patients ranging from children to geriatrics with a musculoskeletal and neuromuscular conditions  
• Studied under Sam Cook, MPT, OCS, COMT, FAAOMPT  
• Outpatient Orthopedic Physical Therapy Clinic – worked over 320 hours

Shepherd Center, Atlanta, GA  
Student Observation/Volunteer  January 10, 2015  
• Neuromuscular Physical Therapy in the Acquired Brain Injury Unit – 6 hours

East Medical Center, Columbia, SC  
Student Observation/Volunteer  January - May, August - December 2014  
• Attended and observed therapy treatments and discussed each patient’s diagnosis and treatment with physical therapist.  
• Acute Care Physical Therapy – 27 hours  
• Skilled Nursing Facility Physical Therapy – 33 hours

SC Physical Therapy, Charleston, SC  
Student Observation/Volunteer  August - December 2014  
• Attended and observed therapy treatments and discussed each patient’s diagnosis and treatment with physical therapist.  
• General Orthopedics Physical Therapy – 18 hours

Hullston Clinic, Sumter, SC  
Student Observation/Volunteer  May - July 2014  
• Attended consultations with patients and physical therapist, observed treatments, discussed each patient’s diagnosis and appropriate treatment with physical therapist.  
• Observed orthopedic surgeries at Jack Hughston Memorial Hospital in Phenix City, AL.  
• General Orthopedics Physical Therapy – 41 hours

Kool Kidz, Inc., Marietta, GA  
Student Observation/Volunteer  July 5, 2014  
• Observed and assisted with aquatic treatments for pediatric patients with developmental disorders.  
• Pediatric Aquatic Physical Therapy – 5 hours
Select Physical Therapy  
*Student Observation/Volunteer*  
Atlanta, GA  
*June 13 and 17 2013; May 12, 2014*  
- Observed physical therapist for full days while attending consultations with patients, observing treatments, attending staff meeting, and discussing patient’s diagnosis and treatments.  
- Orthopedic/Neuromuscular Physical Therapy – 21 hours

Research

**Response to Upper Stability Testing in Healthy Individuals**  
*Sub Investigator*  
Augusta, GA  
*January 2017 – Present*  
- Purpose of our study is “to determine what the reaction is in normal/healthy individuals so that we may better define a positive upper cervical stability test.”  
- Performing upper cervical stability tests on study participants.  
- Assisted Principal Investigator Sam Cook, PT, DPT, OCS, FAAOMPT

Work Experience

**BenchMark Physical Therapy**  
*Technician*  
Marietta, GA  
*June 2015 – May 2016*  
- Assist Physical Therapists in leading patients through exercises, scheduling and completing patient payments, and maintaining a sanitized and organized clinic.

**City Art**  
*Sales Associate*  
Augusta, GA  
*May - September 2014*  
- Customer service, restocking, cleaning, reorganizing, weekly inventory control, shelf and store reset design.

**Global LEAD**  
*Student Ambassador*  
Atlanta, GA  
*August 2013 – May 2014*  
- Recruit students to study abroad with the Global LEAD program by sharing my experience and explain different programs.

**Oglethorpe University**  
*Events Coordinator*  
Atlanta, GA  
*May - August 2012*  
- Worked in the Special Events office, and hired companies to serve students and visitors for camps and events on campus.

Volunteer Experience

**Day One Fitness**  
*Rock Steady Boxing Class Volunteer*  
Augusta, GA  
*August 2017 - Present*  

**Christ Community**  
*Non-Profit Physical Therapy Clinic Volunteer*  
Augusta, GA  
*May 2016 – Present*

**North Fulton Community Charities**  
*Food Pantry Volunteer*  
Roswell, GA  
*July 2015 – August 2016*
Lighthouse Family Retreat  
**Family Partner, Photographer, Videographer**  
Atlanta, GA  
September 2014 – September 2015  
- Served as photographer/videographer for retreat experience.  
- Led group activities for children and served a retreat family that has a child suffering from childhood cancer.

**Professional Experience, Affiliations and Certifications**

**American Physical Therapy Association (APTA)**
*Student Member*  
May 2016 – Present

**Physical Therapy Association of Georgia (PTAG)**
*Student Member*  
May 2016 – Present

**Physical Therapy Student Association (PTSA)**
*Vice President*  
Augusta, GA  
August 2016 - Present  
*Student Member*  
May 2016 – Present  
*Altruism Award Recipient*  
Fall 2017

**CPR and AED Certified**  
Expires March 2019

**APTA Combined Sections Meeting (CSM)**
*Student Attendee*  
New Orleans, LA  
February 22 – February 26, 2018

**InSIGht PTAG & Tennessee Physical Therapy Association (TPTA) Joint Meeting**
*Student Attendee*  
Chattanooga, TN  
October 1, 2016

**Leadership and Activities**

**Clinic Design and Management Project**
*Project Manager*  
Augusta, GA  
January 2018 – Present  
- Create and design a functional clinic and business plan for a physical therapy clinic specializing in cancer rehabilitation.

**Sigma Kappa Sorority, Theta Xi**
*Executive Vice President*  
Atlanta, GA  
August – November 2014  
- Enforced risk management and maintained sorority standards by managing a standards council for over 200 sorority members.

**Global LEAD**
*Leadership Study Abroad Program*  
Quito, Ecuador  
May – June 2013
Erika Smith
706-830-1234 • esmith@gmail.com

EDUCATION
Augusta University
Bachelor of Science in Psychology – minor in Business Administration

- Major GPA: 4.0 - Magna Cum Laude, Multiple Dean’s List Awards

Defense Language Institute Foreign Language Center
Diploma in Modern Standard Arabic
- Overall GPA: 3.7

MILITARY EXPERIENCE
Management
Major, United States Army, NSA – Ft. Belvoir, VA
Mission Manager
Small Mission Processor Shift Lead
- Managed a 225 member multi-service military and civilian work center
- Maintained staffing accountability and assured critical positions were manned
- Authored and presented daily departmental reports and briefs

Teaching/Training
Captain, United States Army, NSA – Ft. Gordon, GA
Small Mission Processor Trainer
Arabic Language Tutor
- Trained 65 personnel on the collection, translation, processing, analysis, and reporting procedures of foreign voice communications
- Developed an effective training program which increased our translation processing time by 5%

Research/Analysis
First Lieutenant, United States Army, NSA - Fort Meade, MD
Subject Matter Expert: NSA
Small Mission Processor Analyst: NSA
- Conducted an analysis of over 23,000 hours of foreign voice communication; developing records of behavioral trends, networking capabilities, group dynamics, and forecasting possible future activities of person(s) of interest
- Authored 51 intelligence reports involving information about persons of interest
- Certified by peers and leaders as a target and system subject matter expert

MILITARY
- United States Army
- Honorable Discharge

___________________________________________________________________________________

EDUCATION
Augusta University
Bachelor of Science in Psychology – minor in Business Administration

- Major GPA: 4.0 - Magna Cum Laude, Multiple Dean’s List Awards

Defense Language Institute Foreign Language Center
Diploma in Modern Standard Arabic
- Overall GPA: 3.7

MILITARY EXPERIENCE
Management
Major, United States Army, NSA – Ft. Belvoir, VA
Mission Manager
Small Mission Processor Shift Lead
- Managed a 225 member multi-service military and civilian work center
- Maintained staffing accountability and assured critical positions were manned
- Authored and presented daily departmental reports and briefs

Teaching/Training
Captain, United States Army, NSA – Ft. Gordon, GA
Small Mission Processor Trainer
Arabic Language Tutor
- Trained 65 personnel on the collection, translation, processing, analysis, and reporting procedures of foreign voice communications
- Developed an effective training program which increased our translation processing time by 5%

Research/Analysis
First Lieutenant, United States Army, NSA - Fort Meade, MD
Subject Matter Expert: NSA
Small Mission Processor Analyst: NSA
- Conducted an analysis of over 23,000 hours of foreign voice communication; developing records of behavioral trends, networking capabilities, group dynamics, and forecasting possible future activities of person(s) of interest
- Authored 51 intelligence reports involving information about persons of interest
- Certified by peers and leaders as a target and system subject matter expert

MILITARY
- United States Army
- Honorable Discharge

___________________________________________________________________________________
Erika Smith

INTERNSHIP EXPERIENCE
Administrative
Internship: United States Probation Office, Augusta, GA  May 20XX to July 20XX
- Coordinated the initial intake of 75 individuals convicted of low-grade misdemeanors
- Entered criminal histories of 125 individuals into client tracking databases
- Maintained grading and attendance databases for students insuring accurate accountability for assignments and absences
- Provided general administrative support functions

PROFESSIONAL EXPERIENCE
Client Relations/Consultation
Personal Trainer: Augusta University Wellness Center, Augusta, GA  February 20XX to Present
- Perform fitness assessments for new clients
- Conduct in-depth intake interviews assessing clients’ personal goals and needs
- Create specialized training programs based on fitness assessment results and the clients’ personal goals and needs
- Monitor clients’ progress and adapts programs as needed
- Coordinate marketing strategies with Fitness Director to reach a broader client base

CERTIFICATIONS
- American College of Sports Medicine Certified Personal Trainer  May 20XX
- CPR Certified American Heart Association  Expiration November 20XX

COMPUTER SKILLS
- Proficient in Windows and Mac, Microsoft Word, PowerPoint, and Excel
- Trained in Basic Computer Programming

PROFESSIONAL/STUDENT ORGANIZATIONS
- Psi Chi Psychology Honor Society, Member  February 20XX to Present
- Augusta University Psychology Club, Vice President  January 20XX to May 20XX
- Society for Human Resource Management  August 20XX to Present

AWARDS
- Who’s Who in American College & Universities  February 20XX
- Michael Smith Psychology Book Scholarship Award  February 20XX
- National Security Agency (NSA) Joint Service Achievement Medal  April 20XX
COVER LETTER FORMAT

RETURN ADDRESS
1. Type your name and mailing address at the top of your cover letter
2. You may use the same Header used at the top of your resume

INSIDE ADDRESS
1. Type the name and title followed by company name of recipient
2. Type company address of recipient

GREETING
1. Use Mr., Ms., or Dr. as a title followed the recipient’s last name

FIRST PARAGRAPH: WHY AM I WRITING?
1. Identify the position title or industry interest area
2. Indicate how you heard about the opportunity
3. State briefly why you decided to contact the employer

SECOND PARAGRAPH: WHO AM I, WHY YOU SHOULD CONSIDER ME
1. Identify your qualifications for position
2. Provide an example of your experience as it relates to the job using vocabulary from job description

THIRD PARAGRAPH: MY NEXT STEP
1. Refer reader to attached resume or link to web portfolio
2. State your intention to follow up with the contact on a specific date
3. Invite reader to contact you and provide email address and phone number

CLOSING
1. Include a handwritten (or electronic) and printed name
Your Name
Your Present Address
City, State Zip Code

Month Day, Year

Name of Person, Title
Company/Organization Name
Street Address
City, State Zip Code

Dear Mr./Ms./Dr. Last Name, (confirm the preferred title of the recipient)

I am excited to learn about the _____position with ______that is posted on Handshake. This position seems to fit very well with my education, experience and career interests. I’m confident that my passion and knowledge of the ____________ industry, as well as my ________, will make me a strong asset to your organization.

My experience at XXX Company enabled me to develop strong _____ skills and to consistently exceed ______ expectations. While interning with XXX Company, I _______.(Give specific example of how you used these skills.). Additionally, I gained knowledge/experience with __________ while volunteering with ____________ this past semester.

My background and career goals seem to match your job requirements well. Furthermore, I am genuinely interested in the position and in working for XXX Corp. I would appreciate the opportunity to meet with you to see how I can contribute to ________ Company. I will contact you next week to discuss the next step. In the meantime, you can reach me at 706-XXX-XXXX. Thank you for your consideration.

Sincerely,

(Your handwritten or electronic signature here)

Your Printed Name Here
The Executive Briefing cover letter is beautiful in its simplicity. Its format provides a hiring manager a clear snap shot of your qualifications. It is a cover letter on your standard letterhead or e-mail, with the company’s requirements for the job listed on the left side and your skills matching point by point the company’s needs on the right.

Joy Moore  
1200 Walton Way  
Augusta, GA 30909  

Month Day, Year

Ms. Katherine Brent  
Senior Recruiter  
McCoy, LLC  
1500 Fury’s Ferry  
Augusta, GA 30907

Dear Ms. Brent,

I have nine years of accounting experience and am responding to your recent posting for an Accounting Manager on Handshake. Please allow me to highlight my skills as they relate to your stated requirements.

<table>
<thead>
<tr>
<th>YOUR REQUIREMENT</th>
<th>MY EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting degree, four years experience</td>
<td>Obtained a Bachelor of Business Administration in Accounting in 20XX and have over four years experience as an Accounting Manager</td>
</tr>
<tr>
<td>Excellent people skills and leadership</td>
<td>Effectively led a staff of 24 to exceed annual goals by 10 percent</td>
</tr>
<tr>
<td>Good communication skills</td>
<td>Trained new supervisors and staff via daily coaching sessions, communication meetings, and technical skill sessions</td>
</tr>
</tbody>
</table>

My attached resume will offer more details about my background. I believe the highlights outlined demonstrate that I am an ideal addition to your firm. Please contact me at 706-737-1400 to discuss how I can help McCoy, LLC achieve its goals.

Sincerely,

Joy Moore
REFERENCE PAGE

BEFORE YOU LIST A REFERENCE
- ASK PERMISSION before listing individuals as references
- Be sure that your references are willing to give you a ‘positive’ reference
- Don’t be afraid to ask what they will say about you!

REFERENCE PAGE

Jane Doe
2500 Walton Way Ext Augusta, Ga 30904
706-555-5555  jdoe28@augusta.edu

Dr. Jane Smith (Internship Supervisor)
Licensed Clinical Health Psychologist
Outpatient Behavioral Health Services
Department of the ARMY
email@army.gov.mil
706-555-5555

Dr. John Doe (Professor)
Professor of Psychology
Georgia Southern University
jdoe@ga.southern.edu
(861) 555-5555

Ms. Augustus Jones (Supervisor)
Owner & Director
Georgia Family’s for America
augjon@ga.fam.edu
thern.edu
(861) 555-5555

Dear Dr. Smith,

I hope you are doing well! I mentioned a few weeks back that I am beginning my job search for after graduation. I was wondering if you would be willing to serve as a reference for me. I believe that you are a good judge of my academic and professional abilities, and I would really appreciate your help. If you think you may be willing or have any additional questions, please let me know.

Thank you,
Jane Doe

PURPOSE

Your reference page lists supervisors and other people who have seen you in action and can speak to your job skills and special abilities. Most frequently employers use your reference page to verify previous employment.

PROFESSIONAL REFERENCES
- Previous work supervisors
- Previous coworkers

ACADEMIC REFERENCES
- Your Professors
- Your Academic Advisor
- Faculty Advisor for Student Organization

CHARACTER REFERENCES
Government employers request character references who can speak about your demeanor or other personal qualities. These people may include:
- Neighbors and Friends
- Organization members
ACE THE INTERVIEW

An employer decides whether or not to seriously consider you for a position within the first 4-9 minutes of your interview. Are you ready to ace your interview?

BEFORE THE INTERVIEW

• Schedule a mock interview with Career Services
• If you are unable to attend a mock interview, or want extra practice, utilize our free online service "Big Interview" to practice on your own
• Conduct employer research to familiarize yourself with the company's history and mission
• Prepare your own questions to ask

DURING THE INTERVIEW

• Dress professionally!
• Arrive 15 minutes early and bring copies of your resume
• Make and maintain eye contact
• Listen closely to the questions being asked
• Give clear, concise answers
• Be aware of your posture and body language

AFTER THE INTERVIEW

• Write a thank you card for each person that interviewed you and send within 24 hours
• While a physical thank you card is preferred, an electronic note is fine if you are short on time
• Use this opportunity to genuinely thank everyone for their time, highlight something you learned, and reiterate your interest

QUESTION TYPES

TRADITIONAL QUESTIONS

• Sets of questions asked to gain basic information about your background, interest, skills, and reasons for applying
• Example: Tell me about yourself

Prepare by doing a self assessment

BEHAVIORAL QUESTIONS

• Asks about your previous experiences or behaviors
• Example: Tell me about a time you had to ask for help

How to answer: STAR method
State the SITUATION
What TASKS were involved
What ACTION did you take
What was the RESULT

SITUATIONAL QUESTIONS

• Asks you to analyze a case or situation in order to observe your approach to the scenario
• Example: How would you react if a customer yelled at you?

Practice thinking out loud
VIRTUAL INTERVIEW TIPS

BEFORE THE INTERVIEW

• Schedule a mock interview with Career Services
• If you are unable to attend a mock interview, or want extra practice, utilize our free online service “Big Interview” to practice on your own
• Conduct employer research to familiarize yourself with the company’s history and mission
• Prepare your own questions to ask

YOUR INTERVIEW SPACE

• Your “space” should be clear of clutter
• Avoid having pets roaming in the room with you during the interview
• Check your background! You don’t want it to be too busy
• Pick a place that is quiet and secluded

YOUR CONNECTION AND SET-UP

• Check your internet connection before your interview. This will allow you to have a smooth, uninterrupted conversation
• Check your lighting! You want to be clear and visible
• Check microphone volume and computer volume so you can be heard and hear your interviewers

PROFESSIONAL DRESS

• Dress like you would for an in person interview! It will also help you be in the right frame of mind during your interview

EYE CONTACT

• You want to connect with your interviewer. Look into your camera and not at the screen
• Place your camera at or above eye level

Simulate eye contact by looking directly into your device camera during virtual interviews.
YOUR EXPERIENCE EXAMPLES

Practice telling the story of how you came to apply for your job of interest. List four examples of these experiences in the chart below.

Example: You work in a retail environment. Describe a challenging day on the job that gave you an opportunity to grow professionally.

<table>
<thead>
<tr>
<th>SUMMARY / OVERVIEW</th>
<th>OBSTACLES/ISSUES/LEARNING OPPORTUNITY</th>
<th>FINAL RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Describe the project or situation</td>
<td>• Describe the task assigned</td>
<td>• What happened in the end</td>
</tr>
<tr>
<td>• What you were trying to accomplish</td>
<td>• Describe the obstacles you faced</td>
<td>• Were you successful?</td>
</tr>
<tr>
<td>• Who was involved</td>
<td>• This shows the interviewer that you can handle difficult challenges</td>
<td>• Did you learn something new?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Describe the measurable result in numbers</td>
</tr>
</tbody>
</table>

Example One

- Describe the project or situation:
- What you were trying to accomplish:
- Who was involved:
- Describe the task assigned:
- Describe the obstacles you faced:
- This shows the interviewer that you can handle difficult challenges:
- What happened in the end:
- Were you successful?
- Did you learn something new?
- Describe the measurable result in numbers:

Example Two

- Describe the project or situation:
- What you were trying to accomplish:
- Who was involved:
- Describe the task assigned:
- Describe the obstacles you faced:
- This shows the interviewer that you can handle difficult challenges:
- What happened in the end:
- Were you successful?
- Did you learn something new?
- Describe the measurable result in numbers:

Example Three

- Describe the project or situation:
- What you were trying to accomplish:
- Who was involved:
- Describe the task assigned:
- Describe the obstacles you faced:
- This shows the interviewer that you can handle difficult challenges:
- What happened in the end:
- Were you successful?
- Did you learn something new?
- Describe the measurable result in numbers:

Example Four

- Describe the project or situation:
- What you were trying to accomplish:
- Who was involved:
- Describe the task assigned:
- Describe the obstacles you faced:
- This shows the interviewer that you can handle difficult challenges:
- What happened in the end:
- Were you successful?
- Did you learn something new?
- Describe the measurable result in numbers:

The key to telling your story with confidence is **Practice, Practice, Practice!**

Schedule a mock interview with your Career Consultant for feedback on your interviewing skills.
SAMPLE INTERVIEW QUESTIONS

TRADITIONAL QUESTIONS

• Tell me about yourself.
• How has your education prepared you for this position?
• What are your strengths? Weaknesses?
• Which completed courses will contribute the most to your effective performance in this job?
• If we were to ask your professors about your most outstanding quality, what would they say?
• What 2-3 accomplishments in college are you the most proud of?
• What motivates you as a person?
• How do you cope with stress?
• What are you looking for in an organization?
• Why should we hire you?
• What is the best way to resolve conflict?
• Where do you see yourself in 5 years?

SITUATIONAL QUESTIONS

• How would you react if you felt a customer was behaving rudely towards you?
• What would you do if you disagreed with your supervisor on the best way to handle a project?
• What will you do if you are not accepted into this position?
• If you discovered your coworker was breaking the company’s code of conduct, what would you do?
• If you had three important deadlines coming up, how would you stay on track?

BEHAVIORAL QUESTIONS

• Tell me about a challenge you faced and how you overcame it.
• Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
• Describe a poor decision you have made.
• Discuss an instance when your work was criticized.
• Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
• Give me an example of when something you tried to accomplish failed.
• Tell me about a time when you had to go above and beyond in order to get a job done.
• Give me an example of a time when you set a goal and were able to meet it.
• Discuss a difficult person you worked with and how you handled this.
• Give me a specific example of a time when you used logic to solve a problem.

QUESTIONS FOR YOU TO ASK

• How would you describe your corporate culture?
• What will the training process be like for this position?
• Why is this position open? How often has it been filled in the past five years?
• What are the immediate challenges and objectives facing an individual in this position?
• What are the next steps in your search process and what is your timeline?
# ANSWERS TO INTERVIEW QUESTIONS

Choose a few sample questions and think about how you would respond. Practice writing your answers below:

Use the STAR Method to answer these!

- State the **SITUATION**
- What **TASKS** were involved
- What **ACTION** did you take
- What was the **RESULT**

<table>
<thead>
<tr>
<th>QUESTION 1</th>
<th>Situation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task:</td>
<td></td>
</tr>
<tr>
<td>Action:</td>
<td></td>
</tr>
<tr>
<td>Result:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTION 2</th>
<th>Situation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task:</td>
<td></td>
</tr>
<tr>
<td>Action:</td>
<td></td>
</tr>
<tr>
<td>Result:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTION 3</th>
<th>Situation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task:</td>
<td></td>
</tr>
<tr>
<td>Action:</td>
<td></td>
</tr>
<tr>
<td>Result:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTION 4</th>
<th>Situation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task:</td>
<td></td>
</tr>
<tr>
<td>Action:</td>
<td></td>
</tr>
<tr>
<td>Result:</td>
<td></td>
</tr>
</tbody>
</table>

Choose at least one behavioral question and practice using the STAR Method below:
DRESS FOR SUCCESS

More than 70% of your first impression is what people see. Make a good first impression by dressing professional and being well-groomed at your interview.

SUIT AND BLOUSE

- Wear a dark-colored conservative, two piece matching business suit
- Knee-length skirts or pant suits are both appropriate.
- Light-colored professional button-down shirt or blouse should be worn under your suit jacket

SHOES AND HOSIERY

- Low-heeled and closed toed pumps are recommended
- Polish your shoes before your interview
- Wear near-skin toned pantyhose: No bare legs in an interview
- Always carry an extra pair of hose in case you get a run

GROOMING

- Nails should be neat and clean
- Avoid overly long fingernails and flashy nail polish
- Avoid peeling or chipped nail polish
- Avoid overpowering scents, such as lotions, perfumes and shower gels

ACCESSORIES

- Keep it simple!
- No visible tattoos or piercings
- Remember the "Wear Five Rule", two rings (one on each hand), two earrings (one in each ear), and one watch
- Carry either a small purse or professional bag, not both

Appropriate professional dress depends on the industry. If you are unsure about appropriate dress, always dress conservatively to ensure a positive first impression.

Silence your cell phone
DRESS FOR SUCCESS

SUIT, SHIRT AND TIE
- Wear a conservative dark-colored two-piece matching business suit with two or three buttons
- Leave the bottom button undone
- Wear a long-sleeved, light-colored, collared shirt that has been ironed
- Shirt should fall 1/4 to 1/2 inch below the suit sleeve
- Consider wearing a white t-shirt underneath to hide perspiration and protect your suit
- Choose a tie with a conservative pattern that ends at mid-belt

SOCKS AND SHOES
- Wear dark-colored dress socks to match your suit
- Socks should be worn over the calf
- Wear comfortable dress shoes with laces
- No sneakers, sandals, or casual shoes

ACCESSORIES:
- Leather belts should match the color of your shoes
- No visible piercings or tattoos

GROOMING
- Have your hair neatly trimmed, including facial hair
- Heavy cologne or other overpowering scents should be avoided
- Keep nails neat and clean
YOUR PORTFOLIO

A portfolio is a collection of materials to document your experience and skills. Use your portfolio during interviews to capture the attention of graduate school committees, hiring, managers, and prospective clients. Portfolios can be presented as a binder or in a Web-based format.

BINDER PORTFOLIOS

- Ideal for face to face interviews
- Provides tangible evidence of your skills and experiences during an interview
- Displays your creativity and attention to detail
- Most effective when developed for a specific opportunity

WEB-BASED PORTFOLIOS

- Ideal for use as presentation tools for research, art, or community presentations
- Web-link to portfolio allows you to easily share materials by adding the link to your email signature line or by inserting the link in an email message
- Allows for the collection and display of large numbers of documents and graphic files

Digital Resources to Consider:
- Carbonmade
- Behance
- PortfolioBox
YOUR PORTFOLIO
HOW TO ASSEMBLE A BINDER PORTFOLIO

1 Collect Academic, Professional, and Creative Materials
   • Start saving work related to your major like reports, articles, essays, photos, presentations
   • Select a safe place to store computer documents like a cloud storage site, portable hard drive, or USB drive

2 Sort Your Materials by Relevance
   • Determine the purpose of your portfolio. Whether you are submitting your portfolio as part of a graduate school application packet or for a job interview, include materials that reflect skills and talents related to the opportunity you seek
   • Select the materials and documents for your portfolio that represent your best and most recent work. Writers include 10-15 writing samples. Artists include 10-15 visual samples of your work

3 Assemble Your Tailored Portfolio
   • Divide your portfolio into sections by skill or type of experience: research, writing, marketing, volunteer experiences
   • Provide a title page, a table of contents, and section dividers to organize your binder portfolio
   • Use sheet protectors in binder portfolio to protect and to display your documents.
   • Follow instructions carefully for graduate school applications to ensure you have included all the documents and samples requested
   • For job interviews, assemble a separate ‘give away’ portfolio to leave with the interviewer
   • Have your portfolio reviewed by a professor, academic or Career Consultant before distributing or presenting portfolio

WHAT TO INCLUDE:

- Updated, tailored resume
- Reference list or recommendation letters from professors and employers
- Letters of recognition
- Articles written by or about you
- Internship or co-op summaries
- Writing samples: letters, essays, reports, articles, newsletters, ad copy, speeches, flyers, press releases or lesson plans
- Design, art, technical samples: photographs, pictures of art compositions, graphic design presentations
- Audio and video files of presentations
- Lists of presentations made at conferences
THANK YOU CARDS

It is a good practice to send thank you cards after an interview. It shows that you are well-mannered and gives you a chance to reiterate your interest. It may even set you apart from other candidates.

TIPS

1. Have your blank thank you cards with you to complete after you leave your interview. Everything will be fresh on your mind and you can go ahead and drop them off to be mailed.

2. Hand write your message and add a personal note from the interview. This will show the panelist that you were paying attention and that you didn't write the cards beforehand.

3. Don’t beg for the job or repeat your qualifications. Use this opportunity to genuinely thank everyone for their time.

Dear Dr. Jones,

Thank you so much for taking the time to interview me today. I enjoyed learning more about your company and am now even more excited about the position. Thank you for sharing your experiences at Augusta University with me...Go Jags!

Please let me know if I can provide any additional information.

Thanks again,

Jane Smith
NETWORKING 58-63

IDENTIFY YOUR NETWORK 58

NETWORKING TIPS 59

ONLINE NETWORKING 60

LINKEDIN 61

ELEVATOR PITCH 62

INFORMATIONAL INTERVIEW 63
IDENTIFY YOUR NETWORK

Take Inventory: Brainstorm a list of people you know
Classify: Define your relationship status with these individuals and strategically determine which relationships you would like to further develop or utilize.
Contact: Contact professionals and practice good networking etiquette. Log all of your communication efforts to ensure proper follow-up and to track potential leads.

THINK ABOUT PEOPLE YOU KNOW THAT CAN HELP YOU REACH YOUR ACADEMIC AND PROFESSIONAL GOALS:

<table>
<thead>
<tr>
<th>Personal Contact</th>
<th>How I Know Them</th>
<th>Where They Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professors</td>
<td>Religious Leaders</td>
<td>Neighbors</td>
</tr>
<tr>
<td>Coaches</td>
<td>Volunteer Leaders</td>
<td>Professional Family Friends</td>
</tr>
<tr>
<td>Internship or Work Supervisors</td>
<td>Professional Mentors</td>
<td>Coworkers</td>
</tr>
<tr>
<td>Academic or Career Advisor</td>
<td>University Faculty or Staff</td>
<td>Family Members</td>
</tr>
</tbody>
</table>

DEVELOP YOUR CURRENT NETWORK

- Brainstorm New Contacts: Identify who you would like to be in your network. You should have people who can provide you information, advice, and/or referrals for specific job openings. Ideally, you would like to establish a relationship with an individual with hiring power.
- Tap Ready-Made Networks: Become a member of networks like student or professional associations, social and community organizations. Check with your local library for a list of organizations in your area. Talk with your Career Consultant for additional resources to help you identify interest-related networks.
- Expand your network with LinkedIn: Use LinkedIn to connect with classmates, alumni, professors, friends and family.
NETWORKING TIPS

KNOW YOUR PURPOSE:
- In the early stages of exploring majors and careers, your purpose is to gather information about occupations of interest
- If you are looking for full-time employment, then your purpose is to obtain advice on how to conduct a job search and how to develop job leads
- Define and then practice stating your networking purpose clearly

DO YOUR HOMEWORK:
- Present a professional image by having some knowledge of the employer, the industry, and the individual you are meeting
- Use the internet to find the company website and links related to the company
- Use your research to generate a list of questions you might ask in an informational interview or at a networking function
- Read recent press releases posted by the organization

DRESS PROFESSIONALLY:
- Watch the videos on Candid Career for tips and tricks
- Visit the Dress for Success page in the Career Guide
- Ask your Career Consultant for input on your outfit of choice

BE RESPECTFUL:
- Professionals are busy, so respect their time
- Request a meeting time that is convenient for the professional
- Confirm the selected time by phone or e-mail
- During your appointment, make eye contact, listen, and actively engage in the conversation
- Don’t wear out your welcome. Leave at the agreed time

SHOW APPRECIATION AND FOLLOW-UP:
- Send a thank you letter within 24 hours of your meeting
- Follow-up with the professional in the near future to build and maintain the relationship
- See if they use LinkedIn and ask to connect to keep in touch
ONLINE NETWORKING

REMEMBER! What you put on the internet stays on the internet, so make sure your posts, comments and updates make a positive, lasting impression!

DO

• Protect yourself and your family: Select Privacy and Preference settings carefully
• Widen your network: Seek out online contacts with similar professional, academic, and social interests
• Create and maintain a professional profile: Keep an updated LinkedIn
• Know your audience: Exchange ideas with your contacts that are appropriate for the conversation
• When in doubt, leave it out!
• Increase your job search success: Use your status, profile and descriptions to announce your accomplishments, projects and goals
• Share professional content you find helpful as a means of virtual engagement

DON’T

• Risk your safety and the safety of your family by posting your home address, daily plans, phone number and email to all
• Ruin your professional and academic reputation by complaining or gossiping about coworkers, supervisors, professors, friends, and family in a forum or wall
• Create the wrong impression by using your status or profile description to broadcast intimate activities
• Limit your professional opportunities by using offensive or profane language
• Raise questions about your sense of judgment by uploading pictures of questionable activities/poses engaged in by yourself or others

Networking Safety Site: www.onguardonline.gov
LINKEDIN

What is LinkedIn?

LinkedIn is a professional social media, networking platform that allows you to publish your experience virtually. This site can serve as a virtual resume and networking tool. You can connect with personal connections as well as potential employers, and update these connections on your professional accomplishments and achievements. Job listings are also posted on the site.

LINKEDIN PROFILE CHECKLIST

☐ PHOTO:
  • Use a high quality image of you professionally dressed that shows you from the shoulders up.

☐ HEADLINE:
  • Make your headline concise and compelling. The reader should learn something about you.

☐ SUMMARY:
  • Describe what motivates you and what your plans for the future are.

☐ EXPERIENCE:
  • List all of your relevant jobs, internships, and volunteer experiences. Be sure to mention what you accomplished in these roles!

☐ EDUCATION:
  • Degrees and/or certifications that are completed or currently in progress.

☐ COURSES AND PROJECTS:
  • Showcase the classes you’ve taken that demonstrate the skills and interests you’re most excited about. Don’t forget to list specific projects you’ve completed.

What is LinkedIn?
LinkedIn is a professional social media, networking platform that allows you to publish your experience virtually. This site can serve as a virtual resume and networking tool. You can connect with personal connections as well as potential employers, and update these connections on your professional accomplishments and achievements. Job listings are also posted on the site.
ELEVATOR PITCH

Imagine you are in an elevator with the CEO of your dream company. You have the length of the elevator ride (30 seconds or less) to introduce yourself to the CEO and initiate a professional networking connection. **WHAT WOULD YOU SAY?**

1. **INTRODUCTION:**
   - Your Name
   - School Name and Location
   - Degrees Pursued
   - Anticipated Graduation Date / Year in School

2. **CAREER GOALS:**
   - Short Term Goals
   - Long Term Goals
   - Dream Job Title or Company

3. **SKILLS AND EXPERIENCE:**
   - Certifications
   - Courses Completed
   - Current Relevant Jobs or Internships
   - Previous Relevant Jobs or Internships
   - Next Steps

**EXAMPLE:** My name is John Smith and I am a junior at Augusta University in Augusta, Georgia. I am pursuing a Bachelor of Science Degree in Information Technology with an Advanced Cyber Defender Certificate. Currently, I am looking for an internship that will help me gain practical experience in pursuit of my long term goal of becoming a Cyber Intelligence Analyst. I have a Security+ Certification and I'm currently working on campus for our Information Technology Department. Would you be available to meet sometime to explore how my skills can align in support of the needs of your organization?

**PRACTICE WRITING YOUR PITCH:**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
INFORMATIONAL INTERVIEW

An informational interview is a meeting with a professional in a specific industry. In this interview, you are not asking for a job, but rather seeking advice and information on the career or industry.

FIVE STEPS TO A SUCCESSFUL INFORMATIONAL INTERVIEW

1. Identify a professional in a career field of interest to you
   • Talk to roommates, classmates, professors, family members, neighbors, co-workers, professional organizations, and your Career Consultant to identify occupations and contacts of interest. LinkedIn connections are also an excellent resource.

2. Research the professional and the organization/industry
   • Do your homework so you can state why you are contacting this person and how they can assist you.
   • Select 5 to 10 questions to ask during the informational interview and write them down.

3. Contact the Professional
   • Ask to speak directly to your preferred contact person.
   • If your contact is not available, ask for the best means of sending a detailed message for him or her.
   • If you speak with your contact directly, ask if this is a good time to speak, and briefly explain that you are contacting them to arrange an informational interview.
   • Ask for no more than 30 minutes of their time.

4. Conduct the Interview
   • Dress professionally, be prepared to share an updated resume and bring a notepad to take notes.
   • If your interview is virtual, ask before recording the interview.
   • Arrive early, be courteous, and thank them for taking time to share their advice and experience.
   • End at your agreed time.
   • At the end of the interview, verify the contact's preferred method of follow-up (email, phone call, office visit) so that you can stay in touch.

5. After the Interview
   • Organize the notes you took during your interview.
   • Send a thank you note — either by email or by mail — to show appreciation for his or her time and to keep the professional updated on your progress moving forward.
   • Prepare a follow-up plan for this contact to include a request to connect on LinkedIn.

SAMPLE INFORMATIONAL INTERVIEW QUESTIONS

Select open ended questions like the ones below that can be answered within a 20-30 minute informational interview.

• What is a typical day like in your job?
• How did you get started in this field?
• What is the current employment outlook in your field?
• Does your company have internship programs available for students?
• What kind of degree is needed to pursue a career in this field?
• Based on my experience, where would I fit in this field?
Hannah Hess  
100 Bold Place  
Augusta, GA 30909  

Month, Year  

Mr. Nigel Byrd  
Director of Personnel  
Better Technologies, Inc.  
1000 Broad Street  
Augusta, GA 30909  

Dear Mr. Byrd:  

This letter will serve as my formal acceptance of your offer to join your team at Better Technologies as a full-time computer programmer. Your thorough review of your company's current goals and needs convinced me that your organization is the best place for me to start my computer programming career.  

I understand that a condition of my employment is to receive positive responses from my references and to pass a background check. During this process, please let me know if you require additional paperwork to complete my file.  

As we discussed, I have submitted a two-week notice of resignation at my current position so that I can be available to work by the beginning of September. I look forward to meeting with you to discuss my first projects on our start date of Monday, September 8th at 9:00 a.m.  

Sincerely,  

(Handwritten Signature)  

Hannah Hess
Audrey Herring  
1234 Andrews Avenue  
Augusta, GA 30906  

January 14, 20XX  

Sandra Blevens, Hiring Manager  
Essential Securities, Inc.  
96 Herringbone Lane  
Aiken, SC 29842  

Dear Ms. Blevens:  

It was indeed a pleasure meeting with you and your staff to discuss your needs for a Graphic Design Manager. I found your description of your company’s needs and mission very informative.  

As we discussed during our interview, the first meeting was meant to explore a possible creative partnership between us. I understand from our meeting that you need a candidate who can provide strong design as well as leadership skills within the department. After careful thought, I have decided to withdraw my name from consideration for this position. My decision is based, in part, on the fact that I have accepted a position that is a better fit for my needs. In this position I will spend at least 50 percent of my time on graphic design projects.  

I want to thank you for interviewing me and giving me the opportunity to learn more about your operations. You have a fine team and I am sure you will find the right candidate to fill your position.  

Best wishes,  

(Written Signature)  

Audrey Herring
NETWORKING LETTER

Mike Hampton  
2121 Lumpkin Place  
Athens, GA 30622  

Month Day, Year  

Ms. Cynthia S. Kennedy  
Vice President  
Second City National Bank  
8555 Peach Tree Blvd.  
Atlanta, GA 39584  

Dear Ms. Kennedy:  

I am writing this letter to request an informational interview to learn more about the field of human resources and your career path in the field. Mr. John Doe, whom I met at a recent meeting of the Society of Human Resource Management, suggested that I contact you about my interest in entering the human resources profession. I am currently a Psychology major at ABC University and feel my interpersonal and organizational skills can be a potential fit for a career in human resources.  

I would be very grateful for 30 minutes of your time to talk about the HR industry and your career path into this industry. I appreciate any information you can provide. I will call you next week to schedule a time for us to meet, if your schedule permits. Meantime, you are welcome to call me at 706-555-8976. Thank you for your time and consideration.  

Sincerely,  

(Written Signature)  

Mike T. Hampton
RESIGNATION LETTER

Betty Lungsford  
1234 Fleming Street  
Augusta, GA 30904

August, Year

Carol Gates, Human Resource Director  
Better Gardens Magazine  
258 High Street  
Maryville, Tennessee 30025

Dear Ms. Gates:

I am writing to notify you that I am resigning from my position as Financial Manager at Better Gardens Magazine. My last day of employment will be May 10, 20XX.

This was not an easy decision to make. The past five years have been very rewarding and I have enjoyed working for you and managing a team of dedicated professionals who have provided excellent customer service to all of our clients.

I will be working for a local non-profit organization and look forward to the new direction of my career. Thank you for the opportunities that you have provided me during my tenure with the company, as well as your professional guidance and support.

I wish you and the company the best of success in the future. Please let me know how I can best support the office in this transition.

Sincerely,

(Handwritten Signature)

Betty Lungsford
AU GRADUATE PROGRAMS

AU offers Masters Degrees in many disciplines, so start your hunt for the perfect program right here at home in the Jaguar Nation!

- MA INTELLIGENCE & SECURITY STUDIES
- MA SPECIAL EDUCATION
- MA MIDDLE GRADES EDUCATION
- MA MUSIC EDUCATION
- MED COUNSELOR EDUCATION
- MED LEADERSHIP
- MHSCLS CLINICAL LABORATORY SCIENCES
- MPA PUBLIC ADMINISTRATION
- MS BIOMOLECULAR SCIENCE
- MS EPIDEMIOLOGY
- MS MEDICAL ILLUSTRATION
- MSN CLINICAL NURSE LEADER
- MHSOT OCCUPATIONAL THERAPY
- MS INFORMATION SECURITY MANAGEMENT
- MS BIOLOGICAL & COMPUTATIONAL MATHEMATICS
- MA ART EDUCATION
- MA ELEMENTARY EDUCATION
- MA SECONDARY EDUCATION
- MBA BUSINESS ADMINISTRATION
- MED INSTRUCTION
- MPH PUBLIC HEALTH
- MPA PHYSICIAN ASSISTANT
- MS BIOSTATISTICS
- MS DATA SCIENCE
- MS KINESIOLOGY
- MS PSYCHOLOGY
- MSOB ORAL BIOLOGY
10 STEPS TO APPLYING FOR GRADUATE SCHOOL

1. Research graduate programs and schools
2. Review guidelines, dates and benefits of programs
3. Make a list of all the requirements, deadlines, and costs
4. Take standardized tests
5. Update your resume and assemble a portfolio of your work
6. Write your personal statement
7. Request letters of recommendation
8. Request transcripts
9. Complete all application forms
10. Apply for financial aid

Schedule an appointment with your Career Consultant for mock interviews, application reviews, and help with your personal statement or essay.
TIPS FOR WRITING A PERSONAL ESSAY

ASK YOURSELF: What sets you apart from the crowd?

An effective personal statement is persuasive; it is intended to convince the admissions committee that you are the right choice and fit for the program.

FIVE TIPS WHEN WRITING YOUR ESSAY

1. **Opening Paragraph:** You need to catch the readers’ attention! Remember the admissions boards read tons of these, so yours must stand out.

2. **Describe the events that led you to your professional or educational aspirations.** Which experiences helped shape your values?

3. **Reflect on your intellectual curiosity, motivation and persistence.** Assure the committee that you will be successful in the program.

4. **Be clear about how you will add value and what you will contribute** to the strengths of each school. This means your personal essay will need to be tweaked for each program you apply to.

5. **Address your challenges, obstacles, and failures.** Be clear on how you’ve overcome them AND what you learned.

6. **Demonstrate how your goals and interests align** with the courses, faculty and research areas offered by your prospective program.

Ask others to review your statements before sending them. It’s inevitable that you’ll have typos or little errors you have missed. Visit the Writing Center and use writing and grammar aids.