

# 2020-2021

The  
College  
of Saint  
Rose



## Career Center Handbook

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College  
of Saint  
Rose

## SERVICES, PROGRAMS, AND RESOURCES

Through advisement, resources, and programming, the Career Center supports undergraduate and graduate students, as well as alumni, through every step of their career development process as they explore career interests and options, gain experience, develop a professional network, conduct a job/internship search, and apply to graduate/professional school.

### Appointments

- Appointments are scheduled on the hour for one hour increments.
- Topics typically include (but are not limited to):
  - **Career Planning:** explore values, interests, skills, and personality traits; utilize career assessments; gather information via print and online resources; and identify major/career options
  - **Graduate/Professional School** gather information on programs and schools, learn about the application process, review materials, and evaluate if continuing education is the next step
  - **Interviewing/Mock Interview:** discuss the interview process and/or participate in a practice interview to receive feedback, develop skills, and identify strengths and areas for improvement
  - **Job/Internship Search:** learn how and where to find available opportunities, become familiar with the application process, develop and review materials, and explore strategies and resources
  - **Networking:** develop strategies to expand a professional network to explore career fields, clarify career goals, and learn about specific employers, occupations, and opportunities (LinkedIn, Career Advisory Network, Professional Connections, etc.)
  - **Resume/Cover Letter:** review application materials and learn how to effectively represent education, experience, and skills to potential employers and/or graduate schools

### Career Resources

- The Career Center Resource Room contains 500+ books and other publications related to interests, majors, careers, internships, interviewing, job search, networking, salary, transitions, and graduate/professional school – searchable through the online library catalog (<http://library.strose.edu>)
- Links to education-related websites including NYS School Districts, NYS BOCES, NYSED School Index & Certification Information, State Departments of Education, professional associations, OLAS, and more
- Links to websites related to occupations, industries, job/internship boards, graduate/professional schools, scholarships, salary, LinkedIn, resources for active military/veteran students, individuals with disabilities, and more
- **Resources** such as:
  - Albany Business Review Portal, provides access to all business news, data, and information from The American Cities Business Journals weekly editions, website, blogs, special sections and the Book of Lists for 40 regions across the United States
  - *Careers in Focus eBooks Series* Collection containing information 90+ career fields including an overview, educational requirements, position description, compensation, etc. Each book focuses on a distinct career area and examines multiple careers within that field, including information on education, skills, experience, outlook, tips for entry, etc.
  - *GoInGlobal:* country-specific career and employment information, employment trends, and industry outlooks
  - *My Next Move:* career and industry information from the U.S. Department of Labor O\*Net
  - *What Can I Do With This Major?:* a website that demonstrates how college majors connect to careers
  - *Vault:* learn what it is like to work within an industry, company, or profession; access information on 5,000 companies, 120+ industries, 840 professions, and reviews of 100+ internship programs, and more
  - *Job/Internship Resources:* links to external job and internship search sites (including sites by career field), state and federal job search sites, employment agencies, and more

## HireStRose

HireStRose is our online career management system, which contains information on jobs, internships, employers, events, recruiting, and additional career-related resources. Login access to HireStRose can be found via our website [www.strose.edu/careercenter](http://www.strose.edu/careercenter). Here you will find:

- **Jobs and Internships** posted with The College's Career Center (full-time, part-time, seasonal/temporary, on-campus, off-campus, internships, volunteer, babysitting/caregiver, tutor, work-study positions, and graduate assistantships)
- **Events and Recruiting** including Employer Information Tables, Employer Information Sessions, Resume Collections, On-Campus Interviews, Career Roundtables, Education Expo, Etiquette Dinner, and other career-related programs
- **Employer** contact information and positions within an organization that are currently posted on HireStRose
- **Outcomes** including employment and continuing education information for College of Saint Rose alumni

## Interfolio, Credential Management Service

- The Career Center partners with Interfolio, a web-based credential management service, to provide self-managed 24/7 online access to your account. This service provides you and your recommenders the ability to mail or upload documents to your account with the option of hardcopy or electronic delivery of materials, plus more. For more information go to <https://www.strose.edu/credentials>

## Networking Resources

- Professional networking resources include The College of Saint Rose Career Advisory Network (C.A.N.) LinkedIn Group, Professional Connections, and programming such as Career Roundtables and Etiquette Dinner

## Presentations

- Faculty and group sponsored presentation topics include career planning, HireStRose, graduate school, interviewing, job/internship search, LinkedIn, networking, resume/cover letter, skills assessment, and more

## Programs & Events

- Career Center programs include, but are not limited to, Career Carnival, Career Development Month, Career Roundtables, Etiquette Dinner, LinkedIn Headshots, and Resume Review Weeks
- Education Expo and STEM/Healthcare Job, Internship and Graduate School Fair are events that provide students and alumni with opportunities to connect and interview with employers with anticipated vacancies
- Register for events in HireStRose, our career management system at [www.strose.edu/careercenter](http://www.strose.edu/careercenter)

## Recruiting Program

- Employer Information Sessions, Resume Collections, and Interview Opportunities are provided for undergraduate students, graduate students, and alumni to connect with employers regarding internship and employment opportunities

The Career Center advertises through our website, HireStRose, targeted emails to students/alumni/faculty, flyers, bulletin boards, digital signage, and social media.

## CONNECT WITH US

### Career Center

[career@strose.edu](mailto:career@strose.edu) | [www.strose.edu/careercenter](http://www.strose.edu/careercenter) | 518.454.5141

Facebook: [facebook.com/StRoseCareerCenter](https://www.facebook.com/StRoseCareerCenter)

Twitter & Instagram: @CSRCareerCenter

LinkedIn: The College of Saint Rose Career Center & The College of Saint Rose Career Advisory Network

# CAREER PLANNING

Career planning gives students and alumni the opportunity to assess their values, interests, skills, and personal qualities; explore options; set short and long-term goals; identify experiential learning opportunities, and develop effective job search skills. The Career Center can assist with this process through individual career counseling, which guides you through the process of self-assessment, career exploration, and decision-making to make effective and rewarding career choices.

## Know Yourself

- Explore and evaluate your interests, skills, values, lifestyle preferences, and personality traits
- Gain an understanding of how your attributes relate with career options and influence your decisions
- Meet individually with the Career Center staff to discuss the possibility of utilizing a career assessment instrument and print/online resources to help clarify your interests and develop your goals



**TruTalent Personality** is an assessment designed to help discover potential career options through responses to a series of questions that assess personality and values. Interested in learning more about *TruTalent Personality*? Schedule an appointment at the Career Center.

## Information Gathering

- Research the careers and academic programs that you are interested in so you can make informed decisions
- Expand your knowledge of majors and careers by utilizing print and online resources
  - Check out *What Can I Do with This Major?* (available on [www.strose.edu/careercenter](http://www.strose.edu/careercenter)) to select a major and see common career areas, employers, and strategies designed to maximize career opportunities, as well as links to websites that provide additional information
  - Review job/internship listings to gain a better understanding of the qualifications and responsibilities
  - Search for and connect with professionals (specifically alumni) in your areas of interest by using LinkedIn, ([linkedin.com](http://linkedin.com) > Search: The College of Saint Rose, choose the School option in the drop-down selections)
  - Utilize the Career Center's Resource Room, eBook collection, Vault, HireStRose Resource Library, and our website (listing of books and access to online resources available on [www.strose.edu/careercenter](http://www.strose.edu/careercenter))
- Meet with the Career Center Staff to discuss careers and academic programs that are of interest to you



Whether you are exploring multiple majors or searching for information about your chosen field, this site will help you connect majors to careers. Learn about the typical career areas and the types of employers that hire people with each major, as well as strategies to make you a more marketable candidate.

© *What Can I Do With This Major?* - The University of Tennessee

Interested in "What Can I Do With This Major?" Link available at [www.strose.edu/careercenter](http://www.strose.edu/careercenter).

# GRADUATE/PROFESSIONAL SCHOOL

The decision to attend graduate or professional school should be based on a genuine interest to pursue a specialized field. Since it is important to find the right “fit” when choosing a school, take time to explore your goals, assess interests, and how committed you are to a field of study. Attending graduate or professional school may require a significant amount of time and money so consider how your academic pursuits relate to your goals.

## Examine Career Goals

- Define your career objectives and explore if an advanced degree will help you accomplish your goals
- Speak with faculty in your area of interest about what their experiences have been in order to gain a clearer understanding of the academic discipline
- Conduct informational interviews with people employed in the field; ask what type of education/degree is required or recommended, and what steps they took to get their current position

## Gather Information on Prospective Schools

- Use print and online resources to find colleges and universities that offer the degree you want to pursue
- Search school websites for more detailed information regarding their requirements, application process, financial assistance, etc. (e.g. GREs, rolling admission, deadlines)
- Look at specific course offerings in college catalogs to see if they match your interests
- Attend graduate/professional school fairs, open houses, and information sessions
- Visit campuses and check out their libraries, computer labs, student services, meet faculty, etc.
- Utilize LinkedIn to research graduate programs and connect with alumni and students from your prospective program
- Research program and institution accreditation status

## Inquire About Admission Requirements

- Identify schools whose admission requirements align with your academic and professional qualifications
- Speak with admissions/faculty about recommendations for a successful application process
- Determine if standardized tests (GMAT, GRE, LSAT, MCAT, etc.) are required and begin to prepare accordingly
- Research undergraduate prerequisite coursework requirements
- Inquire about admission deadlines and submit applications in a timely fashion (*Note: deadlines may vary by academic program within the same institution*)
- Prepare your personal statement for admission applications; we encourage you to utilize the Career Center and Writing Center

## Consider School Size and Location

- Decide what size institution best suits your needs (e.g. faculty/student ratio, student population, setting)
- Determine how personal, family, and work commitments factor into your decision
- Research available campus housing or the cost of off-campus living expenses

## Look for a Good Fit

- Ensure that the graduate program's philosophy/focus reflects your interests
- Talk with department administrators, faculty, alumni, and enrolled students to get a feel for the program
- Inquire about the faculty's expertise in your particular area of interest
- Learn about the advisement process, experiential opportunities (e.g. internship, practicum), and career services

### Gather Application Materials

- Plan ahead; it takes time to gather and submit all required paperwork
- Be aware of deadlines; make sure your entire application is submitted before the deadline date
- Request letters of recommendation well in advance of admission deadlines and follow-up to ensure the letters have been submitted (helpful tip: provide your recommenders with a copy of your personal statement, resume, and graduate/professional school information)

### Decide to Attend Part-time or Full-time

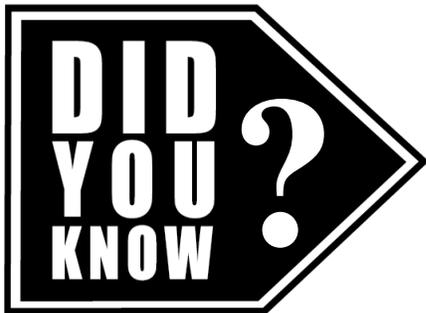
- Decide on the time frame you wish to complete your degree
- Make sure the class times are convenient if you have other commitments (e.g. family obligations, part-time/full-time job, internships)
- Know how being enrolled part-time or full-time impacts degree requirements, loan status, internships, graduate assistantships, etc.
- Ask about enrollment requirements; some programs require full-time enrollment

### Financing Your Education

- Consider what you can afford to spend, including the cost of tuition, books, fees, etc.
- Estimate the cost of living, especially if you are relocating
- Inquire about possible funding through scholarships, grants, graduate assistantships, and fellowships
- Investigate financial aid opportunities through the school and outside agencies

### Utilize the Career Center

- Check out graduate school directories linked from our website ([www.strose.edu/careercenter](http://www.strose.edu/careercenter))
- Utilize LinkedIn and the Career Advisory Network (C.A.N.), which contains profiles of professionals willing to provide information about their career field and/or their graduate/professional school or program
- Attend programming related to graduate/professional school
- Have your resume and personal statement reviewed by the Career Center
- Schedule a mock (practice) interview to prepare for admission interviews



*More than 30% of Saint Rose undergraduates reported that they were attending graduate/professional school within one year after graduation*

*(The College of Saint Rose Post-Graduation Outcome Surveys for the Class of 2018, 2017, and 2016)*

## Exploration

- Connect with your own personal and professional network and utilize LinkedIn and the Career Advisory Network (C.A.N.) to explore major and career information
- Arrange an informational interview or job shadowing to learn more about an industry and/or profession
- Attend Career Center programs to learn more about career related topics, such as jobs, internships, networking, and graduate/professional school
- Learn about specific job/internship opportunities by speaking to employers at an Information Table or Information Session through our Recruiting Program
- Meet with Career Center staff to discuss career exploration and clarify academic program requirements with your Academic Advisor

Vault.com provides insight on what it is really like to work in an industry, company or profession and how to position yourself to land that job. If you are on campus, you do not need to create an account.



## Decision Making

- Gather information and evaluate options
- Evaluate if your interests, skills, values, and personality “fit” the career or job
- Talk to friends, family, co-workers, instructors, and professionals in your field of interest
- Meet with Career Center staff to review your career exploration findings and career options

## Becoming Marketable

- Investigate job/internship opportunities on HireStRose and other job listing sites
- Gain experience through internships, on and off campus employment, research, volunteer opportunities, etc.
- Get involved in campus activities and take on leadership roles
- Participate in the Career Center’s Recruiting Program to connect with employers through Employer Information Sessions, Resume Collections, and Interviewing Opportunities
- Network with Saint Rose alumni to learn about ways to develop experience and obtain information about job/internship opportunities via LinkedIn, Career Advisory Network (C.A.N.), and Professional Connections
- Meet with Career Center staff to learn about opportunities, discuss your goals, and identify your next steps

The screenshot shows the LinkedIn profile for The College of Saint Rose. The page title is "The College of Saint Rose" with the location "Albany, ny" and "20,356+ alumni · 20,357 followers". Below the header, there is a navigation menu with options: Home, About, Jobs, Alumni, Videos, and Ads. The main content area displays "20,352 alumni" (circled in red) and search filters for "Start year" (1900) and "End year" (2020). Below the search bar, there are two filter sections: "Where they live" and "Where they work".

Where they live	Where they work
19,816   United States	937   NYC Department of Education
9,506   Albany, New York Area	389   The College of Saint Rose

**LinkedIn**

**As of July 2020,  
reflects both  
students & alumni**

**Other filters  
include: Where  
they live, Where  
they work, What  
they do, What  
they are skilled  
at, and How you  
are connected.**

# HireStRose

HireStRose is our online career management system, which is available 24 hours a day, 7 days a week through the Career Center website: [www.strose.edu/careercenter](http://www.strose.edu/careercenter).

## Login

- To access HireStRose, visit [www.strose.edu/careercenter](http://www.strose.edu/careercenter)
- Login information will match the credentials used to log into the College's Secure Site (Banner Self-Service)
- **FIRST TIME USERS** will be prompted to answer questions about potential career outcomes; answer these questions as accurately as possible (student has the ability to edit responses at any time)

## Profile

- Complete and update the "Internship, Student Teaching, Clinical Practicum" experience section regularly
- Report post-graduation employment status and continuing education plans
- Click into "Application Materials" to upload your job search documents (e.g. resumes, cover letters, writing samples, etc.); you **must** have at least one resume uploaded to apply via HireStRose

## Employers, Contacts, and Tasks

- Under the "Employers" section on the HireStRose menu access information about employers who recruit and post positions through the Career Center, including:
  - Basics: website, industry, and social media information
  - Contacts: email addresses, phone numbers, office location, and titles of hiring contacts
  - Events: participation in Career Center recruiting and events
  - OCI and Job Listings: Job and internship opportunities
  - Research: Common job titles, functions, and sources of employed Saint Rose students and alumni
- In the "Contacts" section, search specific individuals and locate their information
- Star specific employers and contacts to follow their activity in the "Target Employers" section
- Create and track notes about interactions with employers or contacts in "Tasks"

## Job/Internship Listings

- Jobs and internships are displayed in the "Job Listings" link, where you will find all positions posted with The College's Career Center (refer to page 16 of this handbook for a screenshot and instructions)
- Full-time, part-time, internships, on-campus, off-campus, private residence (babysitting/caregiver/tutor), seasonal/temporary, volunteer, as well as Saint Rose work-study positions, graduate assistantships, resident assistant, and other on-campus leadership positions are all listed on this system

## Events (and Recruiting)

- *Events*: Learn about and register for Career Center programs, including Career Carnival, Career Development Month, Career Roundtables, Education Expo, Etiquette Dinner, LinkedIn Headshots, Resume Review Week, etc.
- *Recruiting*: Employers interested in connecting with and/or interviewing students and alumni via Employer Information Sessions, Resume Collections, and Interviewing Opportunities

*The Career Center makes every effort to screen employers and job postings on HireStRose; however, we cannot guarantee that every employer and posting is a legitimate posting or organization. The ultimate responsibility for researching a potential employer and opportunity lies with the applicant. Job scams are designed to take advantage of job hunters seeking employment. We encourage you to be aware of these scams and advise you to never disclose bank, financial, or any other personal information. If any potential "employer" asks you for money, payments, or transactions of any type, please notify our office immediately.*

## Resource Library

- Career Exploration Resources
  - *Careers in Focus eBook Series*: career and industry information specific to job titles and majors including education, skills, experience, employment outlook, tips for entry, professional associations, and more
  - *GoinGlobal*: resources that can assist job, internship, and study abroad seekers in making informed decisions when exploring domestic and international employment and educational experiences
  - *My Next Move*: an interactive tool for job seekers and students to learn more about their career options
  - *Vault*: website that provides access to career and industry guidebooks, information on 5,000 companies, 120+ industries, 840 professions, and reviews of hundreds of internship programs, and more
  - *What Can I Do With This Major*: learn about the typical career fields and types of employers that hire people within each major
- Job/Internship Search Resources
  - *Albany Business Review Portal*: access business news, data, weekly editions, blogs, and Book of Lists for cities throughout the country, including Albany, Atlanta, Boston, Cincinnati, Denver, San Francisco, etc.
  - *Job and Internship Websites* (local, state, national, and by career field)
  - *New York State Civil Service Jobs*
  - *OLAS: New York State's Online Application System for Educators*
- LinkedIn Resources
- A PDF of the Career Center Handbook 2020-2021

## Research Tools

- *Research Tools* is a resource that provides employment, internship/student teaching/clinical practicum, and continuing education information for Saint Rose alumni; this information is searchable by school, major/academic program, employer, industry, and location (Click on "Change" to select search criteria)\*
- *Outcome Index* displays information about average base salary and number of offers
- *Salary Database* shows salary information based on attributes
- *Offer Timeline* demonstrates when alumni receive job offers
- *Offer Job Source* exhibits information about where job opportunities were found (e.g. online job board, networking, etc.)
- *Offer Trends* graphs job offer information over time
- *Graduate School* details where alumni are pursuing graduate/professional degrees

\*Data collected one year after graduation from undergraduate, graduate and dual-degree recipients from all campuses; please note due to limited responses, data does not encompass outcomes for the entire student body.

## DID YOU KNOW?

- Last year, the Career Center & employers listed **4,100+** job/internship opportunities
- HireStRose lists information for **6,000+** organizations and **8,000+** contacts
- Each year, the Career Center collects post-graduation employment and continuing education outcomes; alumni information is available on HireStRose

# INTERNSHIPS

Internships should provide a structured learning experience in a professional environment that can complement your academic program and provide you with an opportunity to explore careers. Internships can be paid and/or for academic credit. They are available part-time, full-time, during summer/winter breaks or the academic year. The experience you gain by completing one or more internships will help you increase your professional skills and knowledge, enhance your resume, and establish valuable networking opportunities.

**PLEASE NOTE: If you are interested in receiving academic credit for an internship, consult with your academic advisor or department's internship/field placement coordinator.**

## PREPARING FOR AN INTERNSHIP

### Self-Reflection

- Why are you interested in having an internship experience? Is it a degree requirement? Are you seeking an experience that will compliment or diversify your education?
- What areas of interest would you like to explore and what skills would you like to develop/improve?
- What personal and professional goals would you like to achieve?
- How will you be able to manage other aspects of your life (classes, jobs, family responsibilities, etc.) while completing an internship?

### Exploring Opportunities

- Network with individuals you know, including friends, family, colleagues, and professors to let them know you are seeking internship experiences; they may have insight into potential opportunities
- Use resources such as HireStRose, the Career Resource Room, LinkedIn, Career Advisory Network, and other online resources (e.g. GoinGlobal, Vault, etc.)
- Conduct informational interviews with professionals in your areas of interest

### Applying for Internships

- The internship search process is very similar to the job search process – see the Job/Internship Search Section
- Ensure your resume and cover letter are up to date and are tailored to your internship interests; stop in to the Career Center to get feedback on how you are marketing your education, skills, and experiences
- Be prepared to explain in an interview why you are interested an internship with a specific organization or person

### Before Starting Your Internship

- Identify personal and professional objectives as well as projects you wish to work on during your internship and share them with your supervisor, when appropriate
- Communicate any scheduling conflicts/commitments with your site and/or college supervisors
- Consider time commitments and make sure you review your schedule; identify how you will balance academic and personal responsibilities
- Inquire about the dress code at your internship site and be sure to have appropriate clothing
- Connect with your site supervisor to inquire about any materials to be completed prior to starting your internship (e.g. work authorization forms, internship agreement, tax paperwork)

400+ internships are posted through the Career Center each year!  
See additional internship resources at [www.strose.edu/careercenter](http://www.strose.edu/careercenter).

## THE INTERNSHIP EXPERIENCE

### Workplace Interactions

- Address your supervisor as Mr. or Ms. unless you are given permission to address him/her by his/her first name
- Be sure to arrive on time every day and stay until it is time to leave. If you are going to be absent, late, or need to leave early for an important reason, be sure to let your site and/or college supervisor know in advance
- Show respect to everyone you interact with throughout your internship
- Perform every task, no matter how small (e.g. data entry, filing, copying) to the best of your ability
- Schedule regular meetings with your supervisor(s) to discuss your projects and progress
- Develop professional relationships with as many individuals at your internship site as possible; you want people to remember your work, your personality, and your initiative; internships are a great networking opportunity
- Remember that your last impression is just as important as your first impression

### Responsibilities and Projects

- When assigned projects, always ask about the deadlines to help with prioritizing
- Once tasks/projects are completed, check in with your supervisor or other employees and ask if you can provide additional assistance
- If you find you are really enjoying a particular project, let your supervisor know so they can keep you in mind for similar tasks in the future
- Challenge yourself, develop skills, and enhance your knowledge
- Ask for guidance if you are unsure of how to proceed with the project
- Offer your perspective on projects, when appropriate

### Social Etiquette and Professionalism

- Maintain professionalism when interacting with other interns, be wary of workplace gossip, and remember you may be competing with other interns for a permanent position at the company/organization
- Be on your best behavior at work-related functions and use them as opportunities to network
- Connect with colleagues and supervisors on LinkedIn and other professional social media platforms; these interactions will make an impression on those you connect with, so make sure it is a positive one
- Office property and work hours are not for personal use; avoid doing homework or checking your cell phone, personal e-mail, and/or social media accounts

## AFTER THE INTERNSHIP

- Evaluate your performance and your progress toward your personal/professional goals
- Ask your supervisor for feedback on your performance as an intern
- Thank your supervisor and other employees for the opportunity
- Ask your supervisor if they would be willing to serve as a positive reference
- Stay connected with your internship co-workers to help maintain your professional network
- Update your resume and LinkedIn profile; review with Career Center staff

**68% of interns in 2020 were offered employment  
by the organization at which they interned.**

(National Association of Colleges & Employers (NACE), *2020 Internship & Co-op Survey*)

# INTERVIEWING

Interviewing is one of the most important parts of your job/internship search. The purpose of the interview, from the employer's perspective, is to further determine your capabilities for a specific position and assess what you can contribute to their organization. By developing strong interviewing skills, you can effectively convey interest in the position/employer and demonstrate that you are the strongest candidate for the position. The interview will also give you the opportunity to learn more about the position/employer and assist you in making a decision on whether or not to pursue a particular position/employer. Take the opportunity to ask questions and learn as much as you can about the employer, the position, and potential future colleagues.

## BEFORE THE INTERVIEW

### Know Yourself

- Identify your strengths, weaknesses, goals, qualifications, and experiences related to your field of work
- Know why you want to work in the field, prepare a strategy for each interview, and share the most relevant information for the specific position/employer

### Research

- Visit the employer's website, LinkedIn profile, and follow the employer's social media accounts to review the organization's mission statements, annual reports, etc.
- Review online sources where the employer is featured such as *The Albany Business Review*, Vault, etc. (Tip: Set-up a Google Alert to receive notifications)
- Stay up-to-date and be familiar with current trends in your field utilizing industry publications, LinkedIn Groups, etc.
- When you are scheduling your interview, ask who you will be interviewing with and what interview format to expect (length, individual/group, etc.)
- Research salaries for similar positions, so that you are prepared to discuss compensation
- Utilize Career Center Resource Room and web resources such as eBooks, GoinGlobal, Vault, etc.

### Practice

- Review questions that are commonly asked by both the interviewer(s) and interviewee (see page 14 for some sample interview questions or visit the Career Center Resource Room)
- Schedule a mock interview with the Career Center to prepare and receive feedback on your interview skills

#### **"Tell me about yourself."**

This question offers an opportunity to describe yourself positively and direct the interview toward your strengths related to the position.

- Focus on what would most interest the employer about you (avoid your favorite color, food, etc.)
- Highlight your most important accomplishments that relate to the position or your career path (degrees awarded, direct experiences, specific skills)
- Do your best not to repeat your resume
- Be brief; this is an introduction rather than a speech (try to keep it under a minute)

#### **"Please share a weakness."**

- Share an appropriate weakness and how you are improving upon it.

#### **"What is an accomplishment that you are proud of?"**

- Describe a relevant professional, academic, or personal achievement; this is an opportunity for you to highlight your successes.

## THE ACTUAL INTERVIEW

### Attire

- We recommend business professional attire (e.g. a two-piece matched suit) for job interviews; remember your interview attire may not reflect your day-to-day work wardrobe
- Be mindful when selecting interview apparel and ensure that clothing is well-fitting, wrinkle-free, and that footwear is professional but comfortable
- Keep accessories, jewelry, makeup, and fragrances to a minimum

### Make a Positive First Impression

- Arrive 10-15 minutes early and be courteous to everyone, including the receptionist
- Greet the interviewer(s) with a firm handshake and a smile
- Introduce yourself and use the interviewer(s)'s last name (i.e. "Nice to meet you, Ms. Martinez.")

### It Is Not Just What You Say – But How You Say It

- Give positive non-verbal cues (e.g. maintain eye contact, confident posture) and minimize any nervous habits
- Let the interviewer(s) guide the interview and avoid interrupting or dominating the interview
- Listen attentively and answer the questions clearly; if you don't understand the question, ask for clarification
- Present responses in a positive light and avoid criticism of former employers and co-workers; steer clear of discussing controversial topics and/or family, personal or financial problems
- Avoid using filler words and phrases such as: you know, okay, right, um, and like (Tip: Practice! See page 14 for example questions)

### Market Yourself

- Be prepared to state why you are the best candidate for the position
- Articulate why you are interested in this position, field, and employer
- Respond with success stories or experiences that describe your assets and emphasize your achievements
- Keep your answers to the point
- Summarize your qualifications, restate your interest, and end on a positive note
- Be yourself; let the interviewer(s) get to know you

### End on a Strong Note

- Ask appropriate and informed questions based on your research of the company, organization, or industry
- Take the opportunity to find out as much as you can about the details of the position and organization
- Let the interviewer(s) initiate the discussion about salary and benefits
- Be sure to get the correct spelling of the name and the title of each interviewer
- Find out when a decision is expected to be made and what will be the next steps in the process
- Thank the interviewer(s) for their time and interest at the end of the interview

## AFTER THE INTERVIEW

### Reflect on the Interview and Your Performance

- What did you handle well? Poorly? What questions were you unprepared for?
- Is there any relevant information that you did not have a chance to discuss?
- Learn from the process by talking to others about your experience

### Follow-Up

- Send a thank you letter to the interviewer(s) within 48 hours of the interview
- Some employers may tell you when you can expect to hear from them. If not, follow-up with a phone call if you have not heard anything



*Quick Fact: Employers say that a thank you letter can increase the chance of getting hired*

**TIP:** Handwritten or typed letters sent by mail are best. If time is limited, or the employer is located far away, an email works well. See the Career Center Handbook section on Thank You Letters for guidance.

## MOCK INTERVIEWS

Interviewing is a learned skill and with practice you can develop the confidence and comfort level needed to excel during the interview process.

### Purpose of the Mock Interview

- Prepare for part-time, full-time, internship, volunteer service, graduate/professional school interviews
- Present and demonstrate non-verbal and verbal communication skills
- Identify your strengths and areas for growth
- Receive constructive feedback from Career Center staff
- Develop skills that enhance your candidacy for employment/graduate school

### What Happens During a Mock Interview

- Expect a one-on-one hour long session which includes a 20-25 minute interview with traditional and behavioral based questions tailored to your specific career field or graduate/professional school program
- Receive constructive feedback on your verbal and non-verbal communication skills and application materials
- Ask questions relevant to the interview process (e.g. appropriate attire, salary data, post-interview follow-up)

### Scheduling a Mock Interview

- Provide your name, major, class year, position or area of interest, and phone number
- Indicate if you would like the interview to be recorded

### What to Bring

- **Resume** - It helps the interviewer(s) prepare questions to address your education/experiences
- **Job Description** - Bring a job description of a position that you are qualified for and interested in so that we can tailor questions to the position
- **Additional Materials** – Bring relevant materials to share that support your qualifications for the position (educational portfolio, graphic design portfolio, sample work, etc.)

### Preparing for a Mock Interview

- Treat the mock interview as an interview with an employer
- Know your strengths and weaknesses, career field of interest, and the employer
- Use this experience as an opportunity to sell your skills
- Review the Interviewing section of the Career Center Handbook, including Sample Interview Questions
- Bring questions that you would ask employers and/or graduate schools
- Dress in the same professional manner as you would for an interview with an employer; if you have any questions about interview attire, the mock interview is a great time to ask our Career Center staff

### Day of Mock Interview

- Check in at the Career Center front desk 10-15 minutes prior to your scheduled time
- Relax and be yourself

## SAMPLE INTERVIEW QUESTIONS

### General Questions

- Tell me about yourself.
- What makes you interested in this position, industry, and company?
- What are your strengths and weaknesses?
- What are your career goals?
- Where do you see yourself in five years?
- Why did you choose to attend The College of Saint Rose?
- What is your geographical preference? Would you be willing to relocate?
- What salary are you seeking?
- What motivates you?
- What are your three greatest accomplishments?
- What leadership positions have you held? Describe your leadership style.
- Describe your current projects and how you ensure that you meet specified deadlines.
- If you could be any type of animal, what animal would you be and why?
- What three words would your professors (or colleagues) use to describe you?
- Describe your ideal job.
- Why should we hire you?
- Do you have any questions?

### Behavioral Based Interview (Practice telling relevant stories)

- Describe the last time you had to juggle several responsibilities; what did you do and what was the outcome?
- Give me an example of a problem, issue, or concern that you handled in a unique and creative way.
- How do you go about building relationships based upon trust and respect?
- Describe how you have incorporated technology into work or academic projects.
- Give me an example of a time when you had to persuade someone to accept an idea or proposal.
- Please share an example of a time you demonstrated initiative.
- How have you constructively dealt with criticism or disappointment and turned it into a learning experience?
- Tell me about a time when you used good judgment and logic to solve a problem.
- Provide me with an example of when you had to work with a difficult colleague. Describe the situation and how it was resolved.
- Could you describe a situation where you had to do research, analyze, and present results?

### Questions to Ask Employers

- Could you please describe what a typical day in this position would be like?
- What opportunities exist for professional development?
- What opportunities are available for employees to advance?
- How will my performance be evaluated? By whom? How often?
- What strengths do you look for in potential employees for your organization?
- How long do employees typically remain in this position?
- What are some assignments I might expect during the first six months on the job?
- What type of training program is there for new employees?
- What do you enjoy about your position/working for this organization?
- What are the challenges your staff/department/organization encounter?
- Where are you in the search process? What is the next step?

# JOB/INTERNSHIP SEARCH

The job/internship search is a process that requires hard work, determination, and a positive attitude. Review job/internship descriptions to determine the skills needed to achieve your goals. Self-assessment and career exploration are key aspects to an effective job search. Utilize Career Center staff and resources to help you gain personal insight, discuss options, establish strategies, and develop job/internship search techniques.

## Self-Assessment

- Know yourself (e.g. education, interests, personality traits, values, and abilities)
- Articulate your skills and experiences
- Identify what type of job/internship experiences and/or employers that are of interest to you
- Connect what you know about yourself and your career goals

## Explore Career Options

- Select and research possible career fields identified through self-assessment (see page 3-Career Planning)
- Learn more about career fields through the Career Resource Room, online resources (Vault, eBooks, “What Can I Do With This Major?”), informational interviewing, and experiential opportunities
- Identify geographic regions, states, cities of interest (check out GoInGlobal and LinkedIn)

## Establish a Strategy

- Establish a realistic timeline and be ready to dedicate several hours per week towards your search
- Prioritize tasks by developing a written job/internship search plan including contact information, materials submitted, follow-up correspondence, helpful resources/sources of information, and employer research

## Prepare for the Job/Internship Search

- Develop targeted resumes and cover letters that address your qualifications for each specific position
- Network with professionals through LinkedIn, informational interviewing, attending events, etc.
- Contact academic and professional references who can speak positively on your abilities
- Browse organizations’ social media platforms
- Establish a professional presence with a LinkedIn profile (see page 19)
- Visit the Career Center to review your resume and cover letters, as well as participate in a mock interview

## Implement Job/Internship Search Techniques

- Use multiple job/internship search methods (e.g. postings, career fairs, networking, social media)
- Login to HireStRose to gain access to job/internship opportunities and employer information
- Utilize the Career Advisory Network (C.A.N.), Professional Connections program, and LinkedIn
- Attend career-related programming, events, and job fairs
- Network and conduct informational interviews with individuals in your area of interest
- Participate in the Career Center’s Recruiting Program, including Employer Information Sessions, Resume Collections, and Interviewing Opportunities

## Applying for Job/Internship Positions

- Submit your completed application materials including resume and cover letter, by the specified deadline
- Notify references of your applications including updates on the status of your job/internship search
- Follow up with the employer to verify application materials have been received

### Don’t be caught off guard!

Google yourself and see what information, images, and videos are visible to prospective employers.



# Job/Internship Search on HireStRose

**Explore and "favorite" specific employers and contacts**

**Research where Saint Rose graduates interned and are employed**

**Locate job and internship opportunities that have been posted with The College of Saint Rose Career Center**

**Search for positions using keywords, Job Title, and Employer Name**

**Use the "filters" to search by job function, location, or position type: full-time, part-time, internship, volunteer, Federal Work Study, graduate assistantships, and private residence (including babysitting and tutoring,) qualifications, and more!**

The screenshot shows the HireStRose Job Listings interface. On the left is a navigation menu with options like Home, Profile, Target Employers, Employers, Contacts, Tasks, Activity Stream, Research Tools, Job Listings (highlighted), Events, Resource Library, and Help & Support. The main content area is titled 'Job Listings' and includes a search bar for 'Employer, Job Title, or Keyword', filter dropdowns for Job Status, Employer, Job Title, Job Function, and Type of Job, and a '+ Add Filter' button. Below the search bar is a table of job listings with columns for Job, Job Status, and Application Status. The table lists several jobs such as 'Food Service Manager - Pickaway Correctional Institution', 'Assistant Instructor' at Columbia-Greene Community College, 'Pre-Vocational Education Instructor' at Columbia-Greene Community College, 'Operations Technician' at News10 WTCN / FOX23 WXXX, 'UI Designer' at PhishLabs, and 'Cloud Infrastructure Systems Engineer' at Peraton. Arrows from the callout boxes point to the search bar, filter buttons, the 'Job Listings' menu item, the 'Resource Library' menu item, and the 'Turn on email alerts for this search' button.

**Visit the Resource Library for access to additional information for a job/internship search such as the Albany Business Review, GoinGlobal, Vault, etc.**

**Speed up your job or internship search by "Saving" your favorite filters to receive email alerts.**

**See which employers are participating in the Recruiting Program and find additional career-related events (e.g. Ed Expo, Etiquette Dinner, etc.)**

**TIP: Log in to HireStRose regularly. New opportunities are added every weekday!**

# NETWORKING

Networking is the process of making connections, sharing information, and building relationships. Successful networking includes developing meaningful contacts and can be beneficial to you throughout your career. Networking is a great way to explore current fields, clarify your career goals, and learn about positions in the career fields you are exploring. Through networking you can obtain up-to-date information about organizations and/or industries, develop your interviewing skills and self-confidence while also establishing and expanding your professional connections. You will obtain information, meet people in your field, and potentially uncover unadvertised positions.

## Develop a Network

- Identify individuals who might be a good professional resource including family, friends, classmates, professors, alumni, former employers, etc.
- Learn more about your career field by engaging with professional organizations (find relevant professional organizations in Career Center hardcopy and electronic resources)
- Connect with Saint Rose students and alumni via LinkedIn, Career Advisory Network, the Professional Connections program, and at events like Career Roundtables and Etiquette Dinner
- Join groups on LinkedIn, including “The College of Saint Rose Career Center” where you can connect with students, alumni, and friends of The College for career related information
- Follow the Career Center and other professional groups/organizations on social media platforms, including LinkedIn, Facebook, Instagram, and Twitter

## Prepare to Network

- Decide what information you want to obtain from your network and formulate appropriate questions
- Be prepared to discuss your skills, experiences, education, interests, and why you want to work in a specific position and/or industry

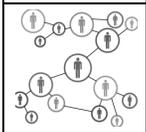
## Network

- Contact the person by phone, e-mail, or LinkedIn; tell them how you found their name/contact information
- Be professional, respectful of time, and express your appreciation; if meeting in-person be sure to dress appropriately, arrive early, and shake hands (don’t forget to smile!)
- Be prepared to lead the conversation; discuss career fields/opportunities and seek advice/recommendations
- Ask for names of additional people to contact for more information

## Follow-Up

- Send a thank you note and be sure to mention something you learned during your interaction
- Follow through on leads and contacts, keep track of names and meetings
- Keep your network of contacts informed when you reach out to the people that they suggested
- Review the information you have gathered and determine whether or not it has changed or reaffirmed your current career direction

## Saint Rose Networking Opportunities

 <p><b>CAREER ADVISORY NETWORK</b></p>	<p><b>The College of Saint Rose Career Advisory Network (C.A.N.)</b> is the Career Center's professional networking community on LinkedIn for students, alumni, employers, and other friends of the College.  <b>www.linkedin.com:</b> Search for “The College of Saint Rose Career Advisory Network” Group</p>
	<p><b>The College of Saint Rose Professional Connections</b> program identifies experienced professionals who are willing to connect with current students and alumni to provide guidance and feedback.  <b>www.strose.edu/careercenter:</b> Students &amp; Alumni &gt; Networking &gt; Professional Connections</p>

## LINKEDIN <http://www.linkedin.com>

LinkedIn is the largest professional network site with over 645 million users from over 200 countries. Over 40 million students and recent college graduates are LinkedIn members. Additional information about LinkedIn can be found on the Career Center website: [www.strose.edu/careercenter](http://www.strose.edu/careercenter) (Students & Alumni > Networking > LinkedIn).

LinkedIn is a great tool for connecting with alumni and professionals in your field and can also be useful throughout your career whether you are exploring career options, searching for a job or internship, looking for professional development opportunities, or maintaining professional relationships. LinkedIn can help you with:

- Career Planning – View profiles of professionals who have completed the degree you are pursuing and research their career path; join groups to follow discussions or ask professionals questions
- Job/Internship Search – Visit [www.linkedin.com/jobs](http://www.linkedin.com/jobs) to access jobs and internships; research employers by visiting their LinkedIn Company page
- Graduate School Search – Find graduate/professional schools by searching for the institution; this will provide basic information about the institution and connect you with their current students and alumni

The screenshot displays the LinkedIn job search results for 'Marketing Intern' in Albany, New York. The search bar shows 'marketing intern' and the location 'Albany, New York Metropolita...'. The search results list three jobs:

- Marketing Intern** at Outspoken Media, Troy, NY, US. Posted 2 weeks ago. 458 views. Includes 'Save' and 'Easy Apply' buttons.
- Intern: Business Development** at Transfinder, Schenectady, NY, US. 45 min commute. Actively recruiting. 3 months ago, 24 applicants.
- Adventure Guide** at Albany, NY, US.

The detailed view for the 'Marketing Intern' position shows:

- Job:** 71 applicants, Internship
- Company:** 2-10 employees, Marketing & Advertising
- Connections:** You have 0 connections at this company. Add >

### Networking on LinkedIn

- Build your professional profile: use a professional photo, write an informative profile headline, complete the summary, education, and experience sections
- Enhance your profile by asking for recommendations from professional connections; completing other LinkedIn sections including but not limited to courses, honors and awards, projects, skills, professional development and volunteer activities; upload or link to academic and professional videos, images, documents, or portfolios
- Customize your requests to connect by including a personalized message; give a little bit of an introduction of yourself (if necessary) and briefly mention why you would like to connect
- Join and participate in groups to connect with colleagues and other professionals
- Just having a LinkedIn profile does not help to improve your networking; engage in conversations and interact with professionals directly or in groups on LinkedIn
- View the LinkedIn profiles of companies; learn about their size, location, news, employees, and more
- Utilize resources on LinkedIn to prepare for informational or job/internship interviews
- Maintain an up-to-date profile to ensure an accurate description of your education and professional experiences

### LinkedIn Alumni Search

- Visit <https://www.linkedin.com/school/the-college-of-saint-rose/> to see alumni profiles which include their education, places of employment, job descriptions, volunteer involvement, skills, LinkedIn groups, and more
- Search the alumni page with criteria such as *where they live, where they work, what they do, what they studied, what they're skilled at, and how you are connected*

## SAMPLE NETWORKING QUESTIONS

When networking, you want to convey your professionalism and plan your questions carefully. Do your research and ask open-ended questions tailored to the position or industry. Be ready to ask follow-up questions when appropriate.

### Career Paths

- Why did you decide to pursue this career?
- What was your undergraduate major? How did it help prepare you for your career? What additional training/education have you had?
- Where can someone in an entry-level position in this field expect to be in two years? Five years? Ten years?
- Are job prospects good, stable, or very competitive in this industry?
- Could you tell me about any new developments in the field?

### Job Content and Responsibilities

- What are some of the regular tasks and activities involved in this occupation?
- What skills and abilities are desired to be successful in this field?
- Could you describe the typical work environment in this industry?
- Which times of the year are the most challenging in your position? Why?

### Career Preparation

- What do you like the most and least about the industry? About the job? About the company?
- What is the best professional resource you have utilized recently?
- Are there newsletters or other publications that list internships, jobs, and contacts for this field?
- Are you a member of any professional organizations?
- What advice would you offer to someone starting out in this industry?
- What organizations employ people in this occupation?
- Do you know of any meetings, conferences, or other networking opportunities coming up that I could attend?
- What is the best way to apply for internships/jobs in this field?
- How can students find jobs or internships in your field?
- What is the range for entry-level (or whatever is appropriate) salaries for this type of job?
- How would you approach a job search for this organization or industry?
- Do you have any suggestions on how I might strengthen my resume?
- Can you recommend any colleagues of yours with whom I could connect? May I mention our meeting when contacting them?

***Did you know that many job and internship openings are not posted on job/internship search sites but rather filled through networking?***



# PROGRAMMING & EVENTS

Programming opportunities may change throughout the year, check out [www.strose.edu/hirestrose](http://www.strose.edu/hirestrose) for an up-to-date calendar of Career Center events. Below you will find a sample of Career Center events.

## Career Carnival

Play games and win prizes while learning more about the Career Center, other offices on-campus, and meet local employers.



## Resume Review Week

Have your resume reviewed and receive feedback on ways to improve how to market your skills and experiences.



## LinkedIn Headshots



Don't get caught with a bad LinkedIn headshot! Have your photo taken by a professional photographer to be used in your profile.

## STEM/Healthcare Expo



Speak with employers to learn about job and internship opportunities, as well as graduate and professional schools with programs in STEM and Healthcare.

## Etiquette Dinner

Enjoy a mocktail hour and four-course meal with a business dining presentation. Students also have the opportunity to network with alumni and other local professionals.



## Career Roundtables

Network with Saint Rose Alumni and Board of Associates members to learn about their transitions from college to a variety of career fields.



## Education Expo



Meet local and out-of-state Pre K through Grade 12 employers about full time education opportunities.

## Career Development Month



Join us for career related programming and events throughout the month of November.

**Member of a club or organization?  
Contact the Career Center to discuss possible partnerships  
or assistance with career-related programs.**

# RECRUITING PROGRAM

During the fall and spring semesters, employers participate in our Recruiting Program to meet with and/or interview undergraduate students, graduate students, and alumni. Employers recruit through Employer Information Sessions, Resume Collections, and Interviewing Opportunities. The Career Center staff advertises and promotes employer visits through our website, fliers, *The Chronicle*, digital signage, Blackboard, bulletin boards, social media, and targeted emails to students, alumni, and faculty who are on HireStRose.

*The Recruiting Schedule is updated weekly and available on HireStRose > Events  
Visit [www.strose.edu/careercenter](http://www.strose.edu/careercenter) to log in*

## Hiring Opportunities

- The Career Center can connect you with employers! Learn about their organization and potential full-time and/or part-time employment, internship, and volunteer opportunities by logging in to HireStRose.

## Employer Information Sessions

- Formal presentations by employers that provide information about their organization and potential internship/employment opportunities

## Resume Collections

- Employers request to collect application materials for available opportunities
- Find Resume Collection announcements on HireStRose
- Submit all requested materials through HireStRose by the specified deadline
  - We strongly encourage you to have your resume and other application materials reviewed by the Career Center prior to submitting them
- Candidate materials (resume, cover letter, etc.) are reviewed by the employer

## Interviewing Opportunities

- Employer led interviewing opportunities are tailored to the employer's schedule
- Employers either "pre-select" students via a Resume Collection or choose an "open" format (any interested student can interview)
- Chosen students will be contacted by the employer or Career Center staff to arrange an interview
- Cancellations and no-shows are strongly discouraged and may impact your future participation in recruiting activities

***Part time, internship, and volunteer opportunities are great ways to supplement your education and gain experience and skills for future employment! The more, the better!***



# RESUMES

A resume is a job/internship search tool that includes a summary of your education, experiences, and skills. This document is your opportunity to present your qualifications and accomplishments that demonstrate your potential for success. Be sure to concisely present your experiences and education as they relate to your career goals. You may receive varying feedback from multiple reviewers; there is no single “right way” to compose and structure your resume since each individual’s experiences and career goals are unique. The Career Center provides feedback on resume layout and content often based on feedback we receive from hiring organizations.

## INFORMATION TO INCLUDE

There are no clear-cut rules about the exact information that should be included on a resume in the United States. Certain categories of information are important, while others can be omitted, depending on the position and personal preferences. International application materials may vary; see GoinGlobal for more information (login at HireStRose).

### Header

- Name (avoid nicknames when possible)
- Street address, Box #
- City, State (postal abbreviations acceptable), Zip Code
- Area code and telephone number
- E-mail address (should be professional and not include hyperlinks)
- Website links (e.g. LinkedIn profile, online portfolio)

### Objective (Optional)

An objective states your career goals and gives your resume a focus. If you are concerned about your objective being too limited, prepare several resumes with different objectives and tailor them to fit each position. You could also choose to not include this section and explain your objective in your cover letter.

If you choose to include an objective, it should be:

- Clear and concise
- Consistent with the accomplishments/skills demonstrated on your resume
- Stated with specific goals

Examples: “To obtain a Management Trainee position at General Electric”  
 “To obtain a student teaching position in an elementary school classroom”

### Education - start with your most recent degree and for each degree include:

- Complete name of the degree received or working towards (i.e. Bachelor of Arts in Psychology)
- Colleges/universities from which you have already received a degree or are in progress of earning a degree (include city and state)
- Date of graduation (include graduation month and year)
- Minors and/or any concentrations
- G.P.A. (optional)
- Honors or awards\*
- Study abroad experiences\*
- Relevant coursework\* (include course title, not the course number)

\*Note: These categories may be separate sections

### Certification/Licensure

- List any relevant certifications and/or licensures related to your objective and date received
- Example: New York State Initial Certification in Literacy, Birth-Grade 6, pending graduation  
 New York State Initial Certification in Childhood Education, Grades 1-6, June 2018

# RESUMES

## Experience

This section should include all relevant experiences such as paid employment, volunteer, internship, class projects, student teaching, clinical practicum, etc. Employers want to know your skills and what you can do on the job.

This area can be titled EXPERIENCE or it can be divided into separate sections based on the relevance to your objective/career goal.

Example: TEACHING EXPERIENCE (with the objective being to obtain a position as a teacher)

Under each EXPERIENCE section, list your positions in reverse chronological order and include:

- Your title
- Company or organization official name
- City, State
- Dates of Employment (month and year)
- Bulleted, fragmented action statements highlighting your accomplishments/skills/responsibilities
- Use consistent verb tenses within each experience being described

## Skills

- Languages and fluency level
- Computer software (Microsoft Word, Excel, Access, PowerPoint; Adobe Photoshop, Illustrator, InDesign; ProTools; industry specific programs)
- Programming skills (languages, tools, operating systems, etc.)
- CPR, First Aid, etc.
- Industry Specific Skills (e.g. broadcasting equipment, laboratory techniques, assessment instruments)

*\*Note: Incorporating skills into your action statements can strengthen a reviewer's understanding of your proficiency.*

## Potential Sections – examples of additional category headings

- Athletic Experience
- Employment History
- Extracurricular Activities
- Honors and Awards
- Leadership Experience
- Professional Affiliations
- Professional Development
- Research or Publications
- Volunteer/Community Service

## INFORMATION NOT TO INCLUDE

### Do Not Include Personal Information (on a U.S. resume)

- Age, height, weight
- Photographs or images
- Marital status, parent or family information
- Ethnicity, race
- Social Security Number
- Personal qualities/soft skills (e.g. hard working, energetic, enthusiastic)

### Do Not Include References (on a U.S. resume)

- The statement “References Available Upon Request” is unnecessary to be printed on your resume
- Reference information should be a separate document including the references' names, titles, employers, addresses, phone numbers, e-mails, and their relationship to you

### Reference Page Sample Format

Dr. River Song  
Associate Professor – The College of Saint Rose  
432 Western Avenue  
Albany, NY 12203  
(518) 454-5111  
songr@strose.edu  
Professor, Academic Advisor, and Club Advisor

Mr. Lewis Latimer  
Director of Innovation – GE Global Operations  
1 River Road  
Schenectady, NY 12345  
(518) 385-3222  
lewis.latimer@ge.com  
Internship Supervisor and Mentor

## RESUME CHECKLIST AND EVALUATION

Have someone else review your resume; visit the Career Center and ask industry professionals for advice and suggestions. Since you may hear differing opinions, use your own judgment and be open to constructive feedback.

### Header/Contact Information

- Clearly presented at top of first page
- Full name is included
- Address (street, city, state, zip)
- Phone number for contact during business hours
- E-mail address is professional
- Websites (LinkedIn profile, portfolio)

### Objective *(Can be omitted if explained in cover letter)*

- Focus on the position to which you are applying
- Fragmented statement, not a paragraph

### Education

- Section is organized, clear, and well defined
- Lists degrees, schools, and location (city and state)
- Degrees listed in reverse chronological order
- Full and accurate degree title
- Lists minors or concentrations, if applicable
- Honors and awards, if applicable
- G.P.A. (optional)
- Coursework (course titles are used, not numbers)

### Experience

- Include paid, volunteer, and intern experiences
- Include position title, organization, city, state, and dates
- Dates of employment include a month and year and are consistently formatted/aligned
- Listed in reverse chronological order
- Action verbs used to highlight skills and relevant accomplishments, quantify when possible

### Activities

- Offices held, including title and organization
- Emphasize leadership roles and skills learned
- Community service or volunteer experiences
- Relevant memberships and affiliations
- Athletic participation
- Relevant conferences presented at or attended
- Dates of involvement are listed

### Skills

- List skills to match job requirements
- Computer software and language competencies
- Substantiated by experiences
- Consistent with objective
- Concrete and tangible, not soft skills

### Appearance and Organization

- Easy to read
- Clear and concise
- Bullets, spacing, etc. are in alignment
- Print is only on ONE-SIDE of page
- Pages are not stapled together
- High quality, appropriate paper (white or neutral)

### Format/Layout

- One readable, professional font
- Margins are appropriate and consistent
- 10-12 point font, name can be larger
- No more than two font styles are used (e.g. bold)
- Bolding, italics, capitalization are minimal and consistent
- Information fills page but is not overcrowded
- Bullets are used to separate action statements
- Resumes typically do not include graphics, pictures, or colors
- Abbreviations are not used (except states and G.P.A.)
- Hyperlinks removed
- If possible, save as a PDF when submitting electronically

### Content

- Action verb words are descriptive and varied
- Marketable skills articulated
- Achievements are stressed, not tasks
- Honest, positive, enthusiastic language
- Experiences are accurate, not exaggerated
- Descriptions are fragmented, not complete sentences
- Is current and updated

### Grammar

- No grammatical or spelling errors
- Minimal use of repetitive words
- Consistent capitalization, punctuation, and spacing
- "I" statements are not used
- Verb tenses are correct and consistent
- All statements in one position are the same tense

*Remember: DO NOT include personal information including age, height, weight, nationality, race, ethnicity, Social Security Number, photographs, marital status, parent or family information on a U.S. resume.*

## WRITING RESULT ORIENTED STATEMENTS FOR YOUR RESUME

### Using Action Verbs to Describe Skills

Write statements on a resume that convey accomplishments, skills, and responsibilities to the potential employer in the most effective way. Ultimately, you want to provide active descriptions that outline goal-oriented results in order to market your experiences to the employer.

Focus on using action verbs to describe accomplishments and tasks in your statements instead of general verbs and adjectives. Demonstrate what differentiates you from all other job seekers. Below are examples of ways to strengthen the descriptions:

**Poor:** Duties included working with gifted students

**Better:** Organized and initiated individualized language programs for gifted students

- What duties?
- What did they result in?
- How did they fit into working with gifted students?

**BEST:**

**Organized and initiated individualized language program for a group of 15 gifted students, culminating in a successful book-publishing project utilizing web tools such as LuLu and NeoOffice**

**Poor:** Customer Service

**Better:** Provided customer service to assist with client banking needs

- What were the bank services?
- Were there policies/procedures?
- What did it result in?

**BEST:**

**Provided customer service through resolution of problems, explanation of bank services and policies, and knowledge of financial planning, resulting in greater customer satisfaction**

**Poor:** Department Manager

**Better:** Managed department and recruited participants

- How did you manage the department?
- What did you recruit for?
- How many did you manage?

**BEST:**

**Managed a 20-30 person department that recruited participants for marketing research studies, resulting in a 20% increase in response rate in less than six months**

**Poor:** Duties included social media

**Better:** Managed social media accounts

- What social media platforms?
- What were your results?

**BEST:**

**Managed office social media accounts including Facebook, Twitter, Instagram, and LinkedIn; increasing audience by 30% over the past year**



## SAMPLE ACTION VERBS

Accomplished	Demonstrated	Increased	Piloted	Set-up
Achieved	Designed	Influenced	Planned	Shape
Acted	Determined	Informed	Played	Shared
Adapted	Developed	Initiated	Pointed out	Simplified
Addressed	Devised	Innovated	Predicted	Sketched
Administered	Diagnosed	Inspected	Prepared	Sold
Advised	Diagramed	Inspired	Prescribed	Solved
Analyzed	Discovered	Installed	Presented	Sorted
Anticipated	Dispensed	Instituted	Printed	Sought
Arbitrated	Displayed	Instructed	Problem-solved	Spoke
Arranged	Dissected	Interviewed	Processed	Streamlined
Ascertained	Distributed	Invented	Produced	Structured
Assembled	Diverted	Inventoried	Programmed	Studied
Assessed	Drove	Investigated	Projected	Substituted
Attained	Edited	Judged	Promoted	Suggested
Audited	Eliminated	Launched	Proof-read	Summarized
Balanced	Empathized	Led	Provided	Supervised
Began	Enforced	Learned	Publicized	Supplied
Budgeted	Established	Lectured	Raised	Supported
Built	Estimated	Listened	Read	Surveyed
Calculated	Evaluated	Logged	Reasoned	Symbolized
Chaired	Examined	Made	Realized	Synergized
Charted	Expanded	Maintained	Received	Synthesized
Checked	Expected	Managed	Recommended	Systematized
Classified	Experimented	Manipulated	Reconciled	Talked
Coached	Explained	Marketed	Recorded	Taught
Collaborated	Extended	Mediated	Recruited	Team-built
Collected	Extracted	Mentored	Reduced	Tended
Communicated	Facilitated	Met	Referred	Tested
Compiled	Filed	Modeled	Rehabilitated	Took
Completed	Financed	Modified	Reinforced	Trained
Composed	Fixed	Monitored	Related	Transcribed
Computed	Focused	Motivated	Rendered	Traveled
Conceptualized	Followed	Moved	Reorganized	Treated
Conducted	Formulated	Navigated	Reported	Troubleshoot
Conserved	Founded	Negotiated	Represented	Tutored
Consolidated	Gained	Observed	Researched	Typed
Constructed	Gathered	Offered	Resolved	Umpired
Consulted	Generated	Operated	Responded	Understood
Controlled	Guided	Organized	Restored	Unified
Cooperated	Handled	Originated	Retrieved	United
Coordinated	Headed	Overhauled	Reviewed	Updated
Copied	Hypothesized	Oversaw	Revised	Upgraded
Counseled	Illustrated	Painted	Risked	Used
Created	Imagined	Participated	Scheduled	Utilized
Decided	Implemented	Perceived	Sensed	Verified
Defined	Improved	Performed	Selected	Valued
Delegated	Improvised	Persuaded	Separated	Weighed
Delivered	Incorporated	Photographed	Served	Wrote

- 1 The objective is an optional fragmented statement indicating your career goal or the title of the position you are applying for - this gives the resume a focus.
- 2 Degree is bolded and spelled out, not abbreviated as "B.A." or "Bachelor's", with past or expected graduation date listed.
- 3 Study abroad information is included if applicable.
- 4 Showcase research opportunities that could help support your objective
- 5 Experiences are listed in reverse chronological order within a section.
- 6 Quantifying the number of individuals supervised (e.g. 5-7) is given in this bullet example to stand out and show competency.
- 7 Each bulleted statement starts with an action verb and ensure all statements under a position are in the same verb tense. The bulleted statements are not complete sentences.
- 8 Bulleted action statements highlight relevant skills and experiences that relate to the objective.
- 9 Position title is bolded (often but not always) to emphasize what you *did* rather than where you worked.
- 10 Bulleted statements for this position are in the past tense, as it is a previous place of employment (changing verb tenses based on current/past employment status is optional).
- 11 Concrete relevant skills are separated by category and are in list form rather than bulleted form.
- 12 Resume is visually appealing, with consistency in font size and style, bullet and section spacing, and minimal use of bolding.

Sample Resume # 1 – Please do not copy information from this resume

**YOUR NAME**

1234 Education Avenue • Albany, New York 12345  
Yourname321@strose.edu • (222) 333-4444 • www.linkedin.com/in/yourname

**OBJECTIVE**

To gain admission to a graduate program in Clinical Mental Health Counseling

**EDUCATION**

**Bachelor of Science in Psychology**, May 2021  
Concentration: Clinical/Counseling Psychology  
The College of Saint Rose, Albany, New York

**Study Abroad Program**, August 2018 - December 2018

Center for Cross Cultural Study/University of Seville, Seville, Spain  
Coursework: Psychology of Learning a Second Language, Spanish for Heritage Speakers, Service Learning

**ACADEMIC RESEARCH**

Familial Influence on Approaches to Self-Care, August 2019 - May 2020

- Conducted an exhaustive literature review, developed a hypothesis, and received IRB approval to conduct original research exploring first-year college students understanding of and skill development in self-care
- Analyzed survey results of a cross section of 150 first year college students across academic programs in SPSS and found statistical significance in understanding of self-care amongst students with older siblings
- Presented findings at the Saint Rose Undergraduate Research Symposium and published an abstract in *The Journal of Undergraduate Research of The College of Saint Rose*

**EXPERIENCE**

**Tutor**, Academic Support Center, The College of Saint Rose  
Albany, New York, January 2018 - Present

- Instruct study cluster groups of 5-7 students for Neuropsychology
- Tutor six students one-on-one in developing time management and note taking skills

**Educational Programs Volunteer**, Ana Bella Foundation, Center for Cross Cultural Study/University of Seville  
Seville, Spain, August 2018 - December 2018

- Designed educational workshops geared towards gender and domestic violence victims in collaboration with Educational Programs Coordinator on financial education and healing for survivors
- Interacted with local community members and businesses to obtain in-kind donations in excess of \$1,500 for annual silent auction

**Resident Assistant**, Residence Life, The College of Saint Rose  
Albany, New York, August 2016 - May 2017

- Communicated and enforced college policies by participating in an on-call rotation and responding to emergency situations throughout campus
- Created, promoted, and collaborated on educational and social programs for residents on a range of topics including self-care, inclusion, intercultural communication, and social justice
- Developed a positive living environment for 25 students through floor meetings and roommate conflict resolution meetings

**Student Assistant**, Career Center, The College of Saint Rose  
Albany, New York, September 2016 - May 2018

- Processed and posted internship and employment opportunities using Career Services Management database
- Managed front desk operations including scheduling appointments, responding to phone inquiries, and greeting students, alumni, and employers

**ATHLETICS**

The College of Saint Rose Baseball Team (NCAA Division II, NE-10), Albany, New York, August 2017 - present  
Albany Thunder Baseball Team, Albany, New York, Summers 2017 - present  
Umpire, East Greenbush Little League, East Greenbush, New York, Summers 2014 - 2016

**SKILLS**

Microsoft Access and Excel; SPSS  
Fluent in Spanish

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

**1** The margin measurements used on a resume are flexible and contingent on space. As a rule, margins should be equal on all sides (typically no wider than .5"). The font is consistent (generally 10-12 point font) throughout with an exception given to the individual's name.

**2** An individual's name should be the largest font on a resume. It identifies who it is and makes the name stand out to the reader.

**3** Objectives are optional. They are often recommended for current college students and emerging professionals who do not have specific job experience to establish a focus for the resume. Alumni who are changing career paths may find using an objective useful as well. Not sure? Ask at the Career Center!

**4** Listing academic honors and/or societies (if applicable) under Education is beneficial in expanding a resume reviewer's insight into your educational experiences and accomplishments.

**5** If including certifications, list each certification individually and be sure to write out the entire certification title. Specific grades/ages related to the certification are listed and "pending graduation" is used until the certification is officially awarded.

**6** To increase organization and space, field experiences at separate schools and/or districts are grouped together when similar skills and responsibilities were utilized.

**7** Field experiences on a Student Teaching resume can be organized by subject area/program (Special Education and Childhood Education).

**8** Related or other experiences that do not include action statements should still include the job title, employer, city/town, state and dates of employment (month & year).

**Sample Resume # 2** – Please do not copy information from this resume

**YOUR NAME**

1234 Education Avenue • Albany, New York 12345 • yourname321@strose.edu • (222) 333-4444

**OBJECTIVE**  
To obtain a Student Teaching position in an elementary classroom

**EDUCATION**  
**Bachelor of Science in Childhood Education/Special Education**, May 2021  
The College of Saint Rose, Albany, New York  
Concentration: English  
G.P.A.: 3.75, Kappa Delta Pi Education Honor Society

**CERTIFICATION**  
New York State Initial Certification in Childhood Education, Grades 1-6, pending graduation  
New York State Initial Certification in Special Education, Grades 1-6, pending graduation

**TEACHING EXPERIENCE**

**Substitute Teacher** January 2018-present  
Albany City School District, Albany, New York

- Integrate teacher's plans with original ideas, effectively conveying lessons in K-6 grade classes
- Utilize Positive Behavior Inventions & Supports (PBIS) system for classroom management
- Implement classroom technology including SMART Boards and Google Chromebooks

**Special Education Field Experience (40 hours)** January-May 2020  
Latham Ridge Elementary School (3<sup>rd</sup> grade inclusion setting), Latham, New York  
Glenmont Elementary School (5<sup>th</sup> grade Resource Room), Glenmont, New York  
Dutchess County BOCES (2<sup>nd</sup>-4<sup>th</sup> grade Self-Contained Class), Poughkeepsie, New York

- Assisted teacher with maintaining a behavior points system for each student
- Evaluated learning outcomes through assessments based on student Individualized Education Plans (IEPs)
- Developed and conducted an afterschool computer literacy workshop
- Organized and taught lessons on a one-on-one basis in a self-contained classroom

**Childhood Education Field Experience (120 hours)** September-December 2019  
Walter B. Howard Elementary School (5<sup>th</sup> grade), New Lebanon, New York  
Latham Ridge Elementary School (3<sup>rd</sup> grade), Albany, New York

- Prepared and taught hands-on Social Studies and English Language Arts unit on Australia
- Designed and implemented an inquiry based Science and Math unit on the habitat of the Adirondacks, including creation of HyperStudio instructional game
- Facilitated computer-oriented mathematics programs for a group of thirty students

**RELATED EXPERIENCE**  
**Activities Coordinator**, YMCA of Saratoga County, Saratoga, New York June 2017-present  
**Babysitter**, Private Residence, Queensbury, New York June 2015-present

**VOLUNTEER EXPERIENCE**  
**Relay for Life**, American Cancer Society, Albany, New York April 2017, 2018  
**Committee Chair**, Capital Region American Heart Association, Albany, New York May 2015, 2016

**SKILLS**  
Proficient in Adobe Illustrator; Google Books, Classroom, Drive, and Scholar  
Knowledgeable in Adobe Photoshop; Google Web

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

- 1 Direct your audience to a quick link of your LinkedIn profile or portfolio to find out more information about your qualifications and/or see media-rich content.
- 2 Remember to list your more advanced degree first in the Education section.
- 3 Honors and awards can be included in this section (e.g.: Dean's List, Honor Societies, etc.).
- 4 List coursework that is relevant to your objective.
- 5 Including coursework projects in this section can help you highlight related work, particularly if you don't feel as if you have relevant job/internship experience.
- 6 Remember that experience can be both paid or unpaid. This volunteer experience is directly related to the objective and should include some details about the experience.
- 7 Include work-study or part-time jobs to show a work history and the ability to balance multiple time commitments.
- 8 Extracurricular activities, community involvement, and/or volunteer activities provide employers with a glimpse at an individual beyond the workplace. If this area is lacking on your resume, consider becoming engaged with a group or association.
- 9 Skills highlight abilities in computer software, languages, or other categories. Indicate any differences in skills levels (conversational in Spanish, fluent in Italian).

Sample Resume # 3 – Please do not copy information from this resume

## YOUR NAME

1234 Education Avenue ♦ Albany, New York 12345 ♦ (222) 333-4444  
yourname321@strose.edu ♦ www.linkedin.com/in/yourname 1

### OBJECTIVE

To obtain an internship in sales management

### EDUCATION

2 **Bachelor of Science in Business Administration**, May 2022  
Huether School of Business, The College of Saint Rose, Albany, New York  
G.P.A.: 3.75; Dean's List Spring 2019, Delta Mu Delta Business Honor Society 3

**Associate of Science in Business Administration: Management**, May 2020  
Bronx Community College, Bronx, New York  
G.P.A.: 3.80; Phi Theta Kappa

### COURSEWORK

Business Statistics, International Management, Marketing Management, Principles of Finance 4

### EXPERIENCE

**Student Team Leader, The Adirondack Cup Investment Project, The College of Saint Rose**  
Albany, New York, October 2020-April 2021

- Researched, allocated, and managed a hypothetical \$1 million portfolio of five small cap stocks
- Verified portfolio results and reported discrepancies on the Adirondack Funds website
- Team created portfolio averaged a return of +7.23% over six months, +2.14% higher than the baseline Russell 2000 Index

5 **Team Member, Albany Business Improvement District Class Project, The College of Saint Rose**  
Albany, New York, August 2020-December 2020

- Fundamentals of Business course team-based assessment of Lark Street demographics and business portfolio
- Created business plan for arcade and performance space with a simulated budget of \$100,000
- Researched and created operations budget to ensure a variety of income generating activities including game attractions, event space rentals, talent performances, and promotional events
- Collaborated with marketing team member in developing print and digital materials
- Voted "Best Business Concept" by student and non-student judges at campus poster presentation

6 **Marketing Volunteer, New York Urban League**  
Bronx, New York, October 2018-August 2020

- Designed and developed a coding system for an urban development project
- Provided administrative support in producing all forms of office communications
- Managed organization's social media accounts including Facebook, Twitter, and Instagram; increasing online followers by 10%

### EMPLOYMENT HISTORY

7 **Media Student Assistant**, The College of Saint Rose, Albany, New York, August 2020-present  
**Barista**, Starbucks/Target, Bronx, New York, October 2015-August 2019; Summers 2019-present

### ACTIVITIES /VOLUNTEER

8 **Huether School of Business Association**, The College of Saint Rose, November 2020-present  
**Student Athletic-Advisory Committee**, The College of Saint Rose, October 2020-present  
**Division II Cross Country & Track Team**, The College of Saint Rose, August 2020-present  
**Running Club Coach**, Bronx Police Athletic League, September 2016-August 2019

### SKILLS

9 Microsoft Word, PowerPoint, Excel, Access, Outlook; Adobe Photoshop, InDesign, Pagemaker  
Facebook Pages Manager, Google Analytics  
Language: Conversational Spanish

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

- 1 Inserting lines to break up sections on a resume is common and a personal choice. Be sure to not overdo line breaks as your resume should still easily flow down the page.
- 2 Degrees are **Bolded** and listed first to emphasize what you studied rather than where you attended.
- 3 Providing a G.P.A. is optional. It is a good idea to check whether a job posting requests a G.P.A.
- 4 If you provide a G.P.A., include one for each degree listed.
- 5 Listing education certifications is a must for many Education programs and degrees. Other certifications (CPR, Lifeguarding etc.) should be listed under Skills.
- 6 Each bulleted statement starts with an action verb. Verb tense should be consistent within a position.
- 7 Avoid repeating action verbs. "Designed" has already been used in the first Student Teaching position. Utilize the action verb list to find a new option.
- 8 Bulleted statements highlight relevant skills and experiences that relate to the objective (e.g. developing lesson plans, implementing behavior system) of obtaining a teaching position.
- 9 Providing dates is important (include both month and year); write months out – June 2011 instead of 6/2011.
- 10 Position at the bottom of the page should not be separated by a page break.

**Sample Resume # 5** – Please do not copy information from this resume

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**YOUR NAME** 1

1234 Education Avenue • Albany, New York 12345 • (222) 333-4444  
yourname321@strose.edu • yourname.weebly.com

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**EDUCATION** 2

**Master of Science in Education in Childhood Education**, December 2020  
The College of Saint Rose, Albany, New York  
G.P.A.: 3.5/4.0 3

**Bachelor of Arts in English**, May 2017  
University at Albany, State University of New York, Albany, New York  
G.P.A.: 3.2/4.0 4

**CERTIFICATION** 5

New York State Initial Certification in Childhood Education: Grades 1-6, December 2020  
New York State Initial Certification in English Language Arts 7-9 Extension, December 2020

**TEACHING EXPERIENCE**

**Student Teacher** (Grade 6), October 2020–December 2020  
Craig Elementary School, Niskayuna, New York

- Prepared and taught hands-on lessons involving reading, math, science, and social studies to a class of 25 students
- 6 • Designed, organized, and carried out lessons that included challenges for gifted students and adaptations for students with special needs
- Implemented a reward system to maintain the standards of student behavior and achieve a positive learning environment in the classroom
- Created and utilized WebQuest and PowerPoint for classroom instruction

**Student Teacher** (Grade 2), September 2020–October 2020 9  
Dorothy Nolan Elementary School, Saratoga Springs, New York

- 7 • Designed and created a series of lesson plans integrating an autumn theme to a class of 23 students including weather/climate and measurements/data of the pumpkin harvest
- Implemented a Guided Reading Program and developed individual lesson plans based on the student’s reading ability using “Miss Turie’s Magic Creatures”
- 8 • Established ongoing communications between teachers, support staff and parents involving weekly conferences, newsletters and individual student reports
- Communicated with students in all areas of curriculum and evaluated learning outcomes through various assessment methods

**Teaching Assistant, Albany High School** (Grades 9-12), September 2018–June 2020  
City School District of Albany, Albany, New York

- Implemented Academic Intervention Services for special education students
- Promoted cooperative learning through problem solving with English Language Arts skills and realistic mathematical situations
- 10 • Designed and administered exams and assignments with minimal curricular material

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

**11** 2-page resumes are acceptable for those with a Master degree and/or relevant experiences.

**12** Never print a 2-page resume front to back. They should always be on separate pages.

**13** 2<sup>nd</sup> page header should include your name and “(page 2 of 2)”. This is to ensure others know whose resume page it is if it were to become separated from the first page.

**14** Related Experience highlights positions that are more relevant to your objective and career goals.

**15** Focus on highlighting transferable skills within related position action statements. Transferable skills should continue to support the theme and focus of the resume.

**16** Jobs that are not directly related or relevant to the resume focus can be included in an Employment History section. These positions do not require action statements; they can provide additional employment information and/or demonstrate an individual’s experience in the workplace.

**17** The inclusion of relevant professional affiliations or professional development indicates to future employers that you are dedicated to your career and continued learning.

**18** Well-rounded individuals who are active outside of earning a degree and work have increased marketability when job searching.

**19** Include relevant computer skills. This could include Microsoft Office programs as well as specific software (i.e. databases and programs used in school districts for classroom management).

**11**

Sample Resume # 5 – Please do not copy information from this resume

**12**

**YOUR NAME** (page 2 of 2)

**13**

**RELATED EXPERIENCE** **14**

**Youth Coordinator**, August 2017-June 2018  
YMCA, Albany, New York

- Developed and managed youth enrichment programs throughout the year **15**
- Recommended and implemented long range plans for activities
- Prepared and maintained the required documentation for the County Youth Bureau
- Directed a Youth Advisory Board and Kids Care Club

**Learning Center Tutor**, September 2015-May 2017

University at Albany, State University of New York, Albany, New York

- Facilitated study cluster groups in the subject areas of English and Mathematics
- Provided individual tutoring for English students addressing both reading and writing deficiencies
- Utilized PowerPoint in developing and presenting study skills workshops for faculty sponsored classroom visits

**Camp Counselor**, Summers 2012-2014

Camp Scully, East Greenbush, New York

- Provided instruction on various activities and games to groups of 12-15 adolescents
- Followed camp safety protocols including weekly fire drills
- Maintained accurate program records including daily attendance and incident reports

**EMPLOYMENT HISTORY** **16**

**Office Manager**, August 2014-August 2016  
Latham Medical Group, Latham, New York

**Sales Associate**, January 2012-June 2014

Dick’s Clothing and Sporting Goods, Albany, New York

**PROFESSIONAL AFFILIATION** **17**

International Reading Association, September 2018-present  
Albany Chapter, Albany, New York

**VOLUNTEER/ACTIVITIES** **18**

**Treasurer, Parent Teacher Association**, September 2018-present

**Member, Parent Teacher Association**, September 2016-present  
City School District of Albany, Albany, New York

**Soccer Coach**, June 2012-present

Albany Youth Soccer League, Albany, New York

**COMPUTER SKILLS** **19**

Class Dojo, SMART Board and Notebook, Canva, HTML, Piktochart, Weebly, and Wix

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

- 1 In addition to listing your LinkedIn URL, link to a portfolio of your work, if it is available. This information will allow the resume reviewer to see firsthand, the quality of your work.
- 2 Do not abbreviate the names of your degree, major, or institution. Additionally, if you know the U.S. equivalent of your G.P.A. from a formal transcript evaluation, this may be helpful to include.
- 3 A skills section does not always have to be found at the end of a resume. Here the applicant showcases their technical skills early in the document.
- 4 Organize your skills into relevant groups rather than creating one long list.
- 5 Incorporating skills (e.g. Tableau Desktop) into your action statements can strengthen a reviewer's understanding of your proficiency.
- 6 Try to quantify your experiences as much as possible on your resume to give the reviewer the clearest picture of your experiences as possible.
- 7 Remember to include freelance work on your resume, when it is relevant to the field you are applying to.
- 8 Including projects on a resume can help showcase your knowledge and skills in areas where you may not have had formal paid or volunteer experience.

Sample Resume # 4 – Please do not copy information from this resume

## YOUR NAME

1234 Education Avenue | Albany, New York 12345 | (222) 333-4444  
 yourname321@strose.edu | github.com/username | linkedin.com/in/yourname

1

### EDUCATION

#### Master of Science in Information Technology, May 2022

The College of Saint Rose, Albany, New York  
 G.P.A.: 4.00

#### Bachelor of Technology in Electrical and Electronics Engineering, May 2020

Jawaharlal Nehru Technological University, Hyderabad, India 2  
 G.P.A.: 3.90-4.00, U.S. Equivalent (First Class, 72%)

### TECHNICAL SKILLS

- Programming/Languages: C, C++, C#, CSS, HTML, Java, JavaScript, .Net, Perl, PHP, PL/SQL, Python, SQL, Swift, VBA, VB.Net, XHTML, XML
- 3 • Database Tools: Oracle, SQL Server, MySQL, Microsoft Access, Tableau Desktop
- 4 • Web Design Tools : Adobe Dreamweaver and Photoshop, Balsamiq
- Systems: Linux/Unix, Mac OS X, Windows 10/8x/7/Vista

### INFORMATION TECHNOLOGY EXPERIENCE

#### Data Analyst Intern, Office of the New York State Comptroller

Albany, New York, August 2020-Present

- Build dashboards in Tableau Desktop to illustrate findings from the Audit Division
- 5 • Perform in-depth analysis of complex tax and audit data sets to find trends which assists auditors with making recommendations on their findings
- Conduct regular meetings with user groups to establish scope of project, obtain clarification, and ensure timely completion of data visualization projects

#### Computer Science Department Graduate Assistant, The College of Saint Rose

Albany, New York, August 2020-Present

- Provide in-class and office hours assistance to 14-16 students enrolled in Problem Solving with Java through additional instruction or individualized tutoring of challenging topics
- 6 • Facilitate and run regular review sessions for small groups of 5-7 students

#### Freelance Website Designer, Genius Acquisition Partners

Hyderabad, India, April 2019-August 2019

- Designed, created, and styled static web pages using Visual Studio Code, as well as C#, to help corporate recruitment firm market their executive search services
- 7

### PROJECTS

#### PiggyBank Mobile Application Project (UI/UX Design)

The College of Saint Rose, Albany, New York, August 2020-December 2020

- Collaborated in a team of four to create a fun and user-friendly application to help parents and teachers educate children on saving money using MyBalsamiq
- 8 • Oversaw functionality and usability testing

### ACTIVITIES

Intercollegiate ECAC eSports Team, The College of Saint Rose, August 2019-Present

Bytesize Gaming Program Volunteer, Albany Public Library-Arbor Hill/West Hill Branch, Albany, New York, September 2020-Present

Funky Monkey PUBG eSports Team, Hyderabad, India, September 2018-March 2019

Each of these resume examples cover general pieces of information and tips – review them all and use what works for you. We encourage you to come to the Career Center so we can assist you in creating a professional and polished resume!

# COVER LETTERS

A cover letter is a job/internship search tool that accompanies a resume. It is an opportunity to highlight strengths, show how you can meet the employer's needs, and convey your enthusiasm, motivation, and sincere interest in the job or internship. It should be professional, concise, well-written, and tailored to the individual position and employer.

## Format

- Construct letter in business letter format (i.e. modified block style)
- Keep it to 1 page, with 3 or 4 short paragraphs
- Include your address and the date
- Include an inside address of the person receiving the letter – name, title, employer, and address
- Address your letter to a named individual (i.e. Dear Mr. Smith:); if not included in the posting, this can usually be found on the employers website or by calling their Human Resources department
- Insert your signature on the cover letter (Instructions at [www.strose.edu/campus-offices/mail-print-center](http://www.strose.edu/campus-offices/mail-print-center))

## Content

- Tailor the cover letter to the employer and position to which you are applying
- State the position or general area of work that interests you
- Cite how you learned about the position
- Mention any contacts or someone who had suggested that you apply (make sure to ask for their permission first)
- Demonstrate that you are the right person for the job by highlighting your skills and experiences without restating your resume
- Select your major selling points and keep your sentences concise
- Think about what is important to the employer; address their needs by highlighting your skills and experience as they relate to the job description and/or the employer's website/social media platforms
- Describe your special qualities and help the reader form a favorable impression
- Do not lie or exaggerate; let strengths and achievements speak for themselves
- Explain your accomplishments, not what you hope to gain from the job
- Do not begin all sentences with "I"

## Appearance

- You should proofread every letter and have others, including the Career Center staff, review your documents
- Never rely solely on spell check - spelling and grammar matter
- Utilize resume paper if printed materials are required
- Save and upload your document as a PDF if submitting electronically
- Font and size should match that of your resume
- Spacing should be consistent
- **Be sure to sign your letter**



**Be sure to save a copy of the job description!**  
Employers may remove the online posting once they have a sufficient applicant pool.

## COVER LETTER GUIDE

Your Street Address  
City, State, Zip Code

Date

Contact Person's Name  
Title  
Company, School, Organization  
Street Address  
City, State, Zip Code

Dear Mr./Mrs./Ms.\_\_(Add Last Name Only Here)\_\_:

**First Section** (*Generally 2-3 sentences*):

State the position or general area of work that interests you. Mention how you learned about the job opening and why you are interested. Also, mention any contacts that might be relevant.

**Second Section** (*This may be more than one paragraph - generally 4-5 sentences each paragraph*):

Indicate why you should be considered a candidate and focus on how your skills can fulfill the needs of the company or school. Relate your experiences to their needs and mention results and achievements. Refer to your enclosed resume, but do not just restate what is on it. Tailor the letter to the specific position, demonstrate your knowledge of the employer, and convey your interest in the industry.

**Third Section** (*Generally 3-4 sentences*):

Indicate that you will follow up to assure your materials (resume, cover letter, application, etc.) were received. Offer to provide any additional information, which may be needed. Thank the employer for his/her time and consideration. Be sure to include your contact information (phone number and/or email).

Sincerely,

A rectangular box containing the handwritten text "Your Name Here" in a cursive script.

*Sign Your Name*

Type Your Name

Find instructions about how to scan in your signature at  
[www.strose.edu/campus-offices/mail-print-center](http://www.strose.edu/campus-offices/mail-print-center)

# THANK YOU LETTERS

It is proper etiquette to send thank you letters after an interview; however, many people overlook this step. Sending a thank you letter shortly after your interview can set you apart from other candidates allowing an employer to remember the specifics of your meeting. A thank you letter could make a difference in the success of your job/internship search.

## Information to Include

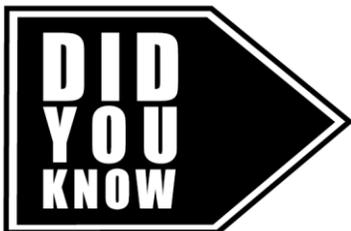
- Highlight key points that were covered during the interview
- Mention any important information you forgot to discuss
- Explain, restate, or clarify any potential misunderstandings (i.e. willingness to relocate, available start date, etc.)
- Focus on something of importance that you discussed during the interview
- Re-emphasize your strengths, accomplishments, and skills
- Take advantage of the opportunity to leave a good impression

## Key Points to Writing Thank You Letters

- Keep letters short and simple, not exceeding one page
- Send thank you letter(s) to each interviewer as soon as possible (ideally within 24 hours of the interview)
- Refer to specific points discussed in your interview to help the interviewer remember you
- Show that you were listening by mentioning something that will refresh the interviewer's memory
- Emphasize your qualifications, especially those most relevant to the position
- Provide any information that was overlooked during the interview or specifically requested by the interviewer
- Express your continued interest and enthusiasm for the position
- Sign your thank you letter in the space above your typed name
- Depending on the hiring timeline, decide whether an email or hardcopy letter is appropriate

## Additional Reasons to Send a Thank You

- When someone provides you with job search assistance, refers you to an employer, provides a networking contact, or speaks on your behalf to a prospective employer
- After an informational interview, company visit, or other career exploration activity



Employers say sending a thank you letter can help improve your chances of getting a job offer after an interview?

Be sure to write professionally and in a timely manner!

## THANK YOU LETTER GUIDE

Your Street Address  
City, State, Zip Code

Date

Contact Person's Name  
Title  
Company, School, Organization  
Street Address  
City, State, Zip Code

Dear Mr./Mrs./Ms. \_\_\_\_\_ (Add Last Name Only) \_\_\_\_\_:

**First paragraph:** Thank the interviewer for taking the time to meet with you (mention the date). Remind him/her of the position for which you interviewed.

**Second paragraph:** Restate your interest in the position and the company/school/organization. Mention something you learned from the interview or comment on something of importance that you discussed. Again, emphasize your strengths, experiences, skills, accomplishments, and focus on the points that the interviewer considered the most important for the position. Take this opportunity to mention any relevant information that you did not have an opportunity to discuss during your interview.

**Third paragraph:** Once again, thank the interviewer for their time and consideration. If appropriate, close with a suggestion for further action (if a second interview is a possibility), or mention that you will follow up with a phone call in a few days. Provide your contact information (phone number and/or email) and the hours you can be reached.

Sincerely,

A rectangular box containing the handwritten text "Your Name Here" in a cursive script.

*Sign Your Name*

Type Your Name

Find instructions about how to scan in your signature at  
[www.strose.edu/campus-offices/mail-print-center](http://www.strose.edu/campus-offices/mail-print-center)

# CAREER CENTER RESOURCES



**ALBANY  
BUSINESS REVIEW**

## Business Review Portal

Access to news, data, and information from The American Cities Business Journals: weekly editions, website, blogs, special sections, and Book of Lists.



## eBook Collection

Information on 100+ career fields including an overview, educational requirements, skills, experience, position descriptions, compensation, and tips for entry, plus more.



## GoinGlobal

GoinGlobal can assist job, internship, and study abroad seekers in making informed decisions when exploring domestic and international employment and educational experiences.



## Vault

Hundreds of digital career and industry guides, profiles of leading companies; and rankings and reviews. Access information on 5,000 companies, 120+ industries, 840 professions, and national Internship Database, plus more.



## What Can I Do With My Major?

Select a major and see common career areas, employers, and strategies designed to maximize career opportunities as well as links to websites that provide additional information.

Check out these online Career Center resources and more at [www.strose.edu/careercenter!](http://www.strose.edu/careercenter!)