



Job Search and Career Development Manual

Table of Contents

Career Services	3
Individual Career Counseling.....	3
Internships and Coop.....	3
In-Class Career Development.....	3
Workshops.....	3
Externship Program.....	3
Job Announcements.....	3
Berks-Lehigh Valley On-Campus Recruitment.....	3
University Park On-Campus Recruitment.....	4
Career Fairs.....	4
JOBTRAK and JobDirect.....	4
LionLink.....	4
Mock Interviewing.....	4
Video Interviewing.....	4
Penn State Berks-Lehigh Valley Home Page.....	4
Career Management Systems (CMS)	5
Resume – The Basics	7
Resume Guidelines.....	8
Action Word List.....	9
Business Resumes.....	10
Engineering Resumes.....	12
Humanities.....	14
Science Resumes.....	16
Non-Traditional Student Resume.....	18
Computer/Scanner Friendly Tips	20
Scanner-Safe Resume.....	21
Tips for Writing Cover Letters	22
Guidelines for Cover Letters.....	23
Cover Letter Samples.....	24
How to Find Twenty Employers	26
Making Initial Contact	27
Follow-up With a Phone Call	28
Types of Interviews	29
Interview Success Factors.....	30
Sample Interview Questions to Expect.....	31
Sample Interview Questions to Ask.....	33
Salary Negotiations (How to Get the Big Bucks)	34
Thank You Letter.....	35
Letter of Acceptance.....	36
Letter of Decline.....	37
Reference Sheet.....	38
Tips on Having a Successful Career Day Experience	39
Contacts You’ve Made & Notes	40

Career Services

Individual Career Counseling

Choosing a major and making career plans can be very difficult tasks for many people. The Career Services staff are available to help students with career-related decisions by exploring interests, skills, and values. Interest inventories such as the Meyers-Briggs Type Indicator, Strong Interest Inventory, and Self-Directed Search are available. Students are encouraged to make an appointment to complete an interest inventory, but walk-ins are always welcome.

Internships and Coop

Students interested in pursuing an internship or coop experience should contact Career Services at least six months before the internship or coop will begin. Counselors guide the student through the process of investigating internship or coop opportunities, developing a resume and cover letter, and preparing for interviews.

In-Class Career Development

Career Services staff frequent academic classes throughout the semester. Look for Career Services staff exploring choice of majors and career opportunities in FYS classes, and in junior and senior-level classes discussing job search strategies.

Workshops

Career Services offers workshops on a wide range of topics. Topics offered include choosing a major, resume and cover letter writing, and interviewing techniques.

Externship Program

The externship program provides students with brief one-on-one observation and shadowing experience in an employment setting related to the student's major. Extern hosts are Penn State alumni or friends of the University who wish to share their knowledge and expertise regarding a particular occupation or field with a current student.

Job Announcements

Career Services consistently receives job openings from employers. Full-time, part-time, summer, and internship opportunities are available in Career Services, and positions are posted on: <http://www.collegecentral.com/psuberkslv>

Berks-Lehigh Valley On-Campus Recruitment

Penn State Berks-Lehigh Valley College hosts numerous recruiters throughout the academic year. Students wishing to interview with a recruiter must register with Career Services. It is unacceptable to miss an interview. A student who fails to keep an appointment with an employer will be barred from future interviews. For a list of recruiters and the dates of visits, contact Career Services or visit: <http://www.collegecentral.com/psuberkslv>.

University Park On-Campus Recruitment

University Park hosts over 1,000 recruiters each year. On-campus recruiting at University Park is primarily a “closed” system, which means that companies choose candidates to interview from among those who requested interviews. Some employers opt to offer interviews on a first-come, first-serve (FCFS) basis and you can schedule interviews without going through the selection process. In order to participate in the on-campus recruiting system, you must utilize CMS—the Career Management System. CMS enables you to do all of your work related to on-campus recruiting on the web. After you register with Career Services through CMS you can (1) request interviews, (2) schedule interviews. There are specific steps that you must follow to participate in the on-campus recruiting system. They may be found on pages 3 & 4.

Career Fairs

Each year Penn State Berks-Lehigh Valley and University Park, as well as neighboring colleges, hold large career fairs where employers talk to students regarding employment, internships, and coop opportunities. Contact Career Services for a schedule of upcoming career fairs.

JOBTRAK and JobDirect

JOBTRAK and JobDirect are popular career service sites for college students and alumni. Unlike public-access job boards, the listings found on these sites are targeted by employers to Penn State students and alumni. Job listings include full-time, part-time, summer/temporary, and internship opportunities. There is no charge for this service. JOBTRAK requires the password *PSUJOBS*.

LionLink

LionLink is an exciting new networking program devised to assist students in exploring various career fields. Sponsored by the Penn State Alumni Association, this program provides contact information to students so they have the opportunity to network with alumni in established professions. Applications are available at www.lionlink.psu.edu/

Mock Interviewing

Mock interviews allow you to become comfortable with the interview process, rehearse your answers to common interview questions, and evaluate your non-verbals such as body language and eye contact. If you choose, mock interviews may be videotaped to give you the opportunity to see how you appear in an interview. Contact Career Services to schedule a mock interview.

Video Interviewing

Students granted interviews at University Park may choose to interview via the PictureTel video interviewing system. The video interviewing system eliminates the travel time to and from University Park for a pre-screening interview. Arrangements to use the system are on a first-come, first-serve basis. Contact Career Services to reserve the video interviewing system.

Penn State Berks-Lehigh Valley Home Page

Information regarding Penn State Berks-Lehigh Valley Career Services may be found at www.bklv.psu.edu/careerservices/.

Career Management System (CMS)

Instructions for CMS

Step 1 – You must register with CMS to enter and use the system. Your attendance at an orientation session in the beginning of the semester is mandatory. CMS registration is valid for one academic year.

Step 2 – Enter the System

1. Go to: <http://www.sa.psu.edu/career>. Click on “On-Campus Recruiting” and then “Job Postings” to enter CMS.

2. You will be asked to enter your ID and your password:

- User ID: Your Student ID number (without dashes)
- Password: “password” (this is case sensitive—only use lower-case letters.)

NOTE: You should change your user name and password after you enter the system for the first time. To change, click on “My Job Search” tab at the top of your screen. On the left, you will see several options; go to “My Profile” and click on “Change Password” to change your password and “Self-Registration” to change your user name.

- If you cannot log in, please contact the Computer Help Desk to review your registration status and complete the necessary forms.

3. Review the *Message of the Day* for news and updates on employers and recruiting activity.

Step 3 – Complete Your Registration

NOTE: You need to do three things to complete your registration: Complete the *Self-Registration* fields, enter your *Contact Information*, and authorize the billing of the \$10.00 system fee. Your registration will not be complete and acceptable until you complete these items.

1. Click on “My Job Search” tab at the top of your screen. On the left, you will see several options; go to “My Profile” and click on “**Self-Registration.**”

2. Complete the fields listed, particularly:

- User ID (change it from your student ID number)
- E-mail address

3. You will be asked to authorize billing of the \$10.00 system fee through the Bursar’s office. To do so, click “YES” in the “Fee Authorization” field.

NOTE: You can view all information without paying this fee, but you will not be able to request or schedule interviews if you have not authorized payment of this fee. This is an annual fee that will be good through the academic year.

4. Check for accuracy on the other fields. Any changes can be made at 413 Boucke Building, University Park, or you can e-mail requests for changes to OCR@psu.edu.

5. Back at the “My Profile” menu, click on the “**Contact Information**” button to enter your address and phone number.

Step 4 – Upload Your Resume(s) for On-Campus Recruiting

You will be allowed to save up to ten custom resumes for use in on-campus recruiting. Resumes can be updated or deleted at any time.

NOTE: You must upload and designate ONE resume as your “Default” resume. Please title it “Default” and click on the “Default” button when you upload your resume.

1. On the menu bar at the top of your screen, click on “My Job Search.”

2. On the menu bar on the left side of your screen, click on “Custom Documents.”

3. Click on “Add Document.” When you get to the next screen, you must enter a name for your resume (e.g.: “Default” or “Marketing Resume”).

4. Under Document Type, click on “Resume.”
5. Select the format that your resume is saved under (MSWord or HTML).
6. Enter the location of your document or find your document with the “Browse” button.
7. Click on “Upload.”
8. When you get the “Upload Successful” message, click on “Return.”

NOTE: Do NOT upload cover letters. We DO NOT send cover letters to employers.

Step 5 – View Jobs and Request Interviews

1. On the menu bar at the top of your screen, click on “Jobs.”
 2. On the menu on the left of your screen, click on “On-Campus Jobs.”
 3. Recruiting activity takes place in ROUNDS, which correspond to the weeks employers will be on-campus (See the recruiting calendar on page 12). Select from the list of rounds the week’s postings you would like to view. If you want to search by major, click on “Advanced Search.”
- NOTE:** Some companies do not provide us with information for all the fields on CMS. We strongly recommend that you limit your search to Round, Major, or Company Name.

4. Click on “Search Jobs.”
5. On the next screen you will see all of the jobs for which you may apply. If you would like to see the job description, click on “Request Interview.” This will take you to a complete description of the job and its requirements.
6. To submit your resume for an interview, select (highlight) the resume you wish to attach and click on “Request Interview.” You will get a notice that your request was successfully recorded.
7. To review, change, or delete pending requests, click on “My Job Search” at the top of your screen and then on “Request Status” on the left.
8. **IMPORTANT:** Job postings from the Capital and Behrend campuses will be available on CMS for all students to access. Please note: interviews from jobs posted at those campuses will take place at those campuses. You **must travel to Behrend or Capital** if you are selected and schedule interviews for these postings.

Step 6 – Schedule Interviews if Selected

1. On the menu bar at the top of your screen, click on “My Job Search.”
2. Click on “Invites” on the left side of your screen.
3. If you are invited to interview with a company, you will see two buttons: “Decline” and “Sign-up.” Click on “Sign-up” for the job that is displayed.
 - Under “Available Time Slots” click on the down arrow to see all available time slots. Select the time slot that you want. Click on the “Sign-up” button.
 - If you decline an interview, you will be removed from the invite list and will not be able to sign-up for an interview.
4. Go back to the “Invites” to schedule with other companies for which you were selected.
5. To change your scheduled time, click on “My Job Search” and then “Sign-ups.” You will see a list of the interviews for which you signed up. Click on “Revise” to see a list of available time slots. Select a different time slot; click on “Sign-up.” You will get a notice that your sign-up was successfully recorded.
6. To review your current sign-ups, click on “My Job Search” at the top of your screen and then on “Active Sign-ups” on the left.

NOTE: The system will not check to see if you are double booked.

7. Check “Events” to find out about employer information sessions scheduled in conjunction with your interviews.

Resume - The Basics

Write it yourself. Look at examples of resumes, but do not copy them. If you copy a resume, it will not be a true reflection of you. Many employers will soon realize that you did not write it yourself.

Make every word count. Limit your resume to one page, two at the most. After you have a first draft, edit it at least two more times. If a word or phrase does not support your ability to do the job, cut it out. Omit personal pronouns (I, we, she, etc.). Look for extra words in each section that do not add to your information. Eliminate words that point out the obvious (for example: “Resume,” “Phone Number”). Use phrases that are descriptive, but not wordy. Avoid lengthy paragraphs of information; employers will scan right over them.

Employers do not read resumes. They skim over resumes for 15-20 seconds – the first time. Your resume must capture the reader’s attention, so look at it as a flyer or advertisement for yourself. Make it look inviting to the reader. Remember, to get the job, your resume has to get the employer’s attention for more than just a glance.

Use action words. Start each phrase with an action-oriented word (see Action Words List, page 7). Use verbs such as “initiated,” “created,” or “managed” to describe your activities and responsibilities. Use present tense to describe activities in which you are currently involved; for all others, use past tense. The “I” is always implied.

Emphasize skills and accomplishments. Highlight skills that transfer from one situation to another. Focus on the experiences that reflect the best of your abilities. The fact that you successfully coordinated a student organization event leads one to believe that you could coordinate other things as well.

Be positive. Capitalize on your strengths and leave out any negative words. Do not apologize for any lack of experience or a weakness.

Make it error-free. Ask someone to proofread for grammar and spelling errors. It is amazing how many errors can get into the final version. There is no excuse for misspellings, poor grammar, and typing errors – just one will cost you a job. Show your resume to friends, family, and professional career counselors. Strive for perfection!

Make it look good. Make it look professional. Today’s word processing technology allows you to create professional resumes on your own. If you are not doing it yourself, have it professionally typeset and produced on a good quality paper. Appearance makes a lasting impression.

Stress your accomplishments. A resume is no place to be humble. You should tell employers why you are the best person for the job. Be specific by providing facts and numbers. Instead of writing that you “are good with people,” write “Supervised and trained four people and increased their productivity by 30%.”

Expound upon your relevant experiences. Condense any jobs or experiences that are not directly related and make room for information that supports your objective. This means that your resume will have a slant toward the type of job you are seeking. *NOTE: Seriously consider having more than one resume to apply for different types of jobs.*

Avoid use of abbreviations. Unless abbreviations are fully understood they can be confusing. Examples: A.S., B.A., B.S., G.P.A., and PA are common and understandable; spell out other acronyms. Avoid using “etc.”

Be accurate and honest. Do not overstate your previous responsibilities or titles. Do not fabricate past employment experiences or academic credentials. Dishonesty and exaggeration on your resume (or at any other time during the job search process) *will* come back to haunt you.

Resume Guidelines

Your Name

Street Address

City, State, ZIP

Telephone Number

E-mail

OBJECTIVE

One or two concise, easy-to-read statements focusing on the type of position you are seeking, the skills you want to utilize, and/or the tasks in which you want to become involved. Avoid clichés or jargon, such as, “To contribute to the profitability of an employer” or “A challenging position offering opportunity for growth and advancement.”

EDUCATION

List degrees in reverse chronological order – most recent first. Keep the information concise and easy to scan. You may want to include details relevant to the job you are seeking, such as courses, special projects, a minor or area of emphasis, etc. You can list education abroad experiences here as well.

SKILLS

You may want to consider a special skills section to highlight skills you have on specific computer hardware or software, foreign languages, or machinery required for performance on the job. You could also group **CERTIFICATIONS** in this category.

EXPERIENCE

Reverse chronological order is what readers expect, but if you have a mixture of experiences, you can break this into two major categories, such as **RELATED EXPERIENCES** and **WORK EXPERIENCE**. This allows you to put the most relevant items together and move relevant, previous experiences to the beginning. Give details of your accomplishments and responsibilities rather than a general list of duties. Numbers make strong statements and enhance credibility; these numbers can show volume, percentages, dollar amounts, etc. Include information and skills that relate to the position you are seeking. Consolidate information wherever possible; avoid repetition and eliminate excessive details in describing experiences. Make sure that your resume can be scanned and put relevant action verbs first. Use bulleted statements instead of paragraphs. Do not be discouraged if you have never had employment in your field. Instead, focus on your strengths, skills, and accomplishments.

ACTIVITIES

List the most relevant activities and offices held first. Include college, community, professional, and occasionally, outstanding high school activities.

HONORS/AWARDS

Optional; include only if you have several honors. If you have only one or two honors, you can include them in a combined **ACTIVITIES/HONORS** section.

REFERENCES

Most organizations will not expect references on your resume. But, you may want to prepare a list of references on a separate page formatted to match your resume for use when employers request references. Usually, three to five references are appropriate. Consider individuals familiar with your work experience, academic achievements, leadership and teamwork skills, and/or your work habits. Include the reference’s name, title, organization, mailing address, phone number, and e-mail (if applicable). You may want to include a line that describes how you know the reference and what they can say about you. You should always seek prior approval from those individuals whom you plan to list as references.

Action Word List

Accelerated	Designed	Maintained	Responsible for
Accomplished	Determined	Marketed	Restructured
Achieved	Developed	Maximized	Revamped
Acted	Devised	Mediated	Reviewed
Acquired	Diagnosed	Merged	Revised
Adapted	Directed	Moderated	Revitalized
Adjusted	Disclosed	Monitored	Routed
Administered	Displayed	Motivated	Scheduled
Advised	Distributed	Narrated	Screened
Advocated	Diversified	Negotiated	Sculpted
Affected	Drew up	Notified	Secured
Aided	Drilled	Nurtured	Selected
Analyzed	Edited	Observed	Served
Applied	Eliminated	Obtained	Serviced
Appraised	Enabled	Opened	Set criteria
Approved	Enforced	Operated	Set up
Arranged	Engaged	Ordered	Settled
Assembled	Engineered	Organized	Shipped
Assisted	Enhanced	Overhauled	Sold
Attained	Entertained	Packed	Solved
Authorized	Established	Participated	Speculated
Balanced	Examined	Perceived	Strengthened
Billed	Exceeded	Performed	Structured
Blasted	Exchanged	Permitted	Summarized
Bound	Expanded	Persuaded	Supervised
Briefed	Expedited	Planned	Supplied
Budgeted	Evaluated	Prepared	Supported
Built	Facilitated	Presented	Surpassed
Calculated	Fashioned	Processed	Surveyed
Cared for	Filed	Produced	Systemized
Carried out	Formed	Programmed	Tabulated
Challenged	Formulated	Projected	Tailored
Clarified	Fulfilled	Prompted	Targeted
Cleaned	Functioned	Proposed	Taught
Coached	Gained	Proved	Teamed with
Collaborated	Gathered	Provided	Tested
Communicated	Generated	Publicized	Traded
Compiled	Guided	Published	Trained
Completed	Handled	Pursued	Transferred
Composed	Headed	Ranked	Translated
Computed	Identified	Raised	Traveled
Conducted	Illustrated	Reacted	Tuned
Consolidated	Implemented	Received	Tutored
Constructed	Improved	Recommended	Typed
Contracted	Increased	Recorded	Undertook
Controlled	Innovated	Recruited	Unified
Coordinated	Instilled	Redesigned	United
Created	Installed	Reduced	Updated
Cultivated	Instructed	Regulated	Upgraded
Cut	Introduced	Reinforced	Utilized
Deferred	Invested	Related	Validated
Defined	Invented	Reorganized	Verified
Delegated	Investigated	Repaired	Visited
Delivered	Kept	Replaced	Weighed
Demonstrated	Led	Requested	Worked
Derived	Managed	Researched	Wrote

Business Resume

Paul M. Jones

1234 North 5th Street ☞☞ Allentown, PA 18104 ☞☞ 610-456-9876

OBJECTIVE:

To obtain a position in the Finance Department of a large corporation which will allow me to utilize my professional experience, interpersonal skills, and accounting education.

EDUCATION: Penn State Berks-Lehigh Valley College May 2001
Bachelor of Business GPA: 3.1

PROFESSIONAL EXPERIENCE:

INTERNSHIP: Lutron Corporation, Allentown, PA

11/99 to present

Accounting Intern

- ☞ ☞ ☞ Maintained standard costs for all purchased and manufactured parts
- ☞ ☞ ☞ Prepared monthly reports on purchase price variance for management
- ☞ ☞ ☞ Monitored LIFO inventory services
- ☞ ☞ ☞ Investigated expenses vs. capitalize issues involving fixed asset accounts
- ☞ Aided in the implementation of a new strategic costing system

United Transportation Services, Bethlehem, PA

6/99 to 8/99

Accounting Intern

- ☞ Researched accounts receivable history for class one railroad
- ☞ Utilize CASC and ORACLE software to track outstanding invoices
- ☞ Analyzed accounts and wrote off bad debt where applicable
- ☞ Compared unit prices established by GETS to actual customer prices
- ☞ Coded invoices in reference to their delinquencies

Project Manager/Technical Assistant of Unit Exchange Catalog

- ☞ Identified target audiences currently using the Unit Exchange Catalog
- ☞ Conducted field study/survey of customer preferences
- ☞ Researched the proper distribution channels for the catalog
- ☞ Compiled survey data and proposed changes to management

Dave's Auto Sales, Center Valley, PA

2/99 to 5/99

Accounting Intern

- ☞ Completed accounting transactions using Microsoft QuickBooks
- ☞ Managed the accounts receivable records for a 70-client customer base
- ☞ Recorded accounts payable

INCOME TAX EXPERIENCE: Voluntary Income Tax Assistance Program (VITA)

Student Volunteer

- ☞ Advised taxpayers on the Internal Revenue Service
- ☞ Expedited a wide range of IRS forms and assisted clients

COMPUTER SKILLS: Excel Microsoft Word 6.1 Microsoft Power Point Windows NT
Windows 98 Microsoft Access Microsoft QuickBooks Visual Basic

REFERENCES: Available upon request

Business Resume

MARY Q. SMYTHE

9087 Broad Street
Bethlehem, PA 18018

610-234-5678
mqs12@psu.edu

CAREER OBJECTIVE

To obtain an entry level position in the field of management where I can apply my academic and work experience to managerial issues in a large international corporate setting.

EDUCATION

Penn State Berks-Lehigh Valley College
Bachelor of Business

May 2001
GPA: 3.1

ACADEMIC PROJECTS

- CEO of a fictitious business simulated in conjunction with Buffalo University - learned the necessity of process and conflict management, got a realistic view of how businesses should be run in order to be successful, made budgeting and purchasing decisions on a corporate as well as SBU level, constructed job descriptions, defined corporate goals, developed an annual report, and many other important business reports.
- Developed an organization in Human Resources Management.
- Conducted extensive marketing research on Generation Y, trade shows, and other areas.
- Researched and reported on China's population control.
- Participated in the organization of an international dinner focused on Eastern Europe.
- Analyzed and presented economic issues faced by competitors within the athletic footwear industry.

I would be proud to share any of these projects as part of the interviewing process.

EMPLOYMENT

Server, Bob Evans Family Restaurant, Allentown, PA (part-time) January 2000 - present

Developed crucial communication skills as well as customer service objectives.

Hostess, Bob Evans Family Restaurant, Allentown, PA (part-time) May 1999 - August 1999

Participated in customer interaction and was responsible for money accountability.

Server, Pizza Hut, Allentown, PA (part-time) February 1998 - present

Delivered customer service and learned importance of teamwork.

Sales Clerk, The Bon-Ton, Allentown, PA (part-time) May 1998 - January 2001

Responsible for inventory and supplying customer service.

HONORS AND ACTIVITIES

Memberships: Penn State Berks-Lehigh Valley Honors Club, Dean's List, Ski Club, Student Government Association, St. John's U.C.C. Youth Group Leader, Big Brother/Big Sister Organization of the Lehigh Valley.

Interests: Hiking, skiing, other athletic activities, reading, interacting with children.

Will gladly furnish personal and professional references upon request.

Engineering Resume

DAVID B. BROWNE

123 Sunset Drive, Apt. 4B • Easton, PA 18045 • 610-285-5311 • d_browne@hotmail.com

OBJECTIVE

To obtain a plastics engineering technologist position with interest in flow analysis, mold/part design, and research and development.

EDUCATION

Bachelor of Science in Plastics Engineering Technology
Penn State Berks-Lehigh Valley College

GPA: 2.9
May 2001

RELEVANT ACADEMIC PROJECTS

- Studied the effects of injection mold filling imbalances on pressure and force development. Duties included scheduling tasks, contacting suppliers for materials, molding and testing samples, data reduction from pressure transducers and strain gages, and working with other student team members and faculty.
 - Redesigned an ergonomic screwdriver for a major company. The goal was to reduce the weight and cost by redesigning the metal ratcheting device to be made from plastic.
 - Redesigned a water manifold for a major company that tapped into a new market.
 - Used a Moldflow to solve processing problems for a major company.

COMPUTER SKILLS

Pro/Engineer, Moldflow, C-MOLD, ANSYS, Solidworks, CADKEY, Anvil, IMBCAD, Excel, PowerPoint, Word

RELEVANT EXPERIENCE

Design Engineering Intern, Caco-Pacific, Covina, CA (5-00 to 8-00)

Assisted process engineers in routine process troubleshooting and mold maintenance, created Anvil drawings for various projects, assembled and disassembled hot runner systems, and performed diverse maintenance procedures on molding machines.

Senior Design Project, Penn State Berks-Lehigh Valley, Reading, PA (1-99 to 5-00)

Molded 2" x 8" parts using various materials at different thicknesses (.040", .080", and 1.20"), measured the shrinkage near the fan gate and near the end of fill as well as with flow and transverse to flow, compared the results to those generated by Moldflow data to verify and improve Moldflow test methods for shrinkage.

Summer Intern, Keystone Thermometrics, Fleetwood, PA (5-99 to 1-00)

Ran small plastic presses, routine maintenance on plastic presses and mold, ran various testing procedures, mixed powered metal, R&D on various media types, ran ovens, and operated large powder metal presses.

HONORS AND ACTIVITIES

Society of Plastics Engineers (student chapter, 4 years)
Honor Program at Penn State Berks-Lehigh Valley (2 semesters)
National Honor Society (2 year member)

References Available Upon Request

Engineering Resume

MICHAEL BLACK

Local Address:
12 E. Minor Street
Emmaus, PA 18049
610-378-9001

mxb34@psu.edu

Permanent Address:
187 Berlin Road
Clinton, NJ 08867
201-976-9876

OBJECTIVE

To obtain a full-time position in the field of Mechanical Engineering. Areas of interest include, but are not limited to, product design and computer application.

EDUCATION

Bachelor of Science in Mechanical Engineering Technology
Penn State Berks-Lehigh Valley College

GPA: 3.0/4.0
May 2001

RELEVANT EXPERIENCE

Engineering Internship, Air Products & Chemicals, Trexlertown, PA

4/00 - 10/00

Performed Senior Design Project to study engineering problems identified by my industrial sponsor. Projects included the following: introduced and engineered a thermo former; reverse-engineered and tested a low-pressure and high-volume pump; and created and tested a fully parametric Spray Rinse Tank Model on Pro/Engineer.

Engineering Internship, Air Products & Chemicals, Trexlertown, PA

5/99 - 10/99

Worked with Senior Engineer to design Polypropylene Batch Pickling Plant tanks on AutoCAD. Communicated with shop employees to resolve problems during assembly.

RELEVANT ACADEMIC PROJECTS

Senior Design Project, Penn State Lehigh Valley, Fogelsville, PA

9/00 - 5/01

In conjunction with professional engineers and Penn State engineering faculty was responsible for the design and testing to improve The Miller Manhandler, a man-rated work winch. The project includes stress analysis using Finite Element Analysis, redesigning, material selection, and prototyping.

OTHER EXPERIENCE

Salesman, Nestor's Sporting Goods, Allentown, PA

10/98 - 5/99

Fitted customers with the best athletic shoe for their sport or activity.

Produce Clerk, Giant Food Store, Allentown, PA

7/96 - 10/98

Maintained a produce display case and ordered supplies. Served customers from additional departments, such as deli, grocery, kitchen, and cashier as needed.

COMPUTER SKILLS

PRO / ENGINEER 20
Ansys 5.5

Excel
Word

UNIX
PowerPoint

AutoCad 13

ACHIEVEMENTS AND ACTIVITIES

Harding "CNC lathe operator's hands-on training course"
American Society of Mechanical Engineers, Secretary of student chapter
Society of Manufacturing Engineers, Chapter 8 "Bulletin" Editor
Financed my college education by working through school

References and transcripts are available on request.

Humanities Resume

1298 Limekiln Road
Vera Cruz, PA 19671

610-285-5009
kap8@psu.edu

KEVIN M. PLANTE

Objective To obtain a challenging position that combines my creative writing education and my passion for the computer technology field.

Education Penn State Berks-Lehigh Valley College, Reading, PA December 2001
• Senior - Overall Current Grade Point Average 2.68/4.0
• Bachelor of Arts in Professional Writing GPA in major 3.54
• Minor - Communications
• Dean's List (Spring 00, Fall 00, Spring 99, Fall 99, Spring 98, Fall 98)

Awards 2000 - Published a book entitled Emotions
1999 - Lehigh County Alumni Scholarship
1996 - Youth for Understanding International Exchange Scholarship
1996 - Lehigh Valley Hospital Outstanding Youth Volunteer

Computer Skills

- Hardware upgrades and technology
- Windows 3.1, 95, 98, Millennium and Windows NT 4.0
- Troubleshooting software, including operation systems
- Office 98, including Word, Excel, PowerPoint, and Access
- Desktop publishing program Adobe PageMaker 7.0
- Adobe PageMill 2.0 and AOL Press 2.0, web page builders
- Turbo Pascal and BASIC programming languages

Work Experience

Nestor's Sporting Goods Allentown, PA 5/00-8/00

Sales Associate/Shift Manager/Computer Consultant

- Full-time summer employment
- Sales, customer service, inventory, and restocking
- Nighttime closing responsibilities - cash receipt counting and security
- Maintained store computer network, including individual terminals
- Diagnosed and resolved network, software, and hardware problems
- Created sales advertising for customer distribution

Pizza Hut Allentown, PA 5/99-8/99

Delivery Driver/Food Preparation

Thrift Drug, Inc. Coopersburg, PA 5/98-8/98

Sales Associate

Volunteer Experience

Lehigh Valley Hospital Allentown, PA 8/96-1/00

Hobbies/Activities

Round Table Society - English major club

Personal Computers - assembly and troubleshooting
Reading computer related books and magazines

Humanities Resume

MARCIA L. SMITH

UNIVERSITY ADDRESS:

PSU-Berks Box 2160
Reading, PA 19610
610-396-6444
mls2@psu.edu

PERMANENT ADDRESS:

123 Sunflower Lane
Collegeville, PA 18672
215-987-0012
marcia@hotmail.com

OBJECTIVE

Seeking a career utilizing strong communication skills. Areas of interest include: video production, advertising, public relations, marketing, and other related fields.

EDUCATION

Penn State Berks-Lehigh Valley College
Bachelor of Arts in Professional Writing

May 2001
3.35 GPA

RELEVANT EXPERIENCE

Special Events Assistant, Leukemia Society of America

Northeastern Pennsylvania Chapter

(May 2000 - August 2000)

Student intern assisting in coordination of special event fund-raisers.

- Created and designed brochures and posters in Microsoft Publisher.
- Established and maintained various business contacts through multiple communication mediums.
- Coordinated and carried out logistics of various event fund-raisers.
- Developed and utilized written and oral communication effectively.

Receptionist/Office Assistant, Coldwell Banker Real Estate

Collegeville, PA

(May 1999 - August 1999)

- Efficiently dispersed calls to agents.
- Competently assisted multimillion dollar producers in organizing paperwork.
- Diligently supported Administrative Assistant in general office tasks.

COMPUTER SKILLS

Proficient in the following:

Internet - Word - Excel - PowerPoint - Publisher

HONORS

- Who's Who among Students in American Universities & Colleges
- Dean's List - Fall 1996, Spring 1998, Fall 1999
- Omicron Delta Kappa, The National Leadership Honor Society
- Boscov's Scholarship Fund

ACTIVITIES

- The Lion's Tale, Penn State Berks-Lehigh Valley College newspaper
- Communications Club
- Student Advisory Committee for Humanities and Social Sciences

References Available Upon Request

Science Resume

DAVID A. POWERS

2390 Sunrise Lane ☞☞ Bath, PA 19700 ☞☞ 610-555-5555 ☞☞ d_powers@hotmail.com

Objective

To obtain an analytical laboratory research position with interest in research and new product development. Interest areas include wildlife and environmental impact.

Education

Bachelor of Science in Life Science GPA 2.8
Penn State Berks-Lehigh Valley College, Lehigh Valley, PA May 2001

Computer Skills

MATHCAD, Excel, Power Point, Word

Technical Skills

Scanning Electron Microscope, SAS Statistical Analysis, Gas Chromatography, Polymerase Chain Reaction (PCR), DNA Sequencing, Tissue Culture techniques, microbiological culturing, Autoradiography, fluorescent staining, field collection techniques.

Relevant Experience

Biology Intern, PA Department of Environmental Protection, Harrisburg, PA (5/00 to 8/00)
Assisted biology faculty at Penn State in assessing the abundance, levels, and growth of density of invasive species in regional waterways. Collected data and assisted with study and removal of invasive species. Conducted extensive research and created reports.

Senior Project, Penn State Berks-Lehigh Valley, Fogelsville, PA (9/00 to 5/01)
Conducted detailed studies of the ecology of the Delaware River estuaries and tributaries. Performed water quality assessment and examined macroinvertebrates found. Generated a detailed report and made recommendations to improve water quality based on findings.

Work Experience

Lifeguard, Parkland High School, Orefield, PA (9/94 to 6/97)

Clerk, WaWa Minimart, Allentown, PA (9/95 to 12/95)

Honors and Activities

Biology Club President
Honor Program at Penn State Berks-Lehigh Valley College (2 semesters)
National Honor Society (2-year member)

Community Involvement

Activities Aid, Luther Crest, Allentown, PA (5/97 to present)
Assist the elderly in activities and games to enhance and enrich their lives

Worker, Habitat for Humanity, Bethlehem, PA (9/99 to present)

References Available Upon Request

Science Resume

Timothy Smith

678 Broad Street

[Reading, PA 19653](#) ☎☎ 610-321-0987 ☎☎ Email: tjs16@psu.edu

OBJECTIVE

Seeking a full-time position as a chemist in a major chemical research facility. Interests include inorganic chemical research and polymerization.

EDUCATION

Penn State Berks-Lehigh Valley College, Reading, PA
Bachelor of Science in Chemistry

December 2001
GPA: 3.2

RELEVANT EXPERIENCE

Glaxo-Wellcome Incorporated, Research Triangle Park, NC

5/00 – 8/00

Biology Co-op Student

Assisted in the development of an Automated Equilibrium Solubility Workstation. Developed understanding of analytical procedures, liquid chromatography (HPLC), basic robotic programming, and desktop software. Trained scientists on Workstation operation

Penn State Berks Campus Laboratory, Reading, PA

1/00 – 5/00

Research Assistant

Supervised lab and other student workers. Cultured tumor cells in vitro. Prepared cells for flow cytometry. Analyzed data. Generated reports with insightful graphics.

TECHNICAL SKILLS

Equipment: Scanning Electron Microscope, SAS Statistical Analysis, Gas Chromatography, Mass Spectrometry, Fourier-Transform Infrared Spectroscopy (FT-IR), Nuclear Magnetic Resonance (1H-NMR), Ultraviolet-Visible Spectroscopy

Software: MS Excel, Access, Power Point, Word, SAS Programming, and Minitab

EMPLOYMENT

Austins, Reading, PA
Server/Greeter

5/99 – 9/99

Pepsi Distribution, Reading, PA
Factory Laborer

Summers 1997-98

ACTIVITIES

Dean's List including several academic scholarships

American Chemistry Society, student member

Lion Ambassadors: student touring group dedicated to promoting the Penn State's image.

Joint Residence Council: Vice President 1998 – 2000

REFERENCES AVAILABLE UPON REQUEST

Non-Traditional Student Resume

LUCAS HAPPEL

123 East Street ? Wyomissing, PA 19651 ? 610-555-0000

OBJECTIVE: DESIGN / MANUFACTURING / PLANT ENGINEERING

To design or refine manufacturing processes and equipment to produce high-quality products, minimizing setup and throughput time.

EDUCATION: Penn State Berks-Lehigh Valley, B.S. Electrical Engineering Technology, 2001

Penn State Berks-Lehigh Valley College, A.S. Electrical Engineering Technology, 1989

Lincoln Technical High School, Trade Certificate, "Drafting and Machine Layout," 1987

PROFESSIONAL QUALIFICATIONS:

* **Project Management:** responsible for successful supervision of \$2,000,000 extrusion plant

* **Manage Engineering Teams:** Engineers, Designers, CAD operators

* **Technical Advisor:** "Just-in-Time" and "Single-Minute Exchange of Dies"

* **Prepare Budgets,** project costs, cost justification for management proposal

* **Select Vendors,** obtain quotes, make purchases

* **Conceptualize** project solution independently or with a group; for example, Upper Management, Quality Circle, SMED, or JIT teams

* **Physical Layout:** Concept/Theory of operation, metal forming or machine operations required general size, appearance

* **Mechanical Design:** strength calculations, drive selection, reliability, thermodynamics

* **Fluid Power Design:** Hydraulic (Oil/95-5 Water), Pneumatic, SERVO and PROPORTIONAL control

* **Electrical Control and Instrumentation:** Determine power requirements. Size: motor starters, fuses, and conductors. Apply PLC. Layout control panel. Measure/Record/Store Process Variables

* **Computer Control / Data Acquisition:** Collect process data for quality records or process control. Make a process "screen-driven" for ease of operation, debugging, or changing motor speeds.

EXPERIENCE:

Advanced Manufacturing Engineer, East Penn, Inc., Kutztown, PA

(1987-1989)

* Redesign / Retro-fit antiquated operations with Operator Interface Computers in serial communication with Stepper drives, "Non-Contact" temperature measurement probes, and variable speed Vector Drives. This is a very cost effective method to remove the "Art Work" from an operation, decrease setup time and prepare operation for "ISO 9000"documentation.

* Hot Copper Extrusion Business: Member of team that developed TEMCO's extruded product line. The project included purchase of 1250-ton oil hydraulic Extrusion Press, design of an Oxide Free run-out with puller, Cross Transfer, Point Station, and Shape Drawbench.

Assistant Project Manager and Chief Design Engineer

The \$2,000,000 project included:

Purchase of a used 2750 ton Loewy Extrusion Press: (95/5, 4250 psi water) ... Complete control valve modification ... Retro-fit an A-B PLC, screen-driven control system ... Design of a 120 ft. Oxide-Free Run Out and handling system with puller, reel, and hot coiler ... Purchase and modification of a billet furnace and handling equipment.

- * Designed many custom-forming presses, cutoff saws cut-to-length systems, ovens/furnaces (Flame, Electric Resistance, Induction)
- * Maintenance Engineering: Supervised mechanical, hydraulic, electrical/electronic crews, as well as building and ground crews during new installations as well as emergency breakdowns
- * Material Handling/Conveying Systems
- * Developed entire process lines including: cold rolling, drawing, extrusion, coiling, cleaning

Instructor/Teacher

- * Adult evening classes spring/fall 1994, Erie County Technical School
“Blueprint Reading and Geometric Tolerancing”

OTHER INTERESTS:

- * Member of the Penn State Industrial Advisory Board for Electrical Engineering
- * Industrial Advisor for Penn State Senior Design Projects
- * Physical fitness: certified fitness instructor, football coach, downhill skiing
- * Enjoy American History, the Arts, in particular, ballet, and pencil drawing

ADDITIONAL EDUCATION:

ENGINEERING:

Engineering Mechanics	Strength of Materials
Kinematics of Mechanisms	Hydraulic Systems
Machine Design	Fluid Power

“Metal Forming,” Lehigh University, Dr. Michael Avitzur

“Copper Brass & Bronze,” American Society of Metals

BUSINESS:

Accounting	Operations Management
Labor Relations	Industrial Processes

COMPUTER SKILLS:

COMPUTER LANGUAGES: Basic, Fortran, Turbo-C, Assembler

SOFTWARE:

- * “X-WARE,” for programming “Parker” Compu-motor Stepper Motors
- * “Application Builder,” (Basic) for programming “Eason” operator interface computer
- * Project Flow Charting, Project Management, Allen-Bradley SLC500 Program Builder software, Word Perfect, Lotus 1-2-3

REFERENCES: Available upon request

Computer/Scanner Friendly Tips

Today's job hunters need to understand computers read resumes differently than people. Avoid the possibility of losing your resume to the computer demons by considering these suggestions:

- ✍ Use white paper.
- ✍ Make sure your name is at the top of every page.
- ✍ Use Times New Roman-style font, 10-12 size.
- ✍ Avoid bold print, italics, and underlining.
- ✍ Do not use lines or borders.
- ✍ Avoid graphics and shading.
- ✍ Print your resume and cover letter on a laser printer whenever possible.
- ✍ Use hyphens or solid round characters for bullets.
- ✍ Focus on nouns, not verbs.
 - ✍ Computers search resumes for the keywords it has been programmed to find. They are searching for nouns such as “BS, accounts payable, CPA, customer service.” They are not searching for “inspired, responsible for, represented.”
- ✍ The higher the number of key words used the greater the chance of your resume being read by someone rather than something.
- ✍ You should still use action verbs for sentence flow and a pair of human eyes, but the computer is not going to search for them.

SCANNER-SAFE RESUME

DAVID W. JORDAN

211 West Monument Street

Reading, PA 19876

610-396-0987

E-Mail: dwjordan@hotmail.com

CAREER OBJECTIVE: Seeking employment in the field of mechanical engineering analysis and design. Specific areas of interest are mechanical systems, power generation, and steam generation.

EDUCATION: **Penn State Berks-Lehigh Valley College** – Reading, Pennsylvania, December 2001
Bachelor of Science, Mechanical Engineering, GPA 3.3
Moravian College – Bethlehem, Pennsylvania, 1996-1999
Completed 99 credits in ABET-Accredited Mechanical Engineering Program

ENGINEERING INTERNSHIPS: **Mechanical Engineering Intern** – Fuller Company, Inc., Allentown, Pennsylvania
December 1999 – Present

- Evaluated Piping and Instrument Diagrams to develop required equipment lists
- Conducted physical testing and analysis of flow model at vendor site to design flow distribution devices
- Developed and instructed two-day class to engineering department on engineering applications of Excel 97
- Wrote performance program in Excel VBA to replace four existing FORTRAN programs resulting in:
 - Reduction in calculation time
 - Reduction in operator error
 - Visual based interface
- Revised vendor proposal program resulting in a time reduction of 75%
- Developed water-cooled thermocouple system for high-temperature monitoring of boiler temperature

WORK EXPERIENCE: **Manager** – Namco Autobahn, Bethlehem, Pennsylvania
Seasonal Employment, 1993 – 1997
Head Manager and Safety Committee Chairman, May 1997 – August 1997
Manager, May 1995 – May 1996
Head of Maintenance, May 1994 – May 1995
Greenskeeper, April 1993 – May 1994

- Utilized construction experience to engineer new buildings, customer attractions and safety-enhancing devices
- Interviewed and hired potential employees and periodically reviewed performance of all employees
- Trained employees in operating procedures and in new techniques involving safety, customer satisfaction, and facility maintenance
- Implemented safety guidelines for operation that created a safer environment for employees and customers

SOFTWARE SKILLS: AutoCAD R13 / R14, Mechanical Desktop, Fourth Shift MRP System, Microsoft Office 97/2000, SolidWorks, MATLAB, Mathcad, Visual Basic, Visual Basic for Applications, ANSYS, Windows 95, Windows NT, UNIX

MEMBERSHIPS: Penn State Berks-Lehigh Valley Mechanical Engineering Club, 1999 – Present
Varsity Men's Basketball, Moravian College, 1996 – 1997
Epsilon Pi Fraternity, Moravian College, 1996 – 1999

KEYWORDS: Concurrent Engineering, ISO 9001, leadership, materials testing, rapid prototyping

Tips for Writing Cover Letters

- Decide your purpose in writing; plan accordingly. Place the most important items first, supported by the facts.
- Group similar items together in a paragraph, then organize the paragraphs in a logical relationship to one another. Do the work of organizing the information for the reader.
- Keep your letters personal, warm, and professional. Avoid being either overly familiar or overly officious in tone. Remember that business letters are formal, not informal documents.
- Communicate without a lot of verbiage. Demonstrate that you value the reader's time by being brief.
- Write clearly and simply. Avoid jargon and overly complex sentences.
- Be positive in content, tone, word choice, and expectations. Suggest that you are an optimistic, responsible, productive, and reasonable person.
- Use active voice and action verbs in your writing.
- Keep the reader's interest by varying sentence structure and length.
- Reduce uncertainty and abstraction for the reader by including specific facts.
- Provide information that reflects the reader's interest. Stress benefits for the reader.
- You should maintain a one-inch margin on all cover letters and resumes.

Guidelines for Cover Letters

Your Present Address
City, State, Zip Code

Date of Letter

Individual's Name

Title

Employer (call organizations for correct spelling

Street Address of name and title, if necessary)

City, State, Zip Code

Dear _____:

First Paragraph: In your initial paragraph, indicate the reason for writing, the specific position or type of work for which you are applying, and how you learned of the opening (Career Development Center, news media, friend, employment service, etc.).

Second Paragraph: Mention why you are interested in the position, the organization, its products or services; above all, indicate what you can do for the employer. Tie yourself to the organization. If you are a recent graduate, explain how your academic background makes you a qualified candidate for this position. If you have had some practical work experience, point out the specific achievements or unique qualifications that relate to the advertised position. Refer the reader to the enclosed resume or application blank that summarizes your qualifications, training, and experience. You are attempting to provide the employer with a "snap-shot" of yourself. Tell them how you can benefit their company and what *you* can bring to them. Do not tell the employer what they can do for you ("Your firm is exactly what I am looking for."). They do not care about that. They want to know what *you* can do for them.

Third Paragraph: In the closing paragraph, indicate your desire for a personal interview. You may want to suggest alternative dates and times, or simply advise and offer any assistance to help in a speedy response. Finally, close your letter with a statement or question that will encourage a response. For example, state that you will be in the city where the organization is located on a certain date and would like to set up an interview, or state that you will call on a certain date to set up an interview. You could ask if the company will be recruiting in your area, or if additional information or references are desired. Finally, indicate the best time to contact you and remember to include your phone number.

Sincerely yours,

(Your Handwritten Signature)

(Type your Name)

Cover Letter Samples

231 Penn Street
Reading, PA 15678

December 6, 2001

Donald R. Johnson
Weber Knapp Company
123 Chandler Street
Jamestown, NY 12000

Dear Mr. Johnson:

I spoke to you briefly at the Penn State Job Fair on October 15, 1999 about full-time employment and I am submitting my resume for a full-time position with Weber Knapp.

I will be graduating May 2001 from Penn State Berks-Lehigh Valley College with a 4-year Bachelor of Science degree in Mechanical Engineering Technology. During the last three years I achieved many of the goals that I set for myself. I received an Associate degree in Mechanical Engineering Technology in May 1998 and upon graduation I was elected into the Tau Alpha Pi National Honor Society. I thoroughly enjoy a good challenge and I don't mind hard work. In my studies, I chose to take extra courses such as Vector Mechanics, Engineering Economics, Technical Writing, and Finite Element Analysis, in addition to my required courses.

To start saving money to fund my college education, I began working at a pizza shop during my sophomore year in high school. I was hired as a delivery person and shortly afterwards was trained to be a cook. After graduating from high school, I was promoted to shift manager. Although I averaged approximately 40 hours a week at Pizza Junction, I was still able to maintain a 3.83 GPA in high school and a 3.5 GPA in college while carrying a full load of 18 credits per semester.

My work ethic on the job, at work, and school, clearly demonstrates that I am a capable, responsible, trustworthy, and hard-working individual. I believe that these qualities and my education would make me a valuable asset to Weber Knapp.

The enclosed resume outlines my work experiences and education. I will be available for an interview any time that our schedules are compatible. I can be contacted at 814-898-6828 or by e-mail at abc123@psu.edu.

Being part of the Weber Knapp Company team would be a great privilege and opportunity for me. I will be anxiously awaiting your call.

Sincerely,

Edward Smith

721 West Tenth Street
Krumsville, PA 19087
610-231-0000

April 12, 2001

Human Resource Department
Eaton Corporation
Eaton Center
1111 Superior Avenue
Cleveland, Ohio 44114

Dear Employer:

I am responding to your advertisement for a Coordinator, Video Production in the July 10th issue of *The Cleveland Plain Dealer*. I am very excited about this opportunity. Please accept my enclosed resume as application for this position.

As my resume will demonstrate, I have excellent qualifications for your opening. Please consider the following:

- Six years in commercial television and radio, with a 4-year business degree
- Experienced with the Grass Valley 2000 production switcher, Sony BE 900 computer editing system, Scribe Chyron, and the Yamaha PM 1200 (16 channel) audio board
- Rose from Cameraman (entry-level position) to Director (responsible for seven people) at Channel 35 while still in college
- Achieved a GPA of 3.29/4.0 while working full-time through college

With over four years of experience, I currently receive \$18,000 per year. Salary levels are traditionally much lower in the television market. My expectations for a corporate salary are in the low thirties. Of course, this is open for discussion. Should you agree that my background is a good match for your requirements, I would welcome the opportunity to meet with you personally. I can be reached at 610-231-0000. Also, I would appreciate that you keep my application confidential.

Thank you for your consideration, and I look forward to hearing from you soon.

Sincerely,

Jeff Johnson

How To Find Twenty Employers

Referrals

Talk to the people you know. Ask your family, friends, relatives, neighbors, classmates, teachers, and counselors if they know of any employers who hire people with your occupation.

Community Agencies

If you are a veteran, a woman, a minority, a teenager, a senior citizen, handicapped or disabled, you have dozens of community agencies that would like to help you. Find out who they are—contact your city government, job service office, church, synagogue, or public library for information.

The Job Service

There are about 2,000 state employment offices around the country. They help job hunters find employment and they help employers find workers.

Newspaper Help Ads

The help-wanted section of your newspaper can be used to spot the job you're looking for. It can also be used to spot companies which are hiring. Don't be afraid to approach a company that's hiring—it doesn't matter that they are not advertising for your particular occupation. What matters most is they are hiring people.

Yellow Pages

The Yellow Pages of your phone book gives you a cross-sectional view of all the businesses in your area.

Trade Journals

Almost every occupation has its own trade journal or magazine. Check your library to see if they subscribe to a trade journal for your occupation. Most journals feature articles and advertisements by or about major companies.

State Indexes

Most states publish indexes of all registered businesses in their state. Check your library to see if the state you are interested in publishes indexes of all its businesses.

Local Businesses

If you want a job in your home town, check the membership lists of your Chamber of Commerce. You might also check with your city or county government for a list of local businesses.

Temporary Agencies

With a temporary agency, you work for the agency and they farm you out to their customers. A customer may need you for a few weeks or a few years.

The Internet

Check the job listings at sites like monster.com, secretcareers.com, JobDirect, or careerfinder.com. Some sites have hundreds of thousands of job listings and millions of resumes posted. Post your resume—but don't hold your breath waiting for a call. Posting a resume may be one of the least effective ways to get a job. Instead, use the web as a research tool. Visit the web site of companies, learn about their products and philosophy, read their press releases and news announcements, and check their employment page.

Career Services

Don't forget Career Services. Career Services receives numerous job listings on a daily basis.

Why twenty employers?

If you market yourself to twenty employers, you should land at least one interview. Statistically, you should expect a five to six percent success rate. Five percent of twenty employers is one.

Excerpted from *The Job Hunting Handbook*, by Dahlstrom & Company, Inc.

Making Initial Contact

After collecting a list of twenty potential employers, you will then need to contact them. Keep in mind it is not always the personnel office that has the ultimate power to hire you. The person with the hiring authority is often the manager of the department where you want to work. To get the manager's name, call the company and have a short conversation with the receptionist who answers the call.

?? Call the company and introduce yourself:

- *Good morning. My name is Kermit D. Frog.*

?? Briefly, explain why you are calling:

- *I'd like to send some material to the manager of your business office.*

?? Ask for the manager's name:

- *Would you be kind enough to give me his or her name so I can address it correctly and directly to their attention?*

?? Ask for the correct spelling:

- *Could you spell that name for me?*

?? Ask for his or her official title:

- *What is her official title?*

?? Ask if there is a special mailing address:

- *Should I send the material to the 8380 Mohr Lane address, or is there a special post office box?*

?? Express your thanks:

- *Thank you very much. I appreciate your help.*

You are now ready to make initial contact with the manager of the department where you want to work. In making contact, you have three options. First, you could send the manager a letter and ask for an interview. Second, you could call the manager on the phone and ask for an interview. Or, third, you could do both. And if you really want the job, you will do both.

Follow-up With a Phone Call

Managers receive many resumes and cover letters each day, so it is important to call special attention to yours. This can be accomplished by simply calling the manager to follow-up on the resume and letter you have already mailed. Be friendly, speak clearly, and have a pen and paper handy.

?? Call the manager and introduce yourself:

- *Good morning, Ms. Lilypad. My name is Kermit D. Frog.*

?? Say something friendly:

- *How are you this morning?*

?? Get down to business:

- *Ms. Lilypad, last week I sent you a letter with a copy of my resume. I wanted to follow-up and see if you received it.*

?? Prepare for the worst:

- *Oh, I'm sorry to hear you never received it. I was hoping to schedule an appointment with you to learn about the career opportunities as a technician in your company.*

?? Ask for an interview:

- *Would it be possible for you to spare a few minutes, at your convenience, to explore those opportunities with me?*

?? Prepare for the worst:

- *I understand. A lot of companies have hiring freezes this year. But these freezes can't last forever.*

?? Sell yourself without being pushy:

- *I'd like to be the first on your list to be considered when you lift your freeze. Would you take a few minutes to meet with me and see where I might fit in once the hiring freeze is lifted?*

?? Wrap it up:

- *Excellent. That's Tuesday afternoon at 3:00. Thank you very much, Ms. Lilypad. I appreciate your taking the time to meet with me.*

Don't feel discouraged if you bomb on the first few calls. You have collected twenty companies (right?), and the more calls you make, the more confident you will feel. Save the "top choice" managers for when you feel your best, and make your calls before 10:00 a.m.

Types of Interviews

Traditional

- ✍ Requires you to relay factual information.
- ✍ Employer is taking your word at face value.
- ✍✍ Model questions:
 - Tell me about yourself.
 - Why did you choose your major?
 - What is a weakness you have?
 - Why are you interested in this position?

Behavioral/Emotional/Story Telling

- ✍ Requires you to offer concrete, specific examples to reveal skills.
- ✍ Employer is making assumptions about your future performance based on past behaviors and attitudes.
- ✍✍ Model questions:
 - Tell me about a time when you exhibited teamwork.
 - Give me an example of a time you confronted a challenge and how you dealt with it.
- ✍✍ Consider the STAR framework to structure your responses:
 - What is the SITUATION?
 - What was your TASK?
 - What ACTION did you take?
 - What was the RESULT?

Case-Method/Case-Based

- ✍ Requires you to analyze a problem/situation and present a solution.
- ✍ Employer is assessing your analytical ability/thought process (as opposed to whether or not your answer is correct).
- ✍✍ Model questions:
 - How many gas stations are there in the United States?
 - What percentage of all automobiles in the United States are red?

Site Visit/Second Interview

- ✍ May be more informational than question/answer.
- ✍ Employer is explaining/showing the company to you.
- ✍ Be prepared to share your knowledge of the company as well.

Interview Success Factors

The following *Interview Success Factors* represent the skills, abilities, and personal characteristics employers are seeking in candidates for employment.

- ✍ Verbal and written communication skills (including listening)
- ✍ Analytic/logical thinking/problem-solving skills
- ✍ Interest in company/industry/function
- ✍✍ Interpersonal comfort and skill
- ✍✍ Enthusiasm
- ✍✍ Knowing what they want/having focus
- ✍✍ Leadership skill
- ✍✍ Confidence
- ✍✍ Staying focused on the question and not going off on a tangent
- ✍✍ High energy (but not overwhelming)
- ✍✍ Ability to work in teams
- ✍✍ Professionalism
- ✍✍ High degree of intelligence
- ✍✍ Personal presence
- ✍✍ Being prepared
- ✍✍ Giving examples relevant to work situations being discussed
- ✍✍ Track record of achievement/success
- ✍✍ Prior work experience (including Internships, summer employment, etc.)
- ✍✍ Maturity
- ✍✍ Results oriented
- ✍✍ Projecting substance/credibility
- ✍✍ Asking good questions/making statements that show thought process
- ✍✍ Ability to think creatively
- ✍✍ Clear, concise answers
- ✍✍ Honesty

This information is based on an informal survey of recruiters at the Sloan Career Development Office.

Mock Interview

The best way to be sure you will interview well is to practice your interviewing skills prior to the real thing, and you can do this by scheduling a mock interview with Career Services. Mock interviews allow you to get comfortable with the interview process, rehearse answers to common interview questions, and evaluate your non-verbals such as body language and eye contact. If you choose, mock interviews may be videotaped to allow you to see first hand how you appear in an interview.

Sample Interview Questions to Expect

Personal

- ≠ Tell me about yourself.
- ≠ What are your hobbies?
- ≠? Why did you choose to interview with our organization?
- ≠? Describe your ideal job.
- ≠? What can you offer us?
- ≠? What do you consider to be your greatest strengths?
- ≠? Can you name some weaknesses?
- ≠? Define success. Failure.
- ≠? Have you ever had any failures? What did you learn from them?
- ≠? Of which three accomplishments are you most proud?
- ≠? How does your college education or work experience relate to this job?
- ≠? What motivates you most in a job?
- ≠? Have you had difficulty getting along with a former professor/supervisor/co-worker and how did you handle it?
- ≠? Have you ever spoken before a big group of people? How large?
- ≠? Why should we hire you rather than another candidate?
- ≠? What do you know about our organization?
- ≠? Where do you want to be in five years? Ten years?
- ≠? Do you plan to return to school for further education?

Education

- ≠? Why did you choose your major?
- ≠? Why did you choose to attend Penn State University?
- ≠? Do you think you received a good education? In what ways?
- ≠? In which campus activities did you participate?
- ≠? Which classes in your major did you like best? Least? Why?
- ≠? Which elective classes did you like best? Least? Why?
- ≠? Do your grades accurately reflect your ability? Why or why not?

Experience

- ≠? What job-related skills have you developed?
- ≠? Did you work while going to school? In what positions?
- ≠? What did you learn from these work experiences?
- ≠? What did you enjoy most about your last employment? Least?
- ≠? Have you ever quit a job? Why?
- ≠? Give an example of a situation where you provided a solution to an employer.
- ≠? Give an example of a time when you worked under deadline pressure.
- ≠? How do you think a former supervisor would describe your work?

Career Goals

- ≠? Do you prefer to work under supervision or on your own?
- ≠? What kind of boss do you prefer?
- ≠? Would you be successful working with a team?

- ¿? Do you prefer large or small organizations? Why?
- ¿? What other types of positions are you considering?
- ¿? How do you feel about working in a structured environment?
- ¿? Are you able to work several assignments at once?
- ¿? How do you feel about working overtime?
- ¿? How do you feel about travel?
- ¿? How do you feel about the possibility of relocating?

Behavioral

- ¿? What goals have you set for yourself and how are you planning to achieve them?
- ¿? Who or what has had the greatest influence in the development of your career interest?
- ¿? Describe a situation in which you had to persuade someone to see things your way.
- ¿? What were the biggest challenges/problems you encountered in college? How did you handle them?
- ¿? What kind of work experience has been the most valuable to you and why?
- ¿? Describe a time when a team member asked you for help. What was the situation? How did you respond?
- ¿? Tell me about a time when you had to deal with someone whose personality was different from yours.
- ¿? Have you ever been in a situation where someone regarded you as a threat? Describe the situation and tell how you handled it.
- ¿? Give me an example of a time you had to be relatively quick in coming to a decision.
- ¿? Give me a time where you had to carry out a directive you did not agree with.
- ¿? What types of situations put you under pressure and how do you handle them?
- ¿? Tell me about an accomplishment of which you are especially proud.
- ¿? What is the most important lesson you have learned in or out of school?
- ¿? Describe a time when you had to go above and beyond the call of duty.
- ¿? Describe a time when you saw a problem and took action to correct it rather than waiting for someone else to do so.
- ¿? What makes you the best person for this job?
- ¿? Tell me about a leadership role you had in an extracurricular activity. How did you lead?
- ¿? Describe a time when it was especially important to make a good impression on a customer. How did you go about doing so?
- ¿¿ Describe a time when you took a risk you later regretted.
- ¿¿ Describe a time when you took a risk and were glad you did.

Sample Interview Questions To Ask

Don't forget the interview process is a two-way street. The interview is your opportunity to question the manager to see if you want to work for him or her. At the end of the interview you will likely be offered the opportunity to ask any questions you have. You can refer to a notepad with written questions and you may record the responses, if necessary.

- ✍ If hired, would I be filling a newly created position, or replacing someone?
- ✍ Was my predecessor promoted?
- ✍ Would you describe a typical day and the things I'd be doing?
- ✍ Who will supervise and/or evaluate me?
- ✍ What will I be expected to accomplish in the first six months?
- ✍ Will there be an opportunity for professional development?
- ✍ How would I be trained or introduced to the job?
- ✍ What are the department's goals for the year?
- ✍ What could I say to convince you to offer me this job?
- ✍ What do you consider my strengths? Weaknesses?
- ✍ How would I get feedback on my performance?
- ✍ How many people work in your department? Company?
- ✍ How is this position important to the company? How does it contribute?

Salary Negotiations

(How to Get the Big Bucks)

Whether you're sitting down with your boss, an HR representative, or someone you want to work for, your ability to get what you want depends on your preparation. So think about what you want, what the other side wants, and how you can persuade him or her to come around to your way of thinking. Preparing for a successful negotiation requires clear thinking, focused attention, and the willingness to do some research.

- ⌘ Be persuasive – It's hard to force your boss to increase your compensation and trying to do so can potentially damage your working relationship. On the other hand, it's much easier to persuade her or him that it might benefit the organization to pay you more, and that doing so will likely improve the way you deal with each other going forward.
- ⌘ Aim high, but be realistic – Many researchers have found a strong correlation between people's aspirations and the results they achieve in negotiation. At the same time, you want to suggest ideas to which your boss can realistically say yes.
- ⌘ Start off with the right tone – To be persuasive, you want to let your boss know that you will listen and seek to understand his or her views. At the same time, you expect your boss to do the same for you, so you can work together to address this issue. Avoid ultimatums, threats, and other coercive behavior.
- ⌘ Clarify your interests – Your compensation should satisfy a range of needs, not just salary. Make sure you have thought about other types of compensation that would be valuable as well – like profit sharing, stock options that vest immediately, a bonus, greater work responsibilities, a quicker promotion schedule, increased vacation, or flexible hours.
- ⌘⌘ Anticipate their interests – Just like you, your boss has needs and concerns of her or his own to satisfy. To persuade them to say yes, your ideas will have to address those interests.
- ⌘ Create several options – Joint brainstorming is the most effective way to find ideas that satisfy everyone's interests. Brainstorming works best when you separate it from commitment – first create possible solutions, then decide among them.
- ⌘ Focus on objective criteria – It is far easier to persuade someone to agree with your proposal if they see how that proposal is firmly grounded on objective criteria, such as what similar firms pay people with similar experiences, or what others in the firm make.
- ⌘ Think through your alternatives – In case you cannot persuade your boss to say yes, you need to have a Plan B to satisfy your interests. Part of preparation is creating a specific action plan so that you know what you'll do if you have to walk away from the table.
- ⌘ Prepare thoughtfully to achieve your goals – This is the only aspect of your negotiations you can completely control. To take advantage of all the above advice, you have to invest a significant amount of your time and energy.
- ⌘⌘ Review to learn – The only way you can really improve your ability to negotiate is to explicitly learn from your experiences. After you finish negotiations, reflect on what you did that worked well, and what you might want to do differently.

This information provided by Michael Chaffers and www.monster.com

Thank You Letter

(Mail within 48 hours)

1234 South 42nd Street
Shillington, PA 19765

October 2, 2001

Mr. James E. Wilson
Assistant Personnel Director
Eastman Kodak Company
Rochester, NY 14244

Dear Mr. Wilson:

I appreciated the opportunity to talk with you last Tuesday afternoon regarding employment as a manager trainee. The information that you shared with me concerning the position was extremely helpful. After speaking with both you and Mr. Morris, I feel confident that I meet or exceed all of the outlined specifications.

As I indicated during the interview, I believe that my achievements at Penn State as well as my work experience make me a strong candidate. If I can provide you with any additional information to help you in your decision-making process, please let me know. Thank you for your time and I look forward to hearing from you.

Sincerely,

Cheryl P. Jacobs

Letter of Acceptance

P.O. Box 587
Penn State Berks
Reading, PA 19701

October 2, 2001

Ms. Amy Swanson
Director of Personnel
International Paper
277 Bank Avenue
Memphis, TN 40506

Dear Ms. Swanson:

I am truly pleased to accept International Paper's offer of a position as a Business Analyst III at a salary of \$2883 per month. I look forward to facing the challenges the company provides and will make every effort to fulfill your expectations. It will be a pleasure to work with International Paper at Ticonderoga. As discussed, my reporting date was to be set at a mutually convenient date. I would prefer to begin in late June, provided this is convenient for IP.

On the subject of moving expenses, I understand that the relocation package includes a third-party mover or U-Haul, an apartment-hunting trip, and the option to utilize long-term storage if I am unable to locate a suitable apartment. I find this offer quite generous and I will try to minimize these costs in any way that I can.

Please feel free to contact me if I can provide you with any additional information. I may be reached at 610-396-0000 until May 4 and 610-288-7800 after May 4. I am eagerly anticipating my new assignment and wish to thank you for placing your confidence in me.

Sincerely,

Tamara K. Rogers

Letter of Decline

352 West 13th Street
Allentown, PA 18106

March 6, 2001

Mr. Michael Kramer
Recruitment Specialist
Program Resources, Inc.
NCI-FCRF, P.O. Box B
Frederick, MD 21701

Dear Mr. Kramer:

Thank you for considering me for a position as a biochemist at Program Resources, Inc. I enjoyed my visit to your organization and was very impressed with the facilities and staff.

After much thought and consideration, I must respectfully decline your offer to join Program Resources, Inc. After learning more about the position, I feel that it is not a good match with my skills and interests at this time.

Once again, I greatly appreciate your confidence in me.

Sincerely,

Thomas P. Martin

Reference Sheet

You may include descriptions of how references know you (e.g. what skills they can expound upon)

ANITA JOBNOW
1630 Perry Lane
Erie, PA 16509
814-864-6350

PROFESSIONAL REFERENCES

Dr. Long Tymago
Associate Professor of History
Penn State Berks-Lehigh Valley College
Penn State Berks
P.O. Box 7009
Reading, PA 19567
610-396-1234 (office)
610-555-5678 (home)
lxt123@psu.edu

Dr. Costo Living
Lecturer of Economics
Penn State Berks-Lehigh Valley College
Penn State Lehigh Valley
8380 Mohr Lane
Fogelsville, PA 18051
610-285-5678 (office)
610-555-1234 (home)
xcl456@psu.edu

Mr. Bill Melater
General Sales Manager
Rockport Industrial Sales, Inc.
5322 Tickett Road
Philadelphia, PA 19101
215-555-2121 (office)
215-555-6350 (home)
bxmelater@yahoo.com

PERSONAL REFERENCES (Optional)

Ms. Mia Goodfriend
1622 Reese Road
Pittsburgh, PA 15143
412-555-0101
mgrfriend@hotmail.com

Tips on Having a Successful Career Day

Experience

Throughout the fall and spring semesters, there will be several career fairs that you can attend. At these career fairs, you can come in contact with many employers in a few short hours. You can speak with the representatives about career opportunities and present your qualifications for their positions that you may be seeking. In other words, career fairs are a valuable opportunity to start or enhance your job search network.

During career fairs, employers will be looking for candidates who are professional, articulate, career-directed, and prepared. Employers attend career fairs to look for potential employees; many are using career fairs as a pre-screen for recruiting. You should present yourself to them as a prime candidate. This means preparing for the career day experience.

To make the most out of career fairs, we recommend that you:

- ✍ Prepare your resume and have several copies with you that day. If you need assistance in preparing a resume, attend the resume workshops or use the examples found in this manual as a starting point. Once you have started, meet with a counselor in the CDC to “fine tune” your resume.

- ✍ Dress as you would for a job interview. You want to present the best image possible – jeans, sweatshirts, and backpacks will not cut it. Positive first impressions are critical.

- ✍ Identify the company representatives with whom you wish to speak. You may want to tour the area and make contact with all the organizations to learn more about them and what they have to offer. Do not eliminate opportunities due to lack of information.

- ✍ Introduce yourself to the representative in a positive and confident manner; offer a firm handshake. Include your name, major, and the year you are graduating.

- ✍ Tell the recruiter what your interests are. For example: discuss a particular career or job with that organization and available opportunities, inquire about what someone does in a particular career, or discuss internship and summer job opportunities.

- ✍ Give the representative a resume and be ready to discuss your background,

qualifications, and career goals. Ask what you should do to apply for the position.

- ✍ Think of questions that you would like to have answered regarding your area(s) of interest. Take notes on what you hear. Some questions might be:

- ✍✍ What is a typical career path for this position within your organization?
- ✍ What is the training program for new hires?
- ✍✍ What do you look for in a candidate?

- ✍ Make sure you obtain the representative’s name, title, address, and phone number so you can follow up. If possible, ask for a business card.

- ✍ After the career fair, you should make it a point to follow up with an additional resume and a letter expressing your gratitude and interest in the company, and in what it has to offer.

See the Career Services Office for more details regarding career fairs, job fairs, and other important dates.

Contacts You've Made

Name _____

-

Company _____

Date & Details _____

Action Needed _____

Name _____

-

Company _____

Date & Details _____

Action Needed _____

Name _____

-

Company _____

Date & Details _____

Action Needed _____

Name _____

-

Company _____

Date & Details _____

Action Needed _____
