

RESUME WRITING INFORMATION PACKET



Quick Guide to Resume Writing

Functions of a Resume

- Initiate contact with a potential employer
- Provide concise summary of education, skills, and results
- Highlights accomplishments and transferable skills
- Entice employer to invite you for an interview
- Facilitate Interview

Types of Resumes

- **Chronological**
Date based, most common.
- **Functional**
Skills & results based without an Employment History section – least desirable format. May be used by job seekers without an employment history (students involved with school activities).
- **Combination**
A combination of Chronological and Functional – begin with skills, followed by Employment History. Can be used when the job seeker has date gaps or is changing careers.

Resume Headings

- **Contact Information**
Official name, complete current address, phone number (cell and/or home) and email; use appropriate email and voice mail.
- **Job Objective**
Optional heading, but very desirable if it is done well. Provides direction and focus to the resume by telling the employer immediately what type of job you are qualified for.
Also Called; Profile / Career Aspirations / Focus Statement
- **Summary of Qualifications/Summary/Skills**
A skills/qualifications section makes it easier for the employer to visualize you in the job. Include strengths that support your ability to do the job including years of experience working in the industry and other transferrable skills that could apply to the position you are applying to.
- **Employment History**
Company name, city/state, job title, month/year, description of job duties using action verbs.
- **Education**
Name of school, city/state, degree, major, special awards
**Note that education will go on the bottom of the resume unless you are a recent graduate

➤ **Optional Headings**

Military, computer skills, related classes, foreign languages, keyword summary, honors and awards, community activities, publications, public speaking events, professional development and professional associations.

Action Verbs/Bullet Points

Bullet points can be used to break down and describe your job duties. The use of “**Action Verbs**” can help with describing these duties.

➤ Sample list of action verbs:

Provided	Operated	Trained	Developed
Assisted	Worked	Maintained	Analyzed
Utilized	Advised	Supervised	Managed
Repaired	Advocated	Processed	Performed

Key Points to Remember

➤ **Length:**

It is best to limit an entry-level resume to one typed page. A two page resume is OK if you have significant experience (10+ yrs) in the job.

➤ **Font:**

Avoid fonts smaller than 10 point and larger than 12 point.

➤ **Paper:**

Use 8 1/2” x 11” 20+ lb resume paper.

➤ **Action Verbs:**

Begin each job description with an action verb.

➤ **Spell Check:**

Use spell check and have someone else proof read it.

➤ **Abbreviations:** Minimize use of general abbreviations / Maximize use of industry specific keywords and spell out abbreviations used in your industry

Resume..... Don'ts

- Do not include unnecessary information including age, family status, religion, salary requirements, disabilities, or reason for leaving on your resume.
- Do not use italic and script text.
- Do not use 11" x 17" paper or colors other than white, cream or light gray.
- Do not fold or staple the resume – use 8-1/2” X 11” envelopes.
- Do not use “I, me or my”.
- Do not send references with the resume. Bring them with you to the interview.

Helpful On-line Resources for Resume Writing

http://www.labor.ny.gov/careerservices/findajob/res_fun.shtm

<http://www.quintcareers.com/resres.html>

<http://www.rileyguide.com/netintv.html>

<http://www.careeronestop.org/ResumesInterviews/ResumesInterviews.aspx>

<https://nyjobzone.org>

Sample Chronological Resume

Barbara Philips

243 Washington Blvd.
Albany, NY 12203

518.555.1234
barbp@aol.com

Profile

Over 15 years experience in the Customer Service Industry with career progression from Customer Service Representative to department manager. Proven accomplishments in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

Strengths include:

Logistics	Cost Control and Reduction
Microsoft Office	Staff training and Supervision
Customer complaints resolution	Quality and Productivity Improvement
Productivity and performance standards	Personnel management and teambuilding

Employment Background

USA Mobility ~ Albany, NY (1989 - 2009)

Quality Control/Training Representative (2001-2009)

- Promoted due to extensive knowledge of departmental logistics and personnel
- Streamlined office procedures to increase efficiency and effectiveness, accommodating a 20% increase in workload while reducing staff
- Reviewed in-place processes, detected potential problems, determined solutions for streamlining effectiveness and applied preventive measures
- Inspected personnel activities to ensure compliance with policies and directives
- Identified and rectified internal personal and work related concerns by effectively balancing company goals with the needs of employees
- Assisted Training Director in the preparation of numerous documents used to train newly promoted employees. Documents related to budgets, schedules, correspondences and reports
- Team leader for the identification and implementation of changes designed to increase the quality and quantity of production

Senior Representative / Team Leader (1996-2001)

- Detected the need for further employee development and training in an effort to reach the highest possible performance standards of each Customer Service Representative
- Provided feedback to staff concerning customer service procedures. Provided verbal and written warnings of policies not being followed
- Utilized interpersonal and communication skills when assisting staff with difficult callers
- Often required account history research to generate answers for clients
- Determined lapse periods and premium refunds when applicable
- Creative scheduling of staff lunch breaks, ensuring optimum coverage

Customer Service Representative (1989-1996)

- Continuously met or exceeded company mandated quota for calls answered and number of hours worked per shift
- Reported unresolved calls to supervisor for follow-up
- Brainstormed with team to identify strategies for improved efficiency. Assisted in the implementation and follow-through of several ideas
- Utilized professional communication and problem solving skills with clients
- Researched account history files and entered data to update customer information
- Reviewed and resolved discrepancies on documents

Education

Personnel Management ~ 1996

Multiple computer training classes ~ 1989-1993 Communications and

Telecommunications ~ 1989 Understanding Coding and Insurance Forms ~ 1989

AA; Social Sciences ~ Junior College of Albany ~ Albany, NY

Professional Memberships

American Society for Training and Development ~ member since 2003

Customer Service Management Magazine ~ subscriber since 2001

National Customer Service Association ~ chapter member since 1995

Sample Combination Resume

Barbara Philips

243 Washington Boulevard
Albany, NY 12203

518.555.1234
barbp@aol.com

Profile

Licensed Real Estate Agent. Over 15 years experience in the Customer Service Industry. Outstanding presentation, negotiation and leadership qualifications. Proven accomplishments in service delivery, office management, program planning, project management, policy development and problem resolution. Recipient of multiple Quality Service awards.

Strengths in:

Market appraisal and evaluation
Financing and banking relationships
Customer complaints resolution
Microsoft Office and The Internet
Cost control and reduction

Knowledge of insurance and mortgage banking
Sales and Marketing Strategies
New business development
Personnel management and teambuilding
Quality and productivity improvement

Skills Summary

Management

- Ensured smooth administration of training and operations in a fast-paced office
- Provided feedback and training to staff concerning customer service procedures
- Utilized interpersonal & communication skills when assisting staff with difficult callers

Customer Service

- Maintained courteous and professional communications with clients and subordinates
- Continuously met or exceeded company mandated quotas
- Brainstormed with team to identify strategies for improved efficiency

Research

- Excellent problem solving skills and research techniques used when researching, analyzing and resolving complex service issues
- Called upon research skills to gather account history when generating answers for clients

Education

Real Estate License ~ earned 2007

Personnel Management ~ 2004

Communications and Telecommunications ~ 1999

Understanding Coding and Forms ~ 1995

Multiple computer training classes ~ 1993-2007

AS; Accounting (in progress – 32 credits completed) ~ Hudson Valley Community College ~ Troy, NY

High School Diploma ~ City School District of Albany ~ Albany, NY

Employment Background

USAMobility ~ Albany, NY (1989 – 2007)

Quality Control / Training Representative (2001-2007)

- Promoted due to extensive knowledge of departmental logistics and personnel
- Reviewed in-place processes, detected potential problems, determined solutions for streamlining effectiveness and applied preventive measures
- Inspected personnel activities to ensure compliance with policies and directives
- Identified and rectified internal personal and work related concerns by effectively balancing company goals with the needs of employees
- Assisted Training Director in the preparation of numerous documents used to train newly promoted employees. Documents related to budgets, schedules, correspondences and reports
- Team leader for the identification and implementation of changes designed to increase the quality and quantity of production

Senior Representative / Team Leader (1996-2001)

- Detected the need for further employee development and training in an effort to reach the highest possible performance standards of each Customer Service Rep
- Provided feedback to staff concerning customer service procedures
- Implemented interpersonal and communication skills when assisting staff with difficult callers
- Often required account history research to generate answers for clients

Customer Service Representative (1992-1996)

- Assisted in the implementation and follow-through of several ideas
- Utilized professional communication and problem solving skills with clients
- Reviewed and resolved discrepancies on documents

Professional Memberships

Capital Area Chamber of Commerce ~ member since 2004

Customer Service Management Magazine ~ subscriber 2001-present

National Customer Service Association ~ chapter member 1995-2001

American Society for Training and Development ~ membership 1994-1998

SAMPLE LISTING OF INDUSTRY KEYWORDS FOR RESUMES

Source: NYS Department of Labor Website

<http://www.labor.ny.gov/agencyinfo/industrykeywords.shtm>

High Impact Phrases

Accelerated career track	Distinguished performance
Best in class	Driving customer loyalty initiatives
Business process redesign	Driving performance improvement
Capturing cost reductions	Emerging business ventures
Catalyst for change	Entrepreneurial drive / vision
Change agent	Market dominance
Competitive market positioning	Organizational driver
Core competencies	Outperforming market competition
Cross-functional team leadership	Peak performer
Deliver strong and sustainable gains	Visionary leadership

Administration

Specific names of software, back office operations, records management, workflow prioritization, confidential correspondence, executive support, meeting planning, vendor and customer communications, productivity and performance management, project planning, staff training and development

Association and not for profit management

Corporate giving, endowment funds, grassroots campaign, board relations, budget oversight, community outreach, member development / retention / services, not-for-profit, organizational leadership / mission / vision, policy development, public relations, research foundation, volunteer recruitment, strategic planning, policy development, humanitarian relief, donor negotiations

Banking

Asset based lending, asset management, branch operations, commercial banking, consumer credit, credit analysis, depository services, global banking, foreign exchange, investment management, letters of credit, loan processing, return-on-investment, risk management, secured lending, credit administration

Customer service

Relationship management, customer communications, customer needs assessment, customer retention, customer satisfaction, order processing, key account management, process simplification, records management, sales administration, service benchmarks, service delivery, service measures, multi-site call center management, procedure standardization, strategic business planning, vendor sourcing, contract compliance

Engineering

Capital project, computer aided engineering, cross-functional team, engineering charge order, experimental design, facilities engineering, field performance, methods design, Process development, product design, product development cycle, product innovation, product manufacturability, productivity improvement, project costing, project planning, prototype, quality assurance, regulatory compliance, research and development, scale-up, turnkey, work methods analysis, environmental testing, product cost and production scheduling

Finance, accounting and auditing

Accounts payable, accounts receivable, asset disposition, asset management, audit controls, capital budgets, corporate tax, cost accounting, cost/benefit analysis, credit and collections, debt financing, E-Trade, financial analysis, financial planning, foreign exchange, international financing, investment management, investor relations, job costing, letters of credit, leveraged buy-out, operating budgets, P&L analysis, return on equity, revenue gain, risk management, shareholder relations, stock purchase, treasury, trust accounting

General, Executive Management and Consulting

Accelerated growth, benchmarking, business development, business reengineering, capital projects, consensus building, process improvement, corporate development, corporate image, cost avoidance, cost reduction, customer driven management, efficiency improvement, emerging business venture, entrepreneurial leadership, financial management, financial restructuring, high-growth organization, long-range planning, margin improvement, market development, new business development, organizational culture, performance improvement, policy development, relationship management, process reengineering, productivity improvement, P&L Management, revenue growth, signatory authority, start-up venture, strategic development, tactical planning, team building, turnaround management

Healthcare

Acute care facility, ambulatory care, assisted living, capital giving campaign, case management, certificate of need, chronic care facility, clinical services, continuity of care, electronic claims processing, fee billing, grant administration, managed care, multi-hospital network, outpatient care, patient relations, peer review, physician credentialing, preventative medicine, provider relations, public health administration, rehabilitation services, risk management, service delivery, third party administrator, wellness programs, integrated health care delivery

Hospitality

Amenities, back-of-the-house operations, catering operations, club management, Food and beverage operations, guest retention, hospitality management, inventory planning and control, member development, menu pricing, occupancy, portion control, property development, purchasing, resort management, signature property, vendor sourcing, VIP relations

Human resources

Americans with disabilities act, benefits administration, career pathing, change management, claims administration, compensation, competency-based performance, electronic applicant screening, employee empowerment, employee relations, equal employment opportunity, grievance proceedings, incentive planning, labor arbitration, labor contract negotiations, merit promotion, organizational needs assessment, performance incentives, position classification, professional recruitment, succession planning, train-the-trainer, union relations, workforce reengineering

Human services

Advocacy, behavior management, behavior modification, casework, community outreach, counseling, discharge planning, integrated service delivery, mainstreaming, psychological counseling, social services, substance abuse, testing, treatment planning, vocational placement

Information systems and Telecommunications technology

Advanced technology, application development, benchmarking, capacity planning, cellular communications, data communications, data recovery, database design, database server, desktop technology, disaster recovery, document imaging, e-learning, electronic data interchange, emerging technologies, end user support, firewall, hardware engineering, imaging technology, Local Area Network, management information systems, multiuser interface, network administration, operating system, pilot implementation, project lifecycle, real time data, remote systems access, systems acquisition, systems configuration

International business

Acquisition, competitive intelligence, cross-border transactions, diplomatic protocol, e-commerce, emerging markets, feasibility analysis, foreign government affairs, foreign investment, global expansion, global market position, intellectual property, international financing, international subsidiary, joint venture, market entry, merger, technology, licensing, strategic alliance

Law and corporate legal affairs

Acquisition, adjudicate, administrative law, antitrust, briefs, case law, copyright law, depositions, due diligence, intellectual property, joint venture, judicial affairs, juris doctor, landmark decision, legal advocacy, legal research, legislative review, licensing, limited partnership, mediation, memoranda, mergers, motions, negotiations, patent law, probate law, settlement negotiations, trial law, unfair compensation

Manufacturing and operations management

Cell manufacturing, computer integrated manufacturing, clean, cost avoidance, cycle time reduction, distribution management, efficiency improvement, environmental health and safety, equipment management, facilities consolidation, inventory control, inventory planning, just-in-time, labor efficiency, logistics management, manufacturing integration, master schedule, materials planning, multi-site operations, Occupational health and safety, operations start up, order fulfillment, order processing performance improvement, pilot manufacturing, process automation, product development, production lead time, production output, productivity improvement, quality circles, regulatory compliance, value-added processes, warehouse operations, workflow optimization, world class manufacturing, yield improvement

Public relations and corporate communication

Advertising communications, brand management, broadcast media, community affairs, community outreach, competitive market lead, cooperative advertising, corporate identity, corporate sponsorship, creative services, crisis communications, direct mail campaign, electronic advertising, event management, fundraising, logistics, market research, media buys, media scheduling, press releases, print media, promotions, public affairs, publications, sales incentives, special events, strategic positioning, trade shows

Purchasing and logistics

Acquisition management, barter trade, bid review, capital equipment acquisition, commodities purchasing, competitive bidding, contract administration, fixed price contracts, international trade, inventory planning and forecasting, just-in-time purchasing, materials replenishment ordering purchasing, offshore purchasing, outsourced, procurement, proposal review, request for proposal, subcontractor negotiations, supplier management, vendor quality certification, vendor sourcing

Real estate, construction and property management

Asset management, asset workout/recovery, building code compliance, capital improvement, commercial development, competitive bidding, contract administration, contract award, environmental compliance, estimating, fair market value pricing, infrastructure development, leasing management, preventative maintenance, project concept, project development, property management, real estate appraisal, real estate investment trust, renovation, return on assets, site development, turnkey construction

Retail

Buyer awareness, credit operations, customer loyalty, distribution management, in-store promotions, inventory control, loss prevention, mass merchants, merchandising, preferred customer management, pricing, retail sales, security operations, softgoods

Sales and marketing

Account development, brand management, campaign management, competitive analysis, competitive contract award, consultative sales, customer loyalty, customer needs assessment, customer retention, direct mail marketing, direct response marketing, direct sales, distributor management, incentive planning, key account management, margin improvement, market launch, market positioning, market share ratings, new market development, product launch, P&L management, profit growth, promotions, revenue stream, sales forecasting, solutions selling

Security and law enforcement

Asset protection, corporate security, crisis communications, electronic surveillance, emergency preparedness, interrogation, safety training, surveillance

Teaching and education

Classroom management, course design, curriculum development, education administration, field instruction, grant administration, holistic learning, instructional programming, lifelong learning, peer counseling, program development, recruitment, scholastic standards, student services, training and development

Transportation, warehouse and distribution

Cargo handling, carrier management, container transportation, contract transportation services, dedicated logistics operations, dispatch operations, distribution management, driver leasing, equipment control, export operations, fleet management, freight consolidation, inbound transportation, load analysis, logistics management, over-the-road, port operations, regulatory compliance, route management, route planning and analysis, safety management, terminal operation, traffic planning, warehouse management, workflow optimization

Action Verbs

Communication/People Skills

Addressed	Advertised	Arbitrated	Arranged	Articulated	Authored	Clarified
Collaborated	Communicated	Composed	Condensed	Conferred	Consulted	Contacted
Conveyed	Convinced	Corresponded	Debated	Defined	Developed	Directed
Discussed	Drafted	Edited	Elicited	Enlisted	Explained	Expressed
Formulated	Furnished	Incorporated	Influenced	Interacted	Interpreted	Interviewed
Involved	Joined	Judged	Lectured	Listened	Marketed	Mediated
Moderated	Negotiated	Observed	Outlined	Participated	Persuaded	Presented
Promoted	Proposed	Publicized	Reconciled	Recruited	Referred	Reinforced
Reported	Resolved	Responded	Solicited	Specified	Spoke	Suggested
Summarized	Synthesized	Translated	Wrote			

Creative Skills

Acted	Adapted	Began	Combined	Composed	Conceptualized	
Condensed	Created	Customized	Designed	Developed	Directed	Displayed
Drew	Entertained	Established	Fashioned	Formulated	Founded	Illustrated
Initiated	Instituted	Integrated	Introduced	Invented	Modeled	Modified
Originated	Performed	Photographed	Planned	Revised	Revitalized	Shaped
Solved						

Data/Financial Skills

Administered	Adjusted	Allocated	Analyzed	Appraised	Assessed	Audited
Balanced	Budgeted	Calculated	Computed	Conserved	Corrected	Determined
Developed	Estimated	Forecasted	Managed	Marketed	Measured	Netted
Planned	Prepared	Programmed	Projected	Qualified	Reconciled	Reduced
Researched	Retrieved					

Helping Skills

Adapted	Advocated	Aided	Answered	Arranged	Assessed	Assisted
Clarified	Coached	Collaborated	Contributed	Cooperated	Counseled	Demonstrated
Diagnosed	Educated	Encouraged	Ensured	Expedited	Facilitated	Familiarized
Furthered	Guided	Helped	Insured	Intervened	Motivated	Prevented
Provided	Referred	Rehabilitated	Represented	Resolved	Simplified	Supplied
Supported	Volunteered					

Management/Leadership Skills

Administered	Analyzed	Appointed	Approved	Assigned	Attained	Authorized
Chaired	Considered	Consolidated	Contracted	Controlled	Converted	Coordinated
Decided	Delegated	Developed	Directed	Eliminated	Emphasized	Enforced
Enhanced	Established	Executed	Generated	Handled	Headed	Hired
Hosted	Improved	Incorporated	Increased	Initiated	Inspected	Instituted
Led	Managed	Merged	Motivated	Navigated	Organized	Originated
Overhauled	Oversaw	Planned	Presided	Prioritized	Produced	Recommended
Reorganized	Replaced	Restored	Reviewed	Scheduled	Secured	Selected
Streamlined	Strengthened	Supervised	Terminated			

Action Verbs Continued

Organizational Skills

Approved	Arranged	Catalogued	Categorized	Charted	Classified	Coded
Collected	Compiled	Corrected	Corresponded	Distributed	Executed	Filed
Generated	Incorporated	Inspected	Logged	Maintained	Monitored	Obtained
Operated	Ordered	Organized	Prepared	Processed	Provided	Purchased
Recorded	Registered	Reserved	Responded	Reviewed	Routed	Scheduled
Screened	Submitted	Supplied	Standardized	Systematized	Updated	Validated
Verified						

Research Skills

Analyzed	Clarified	Collected	Compared	Conducted	Critiqued	Detected
Determined	Diagnosed	Evaluated	Examined	Experimented	Explored	Extracted
Formulated	Gathered	Inspected	Interviewed	Invented	Investigated	Located
Measured	Organized	Researched	Reviewed	Searched	Solved	Summarized
Surveyed	Systematized	Tested				

Teaching Skills

Adapted	Advised	Clarified	Coached	Communicated	Conducted	Coordinated
Developed	Enabled	Encouraged	Evaluated	Explained	Facilitated	Focused
Guided	Individualized	Informed	Instilled	Instructed	Motivated	Persuaded
Simulated	Stimulated	Taught	Tested	Trained	Transmitted	Tutored

Technical Skills

Adapted	Applied	Assembled	Built	Calculated	Computed	Conserved
Constructed	Converted	Debugged	Designed	Determined	Developed	Engineered
Fabricated	Fortified	Installed	Maintained	Operated	Overhauled	Printed
Programmed	Rectified	Regulated	Remodeled	Repaired	Replaced	Restored
Solved	Specialized	Standardized	Studied	Upgraded	Utilized	

Sample Cover Letter

John Smith
175 Central Avenue
Albany, NY 12206
(518) 462-7600
JohnSmith@email.com

May 31, 2011

Bob Williams
Human Resource Director
Any Company
25 Any Street
Albany, NY 12345

Dear Mr. Williams:

Please consider my qualifications for the position of Production Manager listed in the May 10, 2011 edition of the *Times Union*. I feel that my background and experience closely match your needs. My experience includes over 8 years as a Production Manager and 18 years in a manufacturing environment.

In my position as a Supervisor at ABC Corporation, I worked with state-of-the-art CNC machines to manufacture major rotating parts for jet engines. One of my recent achievements was to increase productivity 25% through establishing new procedures. In addition, I have completed several workshops on new manufacturing processes and procedures with the goal of increasing percentage.

My computer skills were updated recently with software courses in programs focusing on shortening production time and cutting production tracking and manufacturing costs.

I would appreciate the opportunity to meet with you to further discuss this position. I may be contacted at (518) 555-5555 to arrange an interview. Thank you for your time and consideration.

Sincerely,

John Smith

Sample Cover Letter

John Smith
175 Central Avenue
Albany, NY 12206
(518) 462-7600
JohnSmith@email.com

March 1, 2012

Bob Williams
Human Resource Director
Any Company
25 Any Street
Albany, NY 12345

Dear Mr. Williams:

I am responding to your advertisement in the May 3rd edition of the *Times Union* for an Office Manager. As I read the requirements, I was struck by how similar they were to my background and skills.

Your Requirements

Bachelor's in Business

10 years experience managing diverse office;
manufacturing setting

Bilingual

My Qualifications

Bachelor's in Business
From Any College, 1990

7 years as Office Manager
Any Corporation, Any City, NY

6 years Assistant Office Manager
Any Manufacturing, Any City, NY

I speak Spanish and French

I am a motivated self-starter with excellent interpersonal skills. I enjoy working in a manufacturing setting and feel I have the knowledge and background to be a true asset to Any Company.

Enclosed please find a copy of my resume for your consideration. I look forward to speaking with you soon to further discuss my qualifications. Thank you.

Sincerely,

John Smith

INTERVIEWING TIPS

Do

- Give a firm handshake
- Be polite
- Ask relevant questions
- Answer questions concisely
- Use specific examples to illustrate points
- Send a "Thank you" letter or email to the interviewer after your interview.

Don't

- Try to control the interview
- Bring up salary or benefits
- Be too serious or nervous
- Let your discouragement show
- Look at your watch or the clock repeatedly

Below are some frequently asked questions and tips on answering them:

"Tell me about yourself"

Briefly describe your professional experience and background. The interviewer is looking to learn about who you are in the context of work. Answering this gives the interviewer insight into how you may fit into the organization. Don't talk about personal information, such as marriage status, children, etc. If you are unsure what information the interviewer is interested in, you could ask, "Are there any areas in particular you'd like to know about?"

"What is your biggest weakness?"

Choose something that is not a major flaw or negative characteristic - you don't want to shock the interviewer or make them think you are not a good candidate for the job. Most importantly, don't just say something negative about yourself and leave it at that - turn it into a positive! Describe how you were able to overcome this weakness and a positive way the situation turned out. Show that you have grown as a person, and how that slightly negative characteristic is now a positive attribute that you can bring to this new position. Whenever possible, use specific situations from your previous job to illustrate your point.

"What is your biggest strength?"

This is not an opportunity to brag. Instead, you need to describe why you are the best person for the job. Give a specific example of your strength, what it has helped you accomplish in past work roles, and how it will be beneficial to your performance if you get this job.

"Where do you hope to be five years from now?"

Bottom line, the interviewer wants to know that you want to work for *them*. They don't want to hear that you plan on going to another company or field of work. Even if you do plan on keeping your options open, this may turn the interviewer off. Instead, focus your answer on new skills you hope to learn and master, and how you plan to use them in order to benefit the business' goals.

"What is your greatest accomplishment?"

Be sure to give specific examples from previous jobs, such as saving the company money, helping increase profits, completing an important project, etc. Try to use numbers to quantify your answer whenever possible. This gives the interviewer a better understanding of this accomplishment. If you just graduated from college, describe an accomplishment from your school work, part-time job, internship or extra - curricular activities.

"Why do you want to work for this company?"

This is where your research on the company will be helpful. Perhaps they are innovative in a specific field and that is what makes you want to join the team? What are their goals, and how can your skills and past experiences help achieve them? Give specific reasons

BEHAVIORAL INTERVIEWING

What is behavioral interviewing? In behavioral interviewing, you are asked how you behaved or responded in past work situations. You must reply by giving examples.

Why do interviewers use behavioral interviewing? Past behavior often predicts future performance. By explaining how you behaved in past work situations, you will give the interviewer an understanding of how you may perform and behave in the future.

Preparation:

- Review the job description. Think about the skills you may need for that position and any problems that could be common in that role. Have an idea of how you would handle such problems.
- Prepare some answers for the Sample Questions below. There is no need to memorize your answers, but be familiar with examples from your work history and points you want to highlight to the interviewer.
- Think of situations that you had to respond to in previous roles. Prepare some examples of how you problem solved, dealt with a difficult task, and any memorable accomplishments you have had in previous work situations.

Sample questions:

- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had to work under pressure.
- Give me an example of when you had to resolve conflict in the workplace.
- Have you ever had to make a decision that was unpopular? Please describe how you implemented it.
- What do you do when your schedule is interrupted? Give an example of how you handle it.
- Give me an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to use your communication skills to influence someone's opinion.
- Can you provide me with an example of a time when you had to conform to a policy with which you did not agree?
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks.

During the interview

When answering behavioral interview questions, be sure your answer includes:

- The situation
- Steps you took to address or respond to the situation
- The tasks that needed to be completed
- The results of the situation

If you do not understand the question, ask for clarification.

TYPES OF INTERVIEWS

Telephone Interview

This interview saves the employer time by finding out certain information up front. They may ask about employment objective, education or required skills. It usually takes place in your home, so keep your resume handy and refer to it as needed.

In-Person Interview

This is used to verify the jobseeker's qualifications for the position and to get an impression of the jobseeker's attitude, interest and professional style.

Selection Interview

This is usually conducted by the decision maker. You may be invited back to speak with the same person and/or with other managers or work group members. Your ability to establish rapport and present yourself as the right person for the position is critical.

Work Sample Interview

This gives you an opportunity to "show your talents." It could be the chance for an artist to display his/her portfolio, or a sales representative may be asked to make a presentation.

Peer Group Interview

This is an opportunity for you to meet and talk with your prospective coworkers. Just as in other interviews, the peer group will be evaluating you and determining how you would fit in.

Group/Panel Interview

This usually consists of three or more people, all asking questions. Direct your answer to the individual asking the question, but try to maintain some eye contact with the other members of the group.

Luncheon Interview

This may be used to see how well you would handle yourself in a social situation. This may include the hiring manager, a human resources member and one or more peer employees. You may want to choose something off the menu that is easy to eat so you can answer questions and pay attention to the conversation.

Video Conference Interview

Employers today use video conferences to conduct meetings or carry out other aspects of their business. Conducting an interview using a video conference enables an employer to save travel costs and still have a "person-to-person" interview. If the thought of facing a camera during an interview makes you uneasy, practice before a video camera or a mirror.

Sample Follow-Up Letters...

Mary Brown

175 Central Avenue
Albany, NY 12206

518.462-7600
marybrown@nycap.rr.com

January 12, 2011

Mr. Joe Smith
Director; HRM
NYS Department of Something
Bureau of Human Resources
1234 Western Avenue, room 54
Albany, NY 12203-3526

Dear Mr. Smith,

I enjoyed meeting with you and Ms. Jones to discuss the *Senior Personnel Administrator* position that is currently available with the NYS Department of Something. As the position was explained, I could see myself making a strong contribution to the Bureau of Human Resources Management.

Multiple merit system administrative functions were discussed. Although the goals differ from my current assignment, the underlying skills needed for success do not. I have a demonstrated ability to solve problems, work on multiple projects simultaneously, interact effectively with diverse populations and produce measurable results. I have written on many subjects, some of which have been published. In addition, I have been involved with employee and student recruitments. Such recruitment efforts often involved the administration and scoring of standardized assessments.

A passion for my work and always striving for quality are traits that I possess and that you stressed as required. Your comments regarding staff relationships and your openness regarding office culture was appreciated as it is important for me to involve myself in rewarding activities and a positive work environment.

For the above reasons I feel as though I would make a valuable addition to the Bureau of Human Resource Management within the Department of Something. Again, thank you for the interview and your consideration. I look forward to hearing from you.

Sincerely,

Mary

Mary Brown

Johnny Jobseeker
1234 New York Avenue
Albany, New York 12210
518-555-1212

January 12, 2011

Mr. John Sample
Channel 1 Communications, Inc.
5555 West High Terrace
Plattsburgh, New York 12901

Dear Mr. Sample:

Thank you for taking the time to meet with me at the Plattsburgh Career Fair today. Your time and attention in the midst of so many individuals seeking employment to discuss the Marketing Trainee Program was certainly appreciated.

You were extremely thorough in explaining the Marketing Trainee Program. With a better idea of what the trainee position involves, I am certain I would be a productive member on your marketing team at Channel 1 Communications.

My related Marketing degree from Plattsburgh State University and my work experience are examples of my work ethic and determination, two qualities you indicated were important for success at Channel 1.

Enclosed are samples of my marketing skills and a copy of my coursework for your review.

I look forward to an opportunity to visit Channel 1's main office and to speak with you further about the trainee program. I will contact you next week to arrange a convenient time.

Thank you again for your time and consideration.

Sincerely,

Johnny Jobseeker

Enclosures

Johnny Jobseeker
1234 New York Avenue
Albany, New York 12210
518-555-1212

January 12, 2010

Mr. Brian Downs
Director of Human Resources
Iron Mountain Machining
566 Main Street
Plattsburgh, New York 12901

Dear Mr. Downs:

Thank you for the opportunity to discuss your opening for a Machinist. I enjoyed meeting with you and Mr. Hightop to learn more about Iron Mountain Machining and the products you manufacture.

My six years of experience at Plattsburgh Foundry and my educational training at C.V. Tech in Industrial Technology provide me with the qualifications you seek for the position. In addition, my extensive knowledge of computers and software would be especially valuable in the operation of the CNC machines and programming.

I was particularly impressed with Iron Mountain Machining's strong commitment to innovation and growth, as well as its plans to expand into the plastic market. This type of growth environment would challenge me to do my best work.

I would like to meet with you again to further discuss the Machinist position and in the meantime, if you would like any additional information, please feel free to contact me.

Sincerely,

Johnny Jobseeker

Enclosure

Recommended Websites



New York State Resources

Job Searching Websites

New York State Job Bank

<http://newyork.us.jobs/>

Real Jobs, Good Jobs, No Spam!

Search for jobs by keyword or occupation. Post your resume or create a new resume. This website features career assessments, labor buzz, job seeker news, career planning, unemployment assistance, and many other valuable resources. It also provides links to Indeed, Google and SimplyHired! Employers often search this site for resumes. ***SMART 2010 links to jobs from the Job Bank.***

Jobs Express

<http://www.labor.ny.gov/jobs/regional.shtm>

Search for current job openings in New York's 10 regional economies. New Yorkers can view the region they live in, see which industries are growing and find out what jobs are available in demand. Job opening numbers are updated frequently.

Unemployment/Labor Market Information

New York State Department of Labor

www.labor.ny.gov

This site has information on wages, unemployment insurance and training opportunities for the unemployed. It also has links to local labor market information and career exploration tools.

Information About Your Local Career Center

Career Center

<http://labor.ny.gov/workforcenypartners/osview.asp>

Use this website to find your local Career Center.

Career Exploration & Guidance, Self Assessments

JobZone

www.nyjobzone.org

This tool provides career exploration assessments that help you identify your interests and work values. JobZone also: suggests jobs that match your interests; offers a resume builder; provides a local job fair schedule; helps you search jobs; and offers resources for people with disabilities and veterans.

CareerZone

www.nycareerzone.org

CareerZone is similar to JobZone, but geared more for high school students or those new to employment. CareerZone aims to help those engaged in an active job search match interests, skills and preferences to possible jobs.

Scan the QR code below
to find your local
Career Center.



Other Great Resources

Job Searching Websites

Indeed.com

www.indeed.com

This website is easy to use. It allows you to save searches and generates an e-mail notification when job matches arrive. The site has local searches and multiple job filtering tools.

Occupational Information, Descriptions and Required Education

Onet Online

<http://www.onetonline.org>

Learn about different occupations including advanced manufacturing, green jobs and many others. The site provides Job descriptions, tasks and skills lists. Overall, it's a great tool for helping you generate ideas for your resume.

Occupational Outlook Handbook

www.bls.gov/oco

This site has a collection of job descriptions and information about the education needed to obtain a particular job. It's a great tool to help you identify and list the tasks and skills from your last job.

Career Exploration & Guidance, Self Assessments

My Skills My Future

www.myskillsmyfuture.org

Find new career options based on the skills and experience you gained in a past job. The site also features salary data, job listings, training programs and other useful tools to help find out what skills you need to obtain the job you want.

My Next Move

www.mynextmove.org

This site is designed to help you decide what career is right for you and to help you find a job that you will enjoy. There is also an interest assessment available to help you match your interests to a potential job!

Career One Stop: Sponsored by the United States Department of Labor

<http://careeronestop.org/>

Here, you will find information about resumes, cover letters, interviews and occupations. You will also be able to find the locations of local One Stops around the nation.

Civil Service/Government Jobs

New York State Civil Service

www.cs.ny.gov

This site includes listings for county or state exams/job openings. Use this site to find upcoming competitive examinations, continuous recruitment examinations and current openings within the county or state. This website also has test guides, exams by education/experience level, internship opportunities and much more.

New York State Current Job Openings

www.statejobsny.com

USAJobs

www.usajobs.gov

Are you interested in Federal Employment? Come to this site to search for and apply to open Federal positions. You can narrow down your search to openings in your area by entering your City and State or zip code.