

CAREER HANDBOOK

BUILDING

YOUR BETTER

FUTURE.

Career Development Center

PURDUE UNIVERSITY FORT WAYNE

Your Future Career Awaits

As a Purdue University Fort Wayne student, you test yourself, you spend years gaining knowledge, you strengthen your education with real-world experience. And when you're ready for the next step, to turn possibility into reality, the Career Development Center can help. From résumé assistance to interview preparation, from career counseling to networking strategy, from job fairs to connecting you to potential employers, you have access to everything you need to invest in yourself. **Take the next step toward success—your future career awaits.**

Career Development Center

PURDUE UNIVERSITY FORT WAYNE

260-481-0689 | careercenter@pfw.edu | pfw.edu/career

WELCOME

Cultivate your talent and polish your skills with the Career Development Center, which offers a variety of services to prepare you for the professional world. It's never too early to begin thinking about your career. Finding a position to match your knowledge and desires is a process, which means you should begin your relationship with the Career Development Center as early as your freshman year to lay the groundwork for making you a valuable prospect for an employer.

Contact a Career Development Center staff member at careercenter@pfw.edu for more information. You can also learn more at pfw.edu/career.

LEARN ABOUT HANDSHAKE

Handshake is our free online system for finding the perfect employment opportunity. Be sure to take advantage of everything it offers. Get started at pfw.joinhandshake.com.

TABLE OF CONTENTS

CAREER DECISION-MAKING

- 2 Are You Career Ready?
- 4 Assessment Options
- 4 Occupational Research
- 5 Choosing a Major and How It Relates to a Career

TOOLS FOR SUCCESS

- 6 Building a Network
- 7 Informational Interviews and Job Shadowing
- 8 Internships, Co-ops, Volunteering, and Part-time Jobs
- 9 Career Fairs

MARKETING YOURSELF

- 10 Social Media Dos and Don'ts
- 11 Leveraging LinkedIn
- 12 Dressing for Success
- 13 The Elevator Pitch
- 13 Dining Etiquette and Business Etiquette

RÉSUMÉS AND CURRICULA VITAE

- 14 Résumé Tips
- 15 Building Your Résumé
- 17 Sample Résumés
- 18 Curriculum Vitae Tips
- 19 Career-Readiness Competencies and Your Résumé or CV

COVER LETTERS AND PROFESSIONAL COMMUNICATION

- 20 Cover-Letter Template and Guidance
- 23 Email Tips
- 24 Phone and Voicemail Tips

INTERVIEWS

- 25 Preparing for an Interview
- 29 Career-Readiness Competencies and Interview Questions
- 30 Types of Interviews

HOW TO REACH US

Contact Information
Kettler Hall, Room 109
260-481-0689
careercenter@pfw.edu
pfw.edu/career

Office Hours
Monday-Friday: 8 a.m.-5 p.m.
Call us or register online to make an appointment.

Connect with Us
Follow us on social media to hear about upcoming events and news and to have another channel for contacting us.



@PurdueFWCareer

THE JOB SEARCH AND BEYOND

- 33 Job-Search Strategies
- 34 Understanding Automated Hiring Systems
- 35 Beware of Fraudulent Jobs and Scams Postings
- 35 Considering a Job Offer
- 37 Negotiating Your Salary
- 40 Graduate School

FIND THE SUPPORT YOU NEED

- 42 International Students
- 42 LGBTQ+ Students
- 43 Veterans
- 43 Students with Disabilities
- 43 Multicultural Students

CAREER DEVELOPMENT

- 44 Preparing for Your Career









BACK COVER

Four-Year Career Development Plan

ARE YOU CAREER READY?

The Endorsed Internship and Career Ready Program is designed to prepare Purdue Fort Wayne students to be ready for the workforce by the time they graduate. This self-paced program can be completed in as few as two or three semesters, but it is most effective when it's started as a freshman and completed throughout the college journey.

The goal of this program is to prepare students to transition into the workforce successfully by equipping them with essential skills and knowledge—the focus is on career readiness. Students will learn about the eight competencies associated with career readiness that were developed by the National Association of Colleges and Employers.

COMPETENCY	DEFINITION	READINESS		
		Need to Develop	Currently Developing	Excelling
 CRITICAL THINKING AND PROBLEM-SOLVING	Practice sound reasoning and analytical skills to make decisions and overcome problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 ORAL AND WRITTEN COMMUNICATION SKILLS	Articulate thoughts and ideas clearly to a variety of audiences and employ effective public-speaking skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 TEAMWORK AND COLLABORATION	Build collaborative relationships with coworkers and be able to work well in a team environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 DIGITAL TECHNOLOGY	Leverage existing digital technologies ethically and efficiently to complete tasks; demonstrate effective adaptability to new technologies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 LEADERSHIP	Utilize the strengths of others to achieve common goals; use interpersonal skills to develop and motivate others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 PROFESSIONALISM AND WORK ETHIC	Exhibit effective work habits such as punctuality, working productively, personal accountability, integrity, and ethical behavior.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 CAREER MANAGEMENT	Identify skills, strengths, knowledge, experiences, and areas of growth related to career goals; navigate job options and pursue opportunities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 GLOBAL INTERCULTURAL FLUENCY	Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people; understand individuals' differences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Understanding these competencies allows for the development of strategies that build a transition between the college experience and the world of work.

By providing opportunities through the Career Development Center; other cocurricular programming on campus; and community-wide, employer-engagement, leadership, and volunteer experiences, our office can assist students in enhancing their career possibilities by basing our services on helping students develop these competencies.

WHY IT MATTERS



“Employers aren’t just looking for candidates with experience. They want employees who are career ready and who can hit the ground running on day one. Develop the competitive edge that will help ensure your success.”

RON ELSENBAUMER
CHANCELLOR



“In a sea of potential job candidates, you want to stand out. How do you do that? Be career ready by showcasing your Endorsed Program completion and your college experience—not just your degree. I’d hire someone who was career ready before I would hire a candidate with years of experience.”

KRISSY CREAGER
VICE CHANCELLOR FOR ENROLLMENT MANAGEMENT
AND THE STUDENT EXPERIENCE



CAREER **DECISION-MAKING**

ASSESSMENT OPTIONS

The first step in choosing a college major or career path is to take a good look at your interests, values, and skills, along with your strengths, passions, and goals.

To help with this process, Purdue Fort Wayne offers a free assessment, the TypeFocus7, which is available on the Career Development tab in your goPFW account. Once you've completed the assessment, schedule an appointment with one of our staff to go through the results.

OCCUPATIONAL RESEARCH

It's important for you to do research before making a decision about a career. The Bureau of Labor Statistics website ([onetonline.org/find](https://www.onetonline.org/find)) has a wealth of information and is a great place to learn about particular careers, their duties, required education, salaries, and future growth.

CHOOSING A MAJOR AND HOW IT RELATES TO A CAREER

Most people will change careers five to seven times during their lifetime, so don't let yourself get too stressed out about choosing a career. The important thing is to think about how you are building transferable skills through what you are learning in school. Many people hesitate to choose a major because they think it locks them into a certain career path, but any degree and the skills you learn can lead to a variety of careers.

The following major myths provide more information about how majors relate to careers:

MYTH 1: I SHOULD FIND OUT ABOUT A MAJOR BY TAKING A CLASS IN THAT FIELD.

Be aware that some classes may not transfer to other majors and that you may not get a complete picture of what a major is like with just one class (this can also create problems with degree completion and financial aid).

MYTH 2: I SHOULD GET GENERAL EDUCATION REQUIREMENTS OUT OF THE WAY FIRST.

Different majors have different requirements for prerequisites and general education classes. What might count as a general education course for one major might not count for other majors.

MYTH 3: MY MAJOR WILL DETERMINE WHAT I DO FOR THE REST OF MY LIFE.

Most adults change careers multiple times. This may be due to a variety of factors, including changes in the job market, the discovery of a new talent or passion, changing priorities, and simply wanting to try something new. Many people end up working in fields that aren't directly related to their major.

MYTH 4: I SHOULD CHOOSE A MAJOR BASED ON THE CURRENT JOB MARKET.

Job markets can change quickly and dramatically; careers in demand today may not be viable in a few years. Also, 40 percent to 60 percent of the jobs of the future have yet to be created. You should be aware of trends in the job market and be prepared to move with those trends.





TOOLS FOR **SUCCESS**

BUILDING A NETWORK

Having a strong network of connections can help you land an internship or a job. Students often hesitate to network because they feel awkward asking for help, but it should be an integral part of any job search. Think of networking as a skill that you can develop with practice.

These tips will help you build your network:

GET ADVICE FROM YOUR CURRENT CIRCLE OF CONTACTS. Talk to extended family, friends, neighbors, classmates, professors, former supervisors, industry professionals, and mentors.

ANY EVENT CAN BE USED FOR NETWORKING. Think social gatherings, sporting events, professional-development events, career fairs, and conferences.

BE PROFESSIONAL. Ask your networking prospects for advice, not a job. Your networking meetings should be a source of career information, advice, and contacts. Start the encounter with a firm handshake, eye contact, and a warm smile, and focus on asking one thing at a time.

BE FOCUSED ON QUALITY, NOT QUANTITY. In a large group setting, circulate and meet people, but don't try to talk to everyone. It's better to have a few meaningful conversations than 50 hasty introductions. Don't cling to people you already know, as you're unlikely to build new contacts that way. If you are at a reception, be sure to wear a name tag and collect or exchange business cards for future communication.

REMAIN DEDICATED TO NETWORKING. It should be ongoing. You will want to stay in touch with contacts over the long haul, not just when you need something. Make networking part of your long-term career plan.

INFORMATIONAL INTERVIEWS AND JOB SHADOWING

One of the best ways to gather information about what's happening in an occupation or industry is to talk to people working in that field. There are two ways to do this: **informational interviews** and **job shadowing**.

An informational interview is a discussion with someone who is in a field you are interested in.

Follow these steps to conduct a successful informational interview:

- 1 Identify an industry or a position you would like to know more about and then perform research.
- 2 Identify a person who can provide you with information. Use your own network, or talk with a Career Development Center representative about getting connected with an alumnus.
- 3 Email or call the person to schedule an appointment. Be sure to mention that you are a Purdue Fort Wayne student, your class standing, what you are studying, and what you'd like to learn about. Give the interviewer your contact information in case they need to reschedule. Obtain directions and parking information and thank them for their time.
- 4 Dress appropriately and arrive on time. Bring a list of prepared questions but also allow for spontaneous conversation. Ask your contact to suggest the names of others who might be helpful for you to speak with. Be sure to request a business card and follow up with a thank-you note or email within 24 hours.

Job shadowing is following someone at their workplace and observing their activities. Be aware that some fields lend themselves better to job shadowing than others because of confidentiality issues or proprietary information.

SUGGESTED QUESTIONS TO ASK DURING NETWORKING OR INFORMATIONAL INTERVIEWS

- What do you like most and least about your work?
- Can you describe a typical workday or week?
- What type of education and experience do you need to remain successful in this field?
- What are the future career opportunities in this field?
- What are the challenges in balancing work and personal life?
- Why do people enter or leave this field or company?
- Which companies have the best track record for promoting minorities?
- What advice would you give to someone trying to break into this field?
- With whom would you recommend I speak? When I call, may I use your name?

INTERNSHIPS, CO-OPS, VOLUNTEERING, AND PART-TIME JOBS

It is critically important to gain experience relevant to your field before you graduate. Many positions that employers hire for will require one or two years of related experience. As a student, you can gain this experience through internships, co-ops, volunteer work, or part-time jobs.

INTERNSHIPS

An internship is a temporary arrangement, usually, in which you gain experience in a particular field or job function under the guidance of an employer. It can take place during the semester or summer, and it can range anywhere from a few weeks to a year. Also, it can be paid or unpaid (though most are paid). Keep in mind that summer internship application deadlines commonly occur between November and February, so don't wait—apply early.

HOW TO FIND AN INTERNSHIP

- **Log in to goPFW**, go to the Career Development tab, and click on the Handshake icon.
- **Log in to Handshake** and search jobs with the term *internship*.
- Check indianaintern.net, which lists internships from around Indiana.
- Search indeed.com.
- Search a **company's website**. If you are looking for a summer internship, be sure to check each month between November and March because companies post at different times.
- **Use your network** and let people know, especially your instructors, that you are looking for an internship.
- **Once you obtain an internship**, please submit the form found on the Career Development tab in **goPFW**. The Career Development Center, along with your academic department, will determine the best course for you.

For more tips about internships, visit pfw.edu/internships.

CO-OPS

Cooperative education (co-op) positions are a special type of experiential learning where you can alternate working full-time for a company for one semester with attending school full-time for one semester. This model typically occurs only in engineering-related fields. To find out if you are eligible for a co-op position, please submit the form found on the Career Development tab in goPFW.

VOLUNTEERING AND PART-TIME JOBS

Volunteering is another great way to gain relevant experience. Be strategic about your volunteering choices and the part-time jobs you take. For instance, if you are a business major hoping to work in the banking industry, spending your time as a part-time teller is much more relevant to your career than working for a fast-food restaurant.

CAREER FAIRS

Career fairs present excellent opportunities for you to network and find a job. You should take advantage of these events as early as your freshman year so that you can see how they work, become more comfortable in these situations, and collect information. Prepare for your future by asking employers what types of positions they hire for, what skill sets they look for, and what internship opportunities they offer.

HOW TO MAKE THE MOST OF A CAREER FAIR

Before the Fair

- Register in Handshake so that we can have a preprinted name tag ready for you.
- Review the list of companies attending the fair and identify some that interest you.
- Research these companies to develop talking points.
- Visit the Career Development Center to make sure that your résumé is the best it can be.
- Consider creating and printing your own business cards.
- Practice your 30-second elevator pitch to introduce yourself (see page 13). If you don't have one yet, go to the Career Development tab in goPFW for a video showing how to develop your elevator pitch.
- Attend Career Development Center workshops and career-fair prep sessions.
- Find professional attire to wear; if you need assistance, visit the Mastodon Career Closet.

At the Fair

- Dress for success. Professional attire (shirts and ties, suits, and skirts) is best for impressing employers, but at the very least, business casual (dress pants, polo or collar shirts; no jeans or athletic wear) is required to be admitted.
- Check your coat, backpack, purse, and other bulky belongings at the appropriate area so that you are free to shake hands.
- Be sure to bring enough copies of your résumé to distribute to companies; consider bringing a padfolio or folder to keep them in.
- Take a warm-up lap around the room and get to know where companies are located.
- Be sure to request business cards from the people you talk to.
- Always be professional, rather than too casual, in your conversations with employers.
- Show interest in organizations that you are talking with, even if they are not on your top list.
- Do not visit a table simply to get a giveaway item.

After the Fair

- Follow up with companies or send thank-you notes within 24 hours.
- Be sure to follow through with any steps recruiters suggested.
- Connect with newly created contacts on LinkedIn.





MARKETING **YOURSELF**

SOCIAL MEDIA DOS AND DON'TS

It's more important than ever to keep your online presence professional. Almost all employers perform an online search of candidates before deciding to hire them. In fact, some companies even hire research analysts to comb the internet for damaging information on applicants.

43%

HIRING MANAGERS
WHO SAY THEY'VE FOUND
SOMETHING THAT LED THEM
TO NOT HIRE A CANDIDATE

- Provocative or inappropriate photographs
- Speaking poorly about a previous employer, coworkers, or customers
- References to drug or drinking habits
- Poor communication skills
- Bragging or joking about skipping work, playing games, or sleeping on the job
- Discriminatory comments related to race, religion, gender, sexuality, etc.

It's critical to maintain a professional online presence, but don't be fearful. Some job seekers are so concerned about privacy that they've gone into lockdown mode and blocked all their profiles. Unfortunately, this action makes employers wonder what they're trying to hide. Plus, many recruiters seek employees with social media skills, so cleaning up what's out there is usually better than shutting it down.

LEVERAGING LINKEDIN

Of the 94 percent of recruiters who use social networks for recruiting, most will be using LinkedIn, so it's crucial that you complete your profile and keep it updated.

Here are some resources to help you:

- To find tips for creating an engaging and comprehensive LinkedIn presence, visit students.linkedin.com.
- You can also visit the Career Development Center to have one of our staff members review your profile.
- The Career Development tab in **goPFW** has several videos about how to use LinkedIn to help build your network.

WHAT EMPLOYERS LOOK FOR ON SOCIAL MEDIA ACCOUNTS

70% ARE LOOKING TO SEE IF THE CANDIDATE HAS A **PROFESSIONAL ONLINE PRESENCE**

47% ARE LESS LIKELY TO INTERVIEW A JOB CANDIDATE IF THEY ARE **UNABLE TO FIND INFORMATION** ABOUT THEM ONLINE

40% ARE LOOKING TO **SEE WHAT OTHERS POST** ABOUT THE CANDIDATE

57% USE SOCIAL MEDIA TO FIND INFORMATION THAT ULTIMATELY RESULTED IN **HIRING A CANDIDATE**; EXAMPLES INCLUDE A PERSONALITY THAT FITS WITH THE COMPANY CULTURE, A PROFESSIONAL IMAGE, CREATIVITY, AND COMMUNICATION SKILLS

SOURCE: CAREERBUILDER, 2018

DRESSING FOR SUCCESS

It may sound cliché, but dressing appropriately when attending networking events, career fairs, and job interviews sends a powerful message to employers. It takes only 30 seconds to make a first impression, and you want to make sure that it is a positive one.

Part of researching an employer is finding out how employees dress. For an interview, try to dress one level higher than the employer expects. For instance, if business casual is the usual attire, consider wearing business professional.



The following are some tips and best practices for dressing for success:

- When choosing your clothes, think of the three P's: proper fit, polished, and professional. Make sure that what you pick is also clean and wrinkle-free.
- Business professional means wearing a business suit. This is your typical three-piece ensemble of pants or a skirt, a blazer, and a nice shirt. Ties are also appropriate.
- The concept of business-casual attire is somewhat subjective. It covers a wide range of options, but it's always safe to wear a nice pair of pants or a skirt with a button-down shirt or a nice top. Dresses are also a good choice.
- Make sure that your shoes are clean.
- Keep cologne or perfume to a minimum, and make sure that your hair is neatly styled. Beards should be trimmed.
- Steer clear of any clothing that is too low cut, too short, or too revealing.
- Don't be afraid to express yourself. You want to be comfortable and confident.

THE ELEVATOR PITCH

One of the most effective ways to market yourself is to have a strong and compelling elevator pitch (a 30-second synopsis of your background and experience). As you put together and practice your pitch, consider the following

INTRODUCING YOURSELF



SHARE WHO YOU ARE, WHAT YOU DO, AND WHAT YOU HOPE TO DO.



HIGHLIGHT YOUR STRENGTHS AND SKILLS IN AN ENGAGING AND CONCISE MANNER.



WHEN YOU'RE SPEAKING DIRECTLY WITH A POTENTIAL EMPLOYER, **MAINTAIN EYE CONTACT**, AND SPEAK CONFIDENTLY AND CLEARLY.



REHEARSE YOUR SPEECH IN FRONT OF A MIRROR OR ASK A FRIEND TO LISTEN. THIS WILL HELP YOU BECOME COMFORTABLE AND FAMILIAR WITH YOUR PITCH.



IT'S IMPORTANT TO BE PREPARED, BUT YOU SHOULD ALSO BE OPEN TO THE **NATURAL FLOW OF CONVERSATION**. EMPLOYERS WANT TO GET TO KNOW YOU, SO DON'T BE SO REHEARSED THAT YOU CAN'T PARTICIPATE IN A NORMAL CONVERSATION.



FOR MORE DIRECTION ON PREPARING YOUR ELEVATOR PITCH, WATCH THE VIDEOS FOUND ON THE CAREER DEVELOPMENT TAB IN **GOPFW**.

DINING ETIQUETTE AND BUSINESS ETIQUETTE

It's helpful to have a basic understanding of dining and business etiquette because you might find yourself in a networking situation that involves lunch, dinner, or even just refreshments. Check the Career Development tab in goPFW for videos that provide more information regarding these topics.



RÉSUMÉS AND CURRICULA VITAE

RÉSUMÉ TIPS

Putting together a great résumé takes some work, but it's worth it in the end.

Here are some tips for creating one that attracts employers:

- Your résumé should be limited to one page until you have enough information to fill two complete pages. Try to avoid a résumé that is one-and-a-half pages long.
- Use conventional, easy-to-read fonts in size 11 or 12.
- Always send your résumé as a PDF so that the formatting doesn't accidentally get changed or manipulated.
- Once you've completed your first year of college, avoid including your high school information.
- Do not include hobbies or personal information that isn't relevant to your profession.
- Avoid abbreviations or acronyms. Not everyone knows what they mean, and you don't want hiring managers to have to spend time looking them up.
- Be consistent in lining up your bullet points, tabs, etc.
- Only include your GPA if it's above 3.0.
- Make sure that your verb tenses are consistent and appropriate. Past jobs should be written in past tense, and current jobs should be written in present tense.
- It's OK to leave off your mailing address as long as you make sure that you have included your email, phone number, and LinkedIn URL (if you have one).

BUILDING YOUR RÉSUMÉ

The following steps will help you think critically when creating and formatting your résumé. The advice included in this section is based on best practices for presenting yourself professionally to prospective employers. The order of sections below may not apply to you. Place your most relevant experience (education, work, or volunteer experience) first under your contact information.

COMPONENTS OF A RÉSUMÉ

1 IDENTIFICATION. The identification portion of your resume should include your name, address, personal phone number, professional email address, and your public LinkedIn URL. The font size for your name should be about 18. Everything else should be around 11. Make sure to have a professional voicemail greeting.

Sample:

John Smith

111 West Main Street
Fort Wayne, IN 46580
260-555-1111
johnsmith@email.com
linkedin.com/johnsmith

2 PROFESSIONAL SUMMARY STATEMENT. Far stronger than an objective, a professional summary or introductory section tells the employer the most pertinent information about you and your skills as they relate to the job you're applying to. All material should be specific and quantified where possible (i.e., not a list of soft skills without context, such as "detail oriented" or "problem-solving abilities"). You can easily change this to suit each employment opportunity.

Sample:

B.A. communication and economics graduate offering an academic foundation in accounting and IT troubleshooting.

Tabulated weekly donations to the organization with large sums of money up to \$40,000.

Professional working efficiency in Spanish and Russian.

3 EDUCATION. This section highlights the extent of your academic preparation.
TIP: Write the university issuing the degree (include your GPA if over 3.2).

Sample:

Purdue University, Fort Wayne, IN
Bachelor of Science in Business Accounting
Saint Patrick's College, Lancashire, England
Studied landscape systems in England

Expected Graduation Date: May 2021

GPA: 3.5/4.0

Summer 2017

FILE-SAVING TIP

SAVE YOUR RÉSUMÉ UNDER AN APPROPRIATE, NON-GENERIC NAME. INSTEAD OF "RÉSUMÉ," SAVE IT AS "MANDY MASTODON ADMINISTRATIVE ASSISTANT RÉSUMÉ."

COMPONENTS OF A RÉSUMÉ (CONTINUED)

4 WORK EXPERIENCE OR EMPLOYMENT HISTORY. This section should be used to summarize your work experience. Include any summer employment, volunteer work, student teaching, and internships. You will need to include your job titles, places and dates of employment, and job responsibilities and highlights.

Sample:

Career Center, Fort Wayne, Indiana Graduate Assistant	September 20XX–Present
<ul style="list-style-type: none"> • Conduct individual career-counseling appointments and drop-in services with students and alumni concerning résumés, cover letters, job searching, interviewing, and choosing a major • Plan and lead outreach programs, such as classroom workshops on career-related topics and career fairs • Contribute to and participate in action teams for the development of office events and services • Develop and organize online and print-resource materials, including the campus career guide 	

5 ACTIVITIES AND LEADERSHIP ROLES. This section should include activities that support your professional objective by pointing out your organizational and leadership skills. Select activities where you are most active, and list offices held and dates that you were involved. You may also want to include any honors, awards, publications, presentations, or research projects.

Sample:

American Entrepreneurs Society, Member	October 20XX–Present
Omicron Honor Society, Purdue University, Member	August 20XX–Present
Big Brothers Big Sisters, Volunteer	June 20XX–Present
Young Leaders of Northeast Indiana, Member	June 20XX–Present

6 SKILLS SECTION. Include hard, tangible skills in this section only (e.g., not “detail oriented, passionate, good listener”). Include your level of proficiency, but do not overstate it. Once again, be relevant. The following skills are primarily for administrative, graphic design, and programming-type positions.

Sample:

Computer: Fluent in...
Design: Experienced in...
Programming: Familiar with...

RESOURCES FOR BUILDING YOUR RÉSUMÉ

- Visit pfw.edu/sample-resumes to see more samples and get ideas and tips for content.
- Get inspiration for professional content at themuse.com, which has a wide range of résumé examples.

SAMPLE RÉSUMÉS

An excellent résumé is a powerful tool. It can quickly grab the attention of employers. It can immediately put you on the short list of top candidates. It can result in great opportunities—it can land you the interview.

You'll want to ensure that you create a résumé that gets noticed, so take a look at these samples to get an idea of how a professional résumé looks and flows.

Manuel Mastodon

2101 East Coliseum Boulevard
Fort Wayne, IN 46805
260-481-0689
ManuelMastodon@gmail.com

SUMMARY

Psychology student with a strong background in child and adolescent theory and research, including two summers working in a mental health facility and one semester working on a research project. Ability to manage multiple projects simultaneously, as demonstrated by successful part-time employment while enrolled as a full-time student.

EDUCATION

Purdue University, Fort Wayne, Indiana Bachelor of Arts in Psychology GPA: 3.X/4.0	Expected: May 20XX
--	--------------------

HONORS

Psi Chi, National Honor Society Dean's List	Spring 20XX–Present Fall 20XX–Fall 20XX
--	--

RESEARCH

Research Assistant, Department of Psychology Purdue University, Fort Wayne, Indiana	Spring 20XX
<ul style="list-style-type: none"> • Assisted in the study of the biopsychosocial factors associated with physical illness and/or wellness • Copied materials, scheduled participants in the lab, and maintained a database of over 200 participants • Conducted telephone screenings and administered structured interviews, paper-and-pencil measures, and tests of intellectual and cognitive function 	

RELEVANT EXPERIENCE

Case Worker Intern Bowen Center, Fort Wayne, Indiana	Summers 20XX and 20XX
<ul style="list-style-type: none"> • Implemented child and adolescent theory when working with clients • Provided case management services and utilized crisis intervention techniques, areas of assessment, treatment planning, and continued care planning • Secured client information according to HIPAA guidelines 	

ACTIVITIES

Alumni Association, Committee Chairperson Purdue University, Fort Wayne, Psychology Club, Member Purdue University, Fort Wayne, Admissions, Volunteer Tour Guide YWCA, Big Brother Big Sister of America	August 20XX–Present May 20XX–Present May 20XX–Present August 20XX–July 20XX
---	--

WORK EXPERIENCE

Fraud Prevention Specialist National City Bank, Fort Wayne, Indiana	May 20XX–Present
<ul style="list-style-type: none"> • Manage integration of fraud systems project • Develop training module for new hires and temporary employees • Monitor credit accounts for fraudulent activity and analyze trends in fraud abuse 	



CURRICULUM VITAE TIPS

A curriculum vitae (commonly referred to as a CV) is a professional document similar to a résumé that is mostly used within academia and research fields. It can be multiple pages, but it should be focused.

The format and content of a curriculum vitae may vary between disciplines, so be sure to consult professors in your discipline for current standards.

POSITIONS THAT REQUIRE A CURRICULUM VITAE

This is by no means an exhaustive list, but here are some jobs and occasions that typically warrant a curriculum vitae instead of a résumé:

- Teaching, research, and upper-level administrative positions in higher education
- School administration positions (principals and superintendents)
- Research and consulting in a variety of settings
- Graduate school, assistantships, and scholarship applications
- Grant proposal submissions
- Speaking-engagement proposals



CURRICULUM VITAE COMPOSITION

While a curriculum vitae is similar to a résumé, there are certain sections that are unique to this format:

- Teaching experience, interests, and specializations
- Research experience, interests, and specializations
- Grants and academic awards received
- Scholarships and fellowships received
- Conference presentations
- Publications
- Special training



It's also appropriate to include the title of your master's thesis or project, as well as your dissertation, if applicable. You should provide the name of your advisor for each project.

To view some samples, visit pfw.edu/sample-resumes.

POWER VERBS



MANY ACTION VERBS ARE POWERFUL WORDS THAT CAN HELP YOUR RÉSUMÉ (OR CURRICULUM VITAE) AND COVER LETTER FEEL MORE DYNAMIC AND ENGAGING. **YOU'LL FIND A COMPREHENSIVE LIST OF THESE WORDS ON THE CAREER DEVELOPMENT TAB IN GOPFW.**

CAREER-READINESS COMPETENCIES AND YOUR RÉSUMÉ OR CV

Your résumé or CV can reflect the competencies employers are seeking.

COMPETENCY	DEFINITION	EXAMPLES
	Consider printing a position description and circling the words and synonyms below that appear in it. Bullet points should reflect these words/synonyms.	Give specific examples and quantify where possible. Club/organization, internship, co-op, part-time or full-time job, assistantship, creative inquiry, research, study abroad, volunteering, special project, etc.
 CRITICAL THINKING AND PROBLEM-SOLVING	Practice sound reasoning and analytical skills to make decisions and overcome problems.	
 ORAL AND WRITTEN COMMUNICATION SKILLS	Articulate thoughts and ideas clearly to a variety of audiences and employ effective public-speaking skills.	
 TEAMWORK AND COLLABORATION	Build collaborative relationships with coworkers and be able to work well in a team environment.	
 DIGITAL TECHNOLOGY	Leverage existing digital technologies ethically and efficiently to complete tasks; demonstrate effective adaptability to new technologies.	
 LEADERSHIP	Utilize the strengths of others to achieve common goals; use interpersonal skills to develop and motivate others.	
 PROFESSIONALISM AND WORK ETHIC	Exhibit effective work habits such as punctuality, working productively, personal accountability, integrity, and ethical behavior.	
 CAREER MANAGEMENT	Identify skills, strengths, knowledge, experiences, and areas of growth related to career goals; navigate job options and pursue opportunities.	
 GLOBAL INTERCULTURAL FLUENCY	Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people; understand individuals' differences.	



COVER LETTERS AND PROFESSIONAL COMMUNICATION

COVER-LETTER TEMPLATE AND GUIDANCE

Cover letters are an influential part of your application. Not every job that you apply for will require one; however, for those that do, it's important to understand how to write a letter that's effective and compelling.

COVER-LETTER PURPOSE

The purpose of a cover letter is to briefly introduce yourself. This part of your application often serves as the first interaction that you have with an employer. A brief, well-written letter can result in employers reading your résumé with more interest, which may improve your chances of landing an interview.

As you put together your cover letter, keep these tips in mind:

- Identify the position for which you are applying.
- Introduce yourself.
- Express your interest in the role and the company.
- State your qualifications and skills.
- Write carefully because this letter provides a sample of your writing ability.

COVER-LETTER FORMAT

It may be helpful to think of cover letters as short essays. They have an opening paragraph, body paragraphs, and a closing paragraph, and each of these sections has a particular purpose.

OPENING PARAGRAPH

Here's how to pique the interest of the employer:

- State the position for which you are applying.
- Indicate how you heard about the opening.
- Show your interest in the specific company and the role.
- Provide a brief preview of your skills and values, and explain how these fit with the company and the position.

MIDDLE PARAGRAPHS

Your goal with this section is to communicate compelling and definitive facts about yourself so that the employer becomes intrigued:

- Explain why you are interested in working for this employer.
- Highlight your achievements or qualifications in this field, especially those that match the job description and requirements.
- Reference a relevant fact, accolade, or unique aspect of the company's operations, and connect this with your desire to work there.
- Avoid too much repetition between your cover letter and résumé.

CLOSING PARAGRAPH

Pave the way for the interview:

- Ask for an appointment or interview.
- State that you will contact the employer in the near future.
- Thank the employer for their consideration.

OTHER TIPS

The following tips will help add some polish:

- Use a **business-letter format** with a font that is easy to read, such as Times New Roman or Calibri.
- Always **personalize each letter** for the position and the company.
- Always **address a cover letter to a specific person**; otherwise, address it to the hiring manager.
- **Keep your letter brief.** An employer will spend only a few seconds reading it. Prove to them that you can showcase your abilities and strengths very concisely.

SAMPLE JOB DESCRIPTION

COMMUNICATIONS SPECIALIST
COMPANY NAME

MALIKA MASTODON

2101 East Coliseum Boulevard
Fort Wayne, IN 46805
260-555-1234
imastudent@gmail.com
linkedin.com/in/malikamastodon

Responsibilities

- Understand client goals and execute PR initiatives that support business goals
- Write and edit materials such as press releases, pitches, and social media content
- Conduct media outreach—build relationships with reporters and secure client coverage
- Draft social media content
- Create targeted media lists in Cision
- Monitor client and competitor coverage via Cision
- Manage press-release distribution
- Prepare agendas and actions items for client meetings
- Organize team meetings
- Aid in travel planning and preparation for client meetings
- Participate in Levitate marketing initiatives
- Participate in business-development efforts

Requirements

- Bachelor's degree
- Exceptional communication skills
- Passionate about communications and healthcare
- Team player
- Exceptional attention to details
- Strong interpersonal skills
- Time-management skills and ability to shift between efforts

June XX, 20XX

Company Name
Company Address
City, State ZIP Code

Dear Mr. Smith:

I am interested in applying for the communications specialist position that was advertised on Indeed. This position aligns with my current skills and career goals. I am attaching my résumé for review.

I am a recent graduate of Purdue University Fort Wayne, with a bachelor's degree in communication, with a media and culture specialization. Through the communication program I have been given many opportunities to take our readings and apply them to various projects. Many of these projects have been in a group setting, which has helped me to develop my ability to be an effective team player.

I have always been interested in the healthcare field, and my communication program has allowed me to envision how I can combine this passion with my love for writing and informing others.

I have completed two internships related to public relations and social media, one in healthcare and the other in manufacturing. These internships helped me to hone my communication skills while gaining hands on experience using various PR software programs such as Cision. I was the only intern on a team of four professionals responsible for developing and writing the social media content for our organization.

I think my skills and abilities are well matched for this position, and I welcome an opportunity to meet with you to further discuss. I can be reached at imastudent@gmail.com or 260-555-1234.

Sincerely,

Malika Mastodon

REFERENCES

Rather than adding this section to your résumé, you should develop a separate page that is devoted solely to your references. This makes sorting through your application materials easier for the employer.

Here are some tips for creating this part of your application:

- The reference page should match the formatting and style of your résumé.
- Be sure to include the name, email, and phone number for each of your references. You can also include their title and organization, if appropriate.
- Keep the formatting consistent for each reference listed.
- This page should be included only when requested. It's always a good idea to bring a list of your references to an interview so that you're ready in case they ask for it.

Before listing references, be sure to check with each person to ensure that they're OK with it. Even if you think they won't mind, it's important to touch base so that they aren't caught off guard if they receive a call asking for a reference. Also, keep everyone updated on your job search and let them know what positions you're applying for. Finally, give your references a copy of your most updated résumé. This will allow them to provide the best possible reference for you.

References should be people who know you well, such as former supervisors, professors, advisors, or mentors. Do not include relatives, parents, or people who don't know you well enough to provide a comprehensive reference.

EMAIL TIPS

When communicating with employers, a professional tone should always be maintained, regardless of the communication method.

Here are some tips for writing professional emails:

- Use a meaningful subject line for your email, one that is appropriate to the topic.
- Always be professional and businesslike in your correspondence. Address the recipient as Mr., Ms., or Mrs.
- Always verify the correct spelling of the recipient's name.
- Keep things brief. Don't overload the employer with a lot of questions in your email.
- Ditch the emoticons. While a :) or an LOL may go over well with friends and family, do not use these in your professional email communications with potential employers.
- Do not use strange fonts or backgrounds. These are distracting and make reading difficult.
- Sign your email with your full name.
- Avoid using slang.
- Be sure to proofread and spell-check your email before sending it.

Remember, when you're dealing with employers, there is no such thing as an inconsequential communication. Your emails say far more about you than you might realize, and it's important to always present a polished, professional image.



APPLICATION FORMS

As you begin searching for jobs, you're sure to encounter online application systems. In fact, most companies now use these as their only method for accepting applications.

Here are some tips for effectively navigating these systems:

- Many systems require that you complete online forms, in addition to uploading your résumé. Be sure to complete these. Don't assume that employers will simply reference your résumé for this information.
- Follow directions. If a field is marked as required, then make sure to complete it.
- Take care as you complete each part of the online application. It may take a while, but it's important to take your time. Human resources professionals may disregard your great résumé simply because you failed to complete the form, or you were careless and failed to capitalize your name or address. These things may seem inconsequential, but everything you do makes an impression.

PHONE AND VOICEMAIL TIPS

When you're in the process of a job search, you shouldn't overlook your voicemail. You should start by reviewing your current greeting to ensure that it's appropriate. This is also a good time to clean out your inbox so that there is plenty of room for messages from potential employers. Also, check your messages every day. You'll want to respond to any requests from hiring managers promptly.

VOICEMAIL GREETING EXAMPLE

It's important to record a professional voicemail greeting that is brief and pleasant. You don't want hiring managers to have to wait 30 seconds or a minute to leave you a message. Consider something that is similar to the following:

"Hi, you've reached [first and last name]. Sorry that I couldn't take your call, but please leave your name and a detailed message, and I'll get back to you soon. Have a great day!"

TIP: SMILE WHILE YOU'RE RECORDING YOUR GREETING.



INTERVIEWS

PREPARING FOR AN INTERVIEW

So you got the interview. That's great news! Now you need to prepare so that you can have the best chance possible of landing an offer.

Take a look at the following guide to get ready:

BEFORE THE INTERVIEW

- 1 **Research.** Ask about the interview format ahead of time. Research the mission, vision, and image of the company; the location of their corporate office; their organizational structure; products and services; career-path options; competitors; and the latest industry trends. Also, don't forget to research your interviewers. The hiring manager will usually provide the names of everyone who will be involved with your interview. Use this information to your advantage by looking up everyone on LinkedIn to learn more about them.
- 2 **Prepare and practice.** Go through typical interview questions and construct your answers. (For a list of common questions, visit the Career Development tab in goPFW.) Identify your strengths that match with this position so that you're prepared to mention them during the interview. Set up an appointment with the Career Development Center to do a mock interview to get feedback on your interview style and technique.



- 3 **Dress for success.**
When it comes to interviews, how you dress and act is just as important as what you say. Studies show that up to 65 percent of the conveyed message is nonverbal; gestures, eye contact, facial expression, posture, and attire are highly influential during job interviews. See page 12 for tips on how to dress appropriately for interviews.
- 4 **Prepare five or more success stories.**
When preparing for interviews, make a list of your skills and key assets. Then reflect on past jobs and pick out one or two instances when you used those skills successfully. Be ready to tell these stories.
- 5 **Prepare questions to ask the employer.**
The questions that you ask can make a tremendous impression on the interviewer. Good questions require preparation. Just as you plan how you would answer an interviewer's questions, write out specific questions that you want to ask. Remember, the interview process is a two-way street whereby you and the interviewer assess each other to determine if there is an appropriate match. Think of questions that are specific to the position. You can also inquire about the opportunity for growth within the organization. Ask the interviewer how long they've been with the organization. If it's been a short time, ask what attracted them to the organization. If they've been there for a long time, ask them what they like best about the organization and working there.
- 6 **Don't ask about benefits or salary just yet.**
A discussion regarding this will usually come during a later stage in the process.

MASTODON CAREER CLOSET

It's no secret that professional clothing is expensive, and it can be difficult to justify the expense when you don't anticipate you'll need to wear that kind of clothing every day. We have a solution. The Mastodon Career Closet—filled with business-casual and professional clothes—is where you'll find attire you can rent at no charge. It's also where you'll find the inspiration to put together the perfect interview outfit.

To schedule an appointment to visit, contact us as careerclout@pfw.edu or visit pfw.joinhandshake.com.

DURING THE INTERVIEW

Be sure that your phone is turned off and put away. A ringing or vibrating phone during an interview is awkward, and it's easy to avoid.

- 1 **Come prepared.**
Bring a professional padfolio with copies of your cover letter, résumé, and references.
- 2 **Keep your answers concise.**
Unless asked to give more detail, limit your answers to two or three minutes per question. Record yourself to see how long it takes you to fully answer a question. Rambling for too long can cause an employer to lose interest.
- 3 **Take time to think before answering tough questions.**
It's OK to say, "Let me think about that," and take five or six seconds to stop and consider your answer, but try not to take much longer than that.
- 4 **Include concrete, quantifiable data and details.**
Interviewees tend to talk in generalities. Unfortunately, generalities often fail to convince interviewers that the applicant has assets. Include measurable information and provide details about specific accomplishments.
- 5 **Repeat your key strengths three times.**
It's essential that you comfortably and confidently articulate your strengths. Be sure to explain how they relate to the company's or department's goals. If you repeat your strengths often enough, they will be remembered; if you support them with quantifiable accomplishments, they are more likely to be believed.
- 6 **Put yourself on their team.**
Answer questions as though you're already working there. Use the employer's name and mention their products or services. If you show that you're thinking like a member of the team, interviewers have an easier time envisioning you as part of the team.
- 7 **Maintain a conversational flow.**
Create an open and easy dialogue. Employers want to know the real you, not just your rehearsed answers. Be positive and try to use feedback questions at the end of your answers. Use body language and voice intonation to create a conversational flow.
- 8 **Leave with a firm handshake and a friendly smile.**
Confidence and positivity make a big impression.



AFTER THE INTERVIEW

Be sure to send a thank-you note. You can send a handwritten thank-you letter if you'd like, though most people just send an email. Follow the guidelines for professional email communications found on page 23.

WRITING YOUR THANK-YOU NOTE

In your note, **thank the interviewer for their time**, express how much more interested you are in the position now, or how excited you were to learn more about the role or company during your interview.

TIP: IF YOU HAD A COMMITTEE INTERVIEW, TRY TO SEND A UNIQUE NOTE TO EACH PERSON INVOLVED.

CAREER-READINESS COMPETENCIES AND INTERVIEW QUESTIONS

Example behavioral interview questions for you to practice.

COMPETENCY	EXAMPLES OF BEHAVIORAL INTERVIEW QUESTIONS
 CRITICAL THINKING AND PROBLEM-SOLVING	<ul style="list-style-type: none"> Give an example of a time you used good judgment and logic to solve a problem. Tell me about a situation where you had to deal with an upset customer, coworker or group member. Tell me about a difficult decision you have had to make and the reasoning you used to make the decision. Tell me about a time when you worked in a situation where rules or guidelines were not explicit. How did you accomplish the task and what guided your decision-making process?
 ORAL AND WRITTEN COMMUNICATION SKILLS	<ul style="list-style-type: none"> Describe a time when you were able to influence someone's opinion. Tell me about a time when you successfully delivered a presentation. What made it successful? Discuss an effective written document or report you completed. What made it effective and why are you particularly proud of it? Tell me about a time when you did not communicate well. What did you learn from it?
 TEAMWORK AND COLLABORATION	<ul style="list-style-type: none"> Tell me about a time when you successfully built and maintained a relationship with a coworker or client. What were your strategies? Describe how you have contributed to an organization's or employer's mission. Tell me about a time when you worked on a team. What was your role and impact on the team?
 DIGITAL TECHNOLOGY	<ul style="list-style-type: none"> Describe a challenge you had to overcome to solve a technical or software-related problem. What were your steps and what was the outcome? Tell me about a time when you sought to develop technical skills with a software or tool. What was your learning process? Provide an example of a time when you had to change how you work and adapt to a new technology. Have you ever had to introduce a new process or technology to a group of people? If so, please explain your method.
 LEADERSHIP	<ul style="list-style-type: none"> Give an example of a time you showed initiative and took the lead on a project. Give an example of a time when you motivated others. Tell me about a time when you delegated tasks to others. How did you decide what to delegate to different individuals?
 PROFESSIONALISM AND WORK ETHIC	<ul style="list-style-type: none"> Give an example of a time you set a goal and the steps you took to achieve it. Tell me about a time when you went above and beyond to get the job done. Tell me about a time when you had several obligations and had to prioritize your time. How did you decide what to prioritize? Were you successful? Give an example of a time when you tried to accomplish something and failed. How did you handle the situation?
 CAREER MANAGEMENT	<ul style="list-style-type: none"> Tell me about a time when you have received feedback from others. What did you learn and how have you utilized it? Give an example of a time when you have acted with integrity in a job or an organization. What have you done during your time in college to become better prepared for your career? Tell me about a professional accomplishment you are proud of.
 GLOBAL INTERCULTURAL FLUENCY	<ul style="list-style-type: none"> Tell me about a time when you recognized and overcame your own biases. Give me an example of a time when you have worked with people who have different beliefs and values than you. Give an example of a time when you showed inclusivity of others.

TYPES OF INTERVIEWS

There are several types of interviews, and it's a good idea to understand what to expect with each one. You may encounter only one, a combination, or all the following interview types depending on your career area.



PHONE INTERVIEWS

Many employers choose to conduct the first round of interviews through a brief phone call. Even if it's just a recruiter calling to get more information from you, don't be fooled. It's essentially an interview, so always be professional.

Here are some tips for how to handle phone interviews professionally:

- Be sure to take the call in a quiet place that is free from distractions.
- Ask the interviewer if they can hear you before you begin.
- Start strong by showing enthusiasm and confidence.
- Speak slowly and clearly.
- Humor and sarcasm can be difficult to detect over the phone, so be cautious.
- Listen carefully, and don't talk over your interviewer. When interviewing in person, it's much easier to know when you've said enough to answer the question because you have nonverbal cues to rely on. This is much more challenging over the phone. A good tip is to try pausing when you think you've said enough to see if the interviewer jumps in with the next question. Or ask, "Does that provide enough insight to answer your question, or would you like more information?"
- One of the advantages of a phone interview is that you can dress comfortably, but some people like to dress up anyway, as they feel it impacts the attitude and professionalism they project through the phone. The choice is yours.
- Be sure to keep a copy of your résumé and the job description in front of you so that you can refer to them when needed.



ONLINE INTERVIEWS

This type of interview is becoming more common, so you should be prepared to effectively navigate this kind of meeting.

Here are some helpful tips to ensure that you have a successful online interview:

- Be sure that your computer is set up to handle an online interview. You should have an appropriate camera, microphone, and speakers.
- Sit in front of a plain background that is not cluttered.
- Be sure to dress professionally.
- Don't stress out if you experience any technology glitches. Most employers are understanding, and they won't hold it against you. Once the glitch is resolved, move forward with confidence.

The Career Development Center can help you practice both phone and online interviews. Just let us know that this is what you want when you set up your mock interview.



VIRTUAL PREINTERVIEWS

New technologies are having a profound impact on the job-search process. Most job seekers can now expect to complete an automated phone or virtual interview before they move forward with an in-person interview.

Here are some tips for how you can be ready and confident to handle virtual interviews:

- Be prepared for potential questions as soon as you submit your application. You may be expected to complete the interview within one to three days of submitting your application.
- Even though you may not be speaking with a real person, be extremely professional and friendly.
- Smile! Some systems use facial recognition patterns to assess you and your personality.
- Take advantage of Big Interview, which allows you to practice through mock interviews that are tailored to your specific industry, job, and experience level. You can even record your responses so that you can share them with your career counselor for feedback.

Visit pfw.biginterview.com to start practicing.



COMMITTEE INTERVIEWS

Sometimes you'll be interviewed by several members of an organization who are actively involved in the hiring decision. This kind of interview can be intimidating if you aren't prepared, so be sure to devote plenty of time to get ready.

Here are some tips for impressing everyone during a committee interview:

- Ask the hiring manager to share the names of everyone who will be interviewing you.
- Research each committee member ahead of time by looking at the organization's website and LinkedIn.
- Bring multiple copies of your cover letter, résumé, and references so that you'll have enough for everyone.
- Be sure to send a personalized thank-you note to each interviewer afterward.



PRESENTATION INTERVIEWS

This is typically a longer interview that shows your potential employer how you'll perform on the job. Being in a situation like this can be somewhat nerve-racking, so be sure to fully prepare beforehand.

Here are some tips for conquering this type of interview:

- Be sure to ask ahead of time about the presentation parameters and the technology available.
- Prepare extensively. This isn't a time to wing it.
- Always keep your audience in mind when preparing your project. You don't want to use lingo that half the room won't understand. Similarly, you don't want to talk down to the hiring committee by providing information that they all know. (This is why it's important to know who'll be interviewing you.)
- Try to include interactive elements to keep the audience engaged.
- Be yourself. Let your personality shine through during your presentation.

ILLEGAL INTERVIEW QUESTIONS

During job interviews, employers are not allowed to ask questions regarding certain things, including whether you have a disability, your marital status, your age, anything regarding parenthood, your religious affiliation, and your gender identity (just to name a few).

If you find yourself being asked an illegal interview question, there are a few ways that you can respond.

THREE WAYS TO ANSWER ILLEGAL QUESTIONS

- 1 REFUSE TO ANSWER THE QUESTION.** Inform the interviewer that the question doesn't seem to be legal or relevant to the specific requirements of the job. Keep in mind that such a direct response should be reserved for questions that are offensive or deeply troubling.
- 2 ANSWER THE INTENT BEHIND THE QUESTION.** This allows you to provide a tactful answer without sacrificing your rights to privacy. For example, if the interviewer asks if you are a US citizen (an illegal question), a thoughtful answer would be "If you mean to ask if I am legally authorized to work for you, then the answer is yes." This response displays flexibility and composure, which many employers value.
- 3 ANSWER THE QUESTION.** If you don't mind providing the information, you can respond to the question and move on. Only do this if you are comfortable providing the information.

FOR A LIST OF ILLEGAL QUESTIONS, VISIT THE CAREER DEVELOPMENT TAB IN **GOPFW**.



THE JOB SEARCH AND BEYOND

Because so much goes into job hunting—researching, writing résumés and cover letters, establishing a professional network, cleaning up and maintaining your online presence, and applying to multiple jobs—it takes a lot of your time, and it's easy to feel overwhelmed. To help minimize your stress during your job search, consider adopting some of the following strategies.

JOB-SEARCH STRATEGIES

KNOW YOURSELF. You've probably spent your time in college identifying and developing your interests, skills, values, and areas of expertise, so you should be prepared to communicate these to potential employers.

EMPLOYER RESEARCH. By the time you're ready to begin your job search, you've probably attended a few Immersion Excursions and performed some company research so that you have an understanding of what type of work environment you're likely to thrive in and enjoy. If you haven't, don't worry—it's not too late. Create a list of organizations that you would like to work for and start researching them. Check the company's LinkedIn profile to see if you know anyone who works there. It's always great to connect with someone who has firsthand experience with the organization you'd like to work for.

BE OPEN-MINDED. You picked your major for a reason, but it's important to be open to possibilities that are outside your chosen field. Doing so will allow you to focus on developing valuable, transferable skills. Consider different locations. Consider nonprofit, government, or smaller organizations, because these companies provide valuable opportunities. Don't be discouraged if you haven't landed your dream job right after graduation—it takes time.



USE YOUR NETWORK. Make a list of all the people you know who work in a field or organization you'd like to be a part of. Reach out to each of them to let them know you're looking. If you apply to a company where they work, ask if it's OK to provide their name on the application. (There is usually a field that asks if you know anyone who works at the company.) If you have a LinkedIn account, post about what type of position you're looking for. Let your professors know what you're looking for, and ask if they've heard of any openings.

CHECK COMPANY WEBSITES. Many companies have a section on their website devoted entirely to employment opportunities. Be sure to check these regularly. You can also send your résumé and cover letter to the organization expressing your interest in working for them, even if they don't have a position posted.

CHECK JOB BOARDS AND WEBSITES. It's a good idea to check Handshake to see what positions employers have posted, but you can also use sites like Indeed or Monster to conduct job searches. These sites even allow you to create alerts for particular positions so that you don't miss a potential opportunity.

PREPARE AND SUBMIT MATERIALS. Be sure to submit everything that is asked for, which could include your résumé, cover letter, transcripts, references, letters of recommendation, or samples of your work. Always send exactly what is asked for—nothing more and nothing less. Be careful while filling out application forms. Make sure that everything is properly capitalized, spelled, and punctuated. Errors will be noticed.

KEEP RECORDS AND STAY IN CONTACT. Create a list of all the companies you've contacted or applied to. If you haven't heard back within a week, follow up with a phone call or an email. In your message, ask them to verify that they received your materials, mention why you are interested, and what you believe you can do for them.

BE PATIENT AND POSITIVE. Waiting is often the hardest part, but don't get discouraged. Expect your job search to take six months or longer.

UNDERSTANDING AUTOMATED HIRING SYSTEMS

Many employers use automated tracking or hiring systems that utilize artificial intelligence to sort, reject, and move applications to the next step. This means that the smallest error could automatically disqualify you for the position.

To ensure that your résumé makes it through these systems, go to the Career Development tab in goPFW to read articles that explain how they work. You'll also find tips on formatting your résumé for these systems.

BEWARE OF FRAUDULENT JOBS AND SCAM POSTINGS

Although uncommon, fraudulent postings and scams can occasionally surface.

Follow these tips to avoid being scammed:

- Avoid any opportunity that asks you to send money, provide account numbers, or cash checks for someone.
- Avoid any organization that asks you to provide your Social Security number when responding to a posting. You should provide this only after you have been hired.
- Give extra scrutiny to positions that indicate you will be working from home (online or remote work). There has been an increase in such opportunities that are legitimate, but you should still proceed cautiously and research the organization.
- Be cautious if the email address you are asked to send your résumé to is not a corporate one. However, there are times when a legitimate start-up company may use a noncorporate email account, so use your best judgment.
- Pay attention to the spelling and grammar of job listings. A few errors are usually forgivable, but if the posting is riddled with them, it's probably a bad sign.

CONSIDERING A JOB OFFER

So you got an offer. Congratulations! While you're probably excited, don't be so quick to accept. There are several things that you should consider after receiving an offer.

PAY

Salary is important, and you should do your research to be sure that you are being offered a fair wage. To ensure that you are, check out the Career Development tab in goPFW to find links to the National Association of Colleges and Employers and O*NET. Both of these resources allow you to compare salaries by region, which is important because the cost of living varies drastically depending on where you live. What might seem like a good salary in the Midwest might not go that far on the East Coast or West Coast.

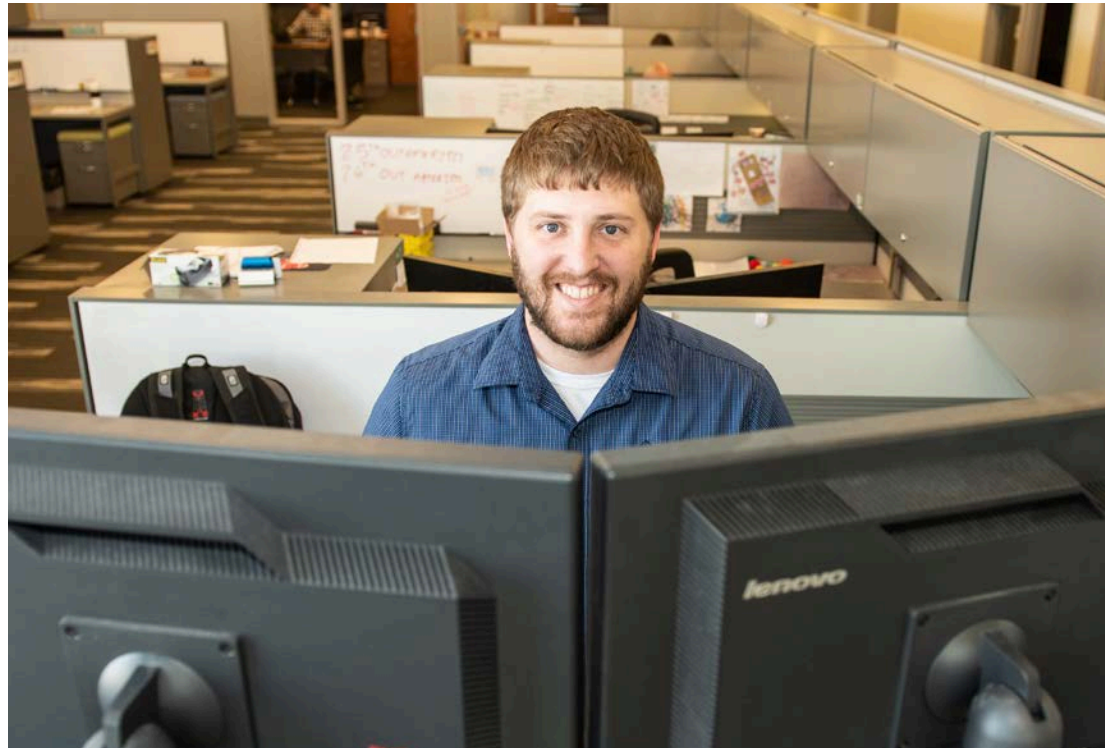
Most people focus on how much a position pays when evaluating a job offer, but there are many other aspects to take into consideration as well.

BENEFITS

In addition to salary, benefits really matter, so don't overlook these.

As you assess the benefits package presented to you, consider the following questions:

- How much will the company put toward your retirement account?
- How good is the health insurance package, and how much will it cost you?
- How many paid vacation days will you have?
- What perks come with the position?
- Does the company offer discounted gym memberships, tuition reimbursement, or other valuable perks?



THE COMPANY

Receiving an offer feels great, but it doesn't mean that it's the best fit for you. Enjoying your work is important. Consider the company culture and the people that you'll be working with or reporting to. Does it feel like a place where you'll fit in? Do you think you'll enjoy going to work every day at this company? These are all important aspects to consider. Also, don't be afraid to ask any questions that you might have after receiving an offer.

TAKE SOME TIME

It's OK to ask for time to make a decision. In fact, most companies assume that you won't accept an offer immediately. Some might request your decision within a certain time frame, but others might ask you how much time you need. If you've already received another offer, or if you expect to hear back from another company soon, make sure that you have enough time to consider both offers. However, don't ask for too much time to consider. Like all of us, employers don't like uncertainty. Make sure that you give everyone an answer as soon as you can.

If you decide to decline an offer, be sure to let the company know. Don't leave them in the dark.

RESPOND TO THE OFFER

Once you make a decision, act quickly. If you're accepting a position, notify the hiring manager by phone, followed by a confirmation email. Keep the email short, and state the agreed-upon salary and start date.

When rejecting an offer, make sure to thank the employer for their time and interest. It always pays to be polite in your correspondence. You never know where your career path will take you—it might just take you back to an employer you initially rejected.

NEGOTIATING YOUR SALARY

In the excitement of being offered a job, you might neglect to consider that some companies are open to negotiating your salary and benefits. When you're presented with a job offer, you should receive information regarding the salary and benefits package, including health insurance; retirement plans; and holiday, vacation, and sick-leave policies. Take your time to consider everything in the offer. After careful evaluation, you can then decide if you should negotiate.

WHAT IF THE OFFER ISN'T ENOUGH?

After you've done your research and determined that the offer isn't quite where it should be, you can try to negotiate for a higher salary or additional benefits. It's best to engage in these negotiations soon after the offer is made. Remember, the company has invested a lot of time and resources in this search, and they probably don't want to start the hiring process all over again now that they've decided you are the right fit for them.

If you decide to undertake a negotiation, you want to express your enthusiasm for the position, but be sure to set firm boundaries concerning the salary and benefits that you will accept.

QUESTIONS TO ASK DURING SALARY NEGOTIATIONS

Entering a salary negotiation can be somewhat intimidating and worrisome, which is why you should be prepared. One key piece of advice is that you want to avoid being specific, if possible.

SOME QUESTIONS AND STATEMENTS TO USE DURING A SALARY NEGOTIATION

- **What would a person with my background and qualifications typically earn in this position with your company?**
- **What is the general salary range for new hires in this position?**
- **I am ready to consider your best offer.**
- **The other companies I am currently speaking with are considering hiring me at a salary somewhat higher than the range you presented. Of course, salary is only one factor, and I will be evaluating the overall package.**

If you're happy with the result after negotiations, contact your future boss by phone to communicate your decision. It is also a good idea to send an email confirming your acceptance. Similarly, if you decide to decline the offer, let the company know as soon as you can.



KNOW YOUR WORTH

Knowing your worth is very important as you embark on a job hunt because you want to ensure that you're receiving a fair salary. If you're unsure what wage is appropriate, consider using one of the following online resources to help you find a salary range that matches your skills, qualifications, experience, and location:

- **O*NET**
- **NACE Salary Calculator Center**
- **PayScale**

Once you've found an appropriate range, you should consider how much you need in order to live comfortably and save for your future. This will help you decide on the minimum salary you're willing to accept so that you don't run the risk of committing to a salary you won't be happy with.

WHAT IF I'M OFFERED A JOB ON THE SPOT?

Receiving an offer during your interview can be thrilling, but it might catch you off guard. Don't let your excitement cloud your judgment. Also, don't feel as though you must accept quickly just because they were quick to offer you the position. It is appropriate to ask for time to consider any offer, regardless of when it was presented.

Most employers who make on-site job offers already have a salary in mind for the position, and you were likely asked to provide your salary requirements on your application. Many companies do this so that they don't expend resources on a candidate who is too expensive.

Of course, sometimes an employer simply feels that you're the best candidate, and they don't want to risk losing you to another company. Some hiring managers will even offer you a signing bonus. (This is particularly common in highly competitive fields.)

Remember, regardless of what is offered, it is acceptable to request some time to consider.

PREPARE A PORTFOLIO

If you want a higher salary, come prepared with samples of your work, which can include evidence of successes, client testimonials, project deliverables, and company savings that you were responsible for. This portfolio can serve as important evidence and leverage to support your case for a higher salary during a negotiation.



GRADUATE SCHOOL

More employers are seeking candidates with more advanced education. Even if a master's degree isn't listed as a required qualification, many companies will offer a higher starting salary to those holding advanced degrees.

If you're considering a career where a master's degree or doctorate is required, or if you simply want to further your education and career opportunities, here are some steps that you can take now to increase your chances of being accepted to a graduate program:

MEET WITH PREPROFESSIONAL ADVISORS AND FACULTY WHO CAN SERVE AS YOUR MENTORS.

You can get advice, ask questions, and even shadow them.

TAKE PREREQUISITE COURSES. For some graduate programs, it doesn't matter what your undergraduate major was, but you should make sure to complete prerequisite courses. Your advisor can help you determine what those are.

MAINTAIN A STRONG GPA (3.6 OR HIGHER). Graduate programs are very competitive, so you'll need to keep your grades up. Most schools will have their minimum GPA requirements posted, but if they don't, feel free to ask.

GET INVOLVED. You'll need a record that shows your commitment and interests, which can include campus organizations, research projects, and community service.

DEVELOP YOUR TRANSFERABLE SKILLS. Leadership, communication, and problem-solving skills are all valuable, and they easily translate to any career.

GRADUATE SCHOOL TIMELINE

If you already know that you want to continue your education by getting a graduate degree, it's important to start the process early. There is a lot that goes into building a successful graduate school application, and you don't want to feel rushed when it's time to apply.

JUNIOR YEAR

Prepare for research—you'll be doing a lot of it during your junior year. You should also take the time to begin building a network of professors who can attest to your academic abilities.

Here are some steps that you should take before you begin applying to graduate programs:

- Talk with your professors to learn more about what graduate school involves so that you can determine if it will be a good fit for you. Remember, all your professors have attended graduate school, so they're a great resource. Ask what programs and schools they recommend.
- Develop a list of four or five schools that have the programs you are most interested in. Don't be afraid to revisit this list as you learn more through your research.
- Research these programs extensively. Learn about admission processes and deadlines. Learn about fellowships, assistantships, and other types of financial assistance they offer. Learn about the professors and their areas of research. Be sure to look at graduation data as well. Where do their alumni end up?
- Research what kind of standardized test you might need to take for admission.

SENIOR YEAR

This is when you'll need to focus on your application and everything that goes along with it, including test scores, personal statements, letters of recommendation, putting together your curriculum vitae, etc.

There are a lot of components that go into a graduate application, and it can feel overwhelming. To make sure that you stay on track, follow this monthly timeline, which breaks down what you should accomplish each month.

AUGUST

- Register to take any required standardized tests (GRE, GMAT, LSAT, MCAT, etc.), and be sure to find the time to study for them.
- Meet with a faculty mentor to discuss writing your personal statement.
- Get organized. Decide which schools that you'll apply to and create a file for each. These can be digital files, of course.

SEPTEMBER AND OCTOBER

- Take any required standardized tests, and be sure to request that the scores be sent to your schools of choice.
- Complete your personal statement and have it reviewed by several people. The staff at the Career Development Center can also help.
- Request letters of recommendation from several professors who are familiar with your academic performance. (Provide each professor with a copy of your personal statement and curriculum vitae.)

NOVEMBER

- Submit all your applications. Most schools use online systems now, but you shouldn't wait until the last minute to apply. Be sure to check the deadlines for each program.
- If you're applying by mail, be sure to send all your application materials at least one month in advance of the application deadline to account for any potential delays.
- Remind those recommending you to submit their letters before the deadline.
- Have copies of your transcripts from all the colleges that you've attended sent directly to the schools where you're applying.

DECEMBER

- Before the application deadline, be sure to check with each school to make sure that they received all your materials. If anything is outstanding, submit it promptly.
- Prepare for the waiting game. Most schools assemble committees to review applications, so the process can take a while.

FEBRUARY AND MARCH

- Research each school even more. Consider campus visits, conduct informational interviews with current students or professors, or speak with admissions counselors.
- If you haven't yet, identify which school is your top choice so that you're ready to respond when decisions come in.

APRIL

- You've likely heard back regarding your applications by now. Once you've decided on which school you'd like to attend, submit your acceptance form and deposit, if required.
- Be courteous and notify the schools that you will not be attending. A lot of programs have waiting lists, and students on these lists can move forward only when someone declines admission.
- Send thank-you notes to those who wrote your letters of recommendation. You can also let them know where you're going—they're probably eager to know.



FIND THE **SUPPORT YOU NEED**

INTERNATIONAL STUDENTS

As an international student, you may face difficulties in obtaining an internship or a job because of visa limitations. You should avoid stating your visa status on your résumé; however, you're required to disclose your work authorization on job applications.

The Career Development Center and the Office of International Education keep a list of companies in the area that have hired students for both Curricular Practical Training and Optional Practical Training. Check with these offices to explore your options.

Other helpful resources include myvisajobs.com and internationalstudentcareers.com, which allow you to explore opportunities around the country.

LGBTQ+ STUDENTS

It's important for everyone to find a company and work environment where they feel safe, comfortable, and supported. Many companies champion equality and have adopted formal LGBTQ+ policies that prohibit discrimination based on sexual orientation, gender identity, or gender expression. These organizations strive to create an inclusive culture of equality, and they often provide benefits and incentives that reflect this. You can find ever-growing lists of these companies on websites like Glassdoor and Monster.

When you're on campus, visit the LGBTQ+ Resource Center (Walb Union, Room 215) to find additional advice, support, and tips. For additional information, go to our Diversity Resources page at pfw.edu/career.

VETERAN STUDENTS

Purdue Fort Wayne is proud to support those who serve our country. We understand that the process of transitioning from military to college—and, finally, to a career—can be difficult and overwhelming. It can also be challenging to translate your military experience onto a résumé.

A resource that can help with that is Realwarriors.net. You can also meet with a Career Development Center staff member to get help with your résumé.

The following are a few examples of the websites that post jobs from organizations that are specifically interested in hiring veterans:

- Hireheroesusa.org
- Hireahero.org
- Veteranjobsmission.com

You can also visit Military Student Services in Kettler Hall. The staff there can provide advice, resources, and great conversation.

STUDENTS WITH DISABILITIES

When, and if, you disclose your disability is your choice. You could share information in your cover letter, résumé, during the interview, or prior to accepting the job.

On your résumé, focus on your abilities and accomplishments. If you require reasonable accommodations to conduct an interview, be sure to communicate these to the employer in advance so that arrangements can be made.

For more tips, go to our Diversity Resources page at pfw.edu/career.

MULTICULTURAL STUDENTS

Many companies are dedicated to promoting diversity and inclusiveness to create a welcoming work environment that fosters mutual respect. A great way to find these organizations is through research. Check out their mission statements, guiding principles, and antidiscrimination policies, or see if they offer a dedicated diversity message. A strong statement will address diversity in all forms, including but not limited to race, ethnicity, age, culture, disability, economic background, political affiliation, religious beliefs, sexual orientation, gender, gender identity and expression, national origin, marital status, and veteran status. Glassdoor and Monster both compile lists of companies that celebrate and prioritize diversity in the workplace.

Seek advice, information, and camaraderie at our Office of Diversity and Multicultural Affairs (Walb Union, Room 118). You can also check out our Diversity Resources page at pfw.edu/career for more information.





CAREER DEVELOPMENT

PREPARING FOR YOUR CAREER

Picking a career is a big decision, so it's important to plan early and participate in events that will help you find your ideal fit.

Here is a breakdown of how you should use your college years to prepare for your career:

YOUR FRESHMAN YEAR should be centered on job shadowing, Immersion Excursions, and informational interviews. These events will help you decide if you've selected a major that will lead to a career that you'll enjoy, or if you need to reconsider your options. Visiting workplaces will also give you insight into what type of work environment you prefer.

YOUR SOPHOMORE YEAR should be focused on building your skill set. You should get involved around campus and in the community—pick up a part-time job or volunteer—but do so meaningfully. You'll want to pick opportunities that will enhance and build on your skills. This is also a great way to start networking.

YOUR JUNIOR AND SENIOR YEARS should be devoted to acquiring experience that is relevant to your chosen career. Internships will allow you to gain the practical skills you need, but there are many other options to consider as well. Visit the Career Development Center to discover what opportunities would be best for you.

You'll find a four-year guide on the back cover of this workbook that you can use to plan your path to your ideal career.

THE CONNECT

The Connect is the Career Development Center newsletter, designed exclusively for you, the student. It's where you'll discover a variety of information:

- Networking opportunities
- Jobs and internships
- Career tips
- Résumé tips
- Giveaway opportunities
- Programs and services to support you

Sent biweekly to your student email on Tuesdays at 7:30 am.

NATIONAL STUDENT EXCHANGE

Through the National Student Exchange, you'll find the opportunity to study with esteemed faculty across the United States and Canada while pursuing your Purdue University Fort Wayne degree. Choose from nearly 200 colleges and universities to give you the right combination of courses, facilities, and environment to meet your academic and personal needs and interests.



Instead of crossing oceans, you'll cross state, regional, and cultural borders, taking advantage of the chance to spend a year off campus while paying your regular Purdue Fort Wayne tuition and fees.

LET'S GET DOWN TO BUSINESS

Ready to talk? We're here to help. Our staff can guide you in changing your major, career searches, résumé writing, interview best practices, and more. Make an appointment in Handshake, contact us at careercenter@pfw.edu or 260-481-0689, or stop by our office in Kettler Hall, Room 109. You can also check out the latest Career Development Center information on social media.



MASTODON CAREER CLOSET

If you find yourself in need of a professional outfit for an interview, whether online or in person, we can lend you one. Make an appointment in Handshake, contact us at careercloset@pfw.edu or 260-481-0689, or stop by our office in Kettler Hall, Room 109.



Career Development Center
PURDUE UNIVERSITY FORT WAYNE

260-481-0689 | careercenter@pfw.edu | pfw.edu/career

FOUR-YEAR CAREER DEVELOPMENT PLAN

FRESHMAN YEAR

- Create a profile on Handshake.
- Join the Endorsed Internship and Career Ready Program.
- Take the TypeFocus7 assessment in goPFW (Career Development tab); meet with a career counselor.
- Apply for an on-campus job.
- Create a rough draft of your résumé and have the Career Development Center critique it.
- Explore occupations on O*Net at onetonline.org.
- Attend an Immersion Excursion.
- Participate in a student organization and attend multicultural programs on campus.
- Attend the Freshman Leadership Retreat (pfw.edu/flr).

SOPHOMORE YEAR

- Conduct informational interviews with professionals in your field of choice.
- Create a LinkedIn profile.
- Prepare a professional outfit for interviews (visit the Mastodon Career Closet for assistance).
- Earn the Intern Ready Certificate within the Endorsed Internship and Career Ready Program.
- Practice with a mock interview.
- Seek out volunteer opportunities on campus and in the community.
- Attend the Mastodon Internship Fair in the fall.
- Participate in a student organization and attend multicultural programs on campus.
- Attend the Sophomore/Junior Leadership Retreat (pfw.edu/sjlr).

JUNIOR YEAR

- Assess your professional network and determine how to grow it.
- Attend networking events offered on campus and in the community.
- Research and identify graduate or professional schools of interest.
- Seek out a leadership role in a student organization or volunteer capacity.
- Ask for LinkedIn recommendations from faculty and employers.
- Obtain a career-related internship.
- Meet with a career counselor to refine career goals and stay on track.
- Attend the Mastodon Career Fair in the spring and the Mastodon Internship Fair in the fall.
- Earn the Career Ready Certificate within the Endorsed Internship and Career Ready Program.
- Update your résumé and have the Career Development Center approve it on Handshake.
- Attend the Sophomore/Junior Leadership Retreat (pfw.edu/sjlr).

SENIOR YEAR

- Complete graduate or professional school applications and prepare for the interview and admission process.
- Research companies and positions of interest and begin applying three months before graduation.
- Gather information about job offers, competitive salary ranges, and benefits.
- Attend the Mastodon Career Fair in the spring.
- Complete a mock interview tailored to a specific job you've applied for.
- Invest in a professional wardrobe, appropriate to your field.
- Identify professional references; ask them to serve as a positive reference while you go through the job-search process.
- Request letters of recommendation for job and graduate school applications.
- Develop a budget and understand how the average salary and benefits will aid in fiscal responsibility.
- Attend the Senior Leadership Experience (pfw.edu/sle).

Career Development Center

PURDUE UNIVERSITY FORT WAYNE

260-481-0689 | careercenter@pfw.edu | pfw.edu/career