Welcome!

This publication is brought to you by Career Services. Our goal is to offer links to employers, information on employment and internship opportunities, and job search strategies which will enhance the visibility and marketability of WSU students and alumni.

We have prepared this handbook as a means to help define the process of a job and internship search. We hope to dispel some myths, give you some step-by-step guides, and generally, make the entire process of searching for a job or internship more organized and less frightening. Please use this guide and these resources to assist you on your path as you journey from an undergraduate student to graduate school or the world of work. We welcome your feedback on ways to enhance this guide. Feel free to contact us at: career@winona.edu.

Student Resource Center

The Student Resource Center is a resource available to students, staff, parents, the community, and the general public to provide quality, accurate information about Winona State University and the surrounding area. Visit their website if you have questions related to WSU or the area www.winona.edu/src.

Best wishes for success from the staff at Winona State University, Career Services! Let us know what we can help you with!
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Introduction

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We have prepared this handbook as a means to help define the process of a job and/or internship search. We hope to dispel some myths, give you some step-by-step guides, and generally, make the entire process of searching for a job or internship more organized and less frightening.

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Please use this handbook and these resources to assist you on your path as you journey from an undergraduate student to graduate school or the world of work. We welcome your feedback on ways to enhance this handbook. Feel free to contact us at: career@winona.edu

Best wishes for success!
Resources
There are many resources available to assist you in your job/internship search. Take advantage of them.

1. The Career Services library has extensive literature on:
   • Matching majors to careers
   • Career direction
   • Employment status of past graduates
   • International opportunities
   • Internship/employment opportunities
   • Summer/volunteer opportunities
   • Interview tips
   • Résumé & cover letters
   • Labor market projections
   • Locating schools
   • Supply & demand reports for educators

2. The Career Services website (www.winona.edu/career) provides:
   • EZLink for uploading your résumé and searching for jobs/internships
   • Links to many other internet resources for jobs and career information
   • Résumé and cover letter examples
   • Activities to help you choose a major
   • Podcast presentations on interviews, résumés, portfolios and more
   • Salary guides
   • Cost of living index
   • Employer websites to research and apply online
   • And much more!

3. Discover Assessment
   • Link interests, abilities and values to occupations
   • Get in-depth information on a wide variety of occupations
   • Locate occupations by major
   • Locate majors by occupation
   • Search colleges and universities nationwide by major
   • And more

4. On-campus Interviews with Employers
   • Sign up for interviews that take place in Career Services
   • Apply online at the Career Services website once you have uploaded your résumé on EZLink
5. Mock Interview (InterviewStream) System

- Practice your interview skills in front of a virtual interviewer
- Preselect six questions you would like to be asked
- Results will be emailed to you shortly after you finish
- Review your results and determine where improvements can be made
- Sign up for an appointment on the Career Services website

6. Workshops

- Attend workshops offered through Career Services
- View podcast presentations online

7. Other Employment Resources

- Professors
- Professional journals/websites
- Employer websites
- Friends/family who are already in professional positions
- Workforce Center
- Library
- Chambers of Commerce
- Newspapers
- Yellow Pages

8. Materials on permanent reserve in Krueger Library

- Interviewing DVDs
- Job search DVDs
- Resource directories

Remember to stop in and make an appointment with a career advisor if you have any questions or concerns regarding your job search. Career advisors can assist you with:

- Choosing a major
- Career direction
- Résumés/cover letters
- Resources for locating jobs or internships
- Preparation for job and career fairs
- Interviews
- Any other questions you may have regarding your job search

To schedule an appointment at the Winona campus, call 507-457-5878, or stop in at Maxwell 314.

To schedule an appointment at the Rochester campus, call 507-280-5079, or stop in at Student Services 125.
Self Assessment

The first step in the career development process is self assessment. You must know yourself, your interests, your values, your skills, your likes and dislikes before you can make good choices for a major and ultimately, a career path.

I. You can start by writing down the activities you most like to do:

1. __________________________________________
2. __________________________________________
3. __________________________________________
4. __________________________________________
5. __________________________________________
6. __________________________________________
7. __________________________________________
8. __________________________________________
9. __________________________________________
10. __________________________________________

Circle those you would like to do in your career. Think about how you might use these activities on the job.

II. Review the list of transferable skills below and underline those that you possess; circle those which you excel at.

Then rank your top ten skills in order. Circle the ones you enjoy using most.

1. ______________________  6. ______________________
2. ______________________  7. ______________________
3. ______________________  8. ______________________
4. ______________________  9. ______________________
5. ______________________  10. ______________________

III. Assess your academic strengths.

Which classes do you excel in and enjoy the most?

1. ______________________
2. ______________________
3. ______________________
4. ______________________

What activities/areas of those classes do you most enjoy? E.g. presentations, writing papers, team projects, etc.

1. ______________________
2. ______________________
3. ______________________
4. ______________________

IV. Check the career values that are most important to you from the list below

___ Working with people  ___ Travel with work
___ Rapid advancement  ___ Prestigious title
___ Job security  ___ Routine schedule
___ Working with things  ___ Being a team member
___ Routine activity  ___ Working hands-on
___ High salary  ___ Problem solving
___ Independence  ___ Ability to structure one’s work
___ Creativity  ___ Work outdoors
___ Power  ___ Freedom to express ideas
___ Flexible work schedule  ___ Improve others’ quality of life
___ See results of work  ___ Clearly defined tasks

Once you have a clear picture of what you really value (be honest), it will be easier to identify careers that offer those values. If you have a position that conflicts with your values, you will not be happy and generally will enjoy less success in that position over the long term.
**Decision Making**
When you have a clearer picture of yourself and your preferences, you can begin identifying potential careers and employers who fit those preferences. Think about:

- The kind of work you want to do
- The work environment you would like
- The field or industry you prefer
- Your geographic preferences
- The salary and cost of living where you plan to search
- Any special needs to consider
- The current job market

Be realistic. Are your expectations in line with your abilities? Prepare for success!

**Career Exploration**
Now that you have gained some insight into your skills, values and interests, write down 3 to 5 careers that might interest you.

1. ____________________________  
2. ____________________________  
3. ____________________________  
4. ____________________________  
5. ____________________________

**Discover Assessment**
The Discover Assessment is another tool to assist you. With Discover you can:

- Link interests, abilities and values to occupations
- Get in-depth information on a wide variety of occupations
- Locate occupations by major
- Locate majors by occupation
- Search colleges and universities nationwide by major
- And more

Make an appointment with Career Services or the Counseling Center (Winona campus) to receive an orientation, a username and password. Students on the Winona campus call 507-457-5878 or stop in at 314 Maxwell.

Rochester students call 507-280-5079 or stop in at Student Services 125.
The Résumé

The following is an outline of the basic résumé format:

**Contact Information**
- Name, address, phone number and email
- If you will be moving soon, you may list both a current and permanent address
- Professional Objective
- The type of position you are seeking (customized for each position)
- Keep this brief and to the point
- The objective is optional; however, in your cover letter, be sure to include an objective

**Education**
- Degree (spelled out), and expected graduation date
- The school, city and state
- Major(s) and minor(s)
- GPA if 3.0 or above
- Previous colleges attended: include only if you obtained a separate degree
- Generally don’t include high school Special Skills/Aptitudes
- Traits you wish to discuss during an interview which support your objective

**Experience**
- Your title
- Employer name, city and state, dates you worked
- Bulleted list of duties performed and transferable skills gained
- Use action verbs (see page 11) to begin each item in the list
- List most current experience first
- Can be divided into separate sections (related, professional, volunteer, other)
- Leadership/Activities/Awards
- Can include any combination of these headings (Leadership/Awards, Awards/Activities, Leadership/Activities etc.)

Include “references available upon request” at the bottom only if you have room.

Your résumé should be limited to one page unless you have an abundance of relevant experience. Write your résumé from the employer’s point of view. In other words, if you were the person making the hiring decision, what would you want to know about the applicant’s qualifications? What would stand out? Finally, print your finished résumé on a simple white or ivory color of high quality paper.
Action Verbs
Use action verbs to begin bulleted items in your résumé. The following list can help you generate ideas:

- Accelerate
- Achieve
- Acquire
- Adapt
- Administer
- Advise
- Analyze
- Anticipate
- Appoint
- Appraise
- Approve
- Arrange
- Assemble
- Audit
-Broaden
- Budget
- Build
- Calculate
- Charted
- Circulate
- Classify
- Coach
- Collect
- Compile
- Complete
- Compose
- Conceive
- Conduct
- Confront
- Conserve
- Construct
- Consult
- Control
- Coordinate
- Correspond
- Counsel
- Delegate
- Deliver

- Demonstrate
- Design
- Detect
- Develop
- Diagnose
- Direct
- Discover
- Display
- Distribute
- Draft
- Edit
- Eliminate
- Establish
- Estimate
- Evaluate
- Examine
- Execute
- Exhibit
- Expand
- Expedite
- Facilitate
- Formulate
- Generate
- Guide
- Hire
- Identify
- Implement
- Improve
- Increase
- Influence
- Initiate
- Inspire
- Instruct
- Interpret
- Interview
- Introduce
- Lead
- Lecture
- Locate
- Log
- Maintain
- Manage
- Match
- Measure
- Mediate
- Monitor
- Motivate
- Negotiate
- Network
- Observe
- Operate
- Organize
- Oversee
- Participate
- Perform
- Persuade
- Plan
- Predict
- Prepare
- Print
- Present
- Prevent
- Print
- Program
- Promote
- Propose
- Protect
- Translate
- Provide
- Purchase
- Question
- Reduce
- Refer
- Regulate
- Reinforce
- Render
- Represent
- Research
- Restore
- Revamp
- Reverse
- Review
- Reward
- Route
- Save
- Schedule
- Select
- Sell
- Serve
- Sign
- Sketch
- Solve
- Speak
- Strategize
- Structure
- Study
- Supervise
- Supply
- Support
- Talk
- Teach
- Test
- Train
- Update
- Upgrade
- Utilize
- Write
Different Types of Résumés

Chronological

• List all entries in reverse chronological order
• Generally used for college graduates entering the workforce professionally for the first time

Functional

• Focus on experiences and skills
• List major achievements first, followed by a brief listing of employers
• Generally used by candidates who have considerable work experience
• Refer to our Accounting résumé sample on page 28 for an example of a functional résumé

Combination

• Combines both chronological and functional
• Generally used by candidates with professional experience who may be switching careers or took time off from work
• Can also be used by students lacking work experience who wish to utilize their coursework and projects to showcase their transferable skills

Publishing Documents for your online job search

When you have completed your résumé, upload and publish it onto the Career Services EZLink system to allow potential employers to view your résumé online (you will want to publish your résumé to qualify for on-campus interviews). You can also upload your cover letter and letters of recommendation. For Education majors, student teaching evaluations will be automatically uploaded into your account.

• To upload and publish a document:
• Log on to EZLink (a typical username is your email address before the “@” sign and password is the last 4 digits of your Warrior ID (or last 3 if it begins with a “0”)
• On the main page, click the “documents” tab on the top toolbar
• Select “upload a document” and upload the document of your choice
• Select “publish a document”
• Publish your résumé in as many of the résumé books as you wish
The Electronic Résumé

Because the majority of today’s employers are using electronic resources to fill job openings, you will want to have an electronic version of your résumé available.

Most often, your résumé will be sent to employers by email.

Your résumé will be either read directly or will be uploaded into a searchable database which the employer can then use to efficiently locate the most qualified candidates. When submitting a résumé by email, here is a brief list of items to include:

- Cover letter
- Résumé (electronic version)
- Attached copy of traditional résumé as a PDF document

While the content of an electronic résumé is very similar to that of the traditional “print” résumé, there are several formatting issues you will want to consider when submitting an electronic résumé:

- Limit number of characters per line to 65; Use hard returns in place of word wrap
- Use 11 to 14 point font size
- Use asterisks or dashes in place of bullets
- Left justify text
- Use ALL CAPS in place of bolding, italicizing and underlining
- Email résumé to an off-campus friend or family member to verify formatting

The easiest way to achieve this format is to simply save a copy of your résumé in plain text. Plain text can be found in the “save as type” section of the “save as” menu in Microsoft Word. When submitting your résumé, reference your name and the position you are applying for in the subject line of your email to help you stand out from the crowd. Because employers may use “keyword” searches to quickly and efficiently match job openings with qualified jobseekers, you want to include an abundance of nouns describing key skills pertinent to the job you are seeking. Consider the following examples:

- Prepared tax returns and established e-filing expertise
- Coordinated marketing campaigns and special events
- Proficient in the use of Adobe Illustrator, InDesign, and Photoshop

You would also be wise to include your traditional formatted résumé as an attachment. When doing this, the safest way to retain your fonts and formatting is by saving your résumé as a PDF document. To save as a PDF document, go to the FlashPaper menu on the Microsoft Word toolbar and select “convert to PDF.”
The Cover Letter
When applying by mail or email, a cover letter is always sent with a résumé. It is used to introduce yourself and your qualifications to an employer. Because the cover letter is generally the initial contact, having a well-written cover letter is essential. When writing your cover letter, you want to make sure you answer these two important questions:

- Why do I want this position with this particular organization?
- Why should they hire me?

Your cover letter should be concise and to the point. You only have three to four brief paragraphs to get your message across.

First paragraph (introductory)
- Identify the position for which you are applying and how you learned of it
- Include a positive statement about the organization

Second/third paragraph
- Focus on two or three of the highlights from your educational, work, volunteer or personal experiences to answer the question: Why should they hire me?
- Focus on transferable skills: what skills did I gain from my experiences and how will those skills benefit the employer?
- If responding to an advertised position, answer the ad based on what the employer is seeking

Final paragraph (conclusion)
- Refer the reader to the enclosed résumé
- Politely request an interview
- List a phone number where you can be reached

Format
- Never exceed one page
- Include your address and complete contact information, the date, and employer name and address
- Minimize “I” statements as much as possible
- Single spaced sentences, double spaced between paragraphs
- Allow four spaces between closing (i.e. sincerely) and your name to make room for your signature
- Type the word “Enclosure” two spaces below your printed name
- If you are emailing your cover letter and résumé, you will want to paste your cover letter in the text ahead of your résumé. While it is wise to also send your résumé as a PDF attachment, never send your cover letter as an attachment unless specifically requested to do so as certain computer programs cannot adequately handle multiple attachments.
The Career Portfolio

A career portfolio showcases your skills, abilities, and experiences and puts them into tangible form to help employers or graduate school professors form a good impression of you. While a strong résumé and cover letter will help you get an interview, a portfolio will help you get a job.

Here is a list of items you could include in a portfolio:

- Copies of résumé/cover letter
- Letters of recommendation
- Statement of career goals and objectives (philosophy of teaching for ed majors)
- Photocopy of licenses/certifications held
- Evidence of travel/study abroad
- Photocopy of any award(s) you received
- News articles about something you were involved in
- Evidence of work, academic, volunteer, or personal projects you completed
- Brochures, flyers, posters, or websites you have created

Your portfolio should be visually appealing, well organized, and accompanied by a strong presentation. You can utilize the mock interview system in Career Services to practice using your portfolio in a job interview.

Besides preparing you for an interview, the portfolio serves as an important reflection tool, allowing you to look back on all of your past accomplishments and experiences and how they relate to your objective.
Letters of Recommendation

Assemble a collection of 3 to 4 letters of recommendations that speak to your strengths. While they are not often required, recommendation letters can attest to your character and back up your key strengths. Seek letters of recommendation from:

- Current or past employers
- Professors
- Advisors
- Internship supervisor
- Others who know your key strengths/skills

Tips for obtaining recommendation letters:

- Indicate to your reference the type of job/internship you are seeking
- Provide them with a copy of your résumé
- You may also include a sheet of paper listing some of the key points you hope they might include in the letter
- Try to give your references at least a month’s notice
- If your reference does not wish to write, or is having trouble writing an entire letter, Career Services has a shorter “candidate evaluation form” they may use
- Generally do not ask for references from family members, close friends or clergy
- Do not use a recommendation letter that you are not happy with

When applying to graduate school, you will generally seek letters of recommendation from professors in your field who can attest to your knowledge, skills, abilities and potential. Letters should be addressed to a specific school and are generally sent in a sealed envelope.

Make sure and upload your letters on the Career Services EZLink system (see page 9 for instructions).

Teaching Credentials for Education Majors

In order to apply for teaching positions, you will need to have an established set of credentials.

Credentials include:

- Student teaching evaluation forms
- Three to four letters of recommendation
- College transcripts
- Teaching license

To apply for jobs through EZLink, upload your résumé and letters of recommendation (see page 11). Student teacher evaluations will also be maintained in your permanent academic record in the Registrar’s Office.
The Internship Search

Consider doing an internship to gain more experience in your field, to prepare you for the world of work, to more clearly define your goals, and put you a step ahead of your competition. When you are ready to find an internship, there are several steps you will want to take:

1. Get the necessary information
   - Verify your academic department policy/requirements for internships
   - Verify dates for registration with the Registrar’s Office

2. Know what kind of job you want, consider:
   - Geographic location
   - Your personal budget, living accommodations, and transportation
   - Your key strengths, knowledge and abilities
   - Your work values (hours, paid/unpaid, group work, indoors/outdoors etc.)

3. Prepare your marketing package:
   - Create a career portfolio
   - Write a dynamic résumé and cover letter, proofreading them carefully
   - Upload and publish your résumé on the Career Services EZLink website
   - Ask people who know you as a candidate to write letters of recommendation for you (i.e., professors, advisors, internship supervisors, current/previous employers)
   - Prepare a 30 to 45 second ‘elevator’ speech – a quick summary of why you are the best candidate for the position, focusing on skills

4. Locate opportunities:
   - Use the Internship Resource Guides in Career Services as well as online resources at www.winona.edu/career
   - Attend Job, Career and Internship Fairs
   - Participate in on-campus interviews with employers
   - Talk with faculty and your academic department internship advisor for guidance and leads
   - Network - tell everyone you know that you are seeking an internship – you never know where you might get a lead
   - Schedule an informational interview (see page 18)

5. Prepare for the interview:
   - Thoroughly research any employer you are interested in working for
   - Practice interviewing – use InterviewStream, Career Services Mock Interview System

6. After the interview:
   - Follow up – be sure to send a ‘thank you’ letter immediately after the interview
   - Know whether or not you will accept the offer when one is made
The Informational / Networking Interview

An Informational / Networking Interview is…

• A meeting or interview with someone working in your field of interest
• A way to obtain information, advice and develop referral networks
• One of the most powerful job search strategies to help define your career direction and goals
• Not an interview for a current position in that organization

1. Conduct Informational / Networking Interviews with
   • Friends
   • Relatives
   • Acquaintances
   • People in a position you identify as a career interest

2. Goals of the Interview
   • To obtain useful information, advice and contacts for more information and referrals
   • To be remembered for future job openings and additional referrals

3. Example Questions to ask During an Informational / Networking Interview
   • What type of skills and knowledge does one need to perform this job?
   • What type of advancement opportunities are there in this field?
   • What is the future outlook for this line of work?
   • Could you describe a typical workday?
   • What do you like / dislike most about your work?
   • How would I best acquire the necessary skills for this type of job?
   • Which employers would most likely hire someone for the job I am targeting?
   • What do you think would be the best way for me to approach prospective employers?
   • How did you prepare for the position you hold now?
   • Is there a more appropriate type of résumé for the jobs I have outlined?
   • What do you see as possible weaknesses or areas that I need to improve upon?

4. Successful informational / Networking Interview “Rules to Remember”:
   • If at all possible, look for a job that is a fit for you rather than try to fit yourself into a position
   • When you ask for information, advice and referrals, few people will turn you down Most people will be flattered and eager to assist you
   • When conducting informational / networking interviews, never ask for a job, always ask for information, advice, referrals and to be remembered
   • Keep the length of this meeting or interview to 30 minutes. Respect the individual’s time
   • Remember to always send a thank you letter after the interview
The Job Search

Once you are ready to begin your job search there are several steps you will want to take:

1. Know what kind of job you want, consider:
   - Your key strengths, knowledge and abilities
   - Your work values (hours, benefits, group work, indoors/outdoors etc.)
   - Geographic location and the cost of living

2. Prepare your marketing package:
   - Create a career portfolio
   - Write a dynamic résumé and cover letter, proofreading them carefully
   - Ask people who know you as a candidate to write letters of recommendation for you (i.e., professors, advisors, internship supervisors, current/previous employers)
   - Prepare a 30 to 45 second ‘elevator’ speech – a quick summary of why you are the best candidate for the position, focusing on skills

3. Locate opportunities:
   - Attend Job and Career Fairs
   - Participate in on-campus interviews with employers
   - Network - tell everyone you know that you are seeking a position – you never know where you might get a lead from
   - Schedule an informational interview (see page 18)
   - Use the Career Services website as a resource along with professors, the internet, employer websites, professional journals, clubs and organizations you belong to, and newspapers for potential leads

4. Prepare for the interview:
   - Thoroughly research any employer you are interested in working for
   - Practice interviewing – use InterviewStream, Career Services mock interview system
   - Know your worth – investigate the average starting salary for the position and the cost of living. Consider benefits offered as well such as insurance, tuition reimbursement, or a company vehicle

5. After the interview:
   - Follow up – be sure to send a ‘thank you’ letter immediately after the interview
   - Know whether or not you will accept the offer when one is made
   - You will want to be proactive in your job search as the majority of jobs are not advertised. Don’t wait for job advertisements, contact employers directly either in person or in writing. Let them know who you are, what you can offer them, and if there are any opportunities available.
Preparing for Job and Career Fairs

The purpose of a Job or Career Fair is to have an opportunity for employers and students to interact with one another in an organized manner. You can make contacts which may lead to interviews for an internship or employment.

1. Research employers before the fair so you know:
   • Who they are
   • What they do
   • What product/service they provide
   • Who their competition is
   • What the trends are in their industry
   • How your skills/attributes could be an asset for them

2. Have a résumé that you can take with you to the fair

3. Dress for success; you never have a second chance to make a first impression

4. Check the Career Services website to see if the employers are offering interviews
   • If so, find out what the process is to apply for or schedule an interview
   • Follow through

5. Anticipate questions the employer may ask you at his/her exhibit

6. Have some questions prepared that you will want to ask the employer; for example:
   • What skills do you seek in entry level professional candidates?
   • What type of training program do you offer?
   • Do you hire interns?

7. Be assertive and enthusiastic
   • Offer a firm handshake and introduce yourself to the employer
   • Provide your résumé and talk about what you could offer
   • Be ready to discuss your strengths, your goals and what motivates you related to the organization’s needs (see the employer’s website)
   • Ask for an interview – if you don’t ask, the employer may not offer
   • Persevere; maintain a high level of energy, use the entire day
   • Keep an open mind – consider all your options
Applying to Graduate School

Applying to graduate school may be another step on the path to your future career and should be taken very seriously. You will want to take the following steps:

1. Know which program(s) you want to apply for. Consider the program’s:
   - Reputation
   - Cost
   - Geographic location
   - Admission requirements

2. Obtain information on admission requirements from the program’s website. Most applications include:
   - Resume and cover letter
   - Personal Statement
   - College transcripts
   - Letters of recommendation
   - Submission of your applicable entrance exam scores

Remember, some graduate programs will require you to submit your application materials up to one year in advance. Examine admission requirements and deadlines on the university website carefully. If you are unsure about any facet of the admission process, contact a professor in the department to clarify.

3. Prepare your Marketing Package
   - Request an application form and fill it out carefully in legible handwriting
   - Create a career portfolio
   - Write a dynamic resume, cover letter and personal statement (if applicable), proof reading them carefully
   - Ask professors and current or previous employers for letters of recommendation (see page 16)
   - Set plenty of time aside to prepare for the entrance exam (study guides are available for purchase in bookstores or the internet and some can also be checked out in Krueger Library)
   - Make an appointment with Career Services and your academic advisor for additional assistance

4. Prepare for the interview (if applicable)
   - Thoroughly research any graduate program you are interested in
   - Practice interviewing – use InterviewStream, Career Services Mock Interview System
   - Dress for success (see page 26 for guidelines)

5. After the interview
   - Follow up – be sure and send a ‘thank you’ letter immediately after the interview
The Personal Statement

The personal statement is a brief essay depicting why you would make a good fit into a particular graduate program. When writing a personal statement, there are several questions you will want to answer:

- How did you decide on this particular area of study?
- How did you decide on this particular program?
- Why do you believe you will be successful in the program you are applying to?
- What are your short and long term goals?
- How did you decide on this particular area of study? Ideally, you will want to address a single event or series of events that led to your decision to pursue a particular career. Reflect on experiences with family, volunteering, travel, work or school to help you with this question.
- How did you decide on this particular program? Research the program thoroughly
- Focus on their mission statement and how it might match your skills and goals
- Consider any other attributes of the program that are appealing to you
- Do you know any graduates of the program? What have they said about the program?
- Have you been acquainted with any of the professors at the university to which you are applying? What have they said about the institution?
- Why do you believe you will be successful in the program?
- Link your previous educational, work or volunteer experiences with transferable skills that will convince an admissions committee that you have what it takes to be successful in their program.
- Back up your skills with real life examples
- What are your short and long term goals?
- What do you hope to accomplish in your future career?
- How will this graduate degree contribute to your long term career plans?

Make sure your personal statement is professional, well written and free of grammatical errors. Create an eye grabbing introduction that sets you apart from other applicants, and reiterate your high points in a concluding paragraph.

Career Services will review your personal statement if you like. We also recommend meeting with your academic advisor for additional assistance.
The Interview

(Preparing for the Interview):
1. Practice responding to sample interview questions verbally and in writing. Career Services has a free virtual mock interview system available called InterviewStream. With InterviewStream, you can:
   - Record and practice interviews in a private room
   - Review your recorded interview from any internet location
   - Email your interview to a professor, friend, or career advisor for feedback
   - Visit www.winona.edu/career (in Winona) or www.winona.edu/career/rochester (in Rochester) to sign up for a practice interview

2. Research, research, research so you know all you can about the employer BEFORE you arrive

3. Dress for success (see page 26 for guidelines)!

4. Observe proper etiquette
   - Be sure you know where the employer is located. Plan your travel so you arrive at the interview site five to ten minutes early
   - Be polite to the receptionist – s/he can be influential in the hiring decision
   - Turn off your cell phone before entering the building
   - Do not smoke or chew gum
   - Bring extra copies of your résumé, credentials (letters of recommendation), and reference list

During the Interview:
1. When the employer comes out to greet you, be sure you:
   - Stand right away (or roll ahead if you are in a wheelchair), offer your hand and smile
   - Give a good, firm handshake that conveys confidence. If this is not natural for you, practice with friends
   - Greet the employer and address him/her as Mr., Ms., Mrs., Dr. followed by the last name. Never call the interviewer by a first name unless you are requested to do so

2. Body language is important:
   - Sit tall and be alert
   - Lean forward slightly to show interest
   - Use gestures that enhance your verbal message

3. Give yourself the advantage
   - Avoid talking too much and do not inquire about salary or benefits until an offer has been made (typically after a second or third interview)
• Ask appropriate questions that reflect your interest in the organization and that you have done your research
• If you are confident that this is the position you want, firmly state your interest and provide a brief recap of your qualifications at the end of the interview
• Ask for the interviewer’s business card and what the follow-up process will be. You may be invited to a luncheon, dinner, or social
• It is still part of the interview process
• Be polite to the wait staff, order foods that are easy to eat (steer clear of things like spaghetti and soups)
• Generally decline alcoholic beverages

After the Interview:
1. The same evening, send a thank you letter to the interviewer(s) restating

   • why you are the best candidate for the position and indicating when you will follow-up to check on the status of your application

2. If you are offered a position on the spot, it is perfectly acceptable to ask for some time to consider

   • the offer, just be sure to call or write back with your decision within the specified time agreed upon between you and the employer

3. Once you have accepted an offer, quit searching. It is unethical to do otherwise

The Telephone Interview
Employers may screen candidates through telephone interviews. It is an inexpensive and effective way to reduce the pool of candidates to those who are truly interested in the position being offered and who have the qualifications employers are seeking.

Here are some tips to help you prepare:

• Have a copy of your résumé, transcript, and the job description in front of you during the interview
• Keep a log of companies and titles of jobs applied for which will help you be better prepared if you are called unexpectedly
• Anticipate interview questions and rehearse your responses using InterviewStream, Career Services mock interview system
• Research and prepare a list of open ended questions pertinent to the employer you are speaking with
• Anticipate awkward silence as the employer may need time to jot down your responses

In order to interview effectively, you do not want to be caught off guard. In the event you are called unexpectedly, you should have a rehearsed response prepared like: “I am just on my way out to an appointment, may I call you back sometime this afternoon?” This way you can allow yourself time to properly prepare.

During the interview, be professional:

• Try to keep background noise to a minimum (television, music, lawnmowers, screaming children etc.)
• Talk slowly and portray self confidence
• Don’t eat, drink, smoke or chew gum
• Don’t type on the computer or put the employer on hold for another call
• Be enthusiastic and show interest in the company by asking questions
• Use verbal nods such as “I see” or “I understand” to demonstrate attentiveness
• Thank the employer for their time and follow up with a thank you letter

Remember, employers will be calling you. Review your voicemail message to make sure it is professional.

Remember, this is one of the first impressions you will make on an employer.
Dress for Success

Invest in a good interview suit – watch for sales, pick out a ‘style’ rather than a fashion trend that will be out of vogue in a few months, and buy something that you really feel good in. For cold weather, invest in a good quality, full length dress coat/overcoat

Test the fabric before you buy it – crumple it in your fist and hold it for a minute. If it wrinkles, pass it up even if it’s a good buy! Sometimes there is a reason it is inexpensive

Color – everyone does not need to wear navy blue or charcoal. Choose something that complements you and that will work with accessories (shirts, blouses, ties/scarves, belts) that you already own

Shoes – wear dress shoes and polish them. If they are new, wear them around the house to break them in before going on the interview. You may be doing a lot of walking. For men, black or dark brown leather is a good choice, and your belt should match your shoes in color. For women, buy shoes that you can walk in for a long period of time; generally keep heels to two inches or less and a conservative closed toe in black, navy, or brown to complement your suit

Skirt length – go with a length that is conservative and that you can sit down comfortably in

Jewelry – less is more! Generally it is advisable not to wear more than three pieces for the ladies; for the men, a watch and ring will suffice

Briefcase/portfolio – be sure to take a professional looking leather briefcase or portfolio with you including a pen, extra résumés, and a legal pad to make notes on. Women can use a briefcase in place of a purse; have a small bag you can put essentials in and slip it into the briefcase

Hair and makeup

Go with a style that complements you and is conservative. Be sure your hair is clean and well cut. If you have long hair, you may wish to pull it back in a barrette or band

Fingernails – be sure they are clean and well trimmed. If you use polish, a neutral or clear is best

Hosiery/socks – women: wear neutral hosiery, and be sure you do not have any runs – it is a good idea to keep an extra pair in your briefcase for emergencies. Men: wear dark socks that are high enough so your bare leg does not show when you sit down or cross your legs
Follow Up

After the initial contact

- Follow up if you have not heard back from the employer within ten days or so (naturally this will be somewhat dependent upon the closing date for applications)
- This can be done either by phone or email
- Indicate that you are following up on your application to be sure they have received it, to see if they need any additional information, and to see if it would be possible to schedule an interview
- Use common sense. Respect ads that say “no phone calls please,” and be leery of contacting employers such as school districts that might be faced with high volumes of applicants

After the interview

- Send a thank you letter within 24 hours of your interview
- Besides thanking the employer for their time and consideration, you should indicate your continued interest in the position and restate why you are a good fit for the position
- Focus on key points they continued to make during the interview that seemed important to them
- You can also use the thank you letter to include key points you may have forgotten to mention at the interview
- Address it personally to the individual(s) with whom you interviewed and mail it. You can send this via email if you think the employer would be more receptive to that medium
- Why do this? You do it because it will set you apart from your competition and keep your name in front of the employer.
- In the event you are no longer interested in the position, in your thank you letter, indicate how much you appreciate their time and consideration, but that you feel the current position you are interviewing for is not the best fit for your skills and talents, and that you would appreciate their keeping you in mind if a position (what you’d really like) were to open in the future.
Accepting or Declining the Offer

You should already know that this is a place you want to work because of the research you have done, and the information you have obtained from the interview. In the event you are still undecided, here are some things to consider:

• Based on your interactions, observations and your gut feeling, is this a place that you would like to work?
• Is the position in line with your work values?
• Is the financial offer to your liking? Have you considered all aspects of the offer such as base salary, commissions, expense accounts, vehicle allowances, profit sharing or moving expenses?
• Are you aware of all the benefits they offer? This could include vacation time, sick leave, tuition reimbursement or child care. Is the benefit package satisfactory?
• Is there opportunity for advancement?
• Is the geographic location acceptable?

If you determine the position is not a fit for you, decline the offer gracefully, thanking them for their time and consideration. Circumstances may change in the future to make this company more desirable to you than it may currently be, so you do not want to burn bridges you may wish to cross later on.
Finally . . .You've Got the Job

Congratulations! You got the job. Now it’s time to get your career off to a good start:

• When you arrive at work the first day, be sure to be on time (a few minutes early)
• Dress for success
• Be attentive – listen carefully and ask appropriate questions
• Be energetic and enthusiastic
• Be humble! You will have an opportunity to prove what you know; for now listening and learning are key
• Remember, you never have a second chance to make a first impression

Let us know when you accept a position or are admitted into graduate school for our annual follow up study. This study is important to current students looking for resources on job placement.

Email: career@winona.edu

Phone: 507-457-5878 or 800-242-8978

Mailing Address: Career Services, 314 Maxwell Hall, WSU, Winona, MN 55987

You can also contact us for assistance in finding qualified candidates when you advance to a position of being able to hire other staff.

Best wishes from all of us at Career Services!
Electronic Resume

Name
Address
City, State, Zip
Phone
Email

OBJECTIVE
To obtain a fulltime position as corporate accountant

SKILLS SUMMARY
Accounting, Tax Preparation, MS (Microsoft) Word, Excel, Access, Powerpoint, Manager, Presenter, Organizer, Business Experience

EDUCATION
BACHELOR OF SCIENCE DEGREE, May 2011
Winona State University, Winona, MN
MAJOR: ACCOUNTING
MINOR: BUSINESS ADMINISTRATION
GPA: 3.48

RELEVANT COURSEWORK

RELATED EXPERIENCE
Sales Manager, Auto World, Rochester, MN 2009 - Present
* Interview, hire, and train employees
* Prepare work schedules and assign workers to specific areas
* Ensure customer satisfaction and enforce company policies

Tax Preparer, H&L Tax Preparation, Rochester, MN Academic years 2007 - 2009
* Prepared tax returns for individuals and small business
* Demonstrated expert in the area of legitimate tax deductions
* Established e-filing expertise
* Achieved thorough understanding of IRS rules and regulations

OTHER EXPERIENCE
* Demonstrate leadership skills as manager on evening shift
* Scheduled evening employees and swim lessons
* Supervised and coached up to 6 other lifeguards

HONORS AND ACTIVITIES
* Member of Accounting Association 2007 - present
* Cross-Cultural Scholarship recipient 2007 – present
Sample Interview Questions

The following are sample questions you may be asked during an interview. It is always wise to prepare for the “tell me about yourself” question which is generally the first question asked. When responding to that question, focus on skills and experiences related to the position you are interviewing for. Be concise and do not offer a step-by-step history starting with where you were born. Remember, anything on your résumé is fair game for a question, so be ready to describe and give examples of the skills and experiences you have highlighted.

Sample Questions (General):

1. Tell me about yourself
2. Why are you interested in this position? This company?
3. What are your strengths? Weaknesses?
4. Describe your ideal job.
5. Why did you choose your major?
6. Why did you choose this career field?
7. What are your short/long term career goals?
8. What does success mean to you?
9. What do you do to improve your knowledge and skills in the field?
10. Why did you quit your last job?
11. What has made you stand out among your peers in your past work experience?
12. How did you prioritize multiple projects in your last job?
13. How do you prioritize multiple projects?
14. How do you work under pressure?
15. How has your previous work experience prepared you for this position?
16. What skills would you bring to our company?
17. Why should we hire you for this position?
18. Which classes did you most like in college? Why?
19. Describe any innovative projects you have been involved in developing
20. Where do you hope to be in five years? Ten?
21. What leadership activities have you been involved in?
22. Do you have any volunteer experience? If so, tell me about it
23. How would a supervisor you have worked with describe you?
24. How would your coworkers describe you?
25. Why should we hire you instead of the other people we are interviewing?
Behavior Based Interviewing

Some employers focus on behavior based questions, which are based on the premise that the best predictor of future success is past performance. These questions require you to share specific examples of times you have used particular skills.

Frame responses to behavior based questions using the STAR technique:

S – Describe a Situation you were involved in

T – Explain the Task you needed to accomplish or problem to be solved

A – Describe the Action you took and the specific skills you utilized?

R – What was the Result?

Sample Behavior Based Questions (General):

1. Describe a time when you saw a problem as a potential opportunity. What did you do?
2. Describe your ability to listen and be responsive. Can you give me an example?
3. Tell me about a time you were especially creative in solving a problem.
4. Tell me about a time you were frustrated with the performance of a group that you belong to. What did you do? What was the outcome?
5. Tell me about a time you had to make an important decision quickly even though you did not have all the information you wanted.
6. Tell me about a time you utilized your leadership ability to gain support for an idea that initially had strong opposition.
7. What kind of information have you been required to analyze? Tell me about the most difficult analysis you’ve ever engaged in.
8. How do you schedule your time and set priorities. Give me a specific example of how you have done so in the past.
9. Describe a situation where you demonstrated initiative. What was the outcome?
10. Give an example of how you have handled criticism in the past.

Teaching Questions:

1. How do you evaluate your own teaching performance?
2. Give me one or two examples of things that you discovered about yourself while student teaching that you would like to improve.
3. What needs and/or expectations do you have of the school administration?
4. Why do you want to work for our district?
5. What is your educational philosophy? Classroom management philosophy?
6. How do you reinforce self esteem in students?
7. Describe how you accommodate different learning styles of the students in your classes.
8. What procedures do you use to evaluate student progress besides using tests?
9. What do you feel is the most effective way to communicate with parents? How have you involved parents in the learning process?
10. How have you integrated technology into a curriculum you have taught?
Human Services/Psychology/Social Work Questions:
1. What kind of experience have you had with different populations (i.e. women, youth, terminally ill, elderly, etc.)?
2. Describe your fieldwork experience?
3. What is your knowledge of disabilities?
4. What types of clients have you worked with?
5. What techniques do you use in crisis intervention work?
6. How do you ensure you maintain professional boundaries?
7. How do you relate to clients that may be very different from you?
8. Describe a difficult client and how you dealt with the situation

Computer Science/Technology Questions:
1. How would you explain the internet to a grandparent who has never seen it before?
2. What should a professional software designer consider in the design and implementation of code?
3. What kind of technical publications (print or online) have you recently read?
4. If you could recommend one resource (book, web site, etc.) to a new software developer just out of school, what would it be?
5. Describe a technical problem you encountered. How did you implement the solution?

Business Questions:
1. What is your understanding of management accounting vs. financial accounting?
2. Which accounting systems/software are you familiar with?
3. Tell me about your experience working with accounts payable/receivable
4. What experience have you had working with payroll?
5. Brand X’s market share has been declining lately. What are the key things you would look at to determine why?
6. Tell me about a company that you feel has been successful with a unique marketing strategy
7. What is an effective/ineffective advertisement you’ve seen recently and why?
8. You are a product. What would your slogan be?
9. If I called a member of your current staff and asked them to tell me about you, what would they say?
10. How do you motivate/reward employees?
11. What is your definition of empowerment?
12. Tell me about a time when your manager made a decision you disagreed with. What actions did you take and why?
13. Why might a company choose debt over equity financing?
14. Where do you think interest rates will be two year from now?
15. When have you had to design new financial processes in a hands-on role?
Nursing Questions:
1. What was the last mistake you made and how did you correct it?
2. How do you work under pressure?
3. Describe your clinical or fieldwork experiences?
4. What is your personal philosophy of nursing?
5. What types of patients have you worked with?
6. What do you know about our hospital/clinic/organization?
7. What are some strategies you use or plan to use in the future to stay current in your practice?
8. What kind of experience have you had with different populations (ex: elderly, terminally ill, etc.)
9. Describe a difficult patient and how you dealt with the situation

Communications Questions:
1. Describe one of your most successful oral presentations and what made it successful
2. What have you done to increase your effectiveness in making presentations?
3. Give me an example of the most serious communication problem you’ve had. What did you do about it?
4. Sometimes it’s important to disagree with others to keep a mistake from being made. Tell me about a time when you were willing to disagree with another person in order to build a positive outcome
5. Tell me about a major conflict you had with a peer or customer that you were unable to resolve successfully. Why were you unsuccessful? What did you learn?
6. Would you rather write a report or give a verbal report? Why?
7. How has a degree in communications prepared you for this job?

Questions to Ask the Employer
1. What type of orientation is provided to new employees?
2. Are there any opportunities for mentorship within the organization?
3. What technology resources will be available to me?
4. What are your expectations for new hires within the first six months of the job?
5. How would my performance be evaluated and how often?
6. What would you see as the biggest opportunities and challenges of this position?
7. What type of training and support would be available to me if I were hired?
8. To whom would I report?
9. Do you encourage employees to pursue continued education/professional development opportunities?
10. What do you consider to be the organization’s strengths and weaknesses?
11. Why do you enjoy working for this company?
OBJECTIVE To obtain a position as an engineer in the composites industry

EDUCATION Winona State University, Winona MN May 20011
Bachelor of Science degree
Major: Composite Materials
Grade point average of 3.6 on a 4.0 scale
Relevant Coursework: Composites Manufacturing, Mechanical Characterization Laboratory, Composite Characterization Techniques, Fluid Mechanics, Heat and Mass Transfer, Design Project

EXPERIENCE
Winona State University, Winona MN 2009 - present
Composite Materials Technology Center (COMTEC), Student Assistant
• Perform tests of mechanical, thermal analysis, and durability, including tensile, flex, impact and UV exposure
• Prepare specimens from customer products such as molded panels or plaques
• Provide quality customer service when interacting with customers in person, email, or by phone

Watlow Controls, Winona MN 2007 - 2009
Plant Assistant
• Developed an understanding of the company’s use of materials and processes
• Maintained engineering systems and standards for materials and processes
• Identified, researched, and recommended new product ideas
• Demonstrated expertise in laminated composite processing, epoxy chemistry, and adhesive bonding mechanics

SKILLS & ABILITIES
Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access)
Excellent communication skills, both interpersonal and presentation
Works well independently and as a team
High attention to detail

ACTIVITES & AWARDS
Dean’s List, Winona State University
Performance Engineering Team member, Winona State University
OBJECTIVE

To obtain a position with XYZ in the field of health science

EDUCATION

Winona State University Winona, MN
Bachelor of Science degree, Biology May 2011
Relevant Coursework: Anatomy and Physiology, Medical Terminology, Genetics, Zoology, Embryology, Virology, Entomology, Chemistry, Cell Biology, Ecology, Parastology

EXPERIENCE

Mayo Clinic Rochester, MN
Medical Technology Internship January 2010 – May 2010
• Drew blood samples from patients
• Analyzed patient’s body fluids for chemical constituents, drug levels, hormone levels and cellular elements
• Identified cell specimens collected by fine needle aspiration and reported findings to pathologists

Franciscan Skemp La Crosse, WI
Cancer Registrar November 2008 – December 2009
• Planned, administered and directed the operation of the Cancer Registry
• Obtained and abstracted diagnoses, procedures and range of disease from patient medical records
• Identified, organized and maintained a daily data system of all reportable cancer cases
• Coordinated activities of the Cancer Registry with Cancer Committee, Tumor Board and Tumor Conference

LEADERSHIP/ ACTIVITIES

Biology Club President 2009 - Present
• Organize on campus guest speakers and presentations
• Communicate effectively with biology department and staff
• Plan and direct weekly meetings with students

Tri Beta 2009 - Present
• Honorary society for achieving excellence in the field of biology
• Assist in annual Spruce up Winona Day
• Organize plant sales to raise money for Biology Club

REFERENCES

Available upon request
Career Services • 314 Maxwell Hall • 507-457-5878 • career@winona.edu • www.winona.edu/career
Objective: To obtain a full-time position as corporate accountant

Skills Summary: Accounting, Tax preparation, MS Word, Excel, Access, PowerPoint, Manager, Presenter, Public personality, Organizer, Business experience

Education
Bachelor of Science degree May 2011
Winona State University Rochester, MN
Major: Accounting; Minor: Business Administration GPA: 3.48 -Dean’s List


Related Experience:
Tax --
• Prepared tax returns for individuals and small businesses
• Demonstrated specialized knowledge in the area of legitimate tax deductions
• Established e-filing expertise
• Achieved thorough understanding of IRS rules and regulations

Management --
• Demonstrated outstanding organizational skills in overseeing the work of sales and related workers, including retail salespersons, cashiers, customer service representatives, stock clerks, order fillers, and sales representatives
• Responsible for interviewing, hiring, and training employees
• Prepared and delivered presentations to upper management detailing sales promotions and trends
• Prepared work schedules and assigned workers to specific duties
• Ensured customer satisfaction and enforced company policies and procedures

Public Personality –
• Cultivated and projected radio personality while reading news items, taking requests from listeners, and providing other information, such as program schedules and station breaks for commercials or public service information
• Established and maintained positive relationships with on-air sponsors
• Managed multiple tasks associated with keeping station on the air

Sales Manager, Auto World, Rochester, MN 2003-present
Tax Preparer, H&L Tax Preparation, Rochester, MN Academic years 2007-2010
Disc Jockey, WWOW Radio Station, Owatonna, MN 2000-2003

Volunteer Work
Big Brothers Big Sisters, Rochester, MN 2005-2007
Channel One Food Bank and Food Shelf, Rochester, MN 2003 - 2006
Objective
To pursue a career or internship in Business Administration

Education
Winona State University
Bachelor of Science degree, Business Administration
GPA: 3.5

Relevant Coursework:
- Financial Accounting
- Managerial Accounting
- Introduction to Management
- Introduction to Business Statistics
- Intermediate Statistics
- Project Management
- Human Resource Management
- Management Information Systems
- Business Law I and II
- Microeconomics
- Corporate Finance
- Business & Future Demonstrated success as project leader in Marketing, Organizational Dynamics and Behavior courses

Skills Summary:
- Excellent customer service skills
- Proficient in Microsoft Office and data entry
- Excellent communication skills
- Intermediate finance and accounting experience
- Self-directed, multitasking and critical thinking skills
- Strong attention to detail
- Superior organizational skills
- Very flexible and adaptable
- Motivated, career focused
- Excellent work ethic
- Ability to work independently but a strong team player

Experience
1/10 – Present
Winona State University, Outreach & Continuing Ed. Department
Winona, MN

Camps and Conference Assistant
- Oversee the operation of Camps and Conferencing events
- Provide excellent customer service to attendees of camps or conferences
- Distribute mailings and coordinate advertising for potential clients
- Initiate signage for camps to promote events
- Setup audio visual equipment as needed and troubleshoot problem areas
- Follow security measures to ensure proper parking for clients
- Ability to perform evacuation of clients / residents of building in case of emergency

9/09 - 12/10
Winona State University, Nursing Department
Winona, MN

Learning for the 21st Century Research Assistant
- Organized and setup reference database for Child Advocacy Center
- Performed a variety of clerical tasks including answering phones, copying, sorting, filing, correcting tests, and delivering exams
- Researched current articles on Child Advocacy
- Accurately transcribed taped interviews
- Demonstrated excellent customer service skills interacting with faculty and students

8/08 - 10/08
Zales Jewelers
Rochester, MN

Sales Representative
- Provided quality service to customers on sales floor and phone
- Exceeded sales goals and promoted protection/credit plans
EDUCATION

- Bachelor of Arts degree, Art Expected graduation: May 2011
- Winona State University Winona, MN
- Graphic Design Option GPA: 3.75
- Interdisciplinary program: Art, Mass Communications, and Marketing
- Electronic Portfolio website: www.winonastudent.htm

RELATED COURSEWORK

- Graphic Design
- Proficient on both PC and Mac
- Skilled in Microsoft Word, PowerPoint, Excel, Publisher, Adobe PageMaker, Adobe Illustrator, Adobe InDesign, Adobe PhotoShop, Quark Express 5.0, SPSS, Windows Movie Maker, Internet and e-mail
- Visual Communications
- Developed media skills; black and white photography development
- Principles of Marketing
- Buyer behavior, channels of distribution, pricing and social issues

GRAPHIC DESIGN EXPERIENCE

Graphic Design Intern 4/10 - 8/10 - New Image Graphic Design, Inc. Winona, MN
- Assisted in the design and creation of publications, which included brochures, booklets, posters, catalogs, print advertisements, billboards, magazines, newspapers, postcards, various marketing materials and other projects
- Photographed variety of subjects, consulted with clients, and demonstrated flexibility by completing various tasks as assigned by the director
- Maintained billing and record-keeping paperwork for clients

CUSTOMER SERVICE EXPERIENCE

Sandwich Artist, Sub Sandwich Heaven, Winona, MN 9/10-present
Server, Pizza House, Winona, MN 8/08-4/09
- Delivered quality customer service to ensure repeat business
- Demonstrated excellent time management and organizational skills when scheduling employees and restocking and maintaining inventory
- Recognized by supervisors for responding to customer complaints with professional and effective strategies

LANGUAGES

Fluent in Spanish with basic speaking and reading knowledge of Japanese
Objective
To obtain an internship position in UNIX or Windows system administration, computer network administration, or embedded systems

Education
Bachelor of Science, Computer Science
Winona State University, Winona, MN
Anticipated December 2011

Technical Achievements
- Developed and maintained a 16 computer Linux based robotics lab
- Built a 7node Beowulf clustered super computer
- Presented public seminars on topics such as: An Introduction to Linux, Computer and Network Security, Computer Hardware Repair and Maintenance

Technical Expertise
- Languages: C/C++, Visual Basic, Java, Python, Shell scripts
- Operating Systems: Linux, AIX, DOS, Windows 95/98/ME, Windows NT/2000/XP, Mac OS 8.6+ and OS 10
- Platforms: PC, Mac, RS6000

Experience
Computer Technician 2008 - Present
Winona State University, Winona MN
- Support faculty, staff and students with software and hardware computer problems
- Preserve confidentiality of client
- Establish helpful relationships with faculty and staff

Winona State University, Winona MN
- Ensured network and server stability, efficiency and security
- Developed and maintained servers for the Computer Science department
- Provided assistance to faculty and students with computer software and hardware issues

Affiliations
Winona State University, Winona MN May 2007 - Present
- Student Technology Access Team: Public Relations
- Association for Computing Machinery
- Users Group President

Personal Attributes
Excellent interpersonal skills, willing to work long hours, versatile, innovative, lifelong learner, dedicated

References
Available upon request
John Johnson  
555 6th Street  
Winona, MN 55987  
(507) 555-1596  
john.johnson@winona.edu  
July 7, 2010

Best Homes, Inc.  
Attn: Human Resources  
780 Carolina Street  
Minneapolis MN 55511

Dear Human Resource Manager: [This is acceptable if you cannot get a specific name]

Are you looking for someone who is brand image focused and has product development experience? After analyzing the job description for an opening as a Product Manager in your home division, the responsibilities of the position are an excellent match for my skills.

Experiences in product development at ABC Company combined with exposure to other marketing based organizations have provided me with a well-rounded skills set. Striving to achieve team goals is a focus that gauges my everyday efforts. For example, I have developed extensive marketing expertise through my involvement in a major initiative to create a private label brand image and product offering through ABC Company. With this in mind, the Product Manager position with Best Homes presents the opportunity to apply existing experiences while enhancing additional skills.

I will contact you early next week to be sure you have received my attached resume and address any questions or requests you may have. Please allow me the opportunity to share specific examples during an interview on how I can help the Best Homes team grow successfully.

Sincerely,

Signature  
John Johnson  
Enclosure: Resume
Andrea Anderson
555 Main Street
Winona, MN 55987
(507) 3711234
wsustudent@winona.edu
August 4, 2010

The Children’s Mercy Hospital
Human Resources Department
2401 Gillham Road
Minneapolis, MN 55400

Dear Hiring Manager: [Always try to get a specific name. If you cannot this is acceptable]

In December 2010, I will receive a Bachelor of Science degree in Chemistry and Biology. My primary career objective is to use my knowledge of chemistry and biology as a scientist in the medical field, particularly as a Research Assistant in your Cancer Pharmacology Lab.

My education and experience match the qualifications you are seeking at Children’s Mercy. In addition to a strong academic background, I have completed three years of pharmacology research at the University of Minnesota. Please also note my experience with cell culture techniques and coursework in Cell and Molecular Biology.

My strengths are in organizing and directing activities and I am eager to accept all responsibilities associated with a research position. My research and work experience have given me confidence in my career direction and in my abilities to perform competently.

Next Friday, I will contact you to verify reception of this letter and resume and to address questions you may have about my qualifications. I look forward to further contact with you. My resume is enclosed for your consideration.

Sincerely,

Signature
Andrea Anderson
Enclosure
Sample Cover Letter

Margaret Randolf
Human Resource Manager
Western Technical College
304 North 6th St.
La Crosse, WI 54601

August 13, 2010

Dear Ms. Randolf:

This letter is in response to your online advertisement for a counselor position at your college. My qualifications combine strong work values with a solid education and work history that should fit in nicely with Western Technical College’s commitment to student achievement.

Counselors must be positive role models and have a vested interest in student success. Through my work at the career center at Colorado State University, I developed an unrelenting passion for helping college students succeed. In performing resume and cover letter critiques, conducting workshops and class presentations, coordinating etiquette dinner events and assisting in job searches, my work has aided students in making the most of their educational experience and has helped them prepare for the workforce.

Graduating from a CACREP Accredited program in school counseling, I have a strong educational background in issues of depression, eating disorders and addictions, and am familiar with the implications and potential setbacks such disorders can cause. I am fully committed and determined to advocate for students facing such setbacks as I believe every student, if given the proper guidance, can find a path to their own personal success.

My resume is enclosed for your review. I would appreciate the opportunity to discuss my qualifications and interests with you in person. In the meantime, if you have any questions, you can reach me on my cell phone at 0123456789.

Thank you in advance for your time and consideration.

Sincerely yours,

Signature
Steven Johnson
Enclosure

Career Services • 314 Maxwell Hall • 507-457-5878 • career@winona.edu • www.winona.edu/career
Mr. Mark Rogers, Marketing Manager
Creativity Plus Publishing Inc.
555 South Avenue
Burnsville, MN 55337

March 21, 2011

Dear Mr. Rogers:

In May I will graduate from Winona State with a Bachelor of Arts degree in English and Communication Studies and am enthusiastic about entering the communications field as an entry level employee in the area of Public Relations and Marketing.

Creativity Plus Publishing attracted my attention through an article on the company’s expansion into the South American and Asian markets in a recent edition of *Publishing Forum*. It would be a great experience to become a valued member of your marketing and public relations team.

My academic education has provided me with a solid foundation for strong analytical and presentation skills. In addition, my community involvement and work experiences have enhanced my research, communication and interpersonal abilities. My high GPA and dedication to school, work and the community are indicative of my commitment to hard work, excellent time management and decision making abilities. I am confident that I have established the necessary traits for pursuing my goals in public relations and marketing.

In summary, I believe that I would be a valuable asset to the public relations and marketing team of Creativity Plus Publishing. Thank you for your consideration. I will telephone you on March 26th to confirm that you have received my information and to see if we can arrange a time for us to further discuss opportunities within your organization.

Sincerely,

Signature
George Jones
Enclosure
Jane Smith  
555 20th Street  
Winona, MN 55987  
janessmith@winona.edu  
507.335.4621  
August 19, 2010

Jan Nagle  
Store Director  
American Eagle  
Minneapolis, MN 55607

Dear Dr. Nagle:

Thank you for interviewing me on August 18, 2010, for the retail manager position. It was enjoyable meeting you and learning more about your research and design work. The interview strengthened my enthusiasm for the position and my interest in working for American Eagle. My extensive coursework in Retail Merchandising would fit nicely with the job requirements, and I am certain I could make a significant contribution to your firm.

I would like to reiterate my interest in the retail manager position and in working with you and your staff. Your company provides the exact type of opportunity that I wish to pursue. Please call me at the telephone number listed above if I can provide you with any additional information.

Again, thank you for the interview and for your consideration.

Sincerely,

Signature  
Jane Smith
References for Jane Doe

Sarah Carlson
Travel and Purchasing Assistant
Frontier Business Office
Minneapolis, MN
612.458.2548
scarlson@frontierbus.com

Gina Martin
Associate Director
American Family Insurance
Winona, MN
507.457.5582
ginam@amfamily.com

Jim Binford
Technology Specialist
Antsy Technology Inc.
Shafer, MN
651.487.5881
jbinford@antsy.com

Kate Wellington
Manager
Menards
Eau Claire, WI
715.598.3540
katewell@menards.com