



INTERNSHIP AND CAREER FAIR PREPARATION GUIDE

Office of Career Development

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www.roosevelt.edu/career

RESUME PREPARATION & HELPFUL TIPS

- A resume is a marketing document that shows why you are qualified for the position that you are applying for, not an opportunity to tell your life story
- Tailor your resume to position; it is worth the effort to show the employer how you fit their specific job
- Do not lie or otherwise alter the truth on your resume
- Make sure that your resume looks good, with easy to read font, consistency in format, a 1-inch border, but the content of the resume should be its focus
- Use a basic font. Arial or Times New Roman are the best options
- 12 point font is standard, but it can be 10 or 11
- Do not use a template; the content may not transfer accurately to a PDF. Create a Word document and save as a PDF that can be sent as an attachment
- One or two pages in length; depends on your experience and job requirements
- Be clear, concise, and direct
- Use formal language; avoid abbreviations
- No personal pronouns (I, My, We, etc)
- No personal information (height, weight, marital status, social security number)
- When printing, use high quality resume paper in white or cream
- Ask several people to review your resume for any errors
- Update your resume every six months or when you make a change to a significant part of your background, such as a new job or attaining a degree

RESUME STYLES

CHRONOLOGICAL (OR HISTORICAL) RESUME

Recommended for individuals who have related or transferrable work experience to the job they are pursuing and for those who do not have large gaps in employment history

- List jobs in reverse chronological order (the newest job on top)
- Describe responsibilities and accomplishments of each position
- Focus on skills developed and relevant experience
- This is the most commonly used resume style and favored by most employers

FUNCTIONAL/CHRONOLOGICAL RESUME

Recommended for individuals who are changing career fields, have relevant work from many years earlier, or have been out of work for a long time. It is our understanding that some employers are less receptive to this style.

- Emphasize skills and accomplishments
- Headings are skills/accomplishments based on requirements of job and relation to field
- Work history is included as a list at the bottom

RESUME COMPONENTS

Identification: Include name, address, home or cell number and e-mail address. Do not use a work number and keep all of your contact information appropriate (e-mail addresses and voice mail greetings should be professional). Do not use the words “phone” or “email” to identify this information.

Objective: Provide specific information about the type of position you are seeking. It’s optional to include an objective, but is advised if it is not immediately clear what position for which you are applying.

Highlight of Qualifications: Provide a quick reference, bulleted or paragraph form, of your most relevant information, such as achievements, experience, or skills. Include both specific experience and soft skills such as communication, organizational, and leadership skills.

Education: List the name of the organization, city, state, full title of degree and date obtained. If currently enrolled, it is appropriate to include “Anticipated” followed by the month and year you will graduate. It is often helpful to add relevant course work or project work to incorporate academic skills and knowledge. GPA is optional, and may be included if you have a 3.0 or higher on a 4.0 scale.

Licenses or Certification: This is important if it is a required component of your field. List full name of the certification/license and date obtained. If in process, it is appropriate to list them and indicate “expected”, and date when you anticipate receiving the license/certificate.

Experience: Describe your employment, internships, practicum, field experiences, and volunteer jobs in this section. Use reverse chronological order. Include name of organization, location (city, state), position title, start and end dates (month and year), description of duties, accomplishments, and skills developed. All of the duties mentioned should relate to the position for which you are applying in a direct way, or they should be duties that gave you transferrable skills for the desired position. Examples of transferrable skills are communications skills, leadership abilities, problem solving skills, time management, etc. Include action words and quantify information when possible.

Skills: Focus on tangible skills, such as computer/technical skills or language skills.

Volunteer Work, Extracurricular Activities, or Professional Memberships: List career-related activities or activities where you developed transferrable skills. Focus on activities that you were most involved in or where you held leadership positions. Include a bullet to describe relevant duties.

Honors or Awards: Avoid listing every award received. Focus on significant and relevant honors. If the name of the award does not explain its significance, include a brief explanation of the award.

References: Create a separate sheet, with your contact information, for references. Only provide names when requested. There is no need to put “References available upon request” on your resume. On the reference sheet, list the name, contact information, and connection to each reference. Include only professional references. Always ask your references for permission to include them.

Frank Finance

425 S. Wabash Ave. • Chicago, IL 60605 • (312) 341-3560
ffinance@mail.roosevelt.edu

OBJECTIVE

Business student with strong communication and organizational skills seeking an internship within the field of finance.

HIGHLIGHT OF QUALIFICATIONS

- Strong interpersonal communication and problem solving skills
- Creative terms of preparing and managing events
- Well-developed leadership and organizational skills
- Experienced with monitoring funding and budgeting operations

EDUCATION

Roosevelt University

Chicago, IL

Bachelor of Science in Business Administration: Finance

Anticipated May 2017

Relevant Coursework: Principles of Accounting, Introduction to Probability & Statistics
Principles of Economics (Macro & Micro), Business Law

WORK EXPERIENCE

Roosevelt University

Chicago, IL

Mentor & Tutor, Academic Success Center

September 2013- present

- Assist students with academic needs
- Provide tutoring in mathematics, statistics, accounting, and finance to undergraduate and graduate students

Target

Chicago, Illinois

Cashier, Electronics, Layaway

Sept. 2013-present

- Perform exemplary customer service: provide customers with price information, and respond to merchandise questions
- Operate register and accurately complete sales transactions

McDonald's

Chicago, IL

Cashier

May 2012-Aug.2013

- Handled over \$1200 daily in customer transactions
- Assisted over 200 customers daily with menu selections
- Quickly adapted to completing multiple tasks on time or ahead of schedule

ADDITIONAL SKILLS

- Fluent in Spanish (reading, writing, speaking)
- Word, Excel, and PowerPoint

ACTIVITIES

Roosevelt University Accounting Club, Secretary

August, 2014-present

- Prepare monthly meeting minutes and regular communications with members

Delta Mu Delta, Roosevelt University

August 2014-present

- Business Honor Society-member

Bobby Biology
123 Microscope Lane
Chicago, IL 60624
(345) 456-9870 - bbiology@mail.roosevelt.edu

OBJECTIVE: An entry level position in a testing or medical lab. Knowledgeable in the use of lab equipment, understand safety protocols and skilled in handling typical lab chemicals.

EDUCATION

Roosevelt University, Chicago, IL

Bachelor of Science in Biology
Roosevelt Honors Program

GPA: 3.5/4.0

Expected: May 2016

Relevant Courses: Organismic Biology, Ecology, Genetics and Chemistry

STUDENT ORGANIZATIONS

Member, Natural Science Club

- Participated in the restoration of a nature preservation in the Chicago area
- Helped organize a networking event with Roosevelt alumni; invited speakers and marketed the event to students and professors. Event was successful, with an attendance of 25.

EXPERIENCE

Roosevelt University – Chicago, IL

Lab Assistant – Student Worker

Jan. 2016 –present

- Organize the equipment and lab samples for eight labs per week, in preparation for each Biology Lab class.
- Verify all chemicals and equipment are properly stored and follow all safety procedures.
- Maintain the inventory levels of all supplies.

Jewel Osco – Chicago, IL

May 2015 – Jan. 2016

Service Deli Clerk

- Filled customer orders and maintained a clean working environment
- Managed the deli department as a single employee and as a part of a team
- Trusted with the responsibility to close the deli department each evening

VOLUNTEER

Habitat for Humanity – Chicago, IL

Summer 2014

Helped build homes for families in need. Worked in a team of 15 people; repaired the roof, cleaned the yard and secured windows in the house.

SKILLS

Proficient in Microsoft Office: Word, Excel, PowerPoint

Understanding of laboratory safety and warning signs

Ability to dissect plants and animals

Skilled in the use of a dissecting scope and light microscope

Sophia Senior

312-341-3560

ssenior@mail.roosevelt.edu

OBJECTIVE

Seeking an entry-level position in the government affairs field that will utilize my analytical, decision-making and communication skills.

EDUCATION

Roosevelt University

Bachelor of Arts, Sociology

GPA: 3.4

Chicago, IL

Anticipated May 2016

WORK EXPERIENCE

Policy Research Collaborative, Roosevelt University

Research Assistant

Chicago, IL

April 2015-Current

- Develop and distribute data collection surveys to gather feedback for various nonprofit organizations
- Organize and co-lead multiple focus groups with participants ranging from high school youth to tenants facing housing issues
- Involved with the transcribing and decoding of field interviews using social science research software

The Office of Congressman Larry Lawman

Congressional Intern

Chicago, IL

September 2014-August 2015

- Interacted with and responded to constituents via phone, written letters and in person
- Assisted in research and analysis of grant proposals
- Managed Social Security and Veterans Affairs inquiries and concerns
- Organized events including a job fair for constituents within local district

ABC Construction Company

Secretary

Chicago, IL

June 2012-August 2014

- Greeted visitors and callers, responded to their inquiries, and directed them to the appropriate persons according to their needs
- Scheduled and confirmed appointments for clients, customers, and supervisors
- Set up and maintained paper and electronic filing systems for records, correspondence, and other material
- Operated office equipment such as fax machines, copiers, and phone systems, and used computers for spreadsheet, word processing, database management, and other applications

ADDITIONAL SKILLS

- Fluent in Polish
- Microsoft Office: Word, PowerPoint, Excel

INTERVIEWING

Interviewing is an important life skill. Although many people find interviewing to be challenging, it can be improved with preparation and practice. The essence of interviewing is to provide information to convince the employer that you have the skills and experience to do the job and a personality that will fit with the organization.

RESEARCH

According to employers, lack of knowledge about the organization or job is one of the primary reasons that candidates are rejected. Make sure that you show your background research and use proper terminology.

Areas to research prior to the interview:

- Determine if the company publicly or privately owned and how the organization is funded
- History, background, and size of the organization
- Organization's mission and goals
- Products and services provided by the organization
- The organization's place in the market and major competitors
- Current economic and societal trends that may be affecting the organization
- Job description, goals, and responsibilities
- Areas where your experience may be lacking compared to the job description

Resources for company and industry research:

Below is a list of possible resources to help you explore and gather information about various companies and organizations.

- Roosevelt's libraries or public libraries contain a lot of useful information
- The organization's website, annual reports, and social media sites such as LinkedIn, Instagram, etc.
- General online search engines, such as Google or Wikipedia. Be careful with these sites as the information may not be properly regulated. Try to verify with additional resources.
- Business periodicals and trade journals
- Professional associations and publications
- Chamber of Commerce
- Company contacts, such as employees, friends, neighbors, and relatives

Ultimately, you want to be able to explain why you applied to a particular position and employer, and proper research will help you clarify your intentions. Make sure you give specific examples of your reasons and use proper terminology.

PREPARATION

Prepare examples: Make sure to have concrete examples to provide depth to your responses. For example, rather than a response of, "My greatest strength is problem solving," you should say, "My

greatest strength is problem solving because I have had many opportunities to develop this skill. For instance, ..." and then you provide a detailed example of a previous experience. Below are some ideas to help you develop your examples.

- Think about experiences from previous jobs or student leadership positions
- If you are changing careers or beginning a new career, think of experiences that describe transferrable skills that will be useful in the prospective job
- Take a look at the job description to find out what skills the organization desires
- Try to use volunteer experiences as well
- Have examples that can be used in more than one situation: This is important because you will not be able to anticipate every question in an interview. Therefore, situations where you used multiple skills or exhibited multiple qualities can be handy.

Common Interview Questions

Here is a small sample of common interview questions. Employers may ask these questions in many different forms, so be prepared.

- Tell me about yourself.
- What are your strengths/weaknesses?
- Why are you looking to change jobs?
- What is your salary requirement?
- What are your future educational plans?
- What relevant experience do you have?
- What do you consider to be your greatest accomplishments?
- What would your former boss or employer say about you?
- Tell me about a difficult situation and how you handled it.
- Describe a team experience when one member failed to hold up his/her share of the work.

For a more complete list of interview preparation questions, go to The Careers College web portal at <http://www.ru3.tcclearning.com/>. After you log on, look under "Career Tools".

Prepare questions for the interviewer: The interview is a mutual process, and it is important to gather information from the interviewers. Your research about the organization and position will help you prepare questions. This is also one of the main factors that employers will use to eliminate potential candidates, so be prepared with effective questions.

- Focus on job duties, the organization, industry trends, and the interview timeline
- Try to relate your questions to what was discussed in the interview
- Avoid salary and benefits questions
- Express enthusiasm and focus on their responses; it's about gathering information and showing interest

Practice, practice, practice! Mock interviews are available with Career Counselors in the Office of Career Development.

What to wear:

Men

- Dark suits (black or navy)
- Polished dress shoes, no scuffs
- Matching or complementary socks
- Conservative ties, small patterns
- No earrings or piercings
- Cover visible tattoos
- Trimmed hair, facial hair and nails
- Avoid strong cologne

Women

- Neutral colored pant/skirt suits (black, navy, gray)
- If skirt suit, length around knee level
- Low-heeled shoes (one to two inches), closed shoes
- Simple makeup and hair neatly styled or pulled back
- Remove facial piercings; no flashy jewelry
- Cover visible tattoos
- No low necklines or provocative attire
- Avoid strong perfume
- Use a small purse size or none at all, keep hands free

Body language:

- Sit up straight
- Positive eye contact – not too intense
- Use normal, controlled gestures
- Listen attentively
- Take notes if necessary, but let them know

What to bring:

- Leather or vinyl portfolio (see information below about professional portfolios)
- Several copies of your resume and reference sheet
- Reference letters
- Notepad and pens
- Breath mints

Portfolios and writing samples: Employers may like to see examples of your work. This is common in some fields, such as teaching. You can include writing samples, awards and recognitions, letters, presentations, printed materials, or publications. Make sure it is relevant to bring the portfolio; otherwise it will simply be a hassle.

THE ELEVATOR SPEECH

An elevator speech is a brief self-advertisement. It should communicate who you are, what you are searching for, and how you will benefit the company or organization.

Tell me about yourself: This is one of the most common questions in an interview, and it is also one that most interviewees find difficult to answer. The interviewer can get an overall sense of who you are in a very short time, and it is a great chance to make a positive first impression in the interview. The “elevator speech” can be used in interviews, as well as at career fairs, networking events, or even social gatherings.

Why this question is difficult: First, it is ambiguous and does not give the interviewee a clear idea of what to discuss. Second, there is uncertainty regarding the length of the response. One of the biggest mistakes is talking for too long rather than being concise.

How to organize your response: Answer the following questions in order to prepare.

1. **Who are you and where are you now?** – This is a brief starting point to present your qualifications. Possible areas to include:
 - a. Your degree and the college or University where you graduated or will graduate
 - b. Location where you attended school and graduation date
 - c. Degree emphasis (if unclear), certifications, and licensures

2. **Where have you been?** – Focus on specific career-related experiences that led you to where you are now. You want to show a natural progression of how you came to your current interest in their position. Use concrete examples with details that are relevant to the skills necessary for the prospective position. Possible topics include:
 - a. Career-related experience
 - b. Additional work or volunteer experience with transferrable skills
 - c. Study abroad experiences
 - d. Leadership activities or skills that are relevant

3. **Where are you going?** – Now that you have briefly described your past, it is time to explain your interest in the position. This is where your research about the organization and position helps because you can describe why you are interested in the prospective job.

Final Tips:

- Always be career-related in your response
- Keep it concise
- Provide concrete examples from your past to show why you are interested in the position
- Avoid sounding rehearsed: You want to practice and prepare enough so that it doesn't sound like you are reading from a cue card.

INTERVIEW TYPES

Phone: Often, the initial step in the hiring process and generally shorter than in-person interviews. There will, typically, be more than one person interviewing you.

Tips:

- Find a quiet place where you can focus
- Choose a time when you won't be disturbed
- Have documentation in front of you
- Be ready to take notes
- Stand up and dress up in order to be in the mood of an interview
- No eating or gum chewing
- Be sure to smile because it will help you relax and that can be heard on the other end of the line
- Be concise and offer concrete examples

Traditional interview: Interview questions are likely to focus on short and long-term goals, strengths and weaknesses, specifics of your past experiences and education, and accomplishments and failures.

Tips:

- Prepare your elevator speech
- Be specific with detailed examples rather than vague statements
- Develop questions for the interviewer based on your research
- Remember that it is a mutual process

Behavioral-based interview: Interview questions are likely to focus on past behavior as a predictor of future behavior. You will be asked for examples from your past or given behavioral-based scenarios.

Tips: Be specific in describing the situation and be sure to give equal attention to your actions, behaviors, tasks, and results. The interviewer is more interested in you and your behavior than the actual situation. The STAR technique is useful when describing experiences for this type of interview:

- Situation (what, when, and where of the situation)
- Task (your role or expectation)
- Action (what did you do, actions taken, decisions made and why)
- Result (what happened, positives and negatives, and your conclusions looking back)

Panel: This could refer to one single interview with multiple people or multiple individual interviews by different interviewers.

Tips:

- After each question, look first at the person who asked the question, but make sure to make eye contact with the others as well
- Try to match the communication styles and organization of the interviewers
- Try to be enthusiastic in all the interviews
- Take a bathroom break to gather yourself if necessary

Group: This refers to an interview consisting of multiple interviewees. It can sometimes be awkward because you are interviewing with other prospective candidates.

Tips:

- Be respectful and speak to other members of the group
- Don't solely focus on what you are going to say
- Watch for nonverbal cues

Lunch/Dinner: This type of interview has a different atmosphere and can sometimes be confusing for interviewees. In addition to the tips below, the top priority is to maintain a professional demeanor.

Tips:

- Follow the employer's lead (wait to see where he or she sits)
- Don't order alcohol or smoke and maintain proper manners
- Avoid the most expensive or least expensive item on the menu
- Be prepared to talk about current events rather than simply work

Case interview: This type of interview is favored by certain industries, such as consulting or computer science, and is really about problem-solving. You will be given a problem, scenario, organizational challenge, or brain teaser (e.g. How many ping pong balls fit into a 747?) and be asked to work through it while the interviewer observes.

Tips:

- Interviewers will often indicate ahead of time if there will be a case interview
- Make sure that you talk through your answer and explain why you came to your conclusions
- Listen carefully and ask questions if you need clarification
- There may not be a right answer, and your thought process is vitally important

INTERVIEW PROCESS

Arrival: It is important to be punctual. Arrive 10-15 minutes early. This will give you time to use the restroom and check your appearance, browse company literature, and relax. Turn off your cell phone.

Introduction: Smile, relax, make eye contact, and introduce yourself with a firm handshake. However, do not crush the interviewer's hand. Be prepared to converse lightly before the interview begins.

Interview format: Every organization has a different process. The interview will consist of some type of question and answer format, and there may be several rounds of the interview. You may be asked to complete an application for employment, so be prepared with exact dates, addresses, phone numbers and email addresses.

Questions: The interviewer will be interested in your academic background, employment history, and other relevant experience. Some answers the employer will try to determine are:

- Can you do the job?
- What is your level of interest and enthusiasm?
- What is your work ethic?
- How well you will fit into the organizational culture?

Post-interview follow-up: Immediately afterward, be sure to

- Take notes and review your performance
- Note the date that you can expect to hear from them
- Ask for business cards or write down the names of everyone who interviewed you

Within 24 hours:

- Send a thank you letter/note/email to everyone who interviewed you
- In the thank you, be brief and reiterate your interest in the position
- Within the established time frame, follow up with a phone call, letter or email if you haven't heard
- There are cases where the candidate who follows up is the candidate who receives the offer

THE OFFER

When the offer is made, ask any questions that you have at the time, thank them for the offer, and let them know if you are still interested. It is okay to ask for a few days to think about it. This is often expected, and you want to make sure if this is the right opportunity for you as well as weigh any other offers that you have. In addition, make sure that you receive the offer in writing; employers should send you an official package or email with the offer including salary and benefits information. Questions to consider when debating an offer:

- Does the position fit into your overall career goals?
- Will you be using the skills that you enjoy using?
- Do you like the work environment?
- Did you connect with your prospective colleagues?
- Do you think that you will be successful working for your potential supervisor?
- Does there seem to be adequate training?
- Are there opportunities for professional development?
- Is there opportunity for growth within the company?
- Is the position compatible with your personal life and preferred schedule?
- Do the pay and benefits fit your criteria?

Benefits, professional development, job fulfillment, environment, and commute are all parts of the package.

Consider values: It could be beneficial to consider how the job fits into your overall value system:

- How do your personal values play a role in your professional life?
- How do you define social and environmental responsibility and how does it fit into your career?
- Will you be conflicted when working for your prospective organization?

Salary discussion during the interview process: Do not bring up salary during the interview process. It may arise, but allow the employer to bring it up. There are a few ways to handle the topic if it comes up:

- You could provide a fairly vague statement, such as “My salary expectations are flexible and open based on learning more about the position, its responsibilities, and other benefits.”

- You may want to answer the question by asking a question, such as “What is the general salary range for the position?”
- If the employer pushes for a specific answer, provide a realistic range based on the job and industry.
- Research the organization and industry to learn the typical salary range for the position. You do not want to eliminate yourself from contention by being completely off the mark. You also do not want to waste the employer’s or your time if the position is nowhere near your salary expectation.

Salary negotiation after the offer:

- Do your research; find out what individuals in the industry, with your experience and education are being paid, and cite this research in your negotiation to provide support
- Be realistic; keep your expectations in check
- Find out if negotiation is typical in your industry or position; some salary offers are non-negotiable
- Location matters; determine the cost of living and account for it
- Prepare your case and make it a win/win situation; highlight what you bring to the position that makes you worth more than they offered
- Negotiation is always a risk; you may end up with everything that you want, some of what you want, none of what you want, or you may lose the offer completely
- Determine what you are willing to risk in order to get what you want and what you are willing to give up if necessary
- How you approach the negotiation is highly important; be professional and focus on the employer’s needs as well