



# Career Readiness **GUIDEBOOK**



**Career and Professional  
Development**



# U.S. ARMY OPERATIONAL TEST COMMAND

SERVICE TO THE AMERICAN SOLDIER



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<https://www.ATECCivilianCareers.com>

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# Diversity and Inclusion RESOURCES

## Career Readiness Resources

[tamuct.instructure.com/courses/1658/modules](http://tamuct.instructure.com/courses/1658/modules) | [cpd@tamuct.edu](mailto:cpd@tamuct.edu)

Find career-readiness and support resources for LGBTQIA2S+ students, students of color, and students with disabilities. Get more information on searching for jobs overseas, internships, and more!

## Military and Veterans

[www.tamuct.edu/veterans-affairs](http://www.tamuct.edu/veterans-affairs) | [va@tamuct.edu](mailto:va@tamuct.edu)

The Veterans Affairs Center strives to reduce transition issues for Veterans and service members by sponsoring Veteran support activities and promptly certifying education benefits in accordance with federal, state, and university regulations.

## Warrior Center for Student Success, Equity, and Inclusion

[www.tamuct.edu/student-affairs/student-success.html](http://www.tamuct.edu/student-affairs/student-success.html) | [warriorcenter@tamuct.edu](mailto:warriorcenter@tamuct.edu)

Student Success programs encourage personal growth and support students as they work to fulfill their potential. Get help with access and accommodations and student success strategies.

## Student Wellness and Counseling Center

[www.tamuct.edu/student-affairs/student-counseling](http://www.tamuct.edu/student-affairs/student-counseling) | (254) 501-5955

Free, confidential, laid-back and helpful, the Student Counseling Center has resources to help you recharge your mental batteries and prepare for the world ahead.

## Campus Cupboard

[www.tamuct.edu/student-affairs/campus-cupboard](http://www.tamuct.edu/student-affairs/campus-cupboard) | [tamuctcupboard@tamuct.edu](mailto:tamuctcupboard@tamuct.edu)

The Campus Cupboard is a student-run food pantry built to serve all students, staff, and faculty in need of assistance.

## Student Government

[tamuct.campuslabs.com/engage](http://tamuct.campuslabs.com/engage) | [sga@tamuct.edu](mailto:sga@tamuct.edu)

The SGA protects and preserves students' rights, promotes student leadership, and upholds the image of the university.

## Campus Recreation

[campusrec.tamuct.edu](http://campusrec.tamuct.edu) | [recreation@tamuct.edu](mailto:recreation@tamuct.edu)

Campus Recreation offers students a wide range of programs and activities geared to all levels and abilities. Fitness center hours, group exercise, competitive sports, safety courses, and outdoor adventures are just some of the programs offered.

## Dear Warriors,

The Texas A&M University-Central Texas Career and Professional Development team is pleased to present the 2022-23 Career Readiness Guidebook, a resource that recommends steps and provides ideas and examples for your career planning and job search. Our material is based on best practices and is tailored where possible for A&M-Central Texas students and alumni.

Sections of this guide are color-coded to correspond with the table of contents. Utilize this resource to help you in your planning. Remember that we are here to help navigate the career readiness process alongside you.

The mission of Career and Professional Development is to empower our diverse students and alumni by providing equitable career-readiness resources and access to community and employer partnerships to encourage professional growth for success in post-graduate experiences.

We are eager to support your career development process and look forward to working with you!

Sincerely,

The Career and Professional Development Team

# Career Readiness RESOURCES



## Professional Document Review

Schedule a 1:1 appointment with our office to review documents and professional profiles, learn how to tailor them to a specific industry, and gain tips to stand out in a competitive market.



## Career Readiness Coaching

We are here to help Warriors prepare for a successful transition into the workplace, discover marketable skills, develop etiquette, and learn networking strategies to connect with employers.



## Mock Interviews

Learn to sharpen interview skills, practice responses, and work on nonverbal communication to feel more confident in various interview settings, and get tips and strategies for negotiating salary.



## Career Closet

If you're going to an interview, giving a presentation, attending a conference, or other professional events, and need something to wear, you can borrow professional attire from the Career Closet.



## Career Exploration

We utilize assessments to help students identify areas of interest and work style preferences and relate them to fields of study and careers.



## Applying for Grad School

Discuss key factors in making the decision to pursue an advanced degree, create a CV, prepare application materials, and learn about resources for entrance exams.



Meet your potential. Discover new career paths. Find amazing jobs and internships. Connect with great companies and non-profits. All in Handshake.

### Helpful tips when using Handshake

- **Be sure to complete your profile!** Handshake uses the information you provide to find opportunities you might be interested in. The more you log-in and interact in your Handshake account, the better your experience will be. Complete your profile and let Handshake do the rest!
- **Why type everything again? Building your profile is easy!** Handshake will import your education, work, and volunteer experiences, as well as organization and extracurricular involvement from your résumé so you don't have to waste time typing it all in.
- **Don't forget to add a profile picture to your Handshake account.** Be sure you are professional in your choice and stay away from those #selfies. The Career and Professional Development office offers professional head shot photos a few times each semester if you need a professional photo!
- **Is there a company you have always dreamed of working for?** Check our Handshake employer database to see if they are listed as one of our employers. If so, click the "Follow" button in their profile. This will tell Handshake you are interested in this company and the system will notify you when this company is on campus, posts a new position at A&M-Central Texas, etc.
- **Did you miss out on applying for your dream job or completely forget about the Internship and Career Fair?** Don't forget to set your notification preferences. You have the option to receive notifications in your Handshake account and by email. You can also opt-out of being notified about certain items.
- **Don't forget to add an introduction under "My Journey" in your profile.** This is a great space to introduce yourself to an employer and highlight your goals. Your introduction should be short and concise, listing only relevant information. Avoid listing personal statistics, such as family and hobbies.

### NEED HELP NAVIGATING HANDSHAKE?

Contact the Career and Professional team at (254) 519-5737 or [cpd@tamuct.edu](mailto:cpd@tamuct.edu)



# Getting Started with Handshake



1

## Create Your Account

1. Visit Handshake at [tamuct.joinhandshake.com](https://tamuct.joinhandshake.com).
2. Select the blue “Texas A&M University-Central Texas Sign On” button.
3. Log in using your A&M-Central Texas credentials.

2

## Build Your Profile

Select “My Profile” by clicking your picture or initials in the top-right corner of your Dashboard to edit to your information. The more information you include in your Handshake profile, the better. Complete profiles should include a short introduction, your education, work and volunteer experience, organizations and extracurriculars, courses, projects, your career interests, and skills. We recommend that you make your profile public so employers and your peers can view your profile and connect with you through Handshake.

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## Upload Your Résumé

1. Log in to your Handshake account at [tamuct.joinhandshake.com](https://tamuct.joinhandshake.com).
2. Select “Documents” by clicking your picture or initials in the top-right corner of your Dashboard, then click on “Select from Computer” or “Add New Document” to upload your document. Make sure your résumé is saved as your First Name and Last Name (ex: John Doe) and not “Final résumé” or “Marketing résumé”.
3. If your résumé requires revisions, schedule an appointment with our team by clicking on the “Career Center” button in the upper right corner.
4. Once your résumé is uploaded, be sure to mark it “Visible” so employers can view it.

4

## Update Your Account Information and Notification Preferences

Your Account Information can be found by clicking your picture or initials in the top-right corner of your Dashboard and selecting “Settings & Privacy.” Here, you can update your contact information and mark your profile privacy as “community,” “employers,” or “private.” By selecting “Notification Preferences” under Settings & Privacy, you can choose how you want to be notified for various activities. You can also go to “Career Interests” to select or update your career interests to enhance your Handshake experience.

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## Schedule an Appointment with Career and Professional Development

Select “Appointments” by clicking “Career Center” on your Dashboard and choose “Schedule A New Appointment.” Select the Category and Appointment Type you wish to schedule. Please be sure to select the correct appointment type for your major. Choose a day and time that works best for you, choose the appointment medium you wish to use: Virtual, Phone, or In-Person, add comments on what we can help you with, then click “Request.” You should receive an email confirmation. Please pay attention to this email confirmation as it will contain instructions for preparing for your appointment. You can always find your upcoming and past appointments by coming back to “Appointments.”

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## Search and Apply for Jobs and Internships

Select “Jobs” on your Dashboard. You can filter positions by location, major, graduation date, job type, and more! Once you find a position you are interested in, review the job description and employer preferences to determine if you are a good fit. To apply, select the “Apply,” “Apply Externally,” or “Quick Apply” button and choose the document(s) you would like to submit based on the application requirements.

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## Browse Events

All of the events hosted by the Career and Professional Development office can be found under the “Events” tab on your Dashboard. You can view dates, times, locations, and register for events and fairs through this tab. When you register for an event, you will receive an email confirmation and the event will appear on the right-hand side of your Events tab under “Your Schedule.”

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## Utilize Q&A in Handshake

In Q&A (Question & Answer), you can ask career-related questions, and get answers from other students or alumni from any school. You will also receive targeted email digests of Q&A. Through Q&A, you’re able to leverage the power of the Handshake network, and share the collective knowledge, advice and experiences that the community of students and alumni have to offer. All Q&A content is reviewed and moderated by Handshake moderators before it is published to ensure questions and answers meet Handshake’s content guidelines.



# Warrior Career ACTION PLAN

## Sophomores (30 credit hours)

- Join organizations at TAMUCT and seek to gain leadership roles.
- Check your social media pages and start editing to make sure they are professional.
- Attend workshops offered by CPD to learn more about various professional skillsets.
- Identify employers in your interest area for shadowing opportunities, informational interviews, and attend career fairs and other events to start networking with others.

## Juniors (60 credit hours)

- Determine your career-related strengths and skills, as well as what you can offer to employers.
- Start looking into internships and paid work opportunities.
- Participate in events where employers are on campus.
- Attend workshops offered by CPD to learn more about various professional skill sets.
- Attend career fairs and other events on campus to begin networking with others.
- Visit job listing websites such as Handshake, Indeed, USA Jobs, etc.
- Create a list of prospective employers with contact info for jobs you are interested in.
- Meet with CPD to have your résumé and cover letter reviewed.

## Seniors (90 credit hours)

- Get an internship or other career experience.
- Attend workshops offered by CPD to learn more about various professional skill sets.
- Meet with CPD to update your résumé.
- Participate in interviewing workshops or mock interviews.
- Network with recent graduates in your major about the current job market and potential employers.
- Research realistic salary expectations.
- Interview, evaluate job offers, and accept one!

## Graduate (completed undergrad)

- Meet regularly with your advisor, and keep them updated on your academic career.
- Request a comprehensive description of your program, including course requirements, exams, deadlines, and expectations for your thesis.
- Visit the Writing Center for assistance with your papers.
- Find a faculty mentor by speaking with your faculty advisor for recommendations on faculty who can help with your research.
- Subscribe to major journals and sending your papers for conferences and publication.
- Participate in seminars or workshops offered by CPD to learn more about job search strategies such as networking and interviewing skills.
- Seek internship opportunities!

# Marketable SKILLS

Do you have all the skills you need to be successful in the workplace? The following is a list of career readiness competencies are recommended by the [National Association of Colleges and Employers](#) as essential career competencies for ensuring a successful entrance into the workforce.



## Career and Self-Development

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and without one's organization.



## Communication

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.



## Critical Thinking

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.



## Equity and Inclusion

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.



## Leadership

Recognize and capitalize on personal and team strengths to achieve organizational goals.



## Professionalism

Knowing work environments differ greatly, understand and demonstrate effective work habits, and act in the interest of the larger community and workplace.



## Teamwork

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.



## Technology

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.



# Career EXPLORATION

For many students, choosing a major can be difficult. Students tend to change their major multiple times throughout their academic careers due to choosing a major they are not passionate about or misunderstanding what the major requires academically. To lessen the chance of this happening, when choosing your major, it is vital to be aware of everything it entails.

## Use these steps when selecting a major:

- Choose a major that interests you. What careers are you interested in that your major could help you gain skills in? Do you know and understand the courses and classwork that come with it? Plus, if you have a genuine interest in your major, you will most likely do better and learn more out of your classes.
- Speak with your academic or faculty advisor. Together, you can discuss the coursework involved and the specific requirements that are associated with the major. You could also learn about benefits that you can gain from majoring in that specific discipline.
- Speak with students in the major you are interested in. They can tell you about their personal experiences, what to expect, and give you a general idea of what the course of study may be like. Students can share their goals with you and you can determine if you align with them as well.

# Career PLANNING



Understand the groundwork. Start early and get to know yourself. Career development is important in every stage of your academic journey, not just graduation! Starting earlier allows you to build a wide range of experiences and explore many career paths. You will have the time to explore different areas and see what works for you.

Remember that your major does not determine your career. All fields of study can provide skills for many different paths. Be sure to plan ahead, but not TOO far ahead. Planning too far can stress you out. Instead, focus on the knowledge and skills you want to improve in the next year or two and be sure to keep your mind open to new ones. And, of course, do not be afraid to change your path.

Career planning does not have to be linear -- it is a continual process that will adapt to you, so use that to your advantage.

Follow this career planning strategy: **Assess, Explore, Decide, Act.**

- **Assess:** Analyze your skills, interests, and values. What career fields or types of jobs do you think will fit best for you?
- **Explore:** Begin researching and investigating a range of career choices that interest you.
- **Decide:** Evaluate your choices. Narrow your selections down to the ones you think match you best.
- **Act:** Start getting experience with your choices. Find internships, full-time and part-time positions, volunteer or on-campus activities, shadowing opportunities, and more.





# How to Find the **RIGHT JOB**

Know what you want and choose an ideal work location and environment for you. Would you be better at a small business close-to-home or a large corporation farther away? Do you want to work with data, people, or products? What are you looking to gain out of your career- money, security, authority, or experience? Would you rather work under a daily schedule or something new each day? Knowing the answer to these preferences will help you find a career that is right for you.

## Start researching for career options

Develop a list of possible careers and potential employers to research by utilizing the internet and other available resources. . Begin networking with professionals, school faculty and alumni, professors, or relatives who have or do work in your field to discuss jobs and the expected type of work. Keep up with current trends in the field through news outlets or trade publications.

## Get experience

Now is the time to narrow down your choices. Start participating in internships in your field to learn daily requirements, volunteer for communities, or charity organizations to gain work experience. Volunteer positions can be included on your résumé, so do not look over them.

## Create your résumé

Know how your skills and experience support your application and how to use them to your advantage. Use action verbs to highlight your accomplishments. Try to limit your résumé to one page and make sure there are no grammatical errors. If your résumé is on paper, print it on high-quality, neutral-colored paper. If you are submitting your résumé online, include relevant keywords and avoid using italics, bold, or underlined passages. It is important to prepare separate cover letters for each résumé and address them to specific people such as the hiring manager.

## Prepare for the interview

Arrange informational interviews with employers from companies you might want a real interview with in the future. When you get an interview, thoroughly research the company. You should know their products, services offers, mission statement, and anything else about them that will benefit you in the interview. Knowing this information may help you to prepare the questions that you will ask during the interview. Arrive professionally and on time, and be ready to collect information to write a thank-you letter after the interview.



# Researching CAREERS

Before reaching out directly to professionals, searching for internships, or work positions, determine and understand the resources that are available to you. Below are some examples of great career searching options.

## O\*NET

O\*NET is a free online database that provides information on a wide range of information on a variety of career opportunities. They include specific work activities, wage and employment trends, sample job titles, work values, and more. This website can be used to help you narrow down your career choices.

## Occupational Outlook Handbook (OOH)

This resource may help you find information on pay, education, duties, training, and outlook for lots of different occupations.

## Professional Associations

Searching “professional association for (your career field)” online can help you find a lot about your intended career path. Professional association websites can help you learn information about the profession, job boards, and opportunities to network with people within the association.

## Informational Interviews

With an informational interview, you can learn more about an organization or industry through a professional within the organization. You can learn more in many other ways, from family members to a professional organization.

## Job Postings

Job postings are a great way to learn what a job could look like. With job postings, you can see what a person in the role does, the skills that are required to be considered, and other qualifications needed. You can find job postings on websites like Indeed or LinkedIn.

## LinkedIn

LinkedIn is one of the biggest resources for researching careers. Utilize the search feature on the website to search for different companies and get information straight from the source. You can join groups to connect with professionals within your field. Another advantage of LinkedIn is being able to see other users’ profiles and see how each person got to where they are. This can be used to help shape your professional pathway.

## Handshake

On Handshake, users can search employer databases and search by things like industries, keywords, locations, and filters, in addition to using current job postings to narrow your searches down.

# Social Media and the JOB SEARCH

Use social media platforms to research different organizations within your target industry and help identify those that you would like to work for. Most organizations will link to specific job openings or use built-in job boards to post available opportunities.



## LinkedIn

- Search for and follow organizations of interest to learn more about their values, culture, and job openings
- Join groups and participate in discussions
- Connect with alumni



## Facebook

- Complete your profile by including your location, education, and employment status
- Join groups and interact with members by asking questions, posting thoughtful comments, and sharing information
- Post status updates about your job search



## Instagram

- Follow companies you are interested in and interact with their posts
- Follow hashtags (#) relevant to industries of interest and use hashtags when posting updates about your job search



## Twitter

- Use hashtags (#) to track and look up discussion topics and job postings
- Share media and retweet industry-related articles, information and thoughts
- Follow recruiters, employees, and organizations for updates and news



# Personal BRAND

**“Follow “The New York Times Test:”  
If you wouldn’t want it to end up in the New York  
Times, think twice about posting it!”**

Before applying for jobs or connecting with recruiters and future colleagues on social media, conduct a thorough audit of your online presence and make sure your profiles aren’t keeping you from getting the interview!

## What is Personal Brand?

Your personal brand is a crucial component in building a successful career. Your brand is one of the first impressions employers will have of you. Your brand is the set of values and characteristics that connections will use to describe you. Managing your personal brand online will help you let employers know that you are the best fit for their organization.



Social media sites are often used by employers to learn more about you as a candidate. Make sure your profiles are professional, appropriate, and reflect your brand in a positive manner. Ensure your privacy settings are up-to-date and always be mindful of what information you share, like/retweet, and are tagged in.

## Your brand includes:

- Your profile picture
- Profile/Account name
- Groups/Channels that you follow
- Content that you share and engage with

## Avoid these common social media mistakes.

### Not having an online presence.

It is easy to assume that not having a presence on social media is the best way to avoid the wrong impression, but not having an online presence keeps employers from being able to learn more about you. Because social media and online networking has become such an integral part of our society, employers want to see that you have personal experience navigating social networking sites and generating/engaging with content.

### Avoid inappropriate content.

**Pictures** - Audit the photos you have shared or have been shared of you. If you wouldn't want a potential employer to see it, remove it. Avoid images of alcohol, drugs, nudity, and weapons.

**Profanity** - Just don't use it. It is unprofessional and unnecessary.

**Negative/Offensive Content** - No matter how upset you are at your boss, your experience at the local coffee shop, or other negative experience, avoid using your social media accounts to complain. Even if you think your account is secure, there are a number of ways that content may be shared or seen. Be aware that others may not share your views. Posting about controversial topics may create a negative impression of you.

**Grammar/Spelling** - Using widely accepted social media acronyms is OK, but make sure you are using proper spelling and grammar in your posts and comments.



# Getting Started with LINKEDIN

Use your LinkedIn profile to help tell your story and build your personal brand.

Using technology has revolutionized the way the hiring process works. LinkedIn is a robust online networking tool that you can use to connect like-minded professionals in your career field, network with recruiters, and research and apply for open positions.

## Get started and stand out!

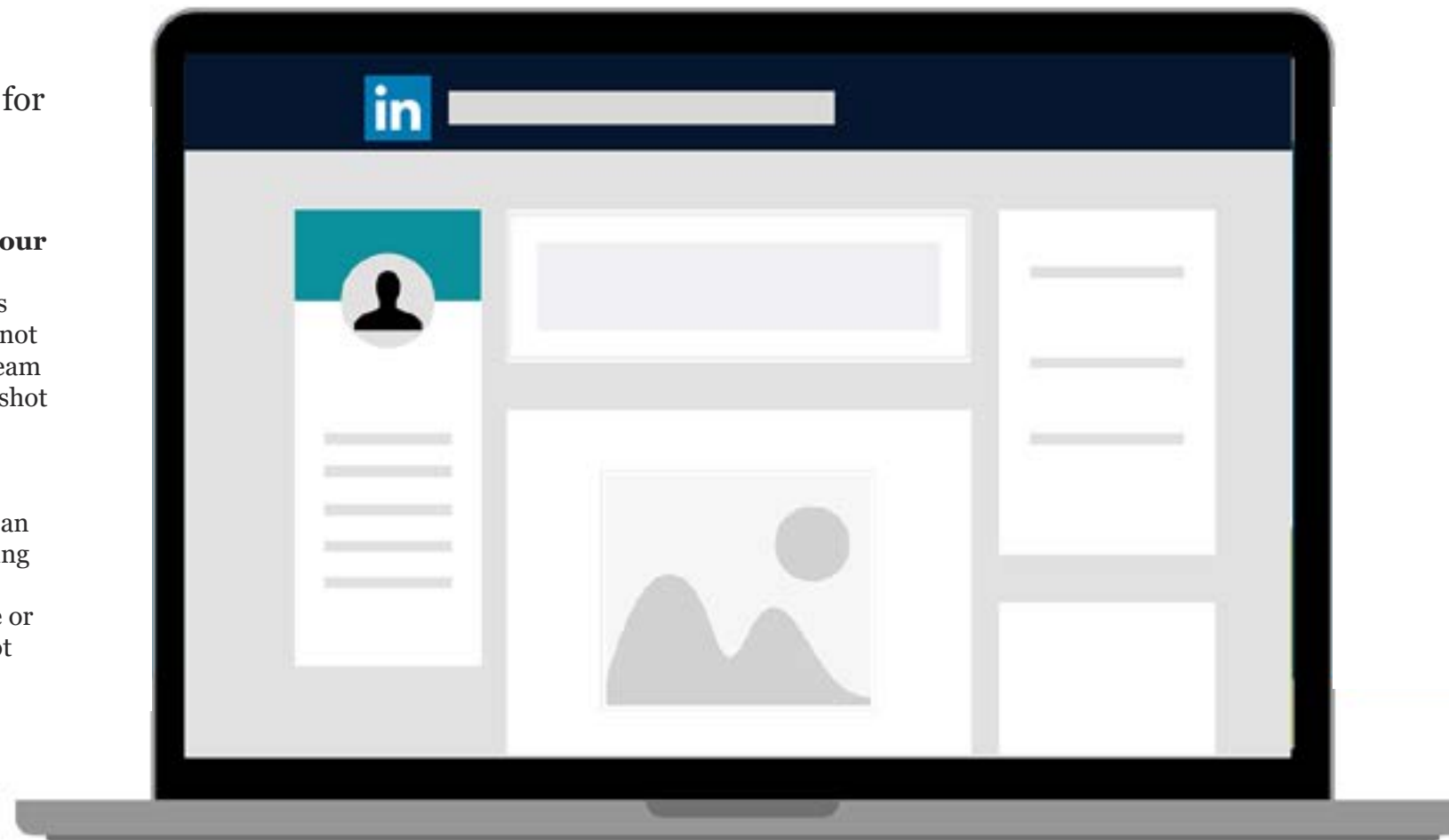
### Include a professional head shot for your profile picture.

Your profile picture should be clean, in focus (from the chest up), and polished. If you do not have a professional head shot, contact our team for information on our next LinkedIn Head shot Day!

### Create a compelling headline.

Your headline is part of the first impression an employer will have of you. Create a compelling headline that is 120 characters or less that describes you. Avoid using your current title or “seeing a position as” statement. Instead, opt for a statement that highlights a few of your skills.

**Example:** “Enthusiastic career services professional dedicated to creating engaging resources and programs for students!”



## Make the most of the “About” section.

Use the “About” section to share information about your experience, skills, and goals. This can be as long as you like, just make sure all of the information you include adds value to your profile. You may use first-person (I, me, my) and have a conversational tone.

### Pro tips:

- **Include key words!** Consider including a “skills/expertise” section to highlight your key skills and experience.
- **Include “AKA/Common Misspellings”** This is especially important if you have had a name change, or go by a different name than some contacts may know you as.

## Fill out your work, volunteer, and educational experiences.

Include all your schools, major(s) and minor, courses, and study abroad or summer programs. This is a great place to share your GPA, test scores, honors, and awards.

## Share examples of your work.

Share examples of your writing, design work, or other accomplishments on your profile, where you can share rich media or documents, which is a great way to show employers exactly what you can do!

## Nurture your network.

Do not just connect and forget! Networking is not just about sending connection requests and joining groups, as you build your professional network, think about how you can support others. Comment on status updates, forward job listings to a friend...

If you are supporting your network, they will support you. Stay on your network’s radar by updating your status regularly – share posts about what you are reading, what you are working on, professional development you have completed, etc.



# Get Ready to Network

Networking is essential to your job search. Networking can lead to new career and job opportunities and the “hidden job market.”

## What is networking?

Networking is all about having conversations. These conversations can take place anywhere and at any time. They can be structured conversations like dinner or a quick interaction like a chat in an elevator. No matter where the exchange occurs, approach each new dialogue with the intention of learning and connecting with whom you are speaking. These connections may enable you to explore careers and industries, gain specific insight and advice, and establish long-term contacts.

## How to Network

### Find contacts.

Contacts can fall into two categories: people you know, such as friends, peers, faculty members, and coworkers. People you do not know include professionals you may meet through alumni groups, social networking websites, professional organizations, employer-hosted events, and more. An easy way to expand your network is to ask people you already know to introduce you to people they know who work in your field.

### Initiate contact.

There are several ways to initiate a conversation with a potential contact, including email, connecting on LinkedIn, and introducing yourself at a networking event. When contacting someone new, your message should include an introduction, who referred you or how you found the person, what you have in common (if applicable), why you are reaching out or what you hope to learn, and a request to talk further.

### Prepare for the conversation.

When you prepare beforehand, it may enhance your dialogue, and you can leave a positive impression. You can prepare a few ways by researching the industry and company to determine what you want to learn and create a list of questions to ask. You may also review your academic and work experiences, identify and be able to talk about your career interests and skills, and practice your introduction by talking about your experiences. Remember to be patient after sending an email. If you have not heard back after two weeks, try sending a gentle follow-up message. If this is unsuccessful, move on to other contacts who might be more receptive.

### Engage.

Before you meet the person, make a positive impression by dressing for the industry and arriving early for a face-to-face meeting. For a phone or virtual meeting, find a nice, quiet space with good internet service and be ready for the time to call. Start your conversation with a professional introduction and thank your contact for being willing to speak with you. If possible, take notes during the conversation. Let the dialogue flow naturally by using your prepared questions. Show your genuine interest in what your contacts say during the conversation. They will most likely want to learn about you, too, so be comfortable with articulating your skills, values, and experiences. Be mindful of the time during the meeting or call as well.

### Follow Up.

After the meeting, review the highlights of the conversation. Think about what you gained and what you learned to start planning your next steps. Send them a thank you note within two days of the meeting. Lastly, and most importantly, maintain contact. Aim to connect with your contacts regularly. Set reminders and send updates to them about exciting projects or positions you may know of that could interest them. Connect with them on LinkedIn to stay updated with each other. You may want to create a spreadsheet with your contacts’ names and information to manage your contacts better and have them all in one place for future reference.





# Writing Cover Letters

A cover letter is a one-page letter written to the hiring manager that explains your interest in a position and those key experiences and skills that you are bringing to the role, and is generally submitted with your résumé when you apply for a job.

Your cover letter should highlight your skills, experiences, and achievements that uniquely illustrate why you are a good fit for the role and organization. A well-written cover letter has the power to set you apart from a competitive applicant pool and impress decision makers.

## Cover letter Format

### **Your Contact Information**

Include your complete mailing address, phone number that you can be reached, email, and LinkedIn link

### **Date**

Date the letter for the date that you are submitting your application

### **Contact Information for the Organization**

Include the complete mailing address for the organization. If you know who the hiring manager is, include their name

### **Salutation or Greeting**

Avoid using the salutation “To whom it may concern,” this is an antiquated greeting. Opt for opening your letter addressing the hiring manager or “Dear Hiring Manager”

### **Opening Paragraph**

The opening paragraph answers what position you are applying for, where you found the position, and why you are interested

### **Body Paragraph**

The body paragraph is where you will explain what skills and experiences you have that uniquely qualify you for the position, why you are interested in working with the organization, and what your goals are

### **Closing Paragraph**

The closing paragraph wraps up the letter, reiterating your interest and how you can be reached for further information. Remember to use positive, affirmative language in your closing

### **Signature**

End your letter with a professional close such as “Sincerely,” “Kind regards” followed by three spaces and your typed name. Include a physical signature above your typed name before sending.

### **Enclosure**

Including “[ENCLOSURE]” below your typed name signals to the reader that there are attachments to the letter. In this case, your résumé and any other required application materials.

# Cover Letter Example

Stu Dent  
123 Home Street  
Killeen, TX 76549  
(254) 456-7890  
email@domain.com  
www.linkedinprofile.com

June 22, 2022

Manny McManergson  
DREAM Co.  
1001 Paradise Lane  
Citytown, TX 98765

Dear Mr. McManergson:

I am excited to apply for the Brand Manager position at DREAM Co. currently listed on Handshake. I understand you are currently adding several new product lines, and I believe my skills in video and animation provide a significant advantage for creating a successful launch. As a longtime fan of your products, I am thrilled at the opportunity to bring my unique style and passion for visual communication to the company.

Currently, I am an undergraduate student at Texas A&M University-Central Texas in the Bachelor of Business Administration program with an emphasis in Marketing. In this program, I have gained invaluable skills in multimedia and brand management. In addition to my classroom experiences, I am involved in the Warrior Social Club where I hold a leadership role in running the organization’s social media pages on Facebook, Instagram, and TikTok, where I have increased our followers by 56% over two semesters. I am confident that the skills I have gained in managing the group’s brand and social identity uniquely qualify me for the Brand Manager position.

I appreciate your consideration and look forward to discussing how I can contribute to DREAM Co. in the position of Brand Manager. I can be reached at (254) 456-7890 or email@domain.com at your convenience.

Sincerely,

*Stu Dent*

Stu Dent

[ENCLOSURE]

# Writing Your Résumé

## Résumé

Résumé [ré·su·mé/'rezə,mā/noun]

A brief account of a person's education, qualifications, and previous experience, typically sent with a job application.

**Résumé Myth:** There is a “*one-size-fits-all*” résumé type or format.

**Busted!** No two résumés are the same, and there is more than one type of résumé format!

**Résumé Myth** A résumé is meant to get you the *job*.

**Busted!** The résumé is designed to get you the interview, **YOU** get you the job by interviewing!

## Types of Résumés



### Reverse Chronological

- The most common résumé type
- Lists work history in reverse-chronological order
- May or may not include a professional summary or objective statement, skills section, etc.

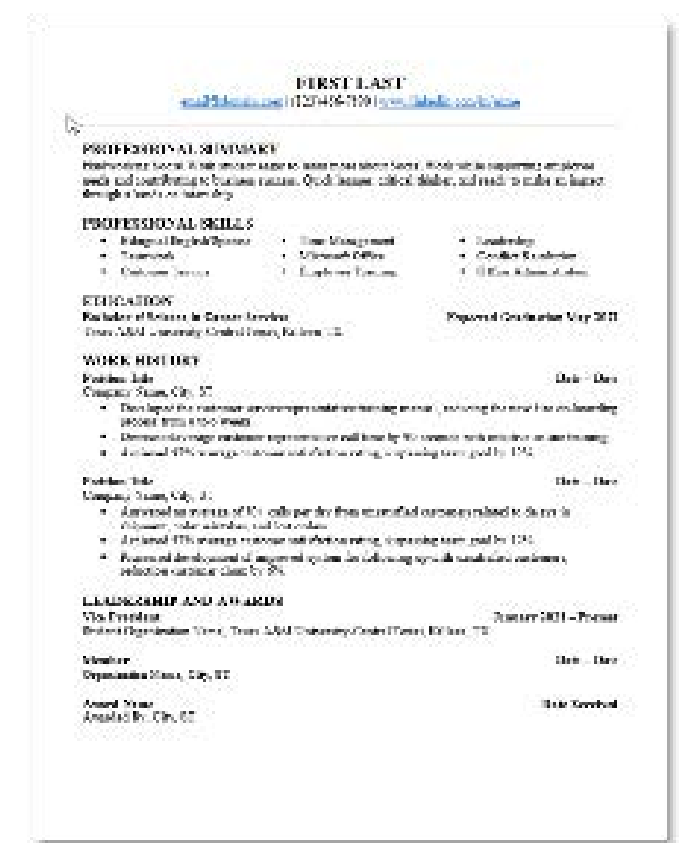
### Functional

- Focuses on skills vs. work history
- Generally includes an objective statement and areas of expertise sections
- Lists a brief work history (if applicable)



### Combination

- Combines features from the reverse chronological and functional résumé
- Generally includes an professional statement and skills sections
- Includes a brief work history





# Résumé Formatting

## Layout Length

- One page for undergraduate students with less than five years of experience.
- 10-15 years of experience.
- Multiple pages are OK, the rule of thumb is to make sure everything you include on your résumé adds value to your application.
- IF you have an additional page, make sure you can fill at least two-thirds of the page.

## Margins

- Margins should be equal on all four sides of the page.
- Margins should be no smaller than .5" and no larger than 1".

## Alignment

- Sentence alignment should be left aligned.
- Name and contact information may be centered.
- Dates may be right aligned.

## Honorable Mentions

- Use bullet points instead of paragraphs.
- Do not include images, icons, or logos.
- Experiences should be added in reverse chronological order - most recent experiences are listed first.
- Use bolds, italics, and underlines with purpose and consistently throughout the document.
- Consistency is key!

## Fonts

### Font Types

- Use a traditional font type that is native to the word processor you are using to create your document.
- Avoid using script or specialty fonts.
- Fonts should be no smaller than 10 pt. and no bigger than 12 pt.

### Font Examples

- Georgia
- Times New Roman
- Calibri
- Arial
- Cambria
- Corbel

### Do This

- Pioneered development of improved system for following up with unsatisfied customers, reduction customer chum by 6%.
- Pioneered development of improved system for following up with unsatisfied customers, reduction customer chum by 6%.

### Not This

- *Pioneered development of improved system for following up with unsatisfied customers, reduction customer chum by 6%*
- **Pioneered development of improved system for following up with unsatisfied customers, reduction customer chum by 6%.**

# Formatting Example

**Alex Warrior**  
(123) 456-7890 | email@domain.com | www.linkedin.com/in/awarrior

**PROFESSIONAL SUMMARY**  
Hardworking Social Work student eager to learn more about Social Work while supporting employee needs and contributing to business success. Quick learner, critical thinker, and ready to make an impact through a hands on internship.

**EDUCATION**  
**Bachelor of Science in Career Services**      **Expected Graduation May 2022**  
Texas A&M University-Central Texas, Killeen, TX

**WORK HISTORY**

Position Title	Date-Date
Company Name, City, State	
<ul style="list-style-type: none"><li>• Developed the customer service representative training manual, reducing the new hire on-boarding process from 8 to 6 weeks.</li><li>• Decreased average customer representative call time by 90 seconds with intuitive online training.</li><li>• Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes, and lost orders.</li></ul>	
<b>Position Title</b>	<b>Date-Date</b>
Company Name, City, State	
<ul style="list-style-type: none"><li>• Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.</li><li>• Consistently exceeded application targets by 10%+ with innovative up-selling techniques.</li><li>• Pioneered development of improved system for following up with unsatisfied customers, reduction customer chum by 6%.</li></ul>	
<b>Position Title</b>	<b>Date-Date</b>
Company Name, City, State	
<ul style="list-style-type: none"><li>• Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes, and lost orders.</li><li>• Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.</li><li>• Consistently exceeded application targets by 10%+ with innovative up-selling techniques.</li></ul>	

# Writing Accomplishment Statements

Accomplishment statements are short sentences that give you the opportunity to highlight your most relevant accomplishments to the position you are seeking. They are key in communicating your talents to employers.

To write an accomplishment statement, start with an action verb to capture your reader’s attention and describe your activities in the task. Next, think of a relevant skill or benefit you have used, gained, or can offer for the position you are applying for. Finally, ask yourself about the result or reason for performing the described task. How did you gain or use the skill, and why? What results can you show?

## Action Verb + Problem or Task + Result or Reason

- The **action verb** will capture your readers’ attention (managed, developed, provided, etc.)
- Describe a relevant problem or task that you’ve worked on and relate it to the job description.
- Round out your accomplishment statement with the *result or reason* for doing the work.
  - Any time you can add a quantifier to your accomplishment statement, it will help set you apart and keep your readers’ attention.

### Good

- **Conducted** presentations to academic and student organizations.

### Better

- **Conducted** presentations about career-readiness and professional development to academic classes and student organizations.

### Best

- **Conducted** 10 unique presentations about career-readiness and professional development to academic classes and student organizations to prepare students for post-graduation career success.

Accomplishment statements tell a complete story about a task or problem relevant to the position you are applying for; make sure to have 3-5 accomplishment statements for each position on your résumé.

# Résumé Reverse Chronological

First Last

[email@domain.com](#) | (123) 456-7890 | [www.linkedin.com/in/name](#)

PROFESSIONAL SUMMARY

Hardworking Social Work student eager to learn more about Social Work while supporting employee needs and contributing to business success. Quick learner, critical thinker, and ready to make an impact through a hands-on internship.

EDUCATION

Bachelor of Science in Career Services

Texas A&M University-Central Texas, Killeen, TX

Expected Graduation May 2022

WORK HISTORY

Company Name, City, State

Date-Date

Position Title

- Developed the customer service representative training manual, reducing the new hire on-boarding process from 8 to 6 weeks.
- Decreased average customer representative call time by 90 seconds with intuitive online training.
- Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.

Company Name, City, State/Country

Date-Date

Position Title

- Developed the customer service representative training manual, reducing the new hire on-boarding process from 8 to 6 weeks.
- Decreased average customer representative call time by 90 seconds with intuitive online training.
- Consistently exceeded application targets by 10%+ with innovative up-selling techniques.

Company Name, City, State

Date-Date

Position Title

- Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes, and lost orders.
- Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.
- Pioneered development of improved system for following up with unsatisfied customers, reduction customer churn by 6%.

Company Name, City, State

Date-Date

Position Title

- Developed the customer service representative training manual, reducing the new hire on-boarding process from 8 to 6 weeks.
- Decreased average customer representative call time by 90 seconds with intuitive online training.
- Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.



# Résumé Functional

<b>Your Name</b>	
<a href="mailto:email@domain.com">email@domain.com</a>   (123) 456-7890   <a href="http://www.linkedin.com/in/name">www.linkedin.com/in/name</a>	
<b>SUMMARY</b> Customer Service Representative with 5+ of experience resolving complex customer inquiries. Passionate about building strong customer relationships, and increasing customer engagement.	
<b>EDUCATION</b> <b>Bachelor of Science in Career Services</b> Texas A&M University-Central Texas, Killeen, TX	<b>Expected Graduation May 2022</b>
<b>Associate in Arts in English</b> Other University, City ST	<b>December 2020</b>
<b>AREAS OF EXPERIENCE</b>	
<ul style="list-style-type: none"><li>• Customer Service</li><li>• Data Entry</li><li>• Microsoft Office</li><li>• Typing</li></ul>	<ul style="list-style-type: none"><li>• Retail Sales</li><li>• Team Work</li><li>• Staff Management</li><li>• Fluency in Spanish</li></ul>
<b>PROFESSIONAL SKILLS</b>	
<b>Process Streamlining</b> <ul style="list-style-type: none"><li>• Developed the customer service representative training manual, reducing the new hire on-boarding process from 8 to 6 weeks.</li><li>• Decreased average customer representative call time by 90 seconds with intuitive online training.</li></ul>	
<b>Complaint Resolution</b> <ul style="list-style-type: none"><li>• Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes, and lost orders.</li><li>• Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.</li></ul>	
<b>Service-based Selling</b> <ul style="list-style-type: none"><li>• Consistently exceeded application targets by 10%+ with innovative up-selling techniques.</li><li>• Pioneered development of improved system for following up with unsatisfied customers, reduction customer churn by 6%.</li></ul>	
<b>EXPERIENCE</b>	
<b>Customer Service Associate</b> My Company, City, ST	<b>January 2018 – Present</b>
<b>Customer Relationship Manager</b> Another Company, City, ST	<b>April 2016 – December 2017</b>
<b>Sales Associate</b> Retail Store, City, ST	<b>July 2016 – November 2017</b>

# Résumé Combination

<b>FIRST LAST</b>	
<a href="mailto:email@domain.com">email@domain.com</a>   (123) 456-7890   <a href="http://www.linkedin.com/in/name">www.linkedin.com/in/name</a>	
<b>PROFESSIONAL SUMMARY</b> Hardworking Social Work student eager to learn more about Social Work while supporting employee needs and contributing to business success. Quick learner, critical thinker, and ready to make an impact through a hands on internship.	
<b>PROFESSIONAL SKILLS</b>	
<ul style="list-style-type: none"><li>• Bilingual English/Spanish</li><li>• Teamwork</li><li>• Customer Service</li></ul>	<ul style="list-style-type: none"><li>• Time Management</li><li>• Microsoft Office</li><li>• Employee Training</li></ul>
<ul style="list-style-type: none"><li>• Leadership</li><li>• Conflict Resolution</li><li>• Office Administration</li></ul>	
<b>EDUCATION</b> <b>Bachelor of Science in Career Services</b> Texas A&M University-Central Texas, Killeen, TX	
<b>Expected Graduation May 2022</b>	
<b>WORK HISTORY</b>	
<b>Position Title</b> Company Name, City, ST	<b>Date – Date</b>
<ul style="list-style-type: none"><li>• Developed the customer service representative training manual, reducing the new hire on-boarding process from 8 to 6 weeks.</li><li>• Decreased average customer representative call time by 90 seconds with intuitive online training.</li><li>• Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.</li></ul>	
<b>Position Title</b> Company Name, City, ST	<b>Date – Date</b>
<ul style="list-style-type: none"><li>• Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes, and lost orders.</li><li>• Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.</li><li>• Pioneered development of improved system for following up with unsatisfied customers, reduction customer churn by 6%.</li></ul>	
<b>LEADERSHIP AND AWARDS</b>	
<b>Vice President</b> Student Organization Name, Texas A&M University-Central Texas, Killeen, TX	<b>January 2021 – Present</b>
<b>Member</b> Organization Name, City, ST	<b>Date – Date</b>
<b>Award Name</b> Awarded By, City, ST	<b>Date Received</b>

# Résumé Federal

Federal résumés are tailored for federal hiring managers and human resources personnel and, like traditional résumés, still include your qualifications, experiences, education, etc.

## What is a Federal Résumé

A federal résumé is a comprehensive document used when applying for a job within a federal government. You will include more specific information both about yourself and your work experience than you would in a professional résumé.

## The Outline Format

- The Outline Format is preferred by Federal Human Resources specialists because it is easy to read and rate.
- Uses paragraphs in place of bulleted lists.
- Each experience includes a headline in ALL CAPS using keywords from the job announcement.
- Key accomplishments are included at the end of each job “block.”
- Usually 5-6 pages in length.

## Education

- Education is in reverse chronological order.
- Include complete degree information, organization name with city, state, and zip code, and (expected) graduation date.
- Listing relevant coursework is an opportunity to highlight courses that have prepared you for the position.

## Work Experience

### Required

- Title (include rank or grade).
- Employer’s name and address.
- Dates employed (month and year).
- Hours worked per week.
- Supervisor’s name and phone number.
- Duties and accomplishments.

## How to Write Accomplishment Stories

- Begin by writing a list of your key professional accomplishments over the past five years.
- Write a short narrative for each item on your list describing what happened.
- Don’t worry about grammar, there will be time to edit later.
- Once you’ve created a short paragraph for each, go back and refine each using the CCAR (Context, Challenge, Action, Result) Formula.

## CCAR Formula

### Context

- What was the role you played?
- Were you a team member, planner, organizer, etc.?
- Include your job title, project names, or situation.

### Challenge

- What specific challenges did you face?
- Describe the situation.

### Action

- What did you do that made a difference?

### Result

- What was the result of your action?

## Example

**KEY ACCOMPLISHMENTS:** During a routine audit of the personnel files, I identified inconsistencies in onboarding documentation for employees across campus. Recognizing the opportunity to improve new employee onboarding experiences, I worked with my direct supervisor to develop a comprehensive onboarding program deployed to all new staff employed by the University for less than six months. As a result of the new onboarding program, employee retention and benefits enrollment was increased by 80% within the first academic year. I received a distinguished staff award for my work.

## Formatting Basics

### Headings-Outline Format

- Headings in the outline format are crucial in helping readers find the information they are looking for quickly and easily.

### Accessibility

- Fonts should be no smaller than 10pt.
- Keep margins between ½”- 1”, and equal on all sides.

### Typography

Use a traditional font (i.e. Times New Roman, Calibri, Georgia, Arial, etc.).

### Space

- Use space wisely - Use clear concise language and ask yourself if what you’re including adds value to your application.
- Single space.



Include your complete contact details at the top of your federal résumé, including your citizenship and Veteran’s status. This is also a great place to include clearance information if you have one.

Write a compelling professional profile statement. This should be 1-3 sentences and include your skills and goals.

Use section headers to create an outline of your document - this helps readers quickly navigate to the information they are looking for.

Be sure to include 3-4 core competencies/skills for each experience and support each with 3-5 sentences written in the accomplishment statement formula (see page 30 for more information).

It may be appropriate to use first person (I, me, my) on a federal résumé; however, it is important not to over use first person pronouns.

**Stu Dent**  
123 Home Street, Killeen, TX 76549  
Mobile: (123) 456-7890  
Email: student@email.com  
Citizenship: U.S. Citizen | Veteran’s Status: N/A

**PROFILE**  
Driven undergraduate Social Work student pursuing a Bachelor of Business Administration with an emphasis on Human Resource Management. Eager to learn more about Social Work while supporting employee needs and contributing to business success. Quick learner, critical thinker, and ready to make an impact through a hands-on internship.

**EDUCATION**  
Bachelor of Business Administration, Human Resource Management Expected May 2022  
Texas A&M University-Central Texas, Killeen, TX 76549  
Relevant coursework:  
  
Business Management: MGMT 3301 Principles of Management, BUSI 3311 Business Statistics, MGMT 3350 Organizational Behavior, BUSI 4359 Business Strategy, CIS 4350 Management Information Systems  
  
Human Resources: FIN 3301 Financial Management I, MGMT 3302 Personnel and Human Resource Management, MGMT 4303 Managing Compensation, MGMT 4304 Recruitment and Selection of Human Resources, MGMT 4305 Human Resource Development, BUSI 4334 Employment Law, BUSI 4301 Business Ethics and Corporate Social Responsibility  
  
Communication: MKTG 3301 Marketing, BUSI 3301 Business Communications and Research, BUSI 3332 Legal Environment of Business, BUSI 3344 Introduction to the Global Business Environment

**PROFESSIONAL EXPERIENCE**  
HUMAN RESOURCES FEDERAL WORK STUDY June 2021 – Present  
Texas A&M University-Central Texas 19.5 Hours per week  
1001 Leadership Pl, Killeen, TX 76549 Reference: Super Visor  
(254) 519-5438 (254) 519-8610

**ADMINISTRATIVE DUTIES:** Provide administrative support to the Office of Human Resources (HR) staff. Enhance HR programs and resources by receiving walk-ins, answering phone lines, recording and distributing messages, clerical duties, and updating personnel files.

**CUSTOMER SERVICE:** Initial point of contact for the Human Resources (HR) office. Explain programs and resolve staff inquiries for approximately 35 staff members in person, over the phone, and via email daily.

**DATA ANALYSIS AND INFORMATION TRACKING:** Extracts data weekly to create monthly and quarterly reports on employee benefits and vacation time used. Maintains and compiles records of information for management analysis by logging and tracking statistical data of all HR programs.

**KEY ACCOMPLISHMENTS:** During a routine audit of the personnel files, I identified inconsistencies in onboarding documentation for employees across campus. Recognizing the opportunity to improve new employee onboarding experiences, I worked with my direct supervisor to develop a comprehensive onboarding program deployed to all new staff employed by the University for less than six months. As a result of the new onboarding program, employee retention and benefits enrollment was increased by 80% within the first academic year. I received a distinguished staff award for my work.

List relevant courses, including the course number and title.

Each professional experience should include the complete address, the number of hours worked per week, and a supervisor’s information. If you do not wish to include your direct supervisor, list the Human Resources department.

Use the CCAR formula to write accomplishment stories for each experience. (see page 35).

# Interview Preparation

Preparing for an interview does not have to be stressful. Follow these tips to get ready to show hiring managers you are the best fit for their job.

## Ask questions when setting the interview

- Confirm all of the details and make sure you know where to go, or your interview space is set up, clean, and free of distractions
- Schedule an appointment with Career and Professional Development for a mock interview to help you prepare
- Review your research

## Prepare your notes and questions for the interviewer(s)

- Know your résumé and cover letter
- Practice your introduction - Start with a brief overview of our education/experiences, describe your skills and expertise, and how those experiences and qualifications benefit the organization and how they will help you be successful in the role you are interviewing for

## Plan your interview attire

- Make sure to dress in business professional
- Neutral colors and minimal jewelry is best
- Try it on! And sit, stand, walk to make sure it is comfortable and easy to move in
- Not sure you have something to wear? Visit the CPD Career Closet to try on items that you can borrow for FREE!

## Types of Interviews

### Phone Interviews

Phone interviews are a cost-effective way for an employer to screen applicants

- Typically may last between 5-30 minutes
- Take phone interviews just as serious as face to face and act professionally
- No Pajamas (you feel how you look)
- The great thing about phone interviews is that you can have your résumé in front of you for reference
- A pen and note pad ready to take notes
- Voice your Enthusiasm
- They can't see you, so it's important that they can hear your excitement for the position and the company

### One way/Pre-recorded

Questions are pre-recorded and when prompted you simply record your response. With both types of interviews, have a quiet and comfortable location with a charged phone.

### In-Person Interviews

In-person interviews can be with one person or a panel of people and typically last at least 30-90 minutes and may be conducted in many settings: Company offices, Lunch/Restaurants, Conference Rooms. A series of common questions will be asked and then you are given a few minutes for candidate questions (See Appendix B for sample questions).

### Panel

Panel interviews can be more intimidating because instead of being interviewed by one or two people there may be 3 or more. This may mean more questions and more people to impress.

- Follow the lead of the group, one interviewer may be in more of a humorous and talkative mood and another more reserved and difficult to read.
- The key is to make a good impression on everyone. However, there are pros to this type of interview since there are more people it may be easier to break the ice and converse as a group.
- When a question is asked, try to give the majority of the eye contact to the individual who asked the questions.
- Address each individual by their preferred name.

### Group

In a group setting you will meet with other candidates all together. This may be just one other person, but there have been experiences of interviewing with about 50 others.

- A key to nailing the group setting is to show that you can be a team player. It helps to be social but treat it the same as any other interview and always maintain professionalism.
- Assume the interviewers are listening or watching, if you would not say or do it in the interview then make sure you're avoiding that behavior when they aren't in the room. For example, you may all be brought into a room before the interviewers arrive and if you present yourself in a negative manner this could get back to staff.

### Honorable mention: meal interviews

Meal interviews are an informal setting, but make sure to avoid alcohol even if others are partaking, and be wary of messy foods. Also, make sure to have some cash/credit with you – typically the interviewer will pick up the check, but stay prepared for anything.

### Virtual Interviews

Virtual interviews are occurring more frequently, and may be here to stay. Prepare for the virtual interview at least a day in advance by familiarizing yourself with the platform if you are not already.

- Ensure your camera, microphone, and sound are good to go.
- Treat it the same as a face to face interview, starting from the very beginning by arriving 10 to 15 minutes early.
- Dress professionally from head to toe.
- Background - Have a professional background, clean and free of anything that can cause bias or be distracting.
- Make sure your environment is quiet, has adequate lighting, and is comfortable.
- Sit up straight, don't fidget, and stay engaged.



# How To Prepare Virtual Interviews



Use these steps to make sure you are prepared for virtual interviews. Keep in mind that virtual interviews may be with an individual, group, or panel.

- 1** Make sure you know what program is being used for the virtual interview - Microsoft Teams, Zoom, etc. Spend time to make sure you have the correct meeting application installed on your device and that you understand how to use it before your interview.
- 2** If you are required to create a username to use the virtual meeting software, make sure you choose a professional username.
- 3** Check your internet connection! If you do not have reliable internet connection at home, consider using a breakout room on campus. Make sure you have the interviewer's phone number in case of technology issues.
- 4** Dress professionally and eliminate all distractions. Turn off your cell phone, remove pets, children, and other distractions from your interview space. Make sure your background is neutral and uncluttered. Avoid backlighting and make sure you have some water with you.
- 5** Remember to sit with good posture and avoid watching yourself on camera. Most virtual meeting applications include a feature to hide your video, take advantage of this feature after making sure you're situated. This will help you keep your attention on the interviewers.

# Interview Questions The STAR Method

The traditional STAR Method response is a strategy for answering behavioral type interview questions. It is structured, which helps with the reduction of rambling as many of us do during interviews. It also covers the important aspects which employers care about when looking for a response to these questions including the; situation, task, action and result.

The following is meant to be a basic outline not a script to follow. Your responses should be personal and unique to your personal situation.

## Situation

Set up the situation based on the question being asked (i.e. difficult person), then follow with why this individual was difficult to work with.

## Task

After setting the scene described the task in which you were faced within the situation (i.e. completing a school project).

## Action

Explain and highlight the action YOU took to address the situation (i.e. asked the individual to talk personally). Stray from mentioning details, employers want to know what YOU did and what YOUR contribution was.

## Result

Actions always have a result, don't be afraid to take credit when appropriate. (i.e. helped overall team). Make sure your response contains multiple positive results (i.e. efficiency, project completion, good grade)



Don't forget to schedule an appointment with Career and Professional Development for a mock interview for practice!

# Veteran Resources



You have a unique set of skills, acquired through military training and work experience, which are highly sought after by many employers. Showcase your expertise to employers!

## Translating Military Terms into Civilian Language

When drafting your résumé or job application, avoid using military-specific terms, as most civilian employers will not understand their meaning. Instead, use descriptive titles that are familiar to civilians. One exception to this rule might be when the job announcement already contains military specific terms or acronyms related to a specific military skill set or piece of equipment. In this case, it would be appropriate to use the acronym or military term in your résumé. Otherwise it is best to write out the terms or explain their meaning using descriptive civilian terms.

Whenever possible use numbers, percentages and include results. A great place to find this information would be on your evaluations (NCOER, OER, or Eval.).

For example, instead of saying, “Processed and prepared TDY orders”, say “Processed and prepared over 50 business related travel documents weekly with a 100% accuracy rate and prior to all established deadlines.”

Also, only list your military training if it relates to the specific job you are applying for. If the course does relate to the job, you should include information regarding the course content.

For example: If you attended the Army’s Warrior Leadership Course (WLC), do not just list the class title and date attended. Instead, write “Attended a 4-week Leader Development course which included training on effective communication skills, employee counseling, decision making, ethics, resource management leadership styles and training management, and was ranked in the top 5% of the class.”

## Military Terms, Acronyms, and Their Equivalent

Instead of This	Try This
NCO/NCOIC _____	Supervisor, Manager, or Coordinator
Platoon Leader _____	Supervisor of a 20-44 person team
Company Commander _____	Operations Manager
Commanded _____	Supervised
Soldiers _____	Personnel
Squad _____	9-12 person team
Unit/Platoon/Brigade _____	Size of staff/team
Mission/Sortie _____	Organizational goal
DEERS _____	An enrollment & eligibility database
NCO Academy _____	Leadership or Management training
PCS _____	Relocation
TDY _____	Business related travel
SOP _____	Standard policies and procedures
DoD _____	Department of Defense
War College _____	Executive Leadership school
Command & Staff College _____	Senior Leadership school
Driving Tanks _____	Operated heavy equipment
Repaired MATV _____	Maintained large diesel engines
Recruiter school _____	In-depth 3-week sales training course
LCAC Operator _____	Water and Aircraft Pilot
MOS _____	Job title, duties
MEDEVAC _____	Emergency medical evacuation
Motorpool _____	Fleet vehicle
DFAC or Mess Hall _____	Cafeteria or dining facility
In Theater _____	Assigned location
Deployment _____	Temporary assignment
RECON _____	Gather information
In Garrison _____	Permanent assignment
Hazmat _____	Safety Regulations
Iraq, Afghanistan, etc. _____	Abroad, overseas

## Military Terms to Avoid

Military personnel transitioning to the civilian workforce face the unique challenge of learning or relearning the terminology of prospective employers. Military experiences and language are difficult to convey in civilian terms and some terms should therefore be avoided (*in most cases*).

IED	OEFFORSCOM	FOB
Hot LZ DZ	Enemy	Leaving the Wire
Combat	Combatant	
Casualties	OIF	



A good way to identify your skills, strengths, and experience is to use the many documents available to you from the military. Effective in 2013, several branches of DoD combined their databases and created a “Joint Services Transcript” (JST) which lists of all of your military training and work experience on one transcript.

Military Documentation

These documents can provide the basis for developing your résumé. To obtain a free copy of your transcript, go to the following websites:

- Army, Navy, Marines, Coast Guard (Active Duty, Reserve, and Veterans): <https://jst.doded.mil>
- Air Force: <http://www.au.af.mil/au/ccaf/transcripts.asp>
- VMET (Verification of Military Experience and Training): <https://www.dmdc.osd.mil/appj/vmet/index.jsp>

How to use the JST to Create a Winning Résumé

Below is a sample JST description for the Military Occupational Specialty (MOS) of Infantryman for a Staff Sergeant E-6 in the United States Army.

11B30  
Primary

MOS-11B-006  
Infantryman:

01-JUL-2005

Leads, **supervises**, and serves as a member of an infantry unit of **10-20 persons**, employing individual weapons, machine guns, and anti-armor weapons in offensive and defensive ground combat. Uses individual infantry weapons; lays field wire; performs basic communications functions and operates communication equipment; utilizes camouflage to conceal weapons and personnel; constructs minor fortifications; performs land navigation; **performs** preventive **maintenance** on weapons and equipment and some vehicles; **makes verbal reports**; administers first aid; operates vehicles to transport personnel, supplies and equipment. Serves as a **team leader**, directing deployment and employment of personnel; **supervises** maintenance and construction activities; **reads, interprets, and collects** intelligence information; **distributes** administrative and training documents; trains subordinate personnel; evaluates terrain and supervises the emplacement of sighting and firing of all assigned weapons; uses maps and map overlays, performs intersection and re-section, and determines elevation and grid azimuths. As a **first-line supervisor**, directs the utilization of personnel and equipment; **coordinates** unit actions with adjacent and supporting elements; ensures proper **collection and reporting** of intelligence data.

Keywords highlighted in the JST description above can be used as action verbs on a civilian résumé. Using plain language, below are a few interpreted accomplishment statements using these keywords:

- **Supervised** a 9-12 person team while on temporary assignment overseas to gather and report information to the operations manager.
- **Coordinated** communications training for a 44-person team following standard policies and procedures resulting in a 98% success rating.

Veteran Preference for Federal Jobs

Veterans Preference comes from the Veterans’ Preference Act of 1944 and provides additional points to your application or exam score. By law, veterans who have a disability or who served on active duty in the Armed Forces during certain specified time periods or in military campaigns are entitled to preference over others in competitive external hiring.

Veteran preference does not guarantee a federal job; it simply provides a slight boost. Below is the point system:  
TP – 5 Point Preference (no disability connection - must meet specified time frames)  
CP – 10 Point Compensable Disability Preference for 10%-20% disability  
CPS – 10 Point 30% Compensable Disability Preference for 30% disability  
XP – 10 point disability preference for Purple Heart recipients, or 0% SCD or pension recipients

In addition, certain qualified spouses, parents, and widows/widowers of Veterans may be entitled preference. Family Member Preference (Derived Preference)  
*\* Must have received either an Honorable or a General discharge to qualify for preference.*

Additional Veteran Employment Resources

**Veteran Employment Center (VEC)** [www.ebenefits.va.gov/ebenefits/jobs](http://www.ebenefits.va.gov/ebenefits/jobs)  
The VEC is the first government-wide product that provides verified job seekers the tools to translate military skills into civilian language and build a profile that can be shared instantly with employers that offer real job opportunities. Currently, there are over 1.5 million jobs listed on the VEC, and hundreds of employers have made commitments to fill more than 165,000 positions with Veterans, transitioning Service members, Guard and Reserve members, and their families.

- Benefits you get from the VEC:
- Skills Translator: Translate military occupational codes into civilian skill equivalents for a powerful profile and learn about related civilian career paths.
  - Veterans Job Bank (VJB): The VJB allows you to search over 1.5 million jobs in addition to all federal jobs including positions reserved especially for Veterans.
  - Employer Commitments: View a list of hundreds of employers and organizations that have made a commitment to hire or train individuals like you.

VA for VETS Your Gateway to a VA Career [www.vaforvets.va.gov](http://www.vaforvets.va.gov)

If you are interested in a career with the VA, this site offers a résumé builder, military skills translator, career assessments, career coaching, and the ability to search and apply for jobs.

**Military and Veteran Services on Campus** <https://www.tamuct.edu/veterans-affairs/>  
Texas A&M University-Central Texas has a full-time VetSuccess counselor on campus. For more information, contact the Veterans Affairs office at (254) 519-5423, [va@tamuct.edu](mailto:va@tamuct.edu), or visit Founder’s Hall Suite 221, Monday-Friday from 8:00 am - 5:00 pm.

**O\*Net** [www.mynextmove.org/vets/](http://www.mynextmove.org/vets/)  
This site will assist you in finding jobs that align with your current MOS or help you to decide on a new career path.

# Appendix A

## Action Verbs

### ANALYTICAL/ FINANCIAL

Accelerated  
Adjusted  
Allocated  
Analyzed  
Appraised  
Assessed  
Audited  
Balanced  
Budgeted  
Calculated  
Collected  
Compared  
Conserved  
Decreased  
Determined  
Developed  
Estimated  
Evaluated  
Examined  
Experimented  
Explored  
Extracted  
Formulated  
Gathered  
Identified  
Interpreted  
Interviewed  
Investigated  
Marketed  
Maximized  
Measured  
Minimized  
Planned  
Prepared  
Programmed  
Projected  
Proved  
Purchased  
Reconciled

Reduced  
Researched  
Retrieved  
Screened  
Searched  
Solved  
Specified  
Studied  
Summarized  
Surveyed  
Systematized  
Tested  
Validated

### CREATIVE

Composed  
Conceptualized  
Condensed  
Constructed  
Created  
Designed  
Edited  
Entertained  
Established  
Illustrated  
Initiated  
Integrated  
Introduced  
Modeled  
Originated  
Performed  
Photographed  
Revised  
Revitalized  
Shaped

### INTERPERSONAL

Adapted  
Advised  
Advocated  
Answered

Coached  
Collaborated  
Contributed  
Cooperated  
Counseled  
Demonstrated  
Enabled  
Encouraged  
Ensured  
Expedited  
Facilitated  
Focused  
Furthered  
Guided  
Initiated  
Interacted  
Intervened  
Listened  
Mediated  
Mobilized  
Moderated  
Motivated  
Negotiated  
Provided  
Referred  
Rehabilitated  
Represented  
Resolved  
Simplified  
Supplied  
Supported  
Volunteered

### LEADERSHIP

Advanced  
Administered  
Appointed  
Approved  
Assigned  
Attained  
Authorized

Chaired  
Completed  
Coordinated  
Decided  
Delegated  
Directed  
Diversified  
Enforced  
Enhanced  
Founded  
Generated  
Headed  
Implemented  
Improved  
Incorporated  
Increased  
Managed  
Organized  
Oversaw  
Presided  
Prioritized  
Produced  
Recommended  
Recruited  
Reorganized  
Replaced  
Reviewed  
Secured  
Selected  
Solidified  
Stimulated  
Streamlined  
Strengthened  
Supervised  
Sustained

### COMMUNICATION

Addressed  
Advertised  
Articulated  
Authored  
Clarified  
Communicated  
Consulted  
Contacted  
Convinced  
Corresponded  
Debated  
Defined

Described  
Discussed  
Drafted  
Explained  
Familiarized  
Informed  
Outlined  
Participated  
Persuaded  
Presented  
Promoted  
Proposed  
Published  
Reinforced  
Reported  
Responded  
Solicited  
Synthesized  
Translated  
Wrote

### ORGANIZATION

Arranged  
Catalogued  
Centralized  
Classified  
Compiled  
Corrected  
Distributed  
Executed  
Maintained  
Monitored  
Obtained  
Processed  
Recorded  
Registered  
Reserved  
Restructured  
Scheduled  
Set up  
Submitted  
Standardized  
Updated  
Unified  
Verified

### MARKETING

Achieved  
Conceived

Delivered  
Earned  
Exceeded  
Expanded  
Increased  
Launched  
Led  
Restored  
Saved  
Succeeded  
Surpassed  
Transformed

### TEACHING

Conducted  
Critiqued  
Educated  
Individualized  
Informed  
Instructed  
Simulated  
Taught  
Trained  
Tutored

### TECHNICAL

Applied  
Assembled  
Automated  
Built  
Computed  
Controlled  
Converted  
Diagnosed  
Engineered  
Inspected  
Installed  
Manufactured  
Operated  
Overhauled  
Regulated  
Remodeled  
Repaired  
Specialized  
Upgraded  
Utilized



# Appendix B

## Interview Questions

### GENERAL

- To get started, please tell us a little bit about yourself.
- What interests you about working for this company?
- What are two areas of improvement that you have identified for yourself?
- Give us an example of a time you were able to be creative with your work. What was exciting or challenging about it?
- How do you set goals and keep yourself on track?
- Can you give us an example of when you had to prioritize specific tasks over others?
- Tell us about a time when you made a mistake and how you corrected it.
- Tell us about a time when you have dealt with a difficult situation and how you handled it.
- Tell us about a professional accomplishment that you are most proud of.
- Please share an example of a time when you've disagreed with a peer/supervisor. How was the situation resolved?
- What is your favorite thing about working in a team? Conversely, when do you prefer to work alone?
- What is the best way to share complex information with a broad audience of varying levels of understanding?
- Where do you see yourself in 5 years?
- Tell me one thing about yourself that isn't on your résumé.
- What does integrity mean to you?
- What questions do you have for us?

### MARKETING/SOCIAL MEDIA

- Can you tell us about a marketing/social media campaign that you conducted that was not successful? What did you learn from that experience?
- What experience do you have with digital marketing technology, and which ones are you most comfortable using?
- What is your favorite social media trend right now?
- What do you think of our current social media presence? What would you improve?
- What influencers do you follow? Why?
- What methods/tools do you use to track a [digital] marketing campaign?

### CLINICAL MENTAL HEALTH COUNSELING

- Why did you choose mental health counseling as your career path?
- What do you believe to be the five most significant mental health counseling skills?
- Tell me about a time you were faced with an ethical dilemma? How did you handle the situation? Looking back, would you change your response?
- In your opinion, what are the essential components of trust? How do you build trust and rapport with a patient?

- Can you tell me about a time you helped a client open up? How did you accomplish this?
- What is your process for reporting instances of abuse or neglect?
- Can you explain your clinical process before, during, and after a session with a client?
- What is your organizational system like to keep track of client notes and other important information?
- What are your thoughts on virtual therapy?
- What coping methods would you suggest to a patient who does not want to be prescribed medication?
- How do you track mental health data? Why is it essential to your work?

### COMPUTER SCIENCE/INFORMATION SYSTEMS

- What programming languages can you work with? Describe your experience with each.
- How do you approach high-pressure situations when everything goes wrong? Give an example of an experience.
- What is your first step when creating something new?
- How do you keep up with advances in our field?

### CUSTOMER SERVICE

- Tell me about a time a customer/client got upset with you. How did you handle it?
- Looking back, would you have handled it differently?
- Describe what good customer service means to you.
- Tell me about when you turned an unhappy customer into a happy one.
- What do you do when you are unsure of how to help a customer?
- Would you describe yourself as a people person?
- Give me an example of a time you provided exceptional customer service.
- Tell me about a time when you had to respond to a customer complaint that was your fault.

### EDUCATION

- Tell me what strategies you have used to get to know kids on a personal level?
- How can you relate your life to what you are teaching?
- How do you encourage kids to be hopeful?
- How do you intervene when there is a conflict between students?
- What have you learned from your experience observing and working in classrooms?
- Why are classroom management and organization important? What can you do to establish and maintain these?
- How do you prepare lesson plans? How do you assess them afterward? What steps do you take?
- Why is assessing your students' learning important?
- In what ways do you support your students outside of the classroom?
- How do you stay up to date in your content area and pedagogy?
- How do you assess student success? Why is maintaining data important for tracking success?

## HUMAN RESOURCE MANAGEMENT

- What do you like most about working in HR?
- What trends do you see occurring in HR? How do you stay up to date on current HR trends and changes in the industry?
- What are the most critical elements in creating and implementing a new HR policy?
- From your previous work experience, what attributes do you look for when recruiting a new candidate?
- What do you believe are the appropriate steps for terminating an employee?
- Describe a process or system that you improved so that internal customers (employees) would be better served.
- When faced with a challenge like improving employee morale, what is the first step you would take in developing a strategy to do so?
- What do you think the role of data analysis is in HR?
- What is your approach to employee relations?
- What steps would you take if an employee submitted a sexual harassment complaint?
- How do you evaluate a total compensation package?
- What is your approach to salary negotiation with a candidate you have just offered a job to?

## SOCIAL WORK

- What interested you in social work?
- Have you ever been faced with an ethical dilemma? How did you handle it?
- Tell me about a time you were able to provide resources to a client in need
- How would you provide resources to a client in a community where you had no relationships?
- Tell me about a time you had to deescalate a tense situation. Were you successful? What steps did you take?
- What types of clients do you find the most difficult to work with? Why?
- How would you handle a situation where you walked into a session with a client, and they appeared to be under the influence of drugs or alcohol?
- Describe the process you go through in developing a case plan.

## SUPERVISORY/LEADERSHIP

- What leadership skills do you find most useful?
- How do you describe your leadership style?
- How do you ensure projects and tasks stay on schedule?
- How does goal-setting help you become a better leader?
- How do you handle disagreements on your team?

## OUT OF THE BOX

- How would you describe the color yellow?
- If you could invite two people to dinner, living or dead (political figures, celebrities, or other people), who would invite and why?
- How do you make an M&M?
- What weighs more: 100 pounds of feathers or 100 pounds of quarters?
- What's the funniest thing that's happened to you recently?

[illegible]



[illegible][illegible]

## This image shows a full page of blank, lined paper. It features approximately 20 evenly spaced horizontal grey lines across its entire width, providing a template for writing or drawing. The margins are consistent on all sides.

The Division of Student Affairs encourages development through equitable, student-centered, and community-engaged opportunities that enhance student success

The collage features four circular images arranged in a cluster, surrounded by decorative dotted lines and semi-circles in yellow, red, and grey. The images depict student activities: a person in a grey Greek key helmet with a red pom-pom, a student juggling a blue ball, a group of students posing in front of a building, and a student with a red pom-pom. The bottom right corner contains the TAMU logo and the text 'Division of Student Affairs' and 'tamuct.edu'.



