Where’s the best place to start? Way out in front.

SOUND LIKE WHERE YOU WANT TO BE?
The Enterprise Management Training and Internship Programs are where you’ll learn how a successful business operates by being part of a team that actually runs one. You’ll be exposed to every aspect of our operations and given the kind of knowledge and experiences that build careers. That’s why we have repeatedly been recognized as a great place to launch a career.

THIS IS WHERE IT ALL STARTS.
go.enterprise.com

SHERRON HAWKINS
Talent Acquisition Manager
sherron.hawkins@ehi.com
562-997-6236
OUR SERVICES

The Career Center provides counseling, career and employment services for CSUDH students. Career & employment services include job fairs, job listings (ToroJobs), individual career counseling. On-campus Interviews, workshops on career topics, and assistance with resumes and personal statements. Limited services are also available for alumni; alumni fees may apply.

Our friendly and professional staff are here to provide “help on a first-name basis.”
Career development starts here.

Office Hours:
Monday—Friday
8 am—5 pm

Drop-Ins Hours:
Tuesday & Wednesday
1 pm—4 pm*
*15 minutes career consults.
No appointment necessary.

TABLE OF CONTENTS

Preparing for Your Job Search
2 Top Qualities Employers Seek
3 Choosing a Major/Choosing a Career
3 The Information Interview

All About Internships
4 The Value of an Internship
5 Internship Cover Letter & Resume Sample

Graduate & Professional School Planning
6 Is Graduate School in Your Future?
7 Personal Statement Sample

Marketing Yourself
9 Four Year Career Plan
10 LinkedIn Profile Checklist
11 Personal Branding
12 The Job Search Process
13 Online Resources
14 How to Network
15 Resumes and Cover Letters Writings
16 Business Resume Sample
17 Cover Letter Sample
18 Health Care Resume Sample
19 Science Resume Sample
20 Teaching Resume Sample
21 Action Words for Resume, C.V., or Cover Letter
22 Functional Resume Sample
23 Curriculum Vitae Sample
25 Federal Resume Sample

Successful Interviewing
27 Interviewing Skills
29 Interview Questions to Ask and Answer
30 Do’s and Don’ts of Interviewing
31 Thank You For Interview Sample Letter
32 Dressing for the Career Interview

Job Offers
33 Negotiating Your Salary
34 Evaluating the Offer
35 Accepting/Declining Offer Sample Letters
36 Getting Started on the Job

Office Hours:
Monday—Friday
8 am—5 pm

Drop-Ins Hours:
Tuesday & Wednesday
1 pm—4 pm*
*15 minutes career consults.
No appointment necessary.
Letter From the Career Center

There is an old saying “if you don’t know where you’re going, how can you expect to get there?” Making a successful transition from college to career requires two things, a goal and a plan to get there. Avoid going in circles or hitting frustrating dead-ends! We in the Career Center are here to assist you in setting goals and preparing to achieve them!

Do you know what your personal brand is? Do you have an elevator speech? Have you ever taped yourself practicing answers to interview questions? Has your resume been reviewed by a recruiter in your career field, or by a career counselor? Have you acquired career related work experience while in college?

Answer yes to the above questions, and you have clearly been planning and preparing for the career of your dreams. By using our services and following our guidelines for job search success, you will be the best prepared candidate for today’s competitive job market. The resources found in this manual are a great complement to the programs and workshops offered by the Career Center. Consult the table of contents, and dive in.

To better serve our commuter population, we have provided this manual, streaming video workshops, practice interview software, job postings, career assessment tools, and other interactive software online at www.csudh.edu/careercenter. We also offer a full menu of workshops, career appointments, resume reviews and other services in person at our office location: Welch Hall, Room D360.

Don’t be a stranger—come visit us soon.

Top Qualities Employers Seek In Job Candidates

1. Verbal Communication Skills
2. Teamwork Skills
3. Decision Making /Problem Solving Skills
4. Ability to Plan, Organize and Prioritize
5. Ability to Obtain and Process Information
6. Analytical Skills
7. Related Technical Knowledge
8. Computer Skills
9. Report Writing./Editing Skills
10. Ability to Influence or Sell Others.

National Association of Colleges & Employers 2013 Job Outlook Survey
INFORMATION INTERVIEWS AS A CAREER EXPLORATION & NETWORKING TOOL

WHAT IS AN INFORMATIONAL INTERVIEW?
This is an appointment you make with an individual in a career field in which you are interested. It is not the same as a job interview because you are seeking career information only. It is not appropriate to ask for a job during an informational interview.

WHY PURSUE INFORMATIONAL INTERVIEWS?
- Informational interviews can help clarify your career goals.
- They can provide practical information about specific careers and a better understanding of the current job market.
- They can provide valuable contacts.
- They expand your professional network and can lead to job referrals.

HOW DO I BEGIN?
- Start with people you know — friends, family, classmates, neighbors, co-workers, and professors — to find individuals employed in the career area that interests you.
- Search membership rosters of professional associations connected to your field, LinkedIn, and organization websites to find additional contacts.
- Send an email or call individuals directly to request a 30 minute interview.
- Explain that you are a college student pursuing career information.
- Be sure to mention if you have a mutual friend or acquaintance. Advise them that you are not seeking a job, but simply conducting research.
- Prepare your questions. Dress professionally and arrive on time. Make sure to stay within the 30 minute timeframe.
- Send a thank you note or email immediately after the information interview, and keep in touch. For more tips on conducting informational interviews, see our downloadable guide under “Job Search” on our website.

CHOOSING A MAJOR, CHOOSING A CAREER

What do you want out of your life? What do you want to accomplish? A career will occupy a majority of time in your life, so you want it to be something you enjoy.

To help you focus on major and career choice, begin with some self-reflection. Think about your skills, values, needs, interests, and self-image and how they relate to various career areas (this same information will later prove valuable in composing your resume and in preparing for interviews).

The Career Center has a number of resources that can help you assess information on yourself and relate it to majors and career fields.

- The MBTI and Strong Interest Inventory are available via referral in a career counseling appointment.
- Focus 2 has an Interest Inventory and other self-assessment tools to identify career matches and help you choose a major. Your access code to create a new account is ToroJobs. Go to: https://www.focuscareer2.com/portal/login.cfm?SID=1129
- What Can I Do with This Major? is a resource on our website for exploring possible careers for your major. Go to: www.csudh.edu/careercenter. Select Students, then Majors & Careers, then What Can I Do with This Major.
- O*Net contains US Department of Labor career information and other resources. Go to: http://online.onetcenter.org

A career counselor can help you analyze your findings and further focus on your short-term and long-term goals. You can also see if graduate school should be part of your plans. Once you’ve decided on your career goals, you are ready to plan your job search.
ALL ABOUT INTERNSHIPS

THE VALUE OF AN INTERNSHIP

What is an internship? Internships are a great way to obtain real world experience and give you direct exposure to the career you are interested in. They are relatively short term with the primary focus of getting some on-the-job training and taking what’s learned in the classroom and applying it to the real world. Interns generally have a supervisor who assigns specific tasks and evaluates the intern’s overall work.

Why be an intern? You may think you don’t have the time or need to do an internship since you are working your way through school, but if your current job has no connection to your future career, think again. Employers prefer candidates with job-related experience. An internship can also help you determine if you have a genuine interest in your prospective career field.

PREPARING FOR AN INTERNSHIP

Focus on your career interests and goals. Think about the area(s) in which you would be interested in working. These fields may be directly related to your major or minor, or they may be different. Do some self-assessment. What new skills would you like to learn? You can learn more about specific careers through the Occupational Outlook Handbook.

1. Identify Internships
   - View website links, including ToroJobs, which feature internship listings.
   - Check with your academic department to see if they know of any available internships.
   - Network with faculty, family, co-workers, classmates, friends, and job fair employers. Join a professional association.
   - Research internship books and websites, such as the Vault Guide to Top Internships.
   - Check company websites for postings, or contact companies directly.

2. Apply for an Internship
   - Check with your department to see their internship policy regarding academic credit. Are you required to enroll in a particular class, or can you take independent study?
   - Create a resume and cover letter tailored to the internship based on your self-assessment, internship description, and company research.
   - Keep the company’s contact information, meet application deadlines, and follow-up after submitting your resume.

3. Prepare to interview
   - Treat the interview as any other job interview – prepare and dress professionally!
   - Research the organization online. Be prepared to address anything in your resume and cover letter.
   - Review the internship description, develop a list of potential questions, and practice your answers.
   - To refine your skills, attend an Interview Skills Workshop, and do a mock interview with our software or with a career counselor.

Once you start your internship, keep in mind:
- Dress to be taken seriously – take a cue from your supervisors and co-workers.
- Be polite and professional to everyone.
- Be enthusiastic and positive!
- Take the time to meet others and learn about the organization.
- Don’t be afraid to ask questions.
- Be willing to participate and try new projects, but don’t overstep your authority.
- Be receptive to feedback. Internships are a learning opportunity.
- Have good attendance and be punctual.
- Build upon your strengths, develop new skills, and supplement your weaknesses.
- Learn how to work with different people.
- Develop a work plan with your supervisor. Develop a reputation for courtesy, loyalty, honesty, and fairness.

Additional benefits of an internship:
- A competitive edge when applying for jobs and/or graduate school (especially in a slower economy)
- Practical experience that integrates classroom learning
- Increased self-confidence
- A chance to explore different careers and gain insight into a particular industry
- Clarification of career and educational goals
- Networking opportunities with professionals in your field
- Valuable relationships with potential mentors
- Possible pay and/or academic credit
- Transferable skills to list on a resume
- Better starting salary as a new grad
INTERNSHIP COVER LETTER & RESUME SAMPLE

999 W. Victoria St.
Carson, CA 90747

July 21, 20XX

Mr. John Lewis
Art Director
Sevens Communications
605 S. Main Street
Los Angeles, CA 90013

Dear Mr. Lewis:

I am applying for the graphic design internship that you advertised through your website. My resume is enclosed.

Your position requires skills in design for print and online media. As a current student working toward my B.A. in Art, Design Option at CSU Dominguez Hills, I have gained extensive experience in the design process for both print media and digital graphics using Adobe Photoshop, Illustrator, InDesign, Flash, and Dreamweaver.

In addition, I have 2 years experience working as a graphic designer for CSUDH’s Career Center, creating various marketing print materials, as well as design layouts for the department’s website. My involvement in Sigma Sigma Sigma has also provided me with the opportunity to use my creativity and design skill to create logos, newsletters, and posters for the organization’s events and programs.

My solid background and career goals match your job requirements well. Sevens Communications has an excellent reputation as a leading marketing firm that is dynamic and creative. I am confident that I would make a lasting contribution to your organization.

Thank you for your consideration. To reach me for an interview, please contact me at 310-555-6666 or mgar01@csudh.edu. To review my website portfolio, go to www.mgarciaportfolio.com. I look forward to hearing from you.

Sincerely,

Maria Garcia
IS GRADUATE SCHOOL IN YOUR FUTURE?

Students have different reasons for attending graduate school. Here are the best ones:

- A requirement for the career; for example law, medicine
- To move up in a field of work, attain professional status, earn more income; e.g., social work, counseling, or business
- To change careers
- To contribute research to a field or discipline

THE CAREER CENTER CAN HELP:

- Attend a Graduate School Search Workshop offered by our office
- Obtain a copy of our Graduate School Search Handbook
- Attend the annual Graduate School Fair sponsored by the Career Center, Graduate Studies, and the McNair Scholars Program
- Talk with a career counselor
- Visit the Career Center Resource Library

FOLLOWING ARE WEBSITES WHICH CAN GIVE YOU INFORMATION ABOUT PROGRAMS IN ALL FIELDS:

- Peterson’s Graduate and Professional Schools - www.petersons.com
- Grad Schools - www.gradschools.com
- Grad Guide - www.graduateguide.com
- Graduate and Professional School Profiles - www.gradprofiles.com
- Council of Graduate Schools - www.csgnet.org
- Choices computer career guidance program - www.access.bridges.com

Other sources of information: Individual college websites, CSUDH Alumni Association, CSUDH Graduate Studies Office, McNair Scholars Program, and the CSUDH Library.

Detailed information on applying to graduate school is available on our website under “Graduate School” in the Students menu.

HOW TO EVALUATE A GRADUATE SCHOOL PROGRAM?

Consider the following factors:

- The reputation of the graduate program
- Who are the faculty members, and what are their areas of expertise and research?
- Is the faculty accessible to students?
- What is the make-up of the student body,
- Is the campus located in an urban or rural environment?
- What is the tuition, and what types of financial aid are available?
- Do you know the admissions procedures, documents, and exams required?

TYPICAL REQUIREMENTS FOR GRAD SCHOOL (dependent on subject, program, & university)

- Applications
- Good GPA
- Personal Statement
- Letters of Recommendation
- Tests - GRE, GMAT, LSAT
- Prerequisite Courses
- RELATED EXPERIENCE

PERSONAL STATEMENT

- Be sure to read statement requirements of the program to which you are applying
- The statement should emphasize your interest in that particular school/program
- Please refer to statement of purpose.com and admissionssessays.com for good information and samples.
- The Career Center will be happy to help you with your statement.

Explore your options early. Many academic departments have faculty advisors to assist you who have been through the process themselves. Visit the Career Center to explore career options connected to your grad program of choice.
PERSONAL STATEMENT SAMPLE

MASTER’S DEGREE IN EDUCATION

Sometimes it takes a tragedy to remind you of what is really important in life. A year and a half ago, my cousin and good friend died suddenly. I was so sad thinking about all the experiences in life that she will miss by being taken at such a young age, and what a loss this was for the entire community to never know what good she could have accomplished, if given time. Eventually I began thinking about what I was doing with the life I was still blessed to have, which led me to realize that I was unsatisfied in my corporate job, and 20 years from now, if I did nothing to change the course of my life, I would likely still be unsatisfied. It was at this point that I realized it was time to make a major career change and go back to the one thing I have always loved doing: working with children. I believe that as a teacher I will be able to have a positive impact on my community, and even the world, for many reasons, but most importantly because I am motivated to help students find confidence in themselves and their abilities, which will lead them forward to live successful lives, thereby improving whatever communities they end up living in as well.

During college I loved my job at a pre-school, working with children ranging in age from toddlers through elementary level, and I found such joy being with them and sharing in their discoveries and adventures. It is based on this positive experience, and the examples I have had in my own life of exemplary teachers, that leads me to believe that I have the makings of a great teacher too. I just need the training and educational background to bolster up my good intentions. I have a solid undergraduate educational foundation and I am ready now to devote my full time and attention to developing my teaching skills so that I will be a credit to the profession once I am up in front of a class of my own.

I also feel that I will be able to identify with my future students from a wide array of cultural backgrounds because I am the daughter of immigrants and am bilingual in English and Spanish. It was not easy for my father to move to America at 17, not knowing a word of English, but with the help of others he learned quickly and has lived something of the American dream. I want to show my future students that this is possible for everyone, from every background. Twenty years from now, if I am lucky enough to still be around and still be teaching, I know that I will be able to look around me and see that I have made a positive impact on this earth by sparking the minds of children to see what wonderful possibilities there are out there if you are willing to learn.

Reprinted from www.admissionsessays.com
UWLA has successfully provided quality affordable graduate education to CSUDH students for almost 50 years.

Its your turn, join us and advance your career!
www.uwla.edu

UWLA School of Law & School of Graduate Studies | (310) 342- 5200 | uwla.edu

Get a glimpse of your future!

ENTER FOR A CHANCE TO WIN A TRIP TO YOUR DREAM SCHOOL.
4 Year Career Plan for CSUDH Students

FIRST YEAR

What:
- Begin self-assessment: what are your values, interests, skills, needs, etc.
- Attend the “Choosing a Major/Choosing a Career” Workshop available in the Career Center to define your career interests.
- Use “Choices” a computer program in the Career Center to help you select possible career fields.
- Obtain academic advising for help in selecting courses, explanation of academic regulations and perspective on academic programming.
- Select General Education courses that will provide you with the opportunity to explore career fields of interest.
- Become involved in student life on campus as part of your personal development.
- Get to know faculty and other students.

Why: To get a good foundation for your education and your career.

SOPHOMORE YEAR

What:
- Explore internship possibilities for the junior year by contacting the internship office in your college or department and through the Career Center or the SLICE Office.
- Participate in workshops and career related activities planned specifically for sophomores.
- Make tentative career choices.
- Interview someone in your chosen career field to learn about real life on the job.
- Look for leadership and/or team work opportunities in clubs and organizations.

Why: To commit to a major and minor and begin making plans for a career.

JUNIOR YEAR

What:
- Take courses in your major and minor as well as elective courses.
- Work with a career counselor to define your career plans.
- Obtain an internship or part-time job in your chosen career field. Volunteer positions are also good experience.
- Participate in a Graduate School Workshop and attend the Graduate School Fair in the Fall, if applicable.
- Explore possibilities to study abroad or on another campus for a year or a semester.
- Don't be afraid to change your major.
- Bring your current resume or develop a new one and have it critiqued at the Career Center, or attend an employer-staffed Resume Clinic.

Why: To refine your career plans and make progress in establishing goals.

SENIOR YEAR

What:
- Develop long-term career goals.
- Attend the Graduate School Fair or a Job Fair and use the On-campus Interview Program.
- Attend workshops on job search strategies, resume preparation, interview skills and business etiquette.
- Learn how to use the Internet to look for job listings in ToroJobs and other resources.
- Develop a network of people to support your career plans.
- Interview with potential employers.
- For grad school applicants, select the appropriate graduate program and complete the application process; Ask faculty members for letters of reference.

Why: To construct a successful job search and obtain employment in your chosen field or finalize plans for graduate school.
LinkedIn Profile Checklist

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

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

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

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

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

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

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

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

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

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

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

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

Want more LinkedIn tips for students? Check out students.linkedin.com
PERSONAL BRANDING AS PART OF JOB SEARCH

How would you answer the interview question “tell me about yourself”? This goes to the heart of personal branding. Who are you, and what are you offering in the job market? How do you represent yourself to others, whether on paper, in person, or online?

Here are 10 tips to jumpstart your branding efforts:

1. **Be authentic.** What have you accomplished to date? What are you passionate about? What are your goals? Know these things and you are on your way to introducing your personal brand to others.

2. **Learn how to introduce yourself.** We all need an elevator speech. Learn how to concisely and confidently say your name, recent history, and your goals. Practice until you are comfortable telling your own story.

3. **Show your confidence.** Never make fun of yourself or put yourself down in professional situations. Project confidence and comfort with yourself, and others will be comfortable with you.

4. **Develop the tools of the trade.** Resumes, cover letters, email addresses, voicemail messages, online profiles, websites, and blogs should reinforce the brand you want to present. Include your website links in the signature line of your email messages.

5. **Show your cards.** Print professional business cards with your name, phone number, and email address, as well as your college and major.

6. **Dress for success.** Invest in the image you want to project. This manual includes excellent examples of casual and formal business attire.

7. **Build a professional online image.** Be vigilant about your online identity. Put up a strong profile on LinkedIn, the professional social network, and take down any examples of “unprofessional” behavior that could be viewed on Facebook or other social network sites.

8. **Take a writing class.** Use proper grammar, capitalization, and spelling in all professional communications.

9. **Ask for feedback.** Find a professional you trust—a professor, career counselor, or relative—who will be honest with you, and ask if there are any areas where you are getting in your own way. For example: Do you say “like” or “you know” too much? Do you come across as entitled or uninformed? Get coaching in any area where you could use some polish.

10. **Reassess your personal brand regularly.** Your experience, ideas, and ambitions are going to evolve as your career develops, so make sure your personal brand is keeping up. You are always a work in progress. Revisit your personal brand every few months: your self-intro, resume, wardrobe, online profiles, and other elements.

Condensed from an article by Price Waterhouse Coopers, NACE Spotlight Online, 9/29/2010

THE WORKSHOPS IN THE CAREER CENTER CAN HELP YOU WITH YOUR PERSONAL BRANDING STRATEGIES.

SOCIAL NETWORKING SITES AS JOB SEARCH TOOLS?

Can Facebook land you your next job? While the jury may still be out as to its value as a job search tool, LinkedIn is the largest professional social network site, and many job seekers report success through its use with growing their network and generating professional advice and job leads. How would a newbie use it?

First, create a profile with keywords a recruiter might use to find you. Connect with everyone you know by uploading your email contacts to see who is active on LinkedIn. Post a news article related to your field and share your point of view. Talk up class projects or presentations you have completed that relate to your career goals. Share an opinion on a book or article on a topic in your field. Join groups. Build visibility.

Facebook has its advantages as an avenue for broadening your circle of acquaintances and generating referrals. Twitter is a great resource for following industry leaders, career experts, and recruiters as they tweet updates on what is happening at their organizations.
THE JOB SEARCH PROCESS

BE ENTREPRENEURIAL AND PROACTIVE

Conducting a successful job search requires clearly focused goals and a proactive approach. In a challenged economy, this is even more important. The least effective methods are passive, such as posting a resume online and waiting for results. Be entrepreneurial and proactive to get yourself out there and look for opportunities in the unlikeliest places.

HERE ARE THE BEST JOB SEARCH METHODS:

1. Use the services of the Career Center:
   - Search online job listings at ToroJobs (www.csudh.edu/careercenter).
   - Search our website directory of other online job sites.
   - Attend CSUDH Job & Internships Fairs (they are held every October and March.)
   - Sign up for On-Campus Interviews for graduating seniors and intern candidates.
   - Visit Employer Outreach Tables and Information Sessions.

2. Pursue networking opportunities for your field.
   These include:
   - Professional association membership
   - LinkedIn or other social networking sites
   - Seminars, conferences, job fairs, and open-house events for your field
   - Information interviews: Request a 30 minute information interview with an employer contact in your career of interest. Do not ask for a job, just for career information. Ask for a referral to another employer contact.

3. Subscribe to trade & professional association journals and research job sites in your field.

4. Pursue internal advancement options:
   - Temporary to permanent positions
   - Volunteer work or community service
   - Internships
   - Promotion

5. Review website job listings of employers of choice – go directly to the source!

6. Target unsolicited resumes to hiring managers in selected organizations of choice.

FINAL TIPS:

- **Be prepared.** Keep an updated version of your resume on your flash drive, and carry it with you. You never know whom you might meet!
- **Know your personal brand.** How would you introduce yourself? Practice your elevator speech.
- **Think outside the box.** Don’t focus just in your area of education or direct experience – consider related occupations or areas where you have transferrable skills to apply. Meet with a career counselor to get new ideas.
- **Expand the scope of work settings to consider.** Relocate to an area where there are more jobs, or diversify possible employers; e.g., take a job with a non-profit or government agency vs. a for-profit, or a position with a private school vs. a public school.
- **Be persistent.** Looking for a job is a job in itself. Keep to a daily schedule of pursuing leads, sending resumes, following up. Get support from others.
- **Network, network, network!** Act on opportunities where you meet face-to-face with prospective employers. Pursue referrals by faculty, career counselors, and classmates that connect you to employer prospects.
- **Sell yourself.** Be confident in your experiences and abilities. You know yourself better than anyone else does! Be sure to let each organization know how you would be an asset to them.

A SUCCESSFUL JOB SEARCH STARTS WITH YOU, NOT THE JOB MARKET. KNOW HOW YOUR SKILLS, VALUES, AND INTERESTS ARE A FIT WITH TODAY’S CAREER OPPORTUNITIES.
The Career Center Library features six computers equipped with career guidance programs and online access. The library also carries employer literature, graduate school literature, salary surveys, career and employment books, and videos. Thousands of new jobs are posted online every month for 24/7 access.

**JOB SEARCH WEBSITES**

Search local jobs and internships online, 24/7 from your home computer.

**ToroJobs** and internships at CSUDH:
- www.csudh.edu/careercenter

Additional sites for college job hunters found on our website:
- www.simplyhired.com
- www.indeed.com
- www.careerbuilder.com
- www.collegegrad.com
- www.coolworks.com

Federal job listings:
- www.usajobs.gov
- www.usajobs.gov/StudentsandGrads
- www.ourpublicservice.org/OPS/

Public employment with California agencies:
- http://jobs.ca.gov

Internships
- www.internships.com
- www.internjobs.com
- www.internmatch.com
- www.monstercollege.com

Non-profit employment:
- www.nonprofitjobscoop.org
- www.idealista.org
- www.opportunitynocs.org/jobseekerx
- www.socialservice.com

Employment in education:
- www.edjoin.org/
- www.chronicle.com/jobs/
- www.academic360.com
- www.cccregistry.org
- www.socalherc.org/

Salary Data Websites:
- www.salary.com
- http://jobstar.org
- www.jobsearchintelligence.com/NACE/salary-calculator-intro

Company Information:
- www.hoovers.com
- www.corporateinformation.com
- http://library.csudh.edu

Many more online job search resources are available on our Job Search page of the Career Center website: www.csudh.edu/careercenter
NETWORKING SUCCESSFULLY TO FIND A JOB

HAVE YOU HEARD OF THE EMPLOYER WHO PAYS A BONUS TO ANY EMPLOYEE WHO MAKES A SUCCESSFUL REFERRAL FOR A JOB OPENING?
Employers are hungry for job candidates who are referred by a trusted source, or whose work and personality traits they have already observed. For this reason, they invest heavily in employee referral programs, internship programs, attending job fairs, and cultivating alliances with student organizations and career centers that can help them meet prospective job candidates.

The practice of networking should play a big role in your job search strategies. Networking, “the process of interacting with others to develop relationships, reach a goal, or gather information,” is something to put into practice early in your academic career. You may believe you have no network, but your college years afford you many advantages to build one.

GET AN INTERNSHIP OR VOLUNTEER.
Getting experience in your prospective career field is invaluable for your resume. It also introduces your skills and talents to a new circle of allies who can vouch for your abilities.

JOIN A STUDENT PROFESSIONAL ASSOCIATION.
The Science Society, Accounting Society, and PRSSA are examples of student professional groups related to a specific career path. Many are affiliated with professional chapters in the field. Fellow members share contacts and advice, and activities frequently include guest speakers at meetings, attending seminars and conferences, and job shadowing programs—all with the potential to generate contacts for your network.

FIND A MENTOR.
A career counselor from the Career Center, an internship supervisor, or a favorite faculty member are examples of people who can offer insights into your career path and leads for future contacts or employment opportunities.

ATTEND RECRUITMENT EVENTS.
Job fairs, career mixers, and resume clinics draw a large concentration of employers to one location. Don’t miss these networking opportunities. Ask questions, collect business cards, and be ready to hand out your resume.

GET TO KNOW YOUR CLASSMATES.
Classmates are yearning for career success just as you are. Swap sources and advice. Many of your peers already work, and one of their employers might have your ideal job.

PLUG INTO YOUR EXISTING NETWORK.
Share your future plans with partners, friends, neighbors, relatives, and fellow members of groups such as book clubs, religious organizations, and softball teams. They can offer the one referral or connection you need to approach a particular employer. You may be able to help them also!

DO YOUR HOMEWORK.
While it is not necessary to take a resume with you everywhere you go, do consider all your interactions as moments to sell yourself. Script a mini-monologue about your professional goals and the background you bring to the job market. Take time to familiarize yourself with new faces and learn about their backgrounds.

FOLLOW UP WITH A THANK YOU NOTE.
If a mentor, recruiter, colleague, or friend has been particularly helpful, don’t overlook the courtesy of a “thank you” note or email. It’s not only good manners, but can also refuel their enthusiasm for assisting you to achieve your goal.
RESUME & COVER LETTER WRITING

RESUME WRITING BASICS

Purpose of a Resume:
A resume is a marketing tool. Its purpose is to motivate an employer to interview you! It should give a potential employer a brief overview of your education, work experience, extracurricular involvement, and skills and abilities that address the stated and implied requirements of a job for which you would like to interview. It is concise and should target your abilities and background to the job desired.

For this reason, when preparing to write a resume, do two things:

1. Create an inventory of what you have to offer.
2. Obtain and review a job description for each of the positions you want to pursue.

The abilities, skills, and experience required in the job description are your key to the things in your own background you need to highlight.

A resume’s purpose is to motivate an employer to interview you. It should target your abilities and background to the job desired.

Information Presentation:
The resume’s content is brief and specific, presented through concise statements formatted in an outline style. Some hints to observe:

• Organize all date-oriented information in reverse chronological order, most recent to least recent.
• Do not abbreviate. Spell out names of employers, universities, etc.
• Avoid slang or “insider” terminology that is specific to your job.
• Use simple, easy to read fonts like Times Roman or Arial. Avoid underlining and italicizing.
• Use good quality white or off-white 8 ½ x 11 bond paper.
• Proofread carefully and use spell check and grammar check.
• To make sure that your resume is dynamic, use action-oriented verbs.

For Prospective Grads:
• Place education first on the page, ahead of experience.
• Include as much work experience as possible, both paid and volunteer.
• Forgo high school information – it is not relevant once you reach junior status in college.
• Include a permanent address and phone number where you can be reached, even if you plan to move in the next few months.
• Limit to one page.

For Alumni with Experience:
• Consider adding summary of skills & qualifications targeted to the position desired.
• Place experience ahead of education
• Expand to two pages if needed, and place your full name at the top of page two.
• Focus on accomplishments at work, not just responsibilities.
• Include relevant activities, e.g. continuing education, professional memberships, and community service; avoid hobbies and interests.

Sources of Additional Information:
The Career Center offers Resume Writing Workshops on a frequent basis. Students may also drop off resumes and cover letters for a critique by a counselor.

Follow these tips, and you are on your way to a competitive resume and your next job interview!
Melissa Smith  
400 Pine Way, Torrance, CA 90505  
310-555-5249, melsmith9@yahoo.com  
www.linkedin.com/in/smithmelissa48

**OBJECTIVE:** Entry level auditor position in a public accounting firm

**QUALIFICATIONS:**
- Three years increasingly responsible experience in bookkeeping, payroll and auditing
- Strong interpersonal skills demonstrated through leadership roles
- Proficiency in Word, Excel, PowerPoint, Access, Quicken and ADP payroll system

**EDUCATION:**
May 20xx  
Bachelor of Science, Business Administration Emphasis: Accounting  
California State University, Dominguez Hills, Carson, CA  
GPA 3.5  
Relevant Coursework: Taxation I & II, Auditing, Advanced Accounting  
CPA Exam: Successfully passed all sections, June 20xx

**PROFESSIONAL EXPERIENCE:**
20xx-present  
**Audit Intern**, KPMG Peat Marwick, Los Angeles, CA  
- Assist with the preparation and data collection for on-site audits at several firms in the global logistics industry  
- Received hands-on training in audit procedures

200x-200x  
**Assistant Bookkeeper**, Key Container, South Gate, CA  
- Assisted with the successful implementation of ADP payroll system  
- Calculated weekly payroll and update commissions  
- Prepared proof of cash, general ledger & trial balance  
- Recognized as “Employee of the Month”

**HONORS AND AFFILIATIONS:**
- President, CSUDH Accounting Society, 20xx-20xx  
- Board of Directors, CSUDH Associated Students, Inc.  
- Dean’s Honor Roll, 20xx, 20xx, 20xx  
- Member, Phi Kappa Phi Honor Society

---

- Use accomplishment oriented statements to describe work experience  
  - Start sentences with an action verb  
  - No personal pronouns are used  
  - Say how much or how well you did things  
  - Describe what you learned & what problems you solved  
  - Tell the reader about ideas you implemented that saved
400 Pine Way
Torrance, CA 90505

June 20, 20xx

Ms. Karen Fields
Human Resources Director
XYZ Company
506 S. Main Street
Los Angeles, CA 90013

Dear Ms. Fields:

I am very interested in applying for the entry-level auditing position that you advertised through the Career Center at California State University, Dominguez Hills. My resume is enclosed.

Your position requires an accounting degree and experience in auditing. I have recently earned my bachelor’s degree in business administration/accounting. I am currently completing an auditing internship with KPMG, where I have participated in on-site audits for a variety of clients. I also worked for two years as an assistant bookkeeper, where I was responsible for A/R and A/P and was involved in the implementation of the automated payroll system.

I served as president of the Accounting Society and in student government, which has helped me develop my communication and public speaking skills. I am proficient in Microsoft Office and Quicken. I believe my education and experience match your requirements well. I am confident I would make a lasting contribution to your organization.

Thank you for your consideration. I am able to interview at your convenience. Please contact me at (310) 555-5249 or melsmith9@yahoo.com. I look forward to hearing from you.

Sincerely,

Melissa Smith
Chris Hawkins  
2920 Alderbury Place, Cerritos, CA 90706  
(h) 555-977-0908   (c) 555-922-0906  chawkins290@yahoo.com

**OBJECTIVE:**  
Entry level position as an occupational therapist

**EDUCATION:**

- **Master of Science, Occupational Therapy** – Dec. 20xx  
  California State University, Dominguez Hills, Carson, CA

- **Bachelor of Science, Biology** – 20xx  
  California State University, Dominguez Hills, GPA: 3.6

**CLINICAL EXPERIENCE:**

- **Aug. - Dec. 20xx**  
  **Occupational Therapy Level 2 Fieldwork**  
  **Good Samaritan Hospital, Los Angeles, CA**  
  Treated adults and geriatrics with diagnoses in depression, schizophrenia, bipolar disorder and eating disorders. Evaluated clients established goals and treatment plans, wrote daily progress notes, and attended team meeting for over 75 clients. Worked with a team of psychiatrists, nurses and social workers to discuss treatment approaches and created appropriate discharge plans for clients.

- **June - Aug. 20xx**  
  **Occupational Therapy Level 2 Fieldwork**  
  **Easter Seal Rehabilitation Center, Orange, CA**  
  Treated 15 children with autism and sensory integration dysfunction using sensory integration approach as the primary intervention technique. Evaluated children and provided individual treatment, keeping parents/caregivers abreast of objectives, goals and current progress. Collaborated with floor time therapist on appropriate treatment approaches and with speech therapists regarding co-treatment.

- **Sept. 20xx – April 20xx**  
  **Occupational Therapy Level 1 Fieldwork**  
  **California Children’s Services, El Monte; Huntington Hospital, Pasadena; Santa Monica College, Santa Monica; Therapy West, Los Angeles**  
  Successfully completed a 7 month rotation working with pediatric, adolescent, and adult populations in clinical and community settings.

**RESEARCH EXPERIENCE**

- **May—Dec 20XX**  
  Qualitative Faculty-Student Collaborative Research Project: The Practice of Co-Sleeping of Filipino Parents in the U.S.: An Ethnographic Study

- **Jan—Aug 20XX**  
  Quantitative Faculty-Student Collaborative Research Project: The Perceived Advantages and Disadvantage of Co-sleeping among Asian Immigrants in the U.S.

**ADDITIONAL EXPERIENCE:**

- Summers, 20xx & 20xx, **Camp Counselor & Assistant Wrangler**  
  Skylark Camp for Developmentally Disabled Youth, Julian, CA

**CERTIFICATIONS & SPECIAL SKILLS**

- Eligible for National Board Certification for Occupational Therapists (NBCOT)  
- Member, Occupational Therapy Association of California (OTAC)  
- Fluent in Spanish and American Sign Language

**HONORS & ACTIVITIES:**

- President, Occupational Therapy Club, CSUDH, 20xx-20xx  
- Member, Phi Theta Epsilon, Occupational Therapy Honor Society
Sean Coleman
2290 E. Crest Rd.
Rancho Palos Verdes, CA 92868
Home/Office: 714-555-0721
E-mail: Sean89@aol.com

OBJECTIVE: Seeking a position as a research associate with a biotech company

EDUCATION: California State University, Dominguez Hills, Carson, CA
Bachelor of Science in Biochemistry, to be completed June 200X
Minor in Chemistry
GPA: 3.56

RELEVANT COURSES:
General Chemistry, Organic Chemistry, Biochemistry, Analytical Chemistry
Cellular Biology, Molecular Biology, Microbiology, Genetics, Immunology

EXPERIENCE:
ABC Pharmaceuticals, Irvine, CA 09/XX-Present
Research Technician
Conduct research on novel drug compounds for Parkinson’s disease.
- Perform protein receptor binding assays
- Perform in vitro tissue bath assays
- Prepare reagents, drug dilutions, and tissue samples
- Execute purification of metabolites by HPLC

CSUDH Chemistry Department, Carson, CA 09/XX-09/XX
Laboratory Assistant
Maintained the stock room and supplied chemicals for student laboratories.
- Prepared stock solutions
- Maintained inventory of chemicals
- Responsible for cleaning glassware

SKILLS:
Laboratory
Waters HPLC, ELISA, Animal Tissue Prep, Gel Electrophoresis
Beckman pH Meter, Tissue Culture

Computer
Microsoft Word, Excel, PowerPoint, ChemStation SigmaPlot
JEAN SANCHEZ-SMITH  
5151 Grace Road, Gardena, CA  90247  
(310) 555-7777   jsmith5@hotmail.com  
E-Portfolio-http://csudh.confidentialportfolio.com/Jean_Sanchez-Smith/  

**Objective:** A position as an elementary school teacher  

**Summary**  
• Four years multiple subject classroom experience  
• Work with diverse students; e.g., ELD, students with disabilities  
• Bilingual English-Spanish  

**Education**  
California State University, Dominguez Hills, Carson, CA, May 20XX  
**SB 2042 Multiple Subject Credential with English Learner Authorization**  
CSET— Multiple Subject  Jan 20xx   NCLB Compliant  
**Bachelor of Arts, Liberal Studies, Option in Art,** GPA 3.4   Dec. 20XX  
Cum Laude  

**Related Experience**  
Spring 20xx  
**Student Teacher, 5th Grade, XYZ School,** Los Angeles, CA  
Assisted teacher in developing curriculum in math, science, and reading for non-native English speakers; directed differentiated small and large group instruction in writing and language arts. Received specialized training and taught Open Court. Prepared new unit in Art. Helped start after-school homework program. Translated at parent/teacher conferences. Worked one-on-one with a student with ADHD.  

20xx-20xx  
**Student Teacher, 1st Grade, ABC School,** Los Angeles, CA  
Developed curriculum in math, art, social studies. Created "OPAS" (Our Parents at School) program to involve students' families.  

20xx-20xx  
**College Aide, 1st Grade, ABC School,** Gardena, CA  
Promoted vocabulary development through assisting with reading, sharing, singing and self-esteem activities. Multiculturally diverse classroom included ELD. Translated for parents. Helped train new classroom aides.  

**Additional Experience**  
20xx-20xx  
**Sales Representative,** Macy’s, Torrance, CA  
Provided customer service in English and Spanish; trained new employees.  

**Skills**  
Computer—Word, Excel, PowerPoint  

**Honors and Activities**  
CSUDH Dean's List  
Secretary, CSUDH Future Teachers Club
THE REVERSE CHRONOLOGICAL RESUME

A Reverse Chronological Resume is the standard format preferred by employers. It is a date-oriented history of education and experience, listing most recent experiences first. It is best suited for college students and recent graduates.

THE FUNCTIONAL RESUME

The Functional Resume is suited for those changing careers or job seekers with an assortment of work experiences that may not appear to relate to their goal. This format requires that job responsibilities be highlighted apart from job titles. Skills and accomplishments related to a current career objective and are displayed together without regard to chronology. A chronological list of jobs is still included, but in a less prominent place on the page, and work history is limited to one line for each position. The skills used in each position are compiled with other transferable skills into clusters of similar skills. Same basics of resume writing apply.

THE CURRICULUM VITAE (C.V.)

A Curriculum Vitae or “C.V.” is longer than a resume, and focuses on abilities derived from formal education. It is commonly used for academic or administrative positions in research or teaching at the college/university level. Other instances when it might be requested:

- Applications for admission to graduate or professional schools
- Proposals for fellowships or grants
- Applications for administrative positions in K-12
- Providing information related to professional activities for purposes of making presentations at conferences, or for consulting opportunities
- Categories of information can include research, service to profession, presentations, research assistantships, juried shows, group shows, and publications.
Cynthia Cábala
1000 E. Victoria St. ● Carson, CA 90747 ● 310-555-3625 ● vstreet@csudh.edu

Objective
An entry level position in marketing or public relations

Summary of Qualifications
Excellent communication, facilitation, and presentation skills
Highly creative graphic design talents including layout and paste-up
Thorough and superior event planning and organizational skills
Proficient with MS Office Suite, PageMaker, Quark and Illustrator

Education
California State University, Dominguez Hills, Carson, CA
Bachelor of Science, Business Administration, Marketing Concentration May 200X

Professional Skills

Written and Verbal Communications
Wrote policy and procedural manuals for entertainment and academic environments
Conducted presentations for groups of 20-00 students
Assisted in writing brochures, newspaper articles, and correspondence for events
Communicated with campus and community groups, instructors, and media representatives

Graphic Design and Desktop Publishing
Designed publicity campaigns for university and community programs
Created brochures, manuals, flyers, posters, and print advertising
Performed layout and paste-up for student newspaper and related campus publications

Planning and Organization
Organized marketing and promotions for student and community events
Assisted with the coordination of job fairs and other campus events
Coordinated registration for employers at the job fairs

Work History
Student Assistant, Career Center, CSU Dominguez Hills, 9/200X-present
Layout Editor, The Bulletin Student Newspaper, CSU Dominguez Hills, 9/200X-5/200X
Student Assistant, Payroll Office, CSU Dominguez Hills, 9/200X-200X
Administrative Assistant, ABC Pharmaceuticals, Torrance, CA 7/199X-200X
Secretary, Administrative Services, NBC TV, Burbank, CA 6/199X-199X
CURRICULUM VITAE (C.V.) SAMPLE

Isabella Dominguez Thomas
9431 Solana Drive, Los Angeles, CA 92507
Home: (310) 555-9999  Office: (562) 555-6891 ithomas@msn.com

OBJECTIVE:
Assistant Professor, Special Education

ACADEMIC PREPARATION:

Ph.D. in Education, School of Education, University of California, Los Angeles, 200X
Concentrations: Special Education, Educational Psychology

M.A. in Education, California State University, Dominguez Hills, Carson, CA, 200X
Concentrations: Educational Psychology, Language Development and Reading
  Thesis: Interpersonal Communication Skills of Language Impaired Children  Advisor: Dr. Harley Davidson

Special Education Credential, Moderate/Severe, CSU, Dominguez Hills, 199X
Multiple Subject Credential, CSU, Dominguez Hills, 199X
B.A. in Psychology, California State University, Long Beach, CA, 199X

RESEARCH SKILLS:
- Utilized SPSS and SAS statistical programs extensively
- Proficient survey and evaluation research techniques

PROFESSIONAL EXPERIENCE:

Lecturer, Teacher Education, 200X-present
College of Education, California State University, Dominguez Hills
Courses: Advanced Statistics, Introduction to Learning Disabilities

Instructor, Summer Sessions, 200X, 200X
School of Education, Chapman University, Orange, CA
Course: The Exceptional Child

Teaching Assistant, Fall, 199X
Faculty in Education, University of California, Los Angeles
Courses: Tests and Measurement, Casework in Special Education

Research Assistant, Fall 199X, Spring 199X
College of Education, California State University, Dominguez Hills
- Assisted Dr. Janice Kleagle on the South Bay Special Education Project
- Collected and analyzed survey data using the SPSS program

Special Education Teacher, Mild/Moderate 19XX-19XX
Long Beach Unified School District
Lowell Elementary School
PUBLICATIONS:

RESEARCH SUBMITTED AND IN PREPARATION:
- Interaction of Verbal and Nonverbal Communications Among Learning Handicapped Fourth Graders
- The Great Debate: A Qualitative Analysis of Reading Instruction

PAPERS PRESENTED AT CONFERENCES:
Critical Thinking and Reading. Presented at the 57th Annual Conference of the California Council for Exceptional Children, San Luis Obispo, CA, 199X

CURRENT RESEARCH INTERESTS:
A survey questionnaire and follow-up interview study of parents of GATE students to assess the need for parent support groups

GRANTS RECEIVED:
California State Teacher Grant (CTIP) A Motivational Field Trip For GATE Students. Awarded October 199X

MEMBERSHIPS, SERVICE AND AWARDS:
Outstanding Dissertation Award, UCLA, 200X
Member, American Educational Research Association, 199X-present
Chair, University Relations Committee, Society for Gifted and Talented Children, 200X-200X
Vice President, Pacific Coast Consortium on Innovation in Teaching, 200X-200X
Bower Scholarship Award, CSUDH, 199X
FEDERAL RESUME SAMPLE

John Smith
1818 America Way, Los Angeles, CA 90024
Mobile: 202-555-5555   Email: JohnSmith@publicservice.com

OBJECTIVE: Position as a Contract Specialist for the Department of Veterans Affairs (GS-07)

EDUCATION:
California State University, Dominguez Hills, Carson, CA
Bachelor of Arts in Political Science, May 2010
GPA: 3.45

WORK EXPERIENCE:
Research Assistant, Political Science Dept., CSUDH, Carson, CA 9/09 - 5/10
- Wrote reports using Microsoft Word about international security and political economies, including graphs and charts, which provided professors with crucial information necessary to conduct their research.
- Edited draft-articles later published in International Affairs Magazine, ensuring consistent formatting, punctuation and grammar.
- Managed database in Microsoft Access by retrieving and entering data from over 15 projects, creating a centralized location for 25 staff members to easily access information.
- Coordinated with 25 faculty members and research partners from the research team via telephone and email to prepare weekly meetings and facilitate communication among research leaders which improved team efficacy and efficiency by brainstorming ideas and meeting deadlines.
- Improved project efficiency by supervising research tasks among 3 freshman assistants which helped in completing time-sensitive assignments.

Administrative Assistant, ABC Tech, Los Angeles, CA 5/09 - 9/09
- Coordinated the master calendar of all internal and external events resulting in fluid operations while supporting more than 50 employees by assisting them with scheduling management.
- Prepared employee surveys and project metrics using Windows Excel by compiling information and generated tables and graphs used in monthly presentations measuring company performance and to identify areas to improve operations.
- Employed strong customer service to visitors and callers by providing routine information and directing them to appropriate staff and locations for appointments and responding to inquiries regarding basic company operations.
- Organized client correspondence and files into categories improving staff’s access to key contacts.

Student Assistant, College of Natural and Behavioral Sciences, CSUDH, Carson, CA 9/07 - 5/09
- Supported over 60 faculty members by updating and inputting files, records and contacts to an online database, improving their access to them and ensuring the most recent information.
- Managed department email and telephones by directing calls to faculty members and answering inquiries regarding departmental operations and curriculum, improving efficiency.
- Produced standard formatting guidelines for reports and presentation materials which improved the appearance and organization of letters, documents and emails.
FEDERAL RESUME SAMPLE

LEADERSHIP EXPERIENCE:
Vice President, International Affairs Society, CSU Dominguez Hills, Carson, CA 9/09-5/10
• Led organization of 100+ students.
• Planned semiannual meetings, developed recruitment efforts and served as the organization’s representative at student association meetings.

Events Chair, College Democrats, Los Angeles, CA 7/08-8/09
• Coordinated major events by the College Democrats including seminars featuring prestigious guest speakers, as well as fundraising events giving me experience in event planning and logistics management.
• Served as the primary point of contact when sponsoring external events.

ACTIVITIES:
Tour Guide, University Outreach, CSU Dominguez Hills, Carson, CA 6/08-9/08
• Demonstrated excellent public speaking skills by providing information to prospective students about the admissions process and the opportunities available to students at CSUDH which played a crucial role in their college decision-making processes.

Writer, "Bulletin" School Newspaper, CSU Dominguez Hills, Carson, CA 9/07-5/08
• Wrote over 45 articles involving student life.
• Conducted interviews and research to gather reliable information for the publishable articles.

New Student Orientation Leader, CSU Dominguez Hills, Carson, CA 5/06-8/06
• Facilitated workshops and informational sessions on high school to college transition which acclimates new students and their parents to CSUDH.
• Advised and counseled newly matriculated students and parents via small-group discussions.

SKILLS:
• Bilingual in Spanish and English
• Proficient in Microsoft Word, Excel, Access, and PowerPoint
INTERVIEWING SKILLS

Congratulations! After submitting your resume, you’ve managed to get to the next step:

THE INTERVIEW.
The purpose of the interview is to market yourself and to show the employer that you are the right person for the job. It is an opportunity to verbally expand on your resume and to highlight your skills, talents, education, and experience. The goal is to get a job offer.

RESEARCH THE EMPLOYER:
You can research the company and industry via the company’s website and the Internet. You can also call and request written information from the employer directly. Alumni or other contacts who work for the organization can be another good resource.

INTERNET RESOURCES FOR RESEARCHING COMPANIES:
1. www.hoovers.com offers extensive corporate profiles
2. www.corporateinformation.com provides industry and company write ups
3. www.google.com allows you to do a google search on any company you are interested in
4. www.linkedin.com is a good resource to look up company profiles

PRIOR TO THE INTERVIEW:
Think about the job description and the position you are applying for. Anticipating what type of questions might be asked in an interview and practicing your answer will better prepare you for the real thing. Develop a list of sample questions and practice answering them out loud, with a friend, and on paper. Seeing how you come across during the interview situation can be very useful. Practice interview software is available online at our website. You may save your practice interview to a unique website link and share it with a career counselor for review.

THINGS TO LOOK FOR:
- Names and job titles of key contacts
- Type of business/product line
- Company values, philosophy, mission
- Number of employees
- Who are their competitors?
- Whom do they serve?

Be thorough and learn as much about the company/organization that you can. The more informed you are, the more confident you will feel, and it will improve your interview significantly!

The key to a good interview is: PREPARATION
INTERVIEWING SKILLS CONTINUED

BEHAVIORAL INTERVIEW QUESTIONS:
With a behavioral interview question, the interviewer asks how you acted in a past situation similar to one you would encounter in the target position. They will follow up with questions like “How did you respond?”, “What was your role?”, and “Were you pleased with the results?”

Sample Behavioral Questions:
• Tell me about a time when you were on a team, and a team member was not pulling his or her weight (evaluates teamwork experience).
• Give an example of a time when you had to make a difficult decision (evaluates decision making ability).
• Give an example of how you identified a small problem and fixed it before it became a major one (evaluates problem solving skills).
• Describe a time when you had to discipline someone you were supervising (examines supervision abilities).

WHAT TO EXPECT:
The actual interview may be conducted by one person, several people on a team, or a search committee comprised of representatives from various areas in the organization (this is common in higher education). You may have one interview, or several in a row. Tours of the facility may be included. Ask how much time to allocate for your interview when scheduling it with the employer so you can plan accordingly.

INTERVIEWING: A TWO-WAY STREET:
You are interviewing the employer as well as being interviewed. It is important to have a list of questions ready to ask the employer. This is an opportunity for you to gain more information, which will help you evaluate if the job is right for you. Most employers will ask if you have any questions. Having well thought out questions to ask will allow you to learn more about the employer and will also demonstrate that you are serious about the job.

SOLUTION TO “ILLEGAL” QUESTIONS:
Hopefully, you will never encounter an illegal question in an interview. However, you may wonder what would be considered “illegal” to ask. Interview questions that delve into your personal life, religious beliefs, race and ethnicity, sexual orientation, political views, citizenship, physical and mental health, and marital and family status are generally out of bounds. You should also be cautious about volunteering such information. The interview questions should focus on your ability to do the job.

AFTER THE INTERVIEW:
No later than three days after the interview, send a letter or email thanking the potential employer for the interview and to reconfirm your interest in the position.

THE BEST PRACTICE IS TO REHEARSE YOUR RESPONSE IN ADVANCE.
INTERVIEW QUESTIONS TO ASK AND ANSWER

QUESTIONS FREQUENTLY ASKED DURING EMPLOYMENT INTERVIEWS

1. Why did you select my organization for an interview?
2. Tell me about yourself?
3. Why did you select CSUDH for an education?
4. Why did you select your particular major?
5. When did you first know what you wanted to major in?
6. What are your long-range and short-range goals and objective? When and why did you establish these goals and how are you preparing yourself to achieve them?
7. In what type of a position are you most interested?
8. In what type of extracurricular activities have you participated? Why? Which did you like best?
10. What do you know about our company?
11. What do you consider to be your greatest strengths and weaknesses?
12. What are the most important rewards you expect in your career?
13. How would you describe yourself?
14. Do you plan to attend graduate school?
15. What was the hardest part of your college years?
16. How has your college and/or work experience prepared you for a career?
17. In what ways do you think you can make a contribution to our organization?
18. What accomplishment has given you the most satisfaction? Why?
19. Describe your most rewarding experience.
20. If you could do so, how would you plan your academic studies differently? Why?
21. Which of your summer or part-time jobs has been most beneficial?
22. Are you willing to relocate?
23. What major problem have you encountered and how did you deal with it?
24. With so many applicants, why should we hire you?

Adapted from lists developed by the Career Services Center at CSU

QUESTIONS FOR AN INTERVIEWEE TO ASK AT THE END OF AN INTERVIEW

1. Please describe the duties of the job for me.
2. What kinds of assignments might I expect the first six months on the job?
3. Are salary adjustments geared to the cost of living or job performance?
4. Does your company encourage further education?
5. How often are performance reviews given?
6. What products (or services) are in the development stage now?
7. Do you have plans for expansion?
8. What are your growth projections for next year?
9. Have you cut your staff in the last three years?
10. How do you feel about creativity and individuality?
11. Do you offer flextime?
12. Is your company environmentally conscious? In what ways?
13. In what ways is a career with your company better than one with your competitors?
14. Is this a new position or am I replacing someone?
15. What is the largest single problem facing your staff (department) now?
16. May I talk with the last person who held this position?
17. What is the usual promotional time frame?
18. Does your company offer either single or dual career-track programs?
19. What do you like best about your job/company?
20. Once the probation period is completed, how much authority will I have over decisions?
21. Has there been much turnover in this job area?
22. Do you fill positions from the outside or promote from within first?
23. What qualities are you looking for in the candidate who fills this position?
24. What skills are especially important for someone in this position?
25. What characteristics do the achievers in this company seem to share?
26. Is there a lot of team/project work?
27. Will I have the opportunity to work on special projects?
28. Where does this position fit into the organizational structure?
29. How much travel, if any, is involved in the position?
30. What is the next course of action? When should I expect to hear from you or should I contact you?
**A REVIEW OF INTERVIEWING**

“Do’s and Don’ts”

We listened to the advice of seasoned hiring managers to create this checklist of important interview “Do’s and Don’ts”. Use it as a guide to be the best-prepared candidate for your interviews. Many excellent job candidates lose vital “points” in the interview because they have not considered what the employer is looking for across the interview table!

**DURING THE INTERVIEW:**

- Answer questions completely and succinctly; don’t ramble
- Provide examples to back up general statements
- Avoid bringing up salary and fringe benefits (those are 2nd or 3rd interview topics)

**COMMON INTERVIEW ERRORS:**

- Arriving late
- Going off on tangents/Not answering the Question
- Answers that are too long or too brief
- Lack of research on the position, the organization, and your fit
- Inability to relate career goals to the position
- Dressing too casually
- Lack of enthusiasm/energy
- A limp handshake
- Forgetting to smile and having a pleasant attitude (people skills count!)

**APPEARANCE/BODY LANGUAGE:**

- Dress appropriately—wear a well-fitted, neatly pressed suit
- Shake the interviewer’s hand with confidence
- Avoid excessive make-up or cologne, but do apply plenty of deodorant/antiperspirant
- Maintain good eye contact
- Never eat, drink, smoke or chew gum during the interview
- Have fresh breath
- Turn off your cell phone

**COMMUNICATION STYLE:**

- Avoid talking negatively about other people
- Speak clearly and concisely and use correct grammar
- Exhibit confidence
- Let the interviewer lead the interview and ask questions first
- Never appear to be desperate or beg for a job
- Be enthusiastic

**PREPARATION:**

- Know the position for which you are interviewing
- Prepare 3-6 questions to ask the interviewer about his/her company, the position, or their industry
- Relate your career goals to the position for which you are interviewing
- Research the history of the company prior to the interview
- Be ready to articulate the skills you offer the company as they pertain to the job

**SOURCES OF ADDITIONAL INFORMATION:**

We offer an Interview Skills Workshop online and in the office. In addition, we offer practice interview software on our website that can be use via webcam from any internet location. Private practice interview rooms are available in the Career Center.

If you participate in the On-campus Interview Program, you can return to the Career Center during our “Drop In Hours” to hear feedback on how employers evaluated your on-campus interviews.

**RECORD A PRACTICE INTERVIEW VIA WEBCAM BY USING INTERVIEW STREAM SOFTWARE TECHNOLOGY AVAILABLE AT OUR WEBSITE.**
Mr. Foster Walker
Senior Auditor
L.A. County Auditor- Controller Division
1220 Warwick Ave.
Los Angeles, CA 90601

Dear Mr. Walker:

I want to thank you very much for interviewing me yesterday for the accounting position at the L.A. County Auditor – Controller’s Office. I enjoyed meeting you and learning more about your organization.

My enthusiasm for the position and my interest in working for the L.A. County Auditor-Controller were strengthened as a result of the interview. I think my education and internship experiences fit nicely with the job requirements, and I am sure that I could make a significant contribution to the agency over time.

I want to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to contact me at 818-555-5135 or j_ramirez@gmail.com if I can provide you with any additional information.

Again, thank you for the interview and your consideration.

Sincerely,

Jessie Ramirez

Jessie Ramirez
DRESSING FOR THE CAREER INTERVIEW

WHAT NOT TO WEAR

1. Avoid flashy suits and prints. Keep it conservative and choose a solid color. Save the animal prints for another occasion.

2. Color coordinate your clothes. Colors are great, but you don't need to include each one with what you are wearing. Try your hardest to make sure that what you're wearing actually matches and limit the number of colors you wear.

3. Don't dress too casually. You want your appearance to reflect your professional side—forego the leather, platform shoes, and short hem lengths.

4. Forget the white socks. If you are wearing a dark suit and dark shoes, do not wear white socks. Women should choose light hosiery and men should go with a sock that is close in color to their shoes.

5. Lose the jewelry. Choose something basic, in small doses. Men and women with facial or tongue piercings and men with ear piercings may want to remove their jewelry before going in for the interview.

6. Watch for nails. Some women and a lot of men don't realize that people do notice your nails. Trim your nails, make sure they are clean, and even manicure them before interviewing.

7. Easy on the scents. Try to avoid dousing yourself in perfume or aftershave. Many people have allergies to scents, and it would be a shame if your interviewer had to end it early due to an allergy attack.

8. Tame your wild mane. Clean, well-groomed hair is a must for an interview.

DRESS FOR SUCCESS

OUR FEMALE
CANDIDATE IS WEARING CLOSED TOE SHOES, THE RIGHT HEM LENGTH, AND NEUTRAL HOSE. HER HAIR IS OUT OF HER FACE AND SHE IS WEARING MINIMAL AMOUNTS OF JEWELRY.

OUR MALE
CANDIDATE IS WEARING A SUIT WITH DRESS SHOES, DARK SOCKS, A DRESS SHIRT, AND TIE. HIS HAIR IS NEATLY CUT AND COLOGNE IS NOT STRONG. HIS NAILS ARE NEATLY GROOMED.
NEGOTIATING YOUR SALARY
A successful salary negotiation is one where both the prospective employee and the hiring organization come away satisfied. Negotiation requires planning and preparation.

NEW GRADUATES
New graduates need to keep expectations in line with reality. Many entry-level salaries are structured and non-negotiable. There are, however, additional factors, including benefits, work schedule, and salary review date, which may be negotiable depending on the situation and can be considered if a firm offer is low. For an entry-level position, don’t overlook the benefit of gaining experience if you feel it is a job you will enjoy and learn from.

RESUME AND APPLICATION
Do not give details of previous salary or mention salary requirements on a resume. If you must give previous salary history, do so at the end of the cover letter, including special factors, such as the position was part-time while attending school or was in another field. This is useful if you believe there will be a disparity between what you have made previously and what you feel you should be earning in this position. If a prospective employer asks for salary requirements to be sent with a resume or on an application, you should state that they are “open” or “negotiable.” Always be honest about previous salary as this can be easily verified, but you can include information regarding benefits to increase the total value of your compensation.

RESEARCH
Understand what the position entails. By researching the organization on the Internet and by talking with others, you can obtain information useful in salary negotiations.

It is also very important that you research what your worth is based on your education and experience. There are many tools available to explore salaries in your field. You can find salary information on several websites including www.salary.com, http://jobstar.org, www.jobweb.com or the NACE Salary Calculator online. Talk to individuals doing the same kind of work, taking into consideration geographic area and current supply and demand.

THE INTERVIEW
Enter the interview knowing what you want. Based on your research, you might have a salary range with a high, medium, and minimum salary you would accept. Telling the company about your achievements during the interview will increase your value when they begin to discuss your salary. Do not bring up compensation. During the interview focus on what you bring to the prospective employer while learning more about the position and what it will involve. If they are interested in hiring you, they will eventually bring up salary, possibly at a second interview.

THE OFFER
You always want to bear in mind what a competitive market value for your services would be; however, the individual who mentions a figure first generally has the least power in a negotiation. If you are asked, “What salary are you looking for?” you might first begin by expressing your interest in the position and organization. Then you can answer, “What range did you have in mind?” or “I will consider any reasonable offer” – something that might get the employer to mention salary first. Most large companies are aware of the market value of a position and already have a figure in mind. If you cannot avoid answering the question, stay close to your high figure or give a range near your high figure – you can always negotiate down but not up.

Also keep in mind your minimum figure (which you don’t tell the employer); if the offer falls below this, you will need to decide whether benefits make up for the difference or you want to look elsewhere. It is easier to negotiate an hourly salary, because a slight increase by the hour generally does not add up to a lot of money.
EVALUATING THE OFFER
After a firm offer is made, you now need to determine if you want to accept. If you would like time to consider the salary or any other factors related to the position, you do not have to accept the offer immediately. Thank the employer for the offer and ask for some time to make your decision. Most employers will not expect you to accept immediately. After thinking about it, if you feel you want to make a counter offer, you can do so, but the employer may say no. Do not accept a position where salary or other factors leave you very dissatisfied. You will begin work with a negative attitude.

If you are simultaneously considering another position in which you have more interest, you can use the extra time requested to follow up with the other employer and discuss the fact that you have received another offer, but would prefer to work for them. If this does not move the employer, you will then have to make a decision whether or not to accept the first offer. You need to examine the job market for your field as well as your own feelings.

Once you have decided to accept an offer, any negotiations with other employers should be terminated. Never retract acceptance of a job offer. If you accept the position, and the employer does not say he/she plans to, ask him/her to give the offer to you in writing, including benefits. If you reject the offer, be sure to write a letter to the employer thanking him/her in addition to gracefully turning the offer down verbally.

COUNTER OFFER FROM CURRENT EMPLOYERS
If you are leaving a previous position, occasionally your current employer will make a counter offer, increasing your salary or benefits to get you to remain. Generally speaking, it is not a good idea to accept a counter offer. Ask yourself, why are you leaving the company? Will remaining solve the problems? If salary was the problem, why are they only giving you an increase now? The relationship with the current employer may change; they might assume you will continue to look for jobs. You will also create ill will with the new employer if you have already accepted their offer.

“TELLING THE COMPANY ABOUT YOUR ACHIEVEMENTS DURING THE INTERVIEW WILL INCREASE YOUR VALUE WHEN THEY BEGIN TO DISCUSS...
1127 Sycamore Drive  
Carson, CA. 90747  
March 3, 200X

Ms. Carol Taylor, Division Manager  
Enterprise Rent-a-Car  
1212 Corporation Lane  
Gardena, CA 90808

Dear Ms. Taylor:  

I am writing to confirm my acceptance of your employment offer and to tell you how delighted I am to be joining Enterprise Rent-a-Car. The work is exactly what I have prepared to perform and hoped to do. I feel confident that I can make a significant contribution to the corporation, and I am grateful for the opportunity you have given me.

As we discussed, my starting salary will be _______ annually and I will report to work at 8:00 a.m. on May 1st. By the start date I will have completed the medical examination and drug testing. Additionally, I shall complete all employment and insurance forms for the new employee orientation.

I look forward to working with you and your fine team. I appreciate your confidence in me and am very happy to be joining your staff.

Sincerely,

Audra Nappi
Audra Nappi

---

216 Emerson St.  
Manhattan Beach, CA 90709  
March 15, 20XX

Ms. Angie Diaz, Manager  
Sales and Marketing Division  
Disney Consumer Products  
2173 Vermont Ave.  
Burbank, CA 90702

Dear Ms. Diaz:

Thank you very much for offering me the position of marketing analyst with Disney Consumer Products. I appreciate your discussing the details of the position with me and giving me time to consider your offer.

You have a fine organization and there are many aspects of the position that are very appealing to me. However, I believe it is in our mutual best interest that I decline your offer. This has been a difficult decision for me, but I believe it is the appropriate one for my career at this time.

I want to thank you for the consideration and courtesy given to me. It was a pleasure meeting you and your staff.

Sincerely,

Melody Herrera
Melody Herrera
GETTING STARTED ON THE JOB

The L. A. Times, the Orange County Register, and the Long Beach Press Telegram all publish interesting articles on careers on the front of the classified ads in their Sunday editions. They have printed articles on how to get off to the right start on a new job. Here are some suggestions gleaned from those articles:

1. Make sure you've met everyone before making alliances.
2. Ask questions about how things are done.
3. Ask about deadlines and what type of help is available especially when taking on a project.
4. Look for ways to be helpful.
5. Make “flexibility” your middle name.
6. Volunteer to help, but make sure you know what you are volunteering for.
7. Show enthusiasm for your job.
8. Dress appropriately for the office culture.
9. Keep your cell phone on vibrate, and don’t wear headphones in the office.
10. Be receptive to feedback.
11. Be careful about expressing your emotions – keep your cool.
12. Be loyal to your boss and to the company.
13. Attend meetings.
14. Learn how to work with different people.
15. Learn skills that are not part of the job.
16. Listen and learn what problems need solving.
17. Don’t openly criticize others or complain about the job.
18. Be cautious in offering advice, and don’t talk too much about your previous jobs, especially about how things were better there or how you did things there.
19. Come in to the office early or at least on-time and begin work immediately. Don’t stop to visit with other employees on your way to your desk. “Good morning” is sufficient.
20. Discover how information is communicated but avoid “water cooler” gossip or spreading rumors.
21. Don’t arrive with your breakfast. Eat at home.
22. Request time-off with sufficient notice.
23. Don’t call in sick on Fridays and Mondays or the day before or after a paid holiday.
24. Don’t be tardy several days in a row.
25. Advise people of your absences.
26. Don’t take long lunch hours.
27. Don’t take office supplies.
28. Avoid excessive personal phone calls.
29. Don’t use the photocopier or computers for personal use.
30. Be the type of new employee who you would like to work with and have work for you.

We hope you have a rewarding career and a happy life. Let us know how we have helped you or how we can be of further assistance.