

North Central Michigan College Career Services

How to Succeed in your Job Search/Internship: Resumes, Cover Letters, and Interviews



North Central Michigan College Career Services
Borra Learning Center
Room 125
231-439-6265

Welcome to your newest adventure!

Looking for a job or internship can be exciting, intimidating, nerve-wracking, thrilling, and sometimes overwhelming. It takes patience, perseverance, and persistence. The goal of this booklet is to try to help you succeed in your search by providing guidance and information for your journey.

The information in this guide is intended to assist you through many parts of the process of securing a job or internship. You can jump right to the part that will answer your questions or start at the beginning and

If you find that you would like more information about resumes, cover letters, interviewing, and networking, Career Services is here to help. This service is provided in room 125 of the Bora Learning Center. You can get your resume and/or cover letter reviewed, practice your interviewing skills, and find out about the latest resources being offered by the office.

As you proceed, believe in yourself and feel free to ask for help!

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Foundation File

A foundation file contains the building blocks for your resume. The file is a chronological list of each job held; degree, certificate, or license earned; internship, volunteer experience, and/or activity participated in; and award or honor received during your life. Your most current activities should be the first entries you see when you open this document. If possible, every entry should include what you did in detail, who you did it with, where you did it, when you did it, and the contact information for the supervisor or leader. When you finish a new certificate, change jobs, or participate in a new volunteer experience, add it to the file. If you keep the file current, it will make updating your resume much easier. The worksheets in this booklet provide one way to record the information to be used in your file. If you build the file in a word processing program, it will be easier to copy and edit your entries when you build your resume.

Your foundation file holds the raw materials for building your resume. Through the experiences you have had, including education, work, volunteering, and other activities, you have acquired and developed skills that may be relevant to a potential employer. Spend some time thinking about all the tasks you have done in each job or experience you have had. Were those tasks related to communication, customer service, managing people, managing resources, research, negotiating, organizing, teaching, or caring for people, (just to name a few areas)? By using the detailed descriptions in your foundation file, you can begin to craft confident, concise action statements for your resume. How to build your resume will be discussed in-depth in the Resume section of this booklet.

Another important use for the information in your foundation file is networking. Keeping track of all the people, (and their contact information), that you have gone to school with, worked with or for, or volunteered with will come in handy as you start to look for new employment or an internship. The more people you can connect with the better chance you have of finding the job you want. Specific information about networking is presented later in the Networking section.

An entry in your foundation file could look like this:

What Clerk at JC Penney department store. Worked in housewares, shoes, and fragrances. Responsible for helping customers; making sales using the cash register and credit card machines; restocking the inventory; tidying displays; closing or opening the cash register at my station to start the day or end the day; being on time to work; doing other tasks as assigned by my boss; working with other team members; doing inventory when needed.

Skills - customer service, attention to details, money handling, punctual, can handle stress of a sale.

Where Lansing, MI

When Christmas and summer breaks during college Nov 2015

The next area of exploration and development is the resume.

Resumes

A resume is one of the most important tools you will use in your job or internship search. It is a way to market yourself; a means to communicate your potential value to an employer. The point of the resume is to get an interview. Investing the time in creating a powerful resume could mean more money in your pocket down the road. Employers usually spend less than a PLQXWH DQG DV OLWWOH DV VHFRQGV LQLWLDOO\ UHYLHZLQ those seconds work in your favor.

- ‡ The resume should be visually appealing, easy to read, and contain no errors.
- ‡ Be bold, confident, and honest in your action statements. Sell your story.
- ‡ Tailor your resume to connect your abilities with what the potential employer is seeking in a candidate.

Resume Type and Content

As previously mentioned, the two most common types of resumes are chronological and functional. Each resume style has advantages. Choose the format that best fits your situation. The chronological resume is the most widely used and accepted format. The chronological resume lists your experience in reverse chronological order (listing your latest job first). The functional resume focuses on your relevant skills rather than job progression.

Resume Tips

- ✓ The goal of the resume is to get an interview.
- ✓

- ✓ Use quality, neutral colored resume paper. Your cover letter, references, and resume should all be on the same type of paper.
- ✓ Watch out for spills, smudges or low-quality printing.

Resume Headers

<p>3 H U V R Q D O G D W D actually list this title)</p>	<p>Name, address, phone number and email.</p>	<p>It is very important that your voicemail, email and/or website add your area and zip codes.</p>
<p>Education</p>	<p>Name of school, degree earned or pursuing, area of study, graduation date (or expected finish date), location with city and state.</p>	<p>Start with the most recent school. If including coursework, list only relevant courses. Listing your HS may not be necessary.</p>
<p>Experience</p>	<p>Name of employer or organization, position title, location with city and state, dates of your employment. Highlight relevant accomplishments and skills.</p>	<p>Start with the most recent experience. Use action verbs to highlight the relevant skills and accomplishments that are related to the desired position. Can include work internships and volunteer experiences.</p>
<p>Skills</p>	<p>Highlight specific abilities. May include computer skills, foreign language fluency, or specialized proficiencies</p>	<p>Typically, not more than five or six bullet points</p>
<p>Certifications/Licenses</p>	<p>List items that are required in your field of work, i.e. CPR, Serve Safe, X-ray license.</p>	<p>Any items should be relevant to the position for which you are applying or enhance your employability.</p>

Volunteering/Community Involvement

This shows that you have diverse inte12 Tf1 BT/F2 10 Tf4(

Action Verbs

The following verbs can be helpful in developing your action statements for your resume. The titles are not meant to limit your search but rather offer some starting points. You may find it helpful to read through several lists to be reminded of your biggest accomplishments or those that are most relevant to the job fo

Contracted	Streamlined	Critiqued	Remodeled
Coordinated	Supervised	Encouraged	Repaired
Demonstrated		Facilitated	Restored
Directed	<u>Research</u>	Focused	Specialized
Eliminated	Analyzed	Guided	Standardized
Enforced	Collected	Inspired	Upgraded
Established	Compared	Lectured	Utilized
Evaluated	Conducted	Motivated	
Facilitated	Diagnosed	Reinforced	<u>Other</u>
Founded	Discovered	Simulated	Accomplished
Generated	Documented	Trained	Achieved
Headed	Evaluated	Translated	Began
Hosted	Examined	Tutored	Completed
Implemented	Experimented		Delivered
Incorporated	Gathered	<u>Technical</u>	Equipped
Increased	Identified	Adapted	Expanded
Influenced	Inspected	Applied	Improved
Initiated	Investigated	Assembled	Improvised
Launched	Located	Built	Initiated
Led	Measured	Constructed	Piloted
Managed	Researched	Converted	Pinpointed
Merged	Reviewed	Designed	Pioneered
Mobilized	Sorted	Devised	Published
Motivated	Specified	Engineered	Refined
Negotiated	Studied	Fabricated	Restored
Oversaw	Surveyed	Fortified	Revamped
Presided	Tested	Installed	Revived
Prioritized		Maintained	Simplified
Restored	<u>Teaching</u>	Manipulated	Spearheaded
Reviewed	Adapted	Operated	Surpassed
Scheduled	Advised	Overhauled	Transformed
Secured	Coached	Programmed	
Started	Conducted	Redesigned	

Transferable Skills

These are appealing to employers. These skills can be acquired from and applied to a variety of experiences. Address them in cover letters, functional resumes, and interviews.

Written communication
 Manage/supervise people
 Teach/Train people

Chronological Resume Example

Your name

Address
City, State, and Zip
Phone Number
Email Address

Education

North Central Michigan College

Associate of Science

□

Petoskey, MI

May 2020

Experience

North Central Michigan College

Admissions Intern

Petoskey, MI

August 2020-present

Planned the 2021 Spring Prospective Student visit day for 200 new or transfer students.
Engaged with over 150 prospective students during campus tours.
Reviewed international application packets to ensure all necessary items were submitted and reported to supervisor the items that were missing.

Montessori School

Intern/Summer Camp Leader

Petoskey, MI

June 2019-August 2019

Interned in both the infant/toddler and preschool rooms
Co-created and implemented nature-based curriculum
Conducted (by NA) (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z) (AA) (AB) (AC) (AD) (AE) (AF) (AG) (AH) (AI) (AJ) (AK) (AL) (AM) (AN) (AO) (AP) (AQ) (AR) (AS) (AT) (AU) (AV) (AW) (AX) (AY) (AZ) (BA) (BB) (BC) (BD) (BE) (BF) (BG) (BH) (BI) (BJ) (BK) (BL) (BM) (BN) (BO) (BP) (BQ) (BR) (BS) (BT) (BU) (BV) (BW) (BX) (BY) (BZ) (CA) (CB) (CC) (CD) (CE) (CF) (CG) (CH) (CI) (CJ) (CK) (CL) (CM) (CN) (CO) (CP) (CQ) (CR) (CS) (CT) (CU) (CV) (CW) (CX) (CY) (CZ) (DA) (DB) (DC) (DD) (DE) (DF) (DG) (DH) (DI) (DJ) (DK) (DL) (DM) (DN) (DO) (DP) (DQ) (DR) (DS) (DT) (DU) (DV) (DW) (DX) (DY) (DZ) (EA) (EB) (EC) (ED) (EE) (EF) (EG) (EH) (EI) (EJ) (EK) (EL) (EM) (EN) (EO) (EP) (EQ) (ER) (ES) (ET) (EU) (EV) (EW) (EX) (EY) (EZ) (FA) (FB) (FC) (FD) (FE) (FF) (FG) (FH) (FI) (FJ) (FK) (FL) (FM) (FN) (FO) (FP) (FQ) (FR) (FS) (FT) (FU) (FV) (FW) (FX) (FY) (FZ) (GA) (GB) (GC) (GD) (GE) (GF) (GG) (GH) (GI) (GJ) (GK) (GL) (GM) (GN) (GO) (GP) (GQ) (GR) (GS) (GT) (GU) (GV) (GW) (GX) (GY) (GZ) (HA) (HB) (HC) (HD) (HE) (HF) (HG) (HH) (HI) (HJ) (HK) (HL) (HM) (HN) (HO) (HP) (HQ) (HR) (HS) (HT) (HU) (HV) (HW) (HX) (HY) (HZ) (IA) (IB) (IC) (ID) (IE) (IF) (IG) (IH) (II) (IJ) (IK) (IL) (IM) (IN) (IO) (IP) (IQ) (IR) (IS) (IT) (IU) (IV) (IW) (IX) (IY) (IZ) (JA) (JB) (JC) (JD) (JE) (JF) (JG) (JH) (JI) (JJ) (JK) (JL) (JM) (JN) (JO) (JP) (JQ) (JR) (JS) (JT) (JU) (JV) (JW) (JX) (JY) (JZ) (KA) (KB) (KC) (KD) (KE) (KF) (KG) (KH) (KI) (KJ) (KL) (KM) (KN) (KO) (KP) (KQ) (KR) (KS) (KT) (KU) (KV) (KW) (KX) (KY) (KZ) (LA) (LB) (LC) (LD) (LE) (LF) (LG) (LH) (LI) (LJ) (LK) (LL) (LM) (LN) (LO) (LP) (LQ) (LR) (LS) (LT) (LU) (LV) (LW) (LX) (LY) (LZ) (MA) (MB) (MC) (MD) (ME) (MF) (MG) (MH) (MI) (MJ) (MK) (ML) (MM) (MN) (MO) (MP) (MQ) (MR) (MS) (MT) (MU) (MV) (MW) (MX) (MY) (MZ) (NA) (NB) (NC) (ND) (NE) (NF) (NG) (NH) (NI) (NJ) (NK) (NL) (NM) (NN) (NO) (NP) (NQ) (NR) (NS) (NT) (NU) (NV) (NW) (NX) (NY) (NZ) (OA) (OB) (OC) (OD) (OE) (OF) (OG) (OH) (OI) (OJ) (OK) (OL) (OM) (ON) (OO) (OP) (OQ) (OR) (OS) (OT) (OU) (OV) (OW) (OX) (OY) (OZ) (PA) (PB) (PC) (PD) (PE) (PF) (PG) (PH) (PI) (PJ) (PK) (PL) (PM) (PN) (PO) (PP) (PQ) (PR) (PS) (PT) (PU) (PV) (PW) (PX) (PY) (PZ) (QA) (QB) (QC) (QD) (QE) (QF) (QG) (QH) (QI) (QJ) (QK) (QL) (QM) (QN) (QO) (QP) (QQ) (QR) (QS) (QT) (QU) (QV) (QW) (QX) (QY) (QZ) (RA) (RB) (RC) (RD) (RE) (RF) (RG) (RH) (RI) (RJ) (RK) (RL) (RM) (RN) (RO) (RP) (RQ) (RR) (RS) (RT) (RU) (RV) (RW) (RX) (RY) (RZ) (SA) (SB) (SC) (SD) (SE) (SF) (SG) (SH) (SI) (SJ) (SK) (SL) (SM) (SN) (SO) (SP) (SQ) (SR) (SS) (ST) (SU) (SV) (SW) (SX) (SY) (SZ) (TA) (TB) (TC) (TD) (TE) (TF) (TG) (TH) (TI) (TJ) (TK) (TL) (TM) (TN) (TO) (TP) (TQ) (TR) (TS) (TT) (TU) (TV) (TW) (TX) (TY) (TZ) (UA) (UB) (UC) (UD) (UE) (UF) (UG) (UH) (UI) (UJ) (UK) (UL) (UM) (UN) (UO) (UP) (UQ) (UR) (US) (UT) (UU) (UV) (UW) (UX) (UY) (UZ) (VA) (VB) (VC) (VD) (VE) (VF) (VG) (VH) (VI) (VJ) (VK) (VL) (VM) (VN) (VO) (VP) (VQ) (VR) (VS) (VT) (VU) (VV) (VW) (VX) (VY) (VZ) (WA) (WB) (WC) (WD) (WE) (WF) (WG) (WH) (WI) (WJ) (WK) (WL) (WM) (WN) (WO) (WP) (WQ) (WR) (WS) (WT) (WU) (WV) (WW) (WX) (WY) (WZ) (XA) (XB) (XC) (XD) (XE) (XF) (XG) (XH) (XI) (XJ) (XK) (XL) (XM) (XN) (XO) (XP) (XQ) (XR) (XS) (XT) (XU) (XV) (XW) (XX) (XY) (XZ) (YA) (YB) (YC) (YD) (YE) (YF) (YG) (YH) (YI) (YJ) (YK) (YL) (YM) (YN) (YO) (YP) (YQ) (YR) (YS) (YT) (YU) (YV) (YW) (YX) (YZ) (ZA) (ZB) (ZC) (ZD) (ZE) (ZF) (ZG) (ZH) (ZI) (ZJ) (ZK) (ZL) (ZM) (ZN) (ZO) (ZP) (ZQ) (ZR) (ZS) (ZT) (ZU) (ZV) (ZW) (ZX) (ZY) (ZZ)

Functional Resume Example

Your name

Address

City, State, and Zip

Phone Number

Email Address

Education

North Central Michigan College, Petoskey, MI

Associate in Applied Science Business Administration

Expected Graduation, May 2021

Summary of Qualifications

Communication Skills

Conve

Sample Cover Letter

Home Street Address

My Town, My State, My Zip

My Phone

My Email

January 10, 2021

Ms. Ima Helpful

Human Resources Director

North Central Michigan College

1515 Hows687912 0 612 79r8 /F2 10 3MCI3MCI4a

Sending your resume and/or cover letter

You may be asked to send your resume by mail, email attachment, in the body of the email, or

Congratulations, you have an interview! Now what can you do to make the best impression and convince the interviewer of your value?

Interviews

Common Interview Questions

1. Please tell me about yourself.

This is a great spot to tell your professional story. Your professional story should tell the employer about your education, work and professional history while engaging and connecting with the interviewer.

2. Why should we hire you? What experience qualifies you for this job? This is where you talk about the skills you have, which include job skills and life skills. Give solid examples of the skill. Give an example of how you used the skill in a past situation.

3. What do you think you can bring to our company?

It is a good thing you researched the company and can relate your skills to their needs and desires. Let the employer know you would fit in well.

4. What is your strongest skill and your weakest skill?

This is not the time to be down on yourself. Think of this answer beforehand so you can state both skills in a positive manner. Consider approaching your weakest skill from the perspective of being willing to learn from your mistakes, consider what you could have done differently. Being willing to learn and adapt is important.

5. Do you have any questions for us?

Absolutely! Not having questions for the interviewer is a red flag. You should have at least 3-5 questions prepared for the interviewer. You can find a list of questions to ask at <https://www.horn.com/resources/interview-questions>.

What to wear

- ❖ Women should wear a pant or skirt suit.
- ❖ Men should wear a conservative suit and tie if job is in an office, a collared shirt with optional tie for other situations.
- ❖ Dress professionally. Never wear jeans.
- ❖

Resume Preparation Worksheet

Personal Information

Name _____

Address _____

Phone _____

Email _____

Education

Most recent listed first

School Name _____

City, State _____

Degree seeking or completed _____

Expected date of completion _____

Course of study _____

School Name _____

City, State _____

Degree seeking or completed _____

Expected date of completion _____

Course of study _____

SKILLS

Skills come in different types. The skills you need to do a particular job are called hard skills. These include specific computer programs, fluently speaking more than one language, how to use multi-line phones, making dental impressions, running a lathe, operating a vehicle, and using specific tools to name a few. These are the type of skills that might be listed on a resume.

Soft skills are another type and are quite important to employers. Examples of this type include being able to work as part of a team, being flexible and willing to adapt, being punctual and responsible, and being able to problem solve. These are generally addressed in your cover letter where you have more space to relate your abilities to the job description.

Transferable skills may be another term you may encounter. These are the skills that seem specific to a job but the knowledge can actually be applied in a variety of settings. Negotiating, writing, coaching, managing money, researching, supervising, planning are examples of these.

Check out www.quintcareers.com for more information on these different types of skills. Websites like onetonline.org and acinet.org will have information about the skills related to a particular job type.

List below the skills that you bring from life experiences. They may be skills you have from previous jobs, volunteer work, participation in school organizations, special class projects. Since you will be targeting your resume to a specific type of position it may be helpful to list the duties and qualifications for that position and begin by listing your related skills.

WORK EXPERIENCE

List most recent experiences first, including jobs and internships.

Job Title _____

Employer _____

Employer Address _____

Dates of Employment _____

Skills, Duties, Accomplishments _____

Job Title _____

Employer _____

Employer Address _____

Dates of Employment _____

Skills, Duties, Accomplishments _____

HONORS, AWARDS, ACTIVITIES, MEMBERSHIPS

Group/Activity _____

What you do _____

Position(s) Held _____

Dates of Participation _____

Group/Activity _____

What you do _____

Position(s) Held _____

Dates of Participation _____

Networking

Networking is using your personal connections to find a job. Your contacts from your foundation file, or a contact list that you have created, can help you learn about potential job openings. The more people who are aware that you are looking for employment, the more chances you have of learning about vacancies.

This is a list of some the people that could make your networking list of contacts:

Family members	Doctors, dentists
Friends	Volunteer coordinators or co-volunteers
Neighbors from any time	Club or service organization contacts
Classmates from any class	Employers you meet at job fairs
Teachers from any class	
Co-workers from all your jobs	
Employers	

Each contact will likely have varying amounts of the following attributes:

1. Has a reason to want to help you
2. Is connected to lots of people
3. Knows about the current job market

Reach out to the contacts that you believe will be most able to help you find potential employers. The goal is to re-ask any of your contacts for a job.

Be prepared with a concise, 30-second summary about the intent of your conversation. When

Career Fairs

What to expect before the fair:

A career fair gives you the opportunity to meet and interact with many potential employers, in offer on the spot. However, it is a superb chance to make a positive first impression.

Before the fair, you will want to find out if you need to register. Fairs are generally free for job seekers. Make sure your resume is current. Your contact information should be up-to-date so recruiters can contact you. Review the list of participating employers, if it is available. You can create a list of employers you want to make contact with and tailor your cover letter with the appropriate contact information. You will also want to research the companies before the fair so information at the fair prior to having a conversation with a company representative. Your attire should be the same as what you would wear to an interview. You can review those recommendations in the previous interview section.

It will be helpful to have a quick pitch ready. Your pitch will be a quick, concise way to market yourself to individual recruiters. A pitch contains the following:

1. Introduce yourself.
2. State what occupation you are seeking.
3. Briefly tell the recruiter about your pertinent experiences, skills, and accomplishments. Include something that is unique and sets you apart as a job prospect for the company.

It is imperative to practice this out loud and in front of a mirror until you are confident with the pitch. You would be amazed how many people forget to introduce themselves! It may be loud and crowded in the event space, so being comfortable with what you will say will be beneficial.

Expect the recruiter to ask you questions. Some possible questions are:

Tell me about your skills.

- o Consider what your top 3-5 skills are and give a quick example of how you have used it.

Why did you decide to pursue a career in _____?

- o This is the time to share a brief version of your story.

Why do you want to work for this company?

- o use the product, etc..

What does your career look like in 5 years?

- o Be positive and honest. Recruiters can spot a fake a mile away.

Questions that you may want to ask the recruiter:

What do you like most about your job?

What is the best thing about being an employee at XYZ Company?

What are you looking for in the ideal candidate?

How soon do you plan to fill the position?

Please do not ask about pay, benefits, or vacation policies. This is not the time.

