Employees power PotashCorp-Aurora. What powers you?

As the world’s largest crop nutrient company, PotashCorp plays an integral role in global food production. The Aurora facility produces phosphate products for agriculture, animal nutrition, and industrial uses. Our more than 900 employees include engineers, chemical plant operators, maintenance craftsmen, and heavy equipment operators. Every day we help feed the world.

If you are looking for a rewarding career opportunity, contact Julie H. Potter at jhpotter@potashcorp.com.

---

Partner with Builders Mutual to build a solid career.

Insurance is a business built on relationships. At Builders Mutual, we believe that the foundation for our success starts with our employees. Join our team of industry experts and build a solid, rewarding future.

For current opportunities, visit us at buildersmutual.com/careers
Students in the Pirate Nation:

In planning your future before and after graduation from ECU, your career preparation should rank at the top of your list of priorities. In order to compete within an increasingly competitive global workplace, a variety of activities should be included to supplement your coursework while attending ECU. Internships, leadership activities, study abroad, volunteer opportunities, part-time employment and many other extracurricular activities supplement the academic rigor of the classroom and help open the door to a smooth transition following the completion of your degree. This Career Resource Guide, which you have in your hands, is your ticket to future success.

Included you will find assistance to explore your academic and career options, gain relevant experience and prepare your post-graduation plans.

Rely on the experts affiliated with the Career Center to support your success.

Best Wishes,

Karen S. Thompson
Director
The Career Center
East Carolina University

Career Center Services

One-on-One Career Counseling
Career Counselors are available to meet with you concerning your career needs. Contact the Career Center or any satellite office career center to make an appointment concerning any of the following:
- Major & Career Exploration
- Internship or Co-op Experience
- Job Search Strategies
- Networking

Walk-In Assistance
An appointment is not necessary. Available in the Main Office of the Career Center, Monday – Thursday 11:00 am – 3:00 pm and various times in the satellite offices. Spend 15-20 minutes with a Career Center Representative for:
- Resume Review
- Cover Letter Review
- Career Fair Strategies
- Job Search Tips
- Interview Resources
- Evaluating/Negotiating a Job Offer
- Graduate School Preparation

Professional Etiquette Dinner
Each fall semester to introduce students to dining etiquette and practices to incorporate during a business meal students learn how to project competence and confidence in professional and dining encounters.

Resume Blitzes
Resume critique sessions throughout both east and west campuses throughout the year.

Career Fairs
Throughout the year the Career Center hosts numerous employment, graduate and pre-professional fairs to connect you with recruiters hiring from local, national and global companies.

Career Clinics & Outreach Presentations
The Career Center offers a variety of programs on a request basis. Invite us to speak to your group or class on one of the following:
- Resumes 101
- CAREERionarie: Services Overview
- Strategic Interviewing
- Career Fair Success
- Professional Attire
- Writing Personal Statements
- Planning Your Career Path
- Job Search Strategies
- Myers Briggs Type Indicator
- CV to Resume
- What Can I Do with a Major
- Network Your Way to Success

HIRED
Need help in preparing for an interview? Helping Individuals Reach Employment Destinations (HIRED) offers a variety of opportunities to get prepared for interviews. Human Resource professionals volunteer to take you through the practice sessions and provide valuable feedback. Interviews available include: face-to-face, telephonic and video sessions. InterviewStream is a simulated, interactive job interview in which you are asked challenging questions and offered valuable feedback.

Career Leadership Conference
A one-day conference designed to educate students on various career-readiness and leadership topics.

On-Campus Recruiting
Each semester, employers from various industries visit ECU and the Career Centers to recruit students and conduct information sessions about their organization.

POP Thursdays
Offered throughout the academic year on select Thursdays from 2:00 pm - 4:30 pm with employer recruiters who host fun informal info sessions on the front porch of the Career Center. Soda pop included.

ECU CareerNET
An exclusive database of internship and job postings for ECU students and alumni.
About Us

The Career Center Staff

Melissa Allay
  Career Counselor – College of Health and Human Performance

Lee Brown
  Assistant Director – College of Business

Meredith Clinard
  Business Services Coordinator

Catrina Davis
  Assistant Director – College of Education

Larry Donley
  Associate Director – College of Science and Technology

Tywanda Newsome
  College of Business – Administrative Support Associate

Nadirah Pippens
  Career Counselor – Colleges of Allied Health Sciences and
  College of Nursing

Mary Beth Pruitt
  Recruiting Program Specialist

Patrick Roberts
  Career Counselor – College of Human Ecology

Curtis Street
  Assistant Director – Employer Relations

Karen Thompson
  Director

Carol Woodruff
  Career Counselor – College of Fine Arts and Communications

TBD
  Career Counselor – College of Business

TBD
  Career Counselor – Thomas Harriot College of Arts and Sciences

TBD
  Career Counselor – Graduate, PhD and Student Athletes

OUR MISSION
The Career Center at East Carolina University supports and empowers students in their career development to succeed as professionals in a global community.

OUR VISION
ECU graduates are prepared to pursue and manage their careers within a global community.

OUR VALUES
Empowerment: Students will be empowered to make informed career decisions.
Collaboration: Through building relationships with faculty, staff, and employers, students will establish valuable career connections.
Development: Student development is enhanced by self-exploration and discovery.
Preparation: We prepare and engage students to become professionals in a changing global workforce.

Hours of Operation

Monday – Friday
8:00 am-5:00 pm, by appointment

Walk-in hours (main office only)
11:00 am-3:00 pm, Monday – Thursday

Contact Information

Main Office
701 East Fifth Street
(252) 328-6050
www.ecu.edu/career
FAX: (252) 328-6425
Email: career@ecu.edu

College of Business
3016 Bate Building
(252) 737-1235
www.ecu.edu/business/careers
FAX: (252) 737-1514
Email: cobcareers@ecu.edu

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205/1 W. State Street
Geneva, Illinois 60134
630.938.0200 | CRMpubs.com
Career Exploration and Assessment

It may seem that everyone else has already decided on a major and a profession, but if you are unsure, you are not alone. Approximately 30-40% of all freshmen enter college without a major in mind and 60-70% change majors at least once.

The Career Center can help you explore majors and careers through a variety of assessment tools including CFNC and the Myers Briggs Type Indicator (MBTI). (Some tools are free and some require a nominal fee.) See pages 7 and 8 for additional information and resources.

Career Readiness

Beyond academic preparation, you need specific knowledge and skills to secure an internship, enter graduate school, and begin your career. The Career Center staff will work with you one on one, in groups, in classrooms, online, and face to face to ready you for your next steps.

COUNSELING

By Appointment: During one-hour appointments, Career Counselors provide in-depth, personal assistance on all phases of career preparation.

- Career Counseling/Career Education
- Graduate School Preparation
- Interview Preparation and Practice
- Job and Internship Search
- Job Offer Evaluation/Negotiation
- MBTI or CFNC Assessment Debriefing
- Personal Statements and Graduate School Essays

Walk-In Counseling

For those times when you have a brief question or need a quick resume review, you can drop by the main office without an appointment for a 15-minute meeting, Monday - Thursday from 11 a.m. - 3 p.m.

HIRED PRACTICE INTERVIEWS

To successfully compete in today’s job market, candidates need the skills to interview in person, by phone, video-conferencing, and in a virtual environment. HIRED, the Career Center’s comprehensive practice interview program provides opportunities in all these arenas.

Practice interviews in person, phone, and video-conferencing are available by appointment.

Virtual interview practice is available 24/7 through InterviewStream, an online interview software program. See page 35 for more information.

RESUME ASSISTANCE

Recruiters typically spend about 15-20 seconds looking at a resume before they decide if a candidate is viable. The Career Center provides personal guidance, handouts, and sample documents to help you design professional and targeted job search correspondence.

EXPERIENTIAL EDUCATION: INTERNSHIPS/CO-OPERATIVE EDUCATION

Nearly 70% of individuals who complete internship or co-operative education programs are offered employment. Career Center staff works with faculty, employers, and students to help develop and facilitate internships and cooperative education opportunities.

ANNUAL ETIQUETTE DINNER: Goofs, Goblets and Getting the Edge

Business occasions and interviews frequently take place at luncheons and dinners. The Career Center’s annual fall etiquette dinner will help you know what to expect and how to perform. The five course interactive dinner will be hosted by a national professional Etiquette Consultant. Business attire, please.

CAREER LEADERSHIP CONFERENCE

A one-day conference is held each spring to provide students with concentrated sessions on resumes, interview preparation, networking, etc. The conference includes employer panels, workshops and an interactive etiquette luncheon.

CLASS AND GROUP PRESENTATIONS

Counselors are available to present career-related topics to academic classes and campus groups. To request a presenter visit www.ecu.edu/career.

Employers, Employment and Internships

It’s never too early to make connections with employers. The Career Center actively sponsors recruitment activities throughout the year and provides resources to put you in touch with hiring officials, internships and employment opportunities.

ECU CareerNET

As early as your first semester you can plug in to ECU CareerNET, the Career Center’s exclusive job and internship database. ECU CareerNET allows you to access jobs and internships, set up job alerts, upload your resume, cover letter, and references, learn of upcoming events and sign up for on-campus information sessions and interviews. See page 36 to learn how to set up your account.

BE THE FIRST TO KNOW: Look for emails from your career counselor about jobs, internships, interviews and special programs. Visit the center website regularly.

www.ecu.edu/career

Connect With Us On:
ON-CAMPUS RECRUITMENT/INTERVIEWS
Employers from various industries visit campus throughout the year to meet students, offer information sessions and conduct interviews.

POP THURSDAYS - PIRATES ON THE PORCH
You never know who might pop in but you can be sure it will be worth your while to pop over to the Career Center on select Thursdays from 2-4:30 pm. Employers and company representatives will be on hand to chat about internships and employment opportunities with their organizations. It’s a casual and relaxed atmosphere and a great way to network with recruiters. Suits NOT required.

CAREER FAIRS AND PROFESSIONAL AND GRADUATE SCHOOL EXPOS
Hundreds of local, national and global companies, nonprofits, government organizations, and graduate schools convene at ECU each semester to meet and recruit ECU’s talented and diverse students and alumni. At these events you can speak directly with hiring officials from multiple companies and representatives from graduate programs, secure information about options, and participate in interviews. Workshops about Career Fair and Graduate Expo etiquette and tips on how to maximize attendance will be hosted by the Career Center during the prior month. Suits and business dress required.

ONLINE SERVICES
Career Center services and resources are available online and are especially beneficial to students at a distance. Services include job and internship searches via ECU CareerNET, self-assessment via CFNC, and interview practice via InterviewStream. Counselor appointments are available by phone, email, and video-conferencing.

HOURS/LOCATIONS
MAIN OFFICE
701 East 5th Street, Monday-Friday, 8 am-5 pm
- Scheduled Appointments: Call (252) 328-6050 to arrange.
- Walk-In Appointments: No appointment needed. Monday through Thursday, 11 am – 3 pm (when classes are in session.)

SATELLITE OFFICES
Hours vary; for details: (252) 328-6050 or www.ecu.edu/career
Locations:
- Bate 2008
- Belk 3405
- Laupus Library 3508
- Rivers 135, Rivers 140, and Sci Tech 239
- College of Business—Bate 3016 (exclusive to COB students)

WHERE YOU CAN MAKE A DIFFERENCE
Greenville Utilities is a vital part of the community. Our employees know their work matters because our customers depend on us every day.

Our mission is to enhance the quality of life for those we serve by providing safe, reliable electric, natural gas, water and wastewater services at the lowest reasonable cost, with exceptional customer service.

We offer State Retirement, 401K, 529, competitive wages, excellent health benefits and much more. Find out why GUC is such a great place to work – visit us at www.guc.com for a current listing of employment opportunities.
A Plan for Career Success
Set goals for each year to achieve your career plans!

Career Exploration & Research

Freshman Year
- Explore your interests and abilities through academic courses; demonstrate excellent academic performance.
- Strengthen your written communication skills in English classes and writing labs.
- Discover ECU support resources including the Career Center, Counseling & Student Development, University Writing Center, Pirate Tutoring Center, Volunteer & Service-Learning Center, Student Employment, and the various college advising centers.
- Visit www.ecu.edu/career to familiarize yourself with all of the Career Center’s resources available to you.
- Use the CFNC.org system (page 8) to complete self-assessments and explore/research majors and careers. Make an appointment with a Career Counselor to discuss your results and plans.
- Learn the basics of resume writing, create a first draft of your resume in MS Word and have it critiqued by a Career Counselor at the Career Center.
- Login to ECU CareerNET and become familiar with The Career Center’s exclusive jobs and internship database.
- Obtain an introduction to your initial field of interest through an internship, job shadow, volunteer experience and/or conversation with an ECU Career Coach.
- Consider volunteer positions or a part-time job to help build your resume and broaden your experience.
- Attend career fairs to gather information on potential careers and employers.

Sophomore Year
- Talk to professionals in career fields you are considering. Review the Career Resource Guide for information on conducting informational interviews (see page 41).
- Get to know faculty in a major of interest. They can talk about career options and will also be helpful when you need letters of reference for job or graduate school applications later. Don’t wait to begin building these relationships!
- Develop a professional quality resume and register with the Career Center to search for internship opportunities.
- Obtain experience in your field. Whether during the school year or in the summer, seek part-time jobs, internships, or volunteer opportunities in your major area of interest.
- Attend career fairs and employer information sessions that relate to your major.
- Enhance your technical/computer skills. Take workshops offered by ECU’s Information Technology & Computing Services (ITCS) department listed in the training section on OneStop.
- Use the Career Center’s resources to practice interviewing and build confidence with your interview skills.

Junior Year
- Seek leadership positions in co-curricular activities (committee chairs and elected positions.) Join career-related student professional associations.
- Choose electives to enhance your qualifications, especially your oral and written communication skills.
- Begin to plan for an effective job search. Set deadlines for required steps.
- Update your resume in the Career Center’s online recruiting system, ECU CareerNET.
- Develop an electronic portfolio to highlight related school and employment projects.
- Attend the fall and spring Career Fairs and interview with employers to obtain co-op or internship positions.
- Participate in a Practice Interview through the Career Center or online using InterviewStream.
- Research graduate school options and required standardized tests (GRE, GMAT, LSAT, MCAT, etc.). Note deadlines so that you can plan ahead to meet requirements.

Senior Year
- Determine your job search goals, including geographic preferences and target employers.
- Buy a suit and develop a savings plan so that you will have funds available to purchase additional professional attire and/or pay for relocation costs.
- Meet with your Career Counselor to discuss job search strategies, and have your resume critiqued.
- Attend Career Center workshops on job search strategies, resume writing, and job interviewing.
- Research companies before your job interviews.
- Participate in a face-to-face Practice Job Interview offered by the Career Center.
- Establish a reference list and/or ask for letters of recommendation from previous employers, internship supervisors and/or professors.
- Regularly log into ECU CareerNET to maintain an awareness of new job postings and contacts. Set a saved search to alert you when new postings are received.
- Participate in career fairs in both fall and spring to network with employers and access full-time, co-op, and internship opportunities.
- Conduct a thorough job search campaign in addition to on-campus interviews.
- Notify the Career Center once you have accepted an offer.
Career Exploration Through Assessments

Assessments are tools (surveys) that can be used to explore, evaluate and measure various personal attributes. These tools help you gain a better understanding of yourself by reflecting your core interests, personality traits, values and skills. Self-assessments are not designed to answer all of your questions, and cannot tell you what you are “supposed to be.” Rather, these tools should be used as helpful guides in discovering occupations you may not have considered and/or realistically evaluating fields that you already have in mind. The goal of the assessment process is to identify career options that would be truly interesting and satisfying to you. They are a good foundation for launching focused occupational research and making informed career and education decisions.

Types of Assessments

- **Interest Assessments**: Reflect what activities you most like to do/what you get excited.

- **Skills Assessments**: Are a reflection of your talents and the types of things you easily learn and excel.

- **Values Assessments**: Describe what is most important to you in your life. For example, you might value helping other people, being creative, having a secure job, etc.

**How can I complete these assessments?**

Many free assessment tools can be found online but the options can be overwhelming and they are not all reliable and valid. The Career Center provides students with access to the following tools because of their reliability, validity, and ease of use.

**Myers-Briggs Type Indicator®**

The MBTI is the most widely used personality inventory in the world. The preferences suggested by the MBTI can help you make career and personal decisions, with scores highlighting preferences on four dimensions. The various combinations of these preferences result in 16 personality types, which relate to career choices, communication modes and learning styles. The MBTI is taken online, and the results are provided during an individual appointment with a trained MBTI professional.

Contact The Career Center at (252) 328-6050 to receive access.

<table>
<thead>
<tr>
<th>Extraversion</th>
<th>Introversion</th>
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<tr>
<td>Focusing attention on the outer world of people and things</td>
<td>Focusing attention on the inner world of ideas and impressions</td>
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<tr>
<td>Sensing</td>
<td>Intuition</td>
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<tr>
<td>Taking in information through the five senses, with a focus on the here and now</td>
<td>Taking in information by seeing patterns and the big picture, with a focus on future possibilities</td>
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<tr>
<td>Thinking</td>
<td>Feeling</td>
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<tr>
<td>Making decisions mostly on the basis of logic and objective analysis</td>
<td>Making decisions mostly on the basis of values and subjective, people-centered concerns</td>
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<tr>
<td>Judging</td>
<td>Perceiving</td>
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<tr>
<td>Taking a planned and organized approach to life, liking to have things settled</td>
<td>Taking a flexible, spontaneous approach to life, liking to keep options open</td>
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**Recommended Sources for Occupational Research:**

Assessment & Career Exploration Tools at CFNC.org

How do I get started?

1. Create a user account at www.cfnc.org.
2. Click on the “Plan” tab and then “For a Career”.
3. Click “Learn About Yourself” to complete the following assessments:
   - Interest Profiler
   - Career Cluster Survey
   - The Career Key
   - Work Values Sorter
   - Ability Profiler
   - Basic Skills Survey
   - Transferable Skills Checklist
4. Click “Explore Careers” to learn about careers.
   - Search by name for careers you may already have in mind.
   - Search for careers that fit you based on all assessments you completed in step 3 in addition to other factors such as earnings, relation to academic subjects, military equivalents, etc.

Maximize the use of assessments by meeting with a Career Counselor!
Contact the Career Center to schedule an appointment to discuss your results. Your Career Counselor will be able to help you figure out what to do next and share additional resources.
Resumes and Cover Letters

Resumes 101

A resume is a document that summarizes and highlights your job-related skills, education, experiences, and activities. Getting a job or internship is a sales process; you are both the product and the salesperson, and the resume is your advertisement which clearly reflects your abilities and qualifications. The purpose of most resumes is to obtain an interview for an internship or job. College and graduate admissions offices and scholarship programs may also request a resume during the application process. An employer spends an average of 15 to 20 seconds reviewing a resume. Make your first impression a good one.

Purpose

- The purpose of a resume is to effectively communicate your potential and to obtain an interview for an internship or job.
- Your resume is an advertising tool that tells employers what you can do in their field, what you have done that relates to the job they would need you to do, and your qualifications for the job.
- Your resume advertises how you can help employers solve their problems.
- There is not one “right way” to put together a resume; many different styles can be effective.
- A sure way to know if your resume is effective is whether or not it is getting you interviews.

Guidelines

- Keep your resume to one page; include only that which is relevant to the position.
- Tailor the resume to fit each position to which you apply—it is not effective to create one resume and use it for all opportunities.
- Find out what is important to each employer by researching their website and job descriptions.
- Create a skills or capabilities section that contains important “keywords” related to the position.
- Use action verbs to describe your experiences and achievements.

Research Tools

Use the following tools to research job descriptions and to explore industries:

- ONET, http://online.onetcenter.org, is a great resource to find occupation(s) and review typical tasks.

Styles

- Resume styles focus on the order and the way information is placed and presented on your resume.
- Resumes typically fit one of three styles: chronological, functional, combination.
- Choosing the right style depends on two factors:
  1. The amount, consistency, and depth of work experience you have accumulated so far in your career field and;
  2. How well the job you seek is aligned with your past work experience.

Chronological resumes present your job-related experiences in reverse chronological date order (most recent listed first and then going backwards in time). Consider using this style if you have an established career direction and you are continuing on the same or similar career path.

Functional resumes group your skills and experiences together based on job-related functional areas. Place your experience statements together beneath job-related functional areas. A chronological listing of employment history should also be included. Consider using this style if you are changing career direction or if you have skill sets from past experiences that may not be directly related.

Combination resumes bring relevant work experience/history to the forefront by breaking the experience/work history into two sections: “Related” and “Other/Additional.” The combination resume generally starts with a functional resume format that allows the reader to see your skills, accomplishments, and qualifications. It first lets the reader see the experience you have that is related to the job opening, then lets the potential employer look at your work history. This style allows the reader to first match your qualifications against the needs of the job opening, and then gives the reader a sense of where the accomplishments took place.

Content & Format

- Content deals with the actual information you have included on your resume regarding your skills, qualifications, experience, and achievements.
- Format deals with the layout of your resume; margins, font type and spacing.
- Both are important because they will impact the employer’s ability to easily read your resume.

Objective Statements

- There are mixed opinions about the value of including an objective on a resume.
- All agree that an objective is a waste of space if it is too general or simply states that the job fits your professional goals.
- A tailored objective demonstrates that you understand the needs of the position and allows you to highlight relevant strengths and experiences.
- A well-written objective statement includes: job title, industry, what you want to do and highlights key relevant skills.

Resume Writing Pitfalls

- Too long. Keep it to one page.
- Typos/errors. Suggests carelessness. Have two people proofread your resume. Don’t rely on spell-check.
- Hard to read. Use quality paper on a laser printer, plain typeface, no smaller than 10-12 point font.
- Too verbose. Do not use complete sentences or paragraphs. A, An and The can be left out.
- Too sparse. Give more than the bare essentials when describing related experience.
- Irrelevant info. Customize your resume to each position. Emphasize only relevant experiences. Do not include personal information.
- Too generic. The employer needs to feel that you are interested in that particular position with his or her company.
- Boring. Use action verbs to describe your experiences and avoid repeating words.
- Too modest. Put your best foot forward without misrepresentation, falsification or arrogance.
Transferable Skills

IF YOU’RE WONDERING what skills you have that would interest a potential employer, think about your transferable skills in addition to carefully reviewing your coursework, work and project history, campus and community involvement, leadership and professional affiliation activities, sports involvement, language and travel, etc.

You may still have a difficult time seeing how the skills you learned in college will transfer to the workplace. Keep in mind that you’ve been acquiring skills since childhood. Whether learning the value of teamwork by playing sports, developing editing skills working on your high school newspaper or developing countless skills while completing your college coursework, each of your experiences has laid the groundwork for building additional skills.

WHAT ARE TRANSFERABLE SKILLS?
A transferable skill is a “portable skill” that you deliberately (or inadvertently, if you haven’t identified them yet) take with you to other life experiences.

Your transferable skills are often:
- acquired through a class (e.g., an English major who is taught technical writing)
- acquired through experience (e.g., the student government representative who develops strong motivation and consensus building skills)

Transferable skills supplement your degree. They provide an employer concrete evidence of your readiness and qualifications for a position. Identify your transferable skills and communicate them to potential employers to increase your success during the job search.

Remember that it is impossible to complete a college degree without acquiring transferable skills. Campus and community activities, class projects and assignments, athletic activities, internships and summer/part-time jobs have provided you with countless experiences where you’ve acquired a range of skills—many that you may take for granted.

IDENTIFYING TRANSFERABLE SKILLS
While very closely related (and with some overlap), transferable skills can be divided into three subsets:

- Working With People
- Working With Things
- Working With Data/Information

For example, some transferable skills can be used in every workplace setting (e.g., organizing or public speaking) while some are more applicable to specific settings (e.g., drafting or accounting).

The following are examples of skills often acquired through the classroom, jobs, athletics and other activities. Use these examples to help you develop your own list of the transferable skills you’ve acquired.

Work With People
Sell • Train • Mentor • Teach • Supervise • Organize • Solicit • Motivate • Mediate • Negotiate • Advise • Delegate • Entertaining • Represent

Work With Things
Repair • Assemble • Design • Operate • Drive • Maintain • Construct • Build • Sketch • Utilize • Create • Engineer • Process • Troubleshooting

Work With Data/Information
Write • Edit • Account • Work with spreadsheets • Research • Compute • Collect • Audit • Analyze • Forecast • Budget • Calculate • Testing

EASY STEPS TO IDENTIFY YOUR TRANSFERABLE SKILLS
Now that you know what transferable skills are, let’s put together a list of your transferable skills. You may want to work with a career coach to help you identify as many transferable skills as possible.

Step 1. Make a list of every job title you’ve held (part-time, full-time and internships), along with volunteer, sports and other affiliations since starting college. Be sure to record officer positions and other leadership roles.

Step 2. Using your transcript, list the classes in your major field of study along with foundation courses. Include electives that may be related to your employment interests.

Step 3. For each job title, campus activity and class you’ve just recorded, write a sentence and then underline the action taken. Avoid stating that you learned or gained experience in any skill. Instead, present your skill more directly as a verifiable qualification.

"While working for Jones Engineering, performed 3D modeling and drafting."

"As a member of the Caribbean Students Association, developed and coordinated the marketing of club events."

Step 4. Make a list of the skills/experiences you’ve identified for future reference during your job search.

USE TRANSFERABLE SKILLS IN THE JOB SEARCH
Your success in finding the position right for you will depend on your ability to showcase your innate talents and skills. You also will need to demonstrate how you can apply these skills at an employer’s place of business. Consult the staff at the Career Center to help you further identify relevant transferable skills and incorporate them on your resume and during your interviews. During each interview, be sure to emphasize only those skills that would be of particular interest to a specific employer.

Transferable skills are the foundation upon which you will build additional, more complex skills as your career unfolds. Start making your list of skills and you’ll discover that you have more to offer than you realized!
Transferable Skills (continued)

As you begin your job search or consider careers that would be right for you, it is important to know what you are good at and what you enjoy doing. Over the years, you have developed many skills from coursework, extracurricular activities, internships, jobs and your total life experiences. If you’ve researched, written, edited and presented papers for classes, you’ve used skills that are not limited to any one academic discipline or knowledge area but are transferable to many occupations. A prospective employer expects you to apply the skills you have learned through your studies, work, and life experiences to the work environment.

What Skills and Qualities Are Important to Employers?

According to the 2013 National Association of Colleges and Employers (NACE) Job Outlook Survey, the top 10 qualities/skills employers seek are transferable skills:

1. Ability to verbally communicate.
2. Ability to work in a team structure.
3. Ability to make decisions and solve problems.
4. Ability to plan, organize and prioritize work.
5. Ability to obtain and process information.
6. Ability to analyze quantitative data.
7. Technical knowledge related to the job.
8. Proficiency with computer software programs.
9. Ability to create and/or edit written reports.
10. Ability to sell or influence others.

Which of the top ten skills do you excel in? How have you demonstrated these? How can you develop them further?

<table>
<thead>
<tr>
<th>Human Relations</th>
<th>Design &amp; Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend to the social, physical or mental needs of people</td>
<td>Imagine the future, develop a process for creating it</td>
</tr>
<tr>
<td>being sensitive</td>
<td>anticipate problems</td>
</tr>
<tr>
<td>counsel</td>
<td>create images</td>
</tr>
<tr>
<td>advocate</td>
<td>design programs</td>
</tr>
<tr>
<td>coach</td>
<td>display</td>
</tr>
<tr>
<td>providing care</td>
<td>brainstorming new ideas</td>
</tr>
<tr>
<td>convey feelings</td>
<td>improvise</td>
</tr>
<tr>
<td>empathize</td>
<td>compose</td>
</tr>
<tr>
<td>interpersonal skills</td>
<td>think visually</td>
</tr>
<tr>
<td>facilitating group process</td>
<td>anticipating consequences of action</td>
</tr>
<tr>
<td>active listening</td>
<td>conceptualize</td>
</tr>
<tr>
<td>motivate</td>
<td>creating images</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication</th>
<th>Organization, Management</th>
<th>Research &amp; Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange, transmission and expression of knowledge and ideas</td>
<td>Direct and guide a group in completing tasks and attaining goals</td>
<td>The search for specific knowledge</td>
</tr>
<tr>
<td>speak effectively</td>
<td>initiate new ideas</td>
<td>set goals</td>
</tr>
<tr>
<td>write concisely</td>
<td>make decisions</td>
<td>analyze ideas</td>
</tr>
<tr>
<td>listen attentively</td>
<td>lead</td>
<td>analyze data</td>
</tr>
<tr>
<td>express ideas</td>
<td>solve problems</td>
<td>define needs</td>
</tr>
<tr>
<td>facilitate discussion</td>
<td>meet deadlines</td>
<td>investigate</td>
</tr>
<tr>
<td>provide appropriate feedback</td>
<td>supervise</td>
<td>read for information</td>
</tr>
<tr>
<td>negotiate</td>
<td>motivate</td>
<td>gather information</td>
</tr>
<tr>
<td>perceive nonverbal messages</td>
<td>coordinate tasks</td>
<td>formulate hypotheses</td>
</tr>
<tr>
<td>persuade</td>
<td>assume responsibility</td>
<td>calculate and comparing</td>
</tr>
<tr>
<td>describe feelings</td>
<td>set priorities</td>
<td>develop theory</td>
</tr>
<tr>
<td>interview</td>
<td>teach</td>
<td>observe</td>
</tr>
<tr>
<td>edit</td>
<td>interpret policy</td>
<td>identify resources</td>
</tr>
<tr>
<td>summarize</td>
<td>mediate</td>
<td>outlining</td>
</tr>
<tr>
<td>promote</td>
<td>recruit</td>
<td>create ideas</td>
</tr>
<tr>
<td>work in a team</td>
<td>resolve conflict</td>
<td>identify resources</td>
</tr>
<tr>
<td>make presentations</td>
<td>organize</td>
<td>critical thinking</td>
</tr>
<tr>
<td>think on one’s feet</td>
<td>determine policy</td>
<td>predict and forecasting</td>
</tr>
<tr>
<td>deal with public</td>
<td>give directions</td>
<td>solve problems</td>
</tr>
</tbody>
</table>
How to Write Effective Bulleted Statements

Describe your “duties” or “responsibilities” in an effective manner can be a daunting task. This process can be simplified by breaking the tasks into three distinctive components:

**Goal:** The objective or purpose of the task.

**Effect:** The outcome or result of the task.

**Success:** The benefit of the task and how the contribution positively impacted the organization.

Consider the following task: Answered phones.
Now, consider enhancing the statement by applying the Goal, Effects and Success process.

**Goal:** To answer the phone and direct to appropriate staff.

**Effect:** Answer the phone quickly and efficiently.

**Success:** Minimized the amount of time a caller had to wait on the phone.

**Revised Statement:** Directed callers to appropriate staff quickly and efficiently, minimizing caller wait time.

**Time to practice!** Describe one task using the Goal, Effect and Success process.

<table>
<thead>
<tr>
<th>Goal:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Effect:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Success:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Resume Content – Suggested Section Headings

<table>
<thead>
<tr>
<th>OBJECTIVE</th>
<th>PROFESSIONAL BACKGROUND</th>
<th>SPECIAL SKILLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB OBJECTIVE</td>
<td>OTHER WORK</td>
<td>INTERESTS</td>
</tr>
<tr>
<td>TEACHING OBJECTIVE</td>
<td>ADDITIONAL EXPERIENCE</td>
<td>TRAVEL ABROAD</td>
</tr>
<tr>
<td>CAREER OBJECTIVE</td>
<td>PART TIME &amp; SUMMER WORK EXPERIENCE</td>
<td>TRAVEL</td>
</tr>
<tr>
<td>PROFESSIONAL OBJECTIVE</td>
<td>VOLUNTEER ACTIVITIES</td>
<td>FOREIGN LANGUAGE SKILLS</td>
</tr>
<tr>
<td>POSITION DESIRED</td>
<td>RELATED ACTIVITIES</td>
<td>LANGUAGE COMPETENCIES</td>
</tr>
<tr>
<td>TEACHING PHILOSOPHY</td>
<td>CIVIC ACTIVITIES</td>
<td>MILITARY SERVICE</td>
</tr>
<tr>
<td>EDUCATION</td>
<td>PROFESSIONAL &amp; COMMUNITY ACTIVITIES</td>
<td>COMPUTER HARDWARE/SOFTWARE</td>
</tr>
<tr>
<td>EDUCATIONAL BACKGROUND</td>
<td>COMMUNITY &amp; OTHER ACTIVITIES</td>
<td>COMPUTER LANGUAGE SKILLS</td>
</tr>
<tr>
<td>EDUCATIONAL PREPARATION</td>
<td>COLLEGE ACTIVITIES</td>
<td>EXHIBITS</td>
</tr>
<tr>
<td>ACADEMIC BACKGROUND</td>
<td>ACTIVITIES &amp; DISTINCTIONS</td>
<td>PUBLICATIONS</td>
</tr>
<tr>
<td>ACADEMIC TRAINING</td>
<td>SPECIAL HONORS</td>
<td>CURRENT RESEARCH INTERESTS</td>
</tr>
<tr>
<td>SPECIAL TRAINING</td>
<td>COLLEGE DISTINCTIONS</td>
<td>PRESENTATIONS</td>
</tr>
<tr>
<td>CERTIFICATION</td>
<td>HONORS &amp; DISTINCTIONS</td>
<td>PUBLIC SPEAKING</td>
</tr>
<tr>
<td>ENDORSEMENTS</td>
<td>HONORS/AWARDS</td>
<td>CONFERENCES ATTENDED</td>
</tr>
<tr>
<td>PROFESSIONAL SKILLS</td>
<td>MEMBERSHIPS</td>
<td>AREAS OF EXPERTISE</td>
</tr>
<tr>
<td>STUDENT TEACHING EXPERIENCE</td>
<td>PROFESSIONAL MEMBERSHIPS</td>
<td>EDUCATIONAL HIGHLIGHTS</td>
</tr>
<tr>
<td>PRACTICUM EXPERIENCE</td>
<td>PROFESSIONAL AFFILIATIONS</td>
<td>ACHIEVEMENTS</td>
</tr>
<tr>
<td>TEACHING EXPERIENCE</td>
<td>PROFESSIONAL ORGANIZATIONS</td>
<td>CAREER ACHIEVEMENTS</td>
</tr>
<tr>
<td>COACHING EXPERIENCE</td>
<td>SPECIAL TALENTS</td>
<td>EMPLOYMENT</td>
</tr>
<tr>
<td>EXPERIENCE SUMMARY</td>
<td>LEISURE ACTIVITIES</td>
<td>AREAS OF KNOWLEDGE</td>
</tr>
<tr>
<td>EXPERIENCE HIGHLIGHTS</td>
<td></td>
<td>AREAS OF EXPERIENCE</td>
</tr>
</tbody>
</table>

www.ecu.edu/career • CAREER RESOURCE GUIDE • The Career Center at East Carolina University
FIRST THINGS FIRST: WHAT IS A CURRICULUM VITAE?

The word “vitae” is derived from the Latin language meaning “life.” Thus, the purpose of completing “vitae” are to describe people’s lives, their “courses of life,” their professional lives. A Curriculum Vitae is a marketing tool. It is created for the purpose of pursuing career and educational goals. A vitae should thoroughly describe your experiences and accomplishments in a way that best demonstrates your qualifications for the type of position you are seeking.

Comparison of CV vs. Resume

<table>
<thead>
<tr>
<th>Curriculum Vitae</th>
<th>Resume</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Overview of academic accomplishments</td>
<td>• Highlights job-related skills, education, experiences and activities</td>
</tr>
<tr>
<td>• Primarily used for academic positions</td>
<td>• Primarily used for non-academic positions</td>
</tr>
<tr>
<td>• Should be frequently updated</td>
<td>• Should be targeted and 1-2 pages</td>
</tr>
<tr>
<td>• Generally several pages in length</td>
<td>• Purpose is to obtain an interview</td>
</tr>
<tr>
<td>• Constructs a scholarly identity</td>
<td>• Constructs a professional identity</td>
</tr>
</tbody>
</table>

WHEN WOULD A CURRICULUM VITAE BE USED?

If you seek a faculty, research, clinical, or scientific position, you will need a Curriculum Vitae. You may also want to consider this format when in the fields of healthcare, athletic training, education, social work, counseling, psychology, philosophy, anthropology, journalism, or other areas where you may have participated in various applied, “hands-on” experience and training opportunities related to your major field of interest.

A vitae can range from 2 to 12 pages or more, depending on experience, and offers an in-depth look into any and all professional experiences you care to relate to the position you are seeking. For example: Education, Awards and Fellowships, Teaching Experience, Research Experience, Computer/Technical Skills, Honors, Professional Activities, Presentations, Publications, Professional Memberships, Travel/Cultural Experiences, and others.

You should begin with a heading that includes your name, address, telephone number, and email address. If you plan to move, be sure to provide a way for employers to reach you, such as a family member’s address. If your email account was established through the university, make sure you set up an account that will remain active after you leave school (Always choose an email address that appears professional).

WHAT HAVE YOU LEARNED?

You’ll need a section for your education that highlights the knowledge you have acquired through your university preparation and professional and educational experiences. At a minimum, the Education section should include your university, your degree and major, and when your degree was earned or is expected, as well as any certifications or credentials you have earned or expect to earn. Other education-related information which can be included is: GPA, academic minor (or second major), and related coursework (remember to include those courses in which your potential employer will be most interested).

WHAT HAVE YOU DONE?

Your Experience section is key and it usually is listed directly following Education. Whatever order you choose for your vitae, you should use the Experience section to highlight your work-related accomplishments, whether they are paid or unpaid. Emphasize the areas related to the position you are seeking. For example, if you are applying to work in a hospital setting, you may identify a section called “Clinical Experience” or “Hospital Experience.”

Quantify and qualify what you did—for example, in a clinical position, such as a Physician’s Assistant, include how many rotations you completed. You can also include experience gained through participation in organizations and associations in a “Professional Memberships” section, or “Committee and Administrative Experience” section, as long as you can relate the experience to the job for which you are applying.

In Developing a Vitae You Should:

• Remember that vitae vary in format and style—choose one that suits you and emphasizes your knowledge, skills, strengths, and abilities.
• Pay careful attention to spelling, punctuation, grammar and style.
• Organize information in a logical fashion.
• Keep descriptions clear and thorough, yet concise.
• Use a simple, easy-to-read font.
• Clearly number pages, with your name at the top of each. Do not print pages back-to-back.
• Use good-quality white or off-white bond paper.
Sample Resume—Chronological

Victor E. Pirate

701 East Fifth Street, Greenville, NC 27858 | 252-328-6050 | piratevictore@alumni.ecu.edu

**Objective**
To obtain the position of Event Planner at the Hyatt Regency hotel utilizing my skills in communication, sales, and hospitality management.

**Skills Summary**

<table>
<thead>
<tr>
<th>Event Planning</th>
<th>Teamwork</th>
<th>Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td>Presentation</td>
<td>Business Development</td>
</tr>
<tr>
<td>Sales</td>
<td>Organization</td>
<td>Purchase Management Systems</td>
</tr>
<tr>
<td>Microsoft Office 2010</td>
<td>Communication</td>
<td>Creativity</td>
</tr>
</tbody>
</table>

**Education**

East Carolina University, Greenville, North Carolina  May 2015
*Bachelor of Science in Hospitality Management*

**Concentration: Conventions and Special Events**

**Major GPA:** 3.6/4.0  
**Honors:** Chancellor’s List, Dean’s List

**Relevant Coursework**

<table>
<thead>
<tr>
<th>Wine and Beverage Management</th>
<th>Lodging Revenue Management</th>
<th>Food Prep and Menu Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meetings, Events and Conventions</td>
<td>Sales and Services Management</td>
<td>Hospitality HR Management</td>
</tr>
</tbody>
</table>

**Relevant Experience**

**Residence Inn**  Greenville, North Carolina  May 2013 - Present

- Coordinated planning for large convention and business events that included live music and food vendors
- Operated with a total budget of $10,000 for the year to spend on company renovations and equipment
- Communicated via email, fax and phone to potential and secured clientele, coordinating upcoming events
- Organized the annual local business conference with over 300 guests in attendance and 10 staff members
- Utilized the Purchase Management Software (PMO) to conduct room reservations and banquet venues
- Researched and identified potential new business leads for Hyatt to pursue in local, state and national areas

**Vector Marketing**  Greenville, North Carolina  August 2010 – May 2011

- Received the GOLD STAR award for sales person of the month after selling $500 in consumer products
- Performed cold calls to new clients using regions and district coding to determine the high need areas
- Utilized a multi-line telephone system to transfer incoming calls and schedule appointments

**YMCA**  Raleigh, North Carolina  May 2010- August 2010

- Organized events for children and families ranging from ages 6 and up
- Facilitated meetings with staff to brainstorm new activity ideas and events
- Secured local vendors for events including a one day community fair with carnival games, pie eating contest and dunk tank

**Da Pizza Truck**  Raleigh, North Carolina  May 2006- May 2010

- Supervised staff of 6 employees, training on cash intake, customer service and company policies

**Professional Affiliations**

Pirate Planners, *Member*  May 2010 – Present

National Society of Minorities in Hospitality, *Member*  May 2012 – Present
Gina J. Pirate  
Gjprofessional@gmail.com  |  252.111.1234  
720 Pirate Lane Unit 104 | Greenville, North Carolina 27858

OBJECTIVE
To obtain a position as an English/Language Arts educator in the middle grades that will allow me to showcase my content knowledge, along with skills in classroom management, instruction and assessment.

EDUCATION
East Carolina University, Greenville, NC  
North Carolina Teaching License, English/Language Arts, Grades 6-9, GPA 4.0  
May 2013
University of North Carolina at Chapel Hill, Chapel Hill, NC  
Bachelor of Arts, Journalism and Mass Communication, PR Sequence, GPA 3.4; Minor in History  
May 2008

TEACHING EXPERIENCE
Riverwood Middle School, Student Teacher Intern, Grade 7 ELA, Clayton, North Carolina  
August 2012 - present
- Create original lesson plans and units in accordance with the North Carolina Common Core Standards for English Language Arts grade 7.
- Well-versed in methods of instruction and assessment, creating clear objectives for each lesson and aligning assessments with objectives.
- Solid classroom management procedures and experience in maintaining a productive classroom environment.
- Work with students of all ability levels ranging from AIG to EC students.
- Experience working with IEP and 504 accommodations and modifying lessons and/or assessments to adhere to such modifications.
- Attend parent-teacher meetings to ensure that parents are kept abreast of their child's progress in the classroom.
- Sit-in on PLC meeting to gain experience on how the curriculum will be employed in the classroom.

Cary Family YMCA, Swim Coach, Swim Instructor, Lifeguard, Cary, North Carolina  
October 2011 - present
- Coach the Mini Competitor Swim Team (ages 5-8) and Summer Swim team (ages 7-8), working to build both physical endurance and strength of character to prepare young athletes to swim in competitive environments. Focus is on individual growth and self-improvement.
- Swim Instructor for children of all ages and ability levels, even working with adults at times. Work on building confidence in the water, solidifying technique, and learning water safety all while encouraging the values set forth by the YMCA of caring, honesty, respect, and responsibility.
- Lifeguard to ensure the safety and enjoyment of all those who come to the YMCA. Focus on water safety and encouraging children to be responsible in the water. Current certifications in CPR, First Aid, and Oxygen/AED for the professional rescuer.

AquaVentures Swim Academy, Swim Instructor, Raleigh, North Carolina  
June 2011 - August 2011
- Worked with children ages 5-18 who were at various ability levels.
- Instructed children in the basics of swimming and fine tuning technique based on current skill levels.
- Delivered fun and personal swimming experiences to each student, instructing in a friendly and caring environment.

Youth Guidance, Volunteer, Vero Beach, Florida  
June 2007
- Assisted with after-school art program aimed at youths from single-parent homes and in need of mentors.
- Helped to encourage confidence in children through art, focusing on respect of self and others, and on kindness and caring.

WORK HISTORY
ClearImage, Marketing & Business Development Specialist, Raleigh, North Carolina  
May 2006 - July 2011
- Launched and managed PRBrandBuilder, a subsidiary of ClearImage; administered the business development and public relations initiatives for Peak 10, a national data center and managed services provider, xaitment, a global AI middleware tool provider for the video game and simulation industries, and Gamebase USA, a global game engine provider for the video game industry.

MMI Public Relations, Project Coordinator, Raleigh, North Carolina  
2008 - 2009
- Worked with multiple accounts across various industries including environmental, pharmaceutical, technology, real estate, education, economic development firms and research institutes.

HONORS
East Carolina University; Chancellor’s List: Spring 2012, Fall 2011
University of North Carolina at Chapel Hill; Awarded the Association of Women in Sports Media (AWSM) PR scholarship/internship; Dean’s List: Sigma Alpha Lambda Member

TECHNICAL SKILLS AND PLATFORMS
SMART Technology, VoiceThread, Prezi, Study Island, Edmodo, Blog Talk Radio, Google Docs, NVU (Web-page creation/publishing), Fetch, FileZilla, iMovie, Blogger, WordPress, Blackboard, Moodle, Microsoft Office (Word, Excel, PowerPoint, Publisher)
IMA PIRATE  
CAREER@ECU.EDU | 252.328.6050  
701 E. 5th Street | Greenville, North Carolina 27858

**OBJECTIVE**
Technical Support/Information Technology position, where my five years direct experience in the administration of Windows-based servers & desktops in an Active Directory environment, network administration, & technical support can be utilized.

**EDUCATION**

| East Carolina University | Greenville, North Carolina | Bachelor of Science | Information & Computer Technology | Concentration: Information Technology | GPA: 3.3/4.0 | May 2012 |

**TECHNICAL SKILLS**

- Windows XP, Vista, & 7
- Cisco IOS
- Mac OS X
- Red Hat Enterprise Linux 5 & 6
- Adobe Acrobat, Photoshop, & Illustrator
- BlackBerry Enterprise Server 4.0
- Microsoft Active Directory
- Microsoft Exchange 2003 & 2007
- Microsoft IIS 6.x & 7.x
- Microsoft ISA Server 2004 & 2006
- Microsoft Project 2010 & Visio
- Microsoft SharePoint 2.0 & 3.0
- Microsoft Virtual Server 2005
- Symantec Anti-Virus Business Edition 10.0
- VMware Workstation 7 & 8
- VMware Server 2
- Adobe Acrobat, Photoshop, & Illustrator
- Microsoft ISA Server 2004 & 2006
- VMware Workstation 7 & 8

**EXPERIENCE**

**East Carolina University**  
Technology Analyst, Campus Recreation & Wellness  
Greenville, North Carolina  
July 2010 – present

- Provided computer & technical support to staff of 20+ in main office & six satellite offices.
- Spearheaded migration & redesign of website from ASP & HTML to CommonSpot content management system.
- Facilitated migration of 40+ computers from Windows XP to Windows 7 & from Office 2007 to Office 2010.
- Designed marketing materials for special events utilizing Adobe Illustrator & Photoshop.

Web Designer & Developer, College of Technology & Computer Science  
April 2011 – present

- Sought by the Associate Dean of the College to update & determine the needs of each department’s website.
- Led restructuring & redesign of department websites using HTML & CSS within the CommonSpot content management system.
- Produce & design graphics for website using Adobe Illustrator & Photoshop.

Web Editor, The East Carolinian Newspaper  
November 2009 – May 2011

- Published articles & photos to website each time newspaper was printed & when breaking news stories were released.
- Planned & facilitated migration from College Publisher 4 to College Publisher 5 content management system.
- Designed & coded pages for content management system using HTML & CSS.
- Revamped & migrated e-mail system to Google Apps, allowing staff to have a vanity email account.

**Twisted Networx, Inc.**  
Senior Server Engineer/Tier-3 Technical Support/Network Administrator  
Greenville, North Carolina  
October 2008 – April 2010

- Implemented Windows Server 2008 cloud server system to manage user authentication, assign user policies, deploy software, & manage document storage on network with approximately sixty users in two cities for behavior health facility.
- Managed security camera & door badge access systems as well as user, email, & voicemail account creation.
- Installed structured network & security camera cabling & configured firewall/network policies for HIPAA regulations.
- Wrote visual training guides & how-to’s on using email, phone, & the ticket support system.
- Trained & supervised other technicians that worked on-site.

**Law Office of Jennifer R. Cooney; Baer & Baer, Attorneys at Law, PA:**  
System Administrator  
Fayetteville, North Carolina  
February 2006 – October 2011

- Designed and administered two Windows Server 2003-based domains, including configuration of WINS, DNS, & DHCP.
- Implemented Microsoft ISA Server 2004 to act as the network firewall/proxy server and Exchange Server 2003 for e-mail.
- Implemented Microsoft SharePoint Services 3.0 for easy document & calendar sharing throughout the network.
- Provided technical support & training for users of the network.
Sample Resume—Functional

Ivanna Tawk
701 East Fifth Street           comm07@students.ecu.edu
Greenville, NC 27858          252-328-6050

OBJECTIVE
To obtain an internship in the Corporate Benefits Department at Time Warner Cable Corporate Office utilizing my formal education and strong organization, customer service, and communication skills.

CAPABILITIES PROFILE
Teamwork Time Management Fundraising
Public Speaking Spanish French
Social Media Research Photoshop

EDUCATION
East Carolina University Greenville, NC
Bachelor of Science, Communication Minor, Business Administration May 2013

RELEVANT COURSEWORK

EXPERIENCE
Organizational/Planning Skills
• Maintained accurate inventory through effective planning and forecasting
• Coordinated schedules of seven busy stylists to ensure maximum efficiency
• Provided prompt, efficient, and accurate service while operating cash register and computers to itemize and total customer purchases and collect payments
• Verified and reconciled daily cash records, deposits, and receipts to ensure accuracy
• Developed and utilized a specific evaluation process to assure fairness in selecting dance team members
• Prepared and enforced detailed contracts for twelve dance team members and their parents
• Organized, planned, and executed dance team performances, classes, and rehearsals
• Created and organized fundraising programs involving the local community to ensure survival of dance team

Sales/ Customer Service Skills
• Delivered professional and courteous customer service while multi-tasking in hectic retail and service environments
• Upheld products and recognized as top sales associate for two consecutive months
• Assisted clients by scheduling appointments and provided requested information on services and products offered
• Maintained and updated salon customer clientele for future call-backs on sales promotions
• Created attractive displays to market new retail products

Communication Skills
• Anticipated and met needs of members and clients while working efficiently in upscale fast-paced environments
• Utilized interpersonal communication skills to interact with diverse clientele
• Recognized for ability to quickly establish rapport with customers and build a loyal clientele
• Collaborated with team members to deliver maximum service as well as worked independently

RECENT EMPLOYMENT HISTORY
Food and Beverage Service: Ironwood Golf and Country Club- Greenville, NC May 2011-Present
Receptionist: Salon French and Day Spa- Greenville, NC May 2011-January 2013
Dance Team Coach: Macomb Senior High School- Macomb, IL May 2010-May 2012

VOLUNTEER/COMMUNITY SERVICE
NC Foodbank, Relay for Life, Give to the Troops
Sample Resume—Functional

PETE E. PIRATE
903 7TH Street, Greenville, N.C. 27858, PIRATEP09@alumni.ecu.edu, (252) 000-1111

Professional Overview
Recent college graduate with extensive knowledge of both the biology and chemistry fields coupled with a strong drive to succeed. Seeking opportunities to apply skills and knowledge in a lab setting.

Education
May 2012  B.S. in Biology, East Carolina University, Greenville, NC

Selected Examples of Relevant Coursework: General Chemistry 1&2, Organic Chemistry 1&2, General Biology 1&2, Calculus 1&2, General Physics 1&2, Principles of Genetics

Relevant Experience
- Obtained basic lab skills such as pipetting, precision measuring, cleanliness and organization
- Identified unknown compounds using Nuclear Magnetic Resonance, Spectroscopy, and Infrared
- Responsibly adhered to safety regulations and policies in order to create an injury-free workplace
- Followed complex procedures requiring accurately timed processes in order to transform one compound into another
- Maintained an active awareness of non-compliance episodes and efficiently acted to resolve issues
- Prepared samples and performed routine validation lab tests, analyzing physical results and computer generated data while working with the team and supervisor to resolve any identified deviations
- Utilized computerized databases to store and maintain data
- Utilized active recall of information in order to narrow options and make decisions
- Created a research proposal requiring the identification and critical assessment and tracking of detailed documents
- Presented oral reports to large groups, utilizing technology and audio/visual aids

Qualifications
Broad knowledge in genetics, calculus, and organic chemistry. Specific personal skills/qualities include:
- Team Work
- Organization
- Time Management
- Attention to Detail
- MS PowerPoint, Word, Excel
- Forklift Operation

Employment History
July 2011-present  Floor Associate, Sam’s Club  Winterville, NC
June 2010-June 2011   Cashier & Stocker, Food Lion  Greenville, NC
March-May 2009        Rocky’s Steak House  Aulander, NC

Fellowships and Awards
2011    Employee of the Quarter, Sam’s Club  Winterville, NC
June 2007   Rosa Austin Outstanding Student Scholarship  Aulander, NC
August 2007   Halifax Community College Foundation Scholarship  Weldon, NC

Activities
December 2011  Basic Scuba Certification  East Carolina University
- Utilized teamwork and underwater communication skills to create safe and fun dives
January-May 2011  Club Jiu Jitsu  East Carolina University
- Taught club members basic Jiu Jitsu skills
July 2011     Volunteered in “Operation In As Much”  Aulander, NC
- Built and repaired homes for individuals in need
Combination—The combination resume generally starts with a functional resume format. This style allows the reader to first match your qualifications against the needs of the job opening, and then gives the reader a sense of where the accomplishments took place.
MICHAEL CANNON  
244 10th Street • Greenville, NC 27834 • 829.253.9380 • mcannon@gmail.com

Objective  
To obtain a position as a Health Educator utilizing my strengths in needs assessment, program planning, and health education.

Capabilities Profile  
Program Planning & Evaluation  Communication  Public Speaking  
Implementing Programs  Health Promotion  Certified Peer Educator  
Health Education  Epidemiology  Needs Assessment

Education  
East Carolina University  Greenville, NC  May 2015  
Bachelor of Science in Public Health  
Concentration: Community Health  
Minor: Biology  
GPA: 3.24  
Honors: Chancellor’s List (Spring 2012, Fall 2012)

Related Coursework  
Needs Assessment and Program Planning, Program Evaluation, Applied Principles of Health Promotion, Community Strategies for Health Education, Theory and Practice in Community Health Education

Relevant Experience  
East Carolina University  Greenville, NC  January 2012 – May 2012  
Student: Program Planning & Needs Assessment  
• Observed food choices & health behaviors of female mall patrons  
• Completed needs assessment on African American women of reproductive age  
• Created a program to increase the knowledge and awareness of preconception care among African American women

Office of Public Health  Greenville, NC  November 2011-May 2012  
Certified Preconception Peer Educator  
• Family life planning; before, during & after care; risk assessment  
• Informed females on the steps in becoming healthy before conception  
• Educated males and females on preconception and how to decrease barriers and increase a healthy pregnancy  
• Performed risk assessment on men and women to better understand their reproductive health behaviors  
• Distributed resources on contraceptives, smoking cessation, BMI, and stress management  
• Encouraged and educated males on how to increase support of pregnant partner before and after pregnancy

Pitt County Preconception Health Campaign  Goldsboro, NC  August 2011- November 2011  
Volunteer  
• Informed women about the importance of creating a reproductive life plan  
• Educated females about making smart food choices and increasing physical activity  
• Created flyers to explain the importance of taking a multivitamin with folic acid to prevent birth defects

Work Experience  
Server, Carolina Ale House  Greenville, NC  August 2011 – Present  
Mentor, Boys and Girls Club  Greenville, NC  October 2010 – August 2011

Leadership Activities  
Member, North Carolina Society of Public Health Education  September 2011 - Present  
Member, Eta Sigma Gamma (Health Education Honor Society)  September 2011 - Present  
Secretary, Eta Sigma Gamma (Health Education Honor Society)  January 2012  
Volunteer, Special Olympics  October 2011  
Volunteer, Relay for Life  September 2011
Kevin Stevens
2506 East 5th St., Apt 25 • Greenville, NC 27858
252.531.8724 • stevensk13@students.ecu.edu

Education
Master of Business Administration (MBA) December 2015
East Carolina University - College of Business, Greenville, NC
GPA 3.5/4.0

Bachelor of Science in Business Administration, Marketing May 2009
East Carolina University - College of Business, Greenville, NC
Graduated Magna Cum Laude, GPA 3.7/4.0

 Relevant Experience
The East Carolinian Greenville, NC

Student Advertising Manager August 2010-Present
- Surpassed 7 of 8 predetermined monthly sales goals by at least 37%
- Exceeded 2 monthly sales goals by 91% and 94% respectively, during a 3-month period
- Supervise 2 teams of 3 advertising representatives responsible for achieving predetermined goals
- Responsible for training 5 advertising representatives on inside and outside selling techniques as well as time management skills
- Develop and maintain interoffice relationships by coordinating activities between the Advertising, Accounting, Production, and Graphics departments in order to meet daily deadlines

Advertising Representative October 2009-August 2010
- Recorded the highest single month sales record at $15,055
- Responsible for managing the marketing plans of 21 clients
- Increased the billing of individual territory 27% from the previous year in my first 6 months

University Directories Chapel Hill, NC May-August 2008
- Pursued potential clients by making 20-25 cold call daily
- Negotiated skills were utilized in order to close accounts
- Strengthened oral and written communication skills though daily presentations and proposals

Special Skills
- Utilize Microsoft Word, Excel, and PowerPoint to present projects to peers and supervisors
- Developed analytical and problem solving skills by analyzing Case Studies, Financial Reports, Linear Programming and Transportation Algorithms, as well as SAS printouts

Organizations and Awards
- Beta Gamma Sigma National honor Society for Business; inducted 04/09
- National Society of Collegiate Scholars
- Advertising Representative of the Year during the 2009-2010 at The East Carolinian
Resume Rubric

The rubric below can be used to score the effectiveness of your resume. Use the rubric to score your resume before meeting with a Career Counselor to have your resume critiqued. After your final edits are completed, score the final version of your resume using the rubric.

<table>
<thead>
<tr>
<th>Student Name:</th>
<th>Reviewer:</th>
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<td>Comments:</td>
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<td>SCORE:</td>
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The Career Center at East Carolina University Resume Rubric

701 East 5th St., Greenville, NC 27858 ● 252.328.6060 ● www.ecu.edu/career
# Resume Power Verbs

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<th>Accounting</th>
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GREENVILLESTUDENTLIVING.COM

UNIVERSITY MANOR PIRATES PLACE TOWNHOMES

ARTICLE NO. 2: OUR VISION

GIGGLES AND GRINS are the world’s greatest form of JOB SATISFACTION

At Toys”R”Us, Inc. we believe passionately in a child’s inalienable right to a childhood filled with fun and wonder. We’re constantly on the lookout for team members who can rise to a challenge and thrive in a busy environment. If you believe that job satisfaction and success begins with a child’s smile, then we invite you to pledge your allegiance and join us today.

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100% Natural
Correspondence Principles

Written communication to employers is an essential part of the process when applying for internships, completion of graduate school applications or full-time employment inquiries. When there is an option, always include a letter to support the resume content. While the resume serves as an "advertisement" and overview of your background, the cover letter can heighten the employer’s incentive to learn more about you and your connection of skills to support the opportunity. Written communication also demonstrates your ability to construct and convey your writing abilities.

Keep in mind the following for your professional correspondence...

Tailor
Address your communication to a specific person—the person with the power to hire you. Make sure that the employer’s name and title are correct. Write each letter in your own words. Canned letters get canned responses. Tailor your letter to the requirement of the position and the employer’s needs. Know your reader and the organization.

Edit
Proofread, proofread and then proofread again! Spell and grammar check. Check your format and punctuation. Be brief, but detailed. Double check that your content is addressed and detailed for the correct employer!

Construction and Layout
No longer than one page and no more than four paragraphs. Use 8.5” x 11”, good-quality paper; preferably the same paper as used for your resume. Choose paper which produces clean photocopies.

Page Margins, Font Style and Size
For hard copy, left and right page margins of .75 to 1 inches generally look good. You can adjust your margins to balance how your document looks on the page. Use a font style that is simple, clear and commonplace, such as Times New Roman, Arial or Calibri. Font sizes from 10-12 points are generally in the ballpark of looking appropriate. Keep in mind that different font styles in the same point size are not the same size. A 12-point Arial is larger than a 12-point Times New Roman.

Make Your Purpose Clear
Don’t make an employer guess why you are writing or what you are writing about. In choosing your words, think about the purpose of your letter and details of your individual circumstances.

Forms of Professional Correspondence

- **Cover Letters: Letters of Application and Prospect**
  These letters introduce you to the organization and explain how your qualifications match the position.

- **Thank-You and Follow-Up Letters**
  Within 24 hours after the interview a thank-you letter is expected professional courtesy. Express your appreciation for the opportunity to present yourself. Reiterate your continued interest in the position and organization. Supply any additional information that was requested at the time of the interview.

- **Acceptance Letter**
  Write and thank the person who interviewed you offered you the opportunity. State that you are accepting and give details about what has impressed you about the company. Restate any negotiated terms to make sure they are clear. If you would like time to consider the offer, ask the employer for a time frame in which you can respond.

- **Letter of Decline**
  Professional etiquette requires that you decline a position or a site visit graciously. Write to the person who wrote you and thank him or her for the offer and briefly state your reason for declining the offer. Restate your appreciation at the end of the letter and, if so inclined, ask that you are kept in consideration for future positions.

Email Correspondence Do’s & Don’ts:

**DO:**
- Include an appropriate subject line
- Include a professional e-signature (Name, Major/ Degree)
- Include your resume/CV as an attachment in a PDF format
- Give a brief introduction of who you are and why you are writing
- Spell and grammar check before sending

**DON’T:**
- Send attachments without a subject, body, or signature
- Use text message formatting or shortcuts

What Employers Want You to Know About Professional Correspondence

Comments from recruiters who conducted on-campus interviews at East Carolina University

- Emailed thank-you letters (and other correspondence) are acceptable; however a written thank-you demonstrates initiative to go above and beyond the norm. Email however is the fastest and most reliable way to reach an employer.
- Writing compelling emails/cover letters complements a resume beautifully. Resumes and letters should be tailored to the position.
- Include evidence in the body of the cover letter that indicates you have researched the position we have open and how you and your strengths “fit” the opportunity.
Sample Letter

A Prospect Letter is used to introduce yourself to organizations that do not have an advertised position. Address them to the manager of the department you want to work for.

Introductory Paragraph
Indicate your interest, and reveal your source of information.

Middle Paragraph(s)
Outline your strongest qualifications—focus on broader occupational and/or organizational dimensions to describe how your qualifications match the work environment.

Personal Marketing
Convince the employer you have the personal qualities and motivation to contribute to the organization.

Closing Paragraph
Suggest an action plan, request a meeting.
Express appreciation to the reader for his or her time and consideration. Don’t forget to sign your letter.
(Your signature not necessary if you are uploading to a website or emailing)

Sample Prospect Letter

Ima Pirate
701 East 5th St. • Greenville, NC 27858
imapirate10@students.ecu.edu • 252-328-6050

January 20, 2013

Mr. Brett Newkirk
Director of College Recruiting
William Morris Endeavor
1400 W. 14th Street, 2nd Floor
New York, NY 10003

Attention Mr. Newkirk:

I would like to express my interest in completing an internship with William Morris Endeavor. As a Communications major at East Carolina University, I believe I have relevant educational and work experience to excel at an agency like William Morris Endeavor. My passion for the business of entertainment and interest to apply that education, experience and passion in a career which requires business savvy individuals with a readiness to face new and exciting challenges is of interest.

William Morris Endeavor is the premier agency within the industry. The forward thinking nature and aggressive disposition WME displays have made it an industry leader and cemented its place as the agency leader now and in the future. The emphasis on emerging media platforms to further the monetization of clients influencing ability on consumers and the launch of LVRAGE are clear displays of this thinking. I identify well with the culture of WME and, given the opportunity to learn from those around me, I believe will prepare me very well for a career in this industry.

As stated in my resume, I have extensive experience in marketing and sales with Kaplan Test Prep and Paradigm Books. Both positions required personal and professional initiative and discipline, as my success was determined on my ability to form relationships, sell services, and prospect new business. An internship with WME will allow me to maximize my skills and lay the foundation for my future career in entertainment management.

I would like to meet with you to further discuss an internship opportunity with WME. I will be in New York the week of February 25 and will be available to meet in person any time during that week. I am also available to interview via phone (252-555-5555) or Skype (Ima.Pirate). Thank you very much for considering my request. I look forward to speaking with you.

Sincerely,

Ima Pirate

Enclosure
Sample Cover Letter

November 20, 2012

2812 Thackery Road
Greenville, NC 27858

Mr. Eye Gottajob
Human Resources Manager
Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Mr. Gottajob:

As a Communications major, I know the future of the business is in the Internet. I dream big and I know Google supports big dreams. Motivated dreamers make things happen. Since Google’s creation in 1998, I have watched it set new heights for the interactive world. Your company has a clear vision that I would be proud to support in either a marketing or advertising sales job.

The education I have received at East Carolina University and my previous internships have prepared me for Google. In advertising courses, I created media plans for Facebook and Microsoft’s Zune. For these, I conducted market research to determine targets and to decide which geographic regions to run advertisements in. Additionally, I also determined the most effective media to use with $20 million budgets. Both media plans had a situation analysis, an objective, strategies and rationales section, and promotions.

As a campus representative for ECU Television, I practice marketing on a daily basis. The marketing plan I devised and executed as an intern with Panasonic placed third in a national competition for driving the most people to the website. In regards to my writing, online and leadership experience, I have had seven articles published in three publications. As an intern with Our State magazine, I used excel and Google Analytics to prepare monthly traffic reports with tables and graphs of click-through rates, pageviews, YOY% increases, unique visits, and popular content.

During the week of December 12 through 16, I will be in the Mountain View area and would like to make arrangements to meet with you. I will call you within the next ten days to determine your interest in scheduling a meeting. If you need to reach me before then, feel free to connect with me at jobhunterm14@students.ecu.edu.

Thank you for your time and consideration. I look forward to meeting you.

Sincerely,

Maddie Jobhunter

Maddie Jobhunter
Enc.
**Sample Thank-You Letter**

September 17, 2012

2812 Thackery Road
Greenville, NC 27858

Eye Gottajob
Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Mr. Gottajob:

Thank you for the opportunity to interview with you on Friday, September 14, 20XX at the East Carolina University Career Center. The Advertising Representative position we discussed is a wonderful opportunity for which I feel uniquely qualified. I appreciate the time and information you shared with me.

As we discussed, my educational background in advertising and marketing and my previous advertising internships within the field will enable me to interact effectively with clients and creatively produce results. Not only am I able to discuss the benefits of advertising with Google, I also can relate the technical aspects with the internal creative team and with the client.

If you need additional information from me, please do not hesitate to contact me by phone or email. Again, thank you for meeting with me. I look forward to speaking with you again soon.

Sincerely,

Maddie Jobhunter

**Sample Offer Acceptance Letter**

November 10, 2012

2812 Thackery Road
Greenville, NC 27858

Harold Sherman
XYZ Corporation
678 5th Avenue
Albany, NY 12205

Dear Mr. Sherman:

Thank you for the recent offer of employment as a management trainee with XYZ Corporation. I am pleased to accept this offer. The position sounds challenging, particularly the 12 month rotation among your regional facilities. I look forward to this challenge and believe I will be successful at meeting it.

I understand that your offer involves a starting date of February 6, 20XX. I also understand that the salary offered is $3X,000, plus benefits discussed at my most recent interview. I will contact you within the next several weeks to discuss travel and moving details as you requested.

Once again, thank you for your offer. I am excited about joining the XYZ Corporation team.

Sincerely,

Maddie Jobhunter
Employment References

1. Who Should Serve as Your References?
People who can speak positively and knowledgeably about your work-related qualities and personal characteristics are appropriate references. Possible options include:
- **Past and present employers**: can address your skills, reliability, initiative, and ability to work with others. This information is valuable, even if your employment was not related to your career of choice.
- **Faculty members**: can usually speak about your academic ability, productivity, and timeliness, and perhaps can reference your work with others.
- **Volunteer/Co-op/Internship/Clinical Advisors**: have insights that could be relevant to a potential employer such as skills, maturity, initiative, interpersonal skills and leadership qualities.

2. Permission
Always secure permission from a reference in advance.
- Verify spelling of names, titles, and all contact information for your references.
- Provide a current copy of your resume (or vitae) to each person who agrees to serve as a reference. A resume helps your reference discuss the information that is relevant and broadens awareness of other facets of your background that may be pertinent information to a potential employer. Your references can serve you best when they are provided relevant and timely information.
- Re-contact your references to give them a “heads up” when you expect they will be called and provide them with the names of persons and organizations to which you’ve given their names.
- When possible, send your references a copy of the job description for the positions for which you are applying.
- Thank each reference in writing for his/her assistance.

3. What Should References Say?
Employers will ask a variety of questions. However, most of them will be interested in such areas as:
- The capacity in which they know/knew you
- Time frame of the relationship
- Required tasks and areas of responsibility
- Positive qualities demonstrated in the position
- Areas in which you can continue to develop

4. Where to List References
- Do not list references on a resume. However, it is customary to include references on a curriculum vitae.
- Do not waste valuable space on your resume with “References available upon request.” It is understood that you will send your reference list when requested to do so.

5. When to Give Your Reference List to an Employer
- Provide reference information when you are asked to provide it. Do not send reference information with your resume unless it has been requested.
- If you reach the interview stage and have not been asked for reference information, you may want to offer it.

*Adapted from Virginia Tech’s 2007-2008 Career Planning Guide.*
How to Succeed in a Professional Interview

Hiring managers say that one of the biggest mistakes candidates make is coming to interviews unprepared. The candidates don’t know the simplest of details: what the position entails, what the company provides, and what benefits they would bring to the company. You can greatly increase your chances of interview success by researching and practicing beforehand.

Prepare
Know the job, the company, and your value.

Analyze the Position
- What is the primary function of the position? Sales? Service? Products? Planning?
- Who uses the services or products?
- What are the basic tasks?
- What are the required skills, abilities and education?
- Does the position function independently or as part of a team? Does it do both?

Research the Company
- Explore the company website and familiarize yourself with size, location, customers, products, services, names of decision makers, competitors, etc.
- Uncover needs, problems, and challenges, missions, and values.
- Where is the position located? What is the typical salary for the position in the geographical region?
- Research the company further: contact anyone you know in the business, read current or recent articles, visit Hoover’s Guide and Career InfoNet.

Identify What You Have to Offer
- Inventory your skills and abilities and identify all the areas in which you have relevant strengths and experiences.
- Reflect on your successes and your experiences in previous jobs, group and individual projects, volunteer activities, and campus involvement.
- Develop a written list of examples that demonstrate your readiness to meet the needs stated in the job description.
- Review your resume and prepare to answer questions about anything that is mentioned.
- Think of stories and examples to tell to demonstrate your ability to handle various situations that might come up in your job. Use the STAR model described on page 33.

Practice
Analysis and research alone are not enough. Practice is vital.

- Obtain a list of potential interview questions and decide how you would answer them. Take the time to write the answers down and practice saying them out loud. See page 33 for likely questions.
- Prepare two or three questions to ask the interviewer that show off your research and professional interest. See page 33 for examples.
- Write a power greeting and practice saying it aloud until it sounds and feels natural to you. See page 43 for more information.
- Practice talking about how you have successfully completed activities that demonstrate the skills and experiences employers seek.
- Practice shaking hands. A handshake should last no more than a few seconds and the grasp should be firm.
- Review common illegal questions and decide how you would answer them. Plan how you would respond if asked to provide your Facebook password.

Perform
You were invited to interview because the recruiter was impressed by your resume. Now, demonstrate that you are the best person for the job.

- Arrive 10 to 15 minutes early.
- Carry a briefcase or professional portfolio, not a bookbag.
- Bring several extra copies of your resume.
- Maintain a professional image and treat everyone you meet with politeness and consideration. You never know who might be in the elevator or parking lot next to you or who might be asked for an opinion.
- Express a positive attitude; greet your interviewer(s) with a warm smile, direct eye contact, and a firm handshake.
- Be mindful of non-verbal communication. Maintain eye contact, sit up straight, and avoid crossing your arms across your chest.
- Keep your answers brief; no more than two minutes per question.
Perform (continued)

- Most interviews begin with: “Tell me about yourself.” This is not a request for personal information; it is your first opportunity to highlight your education and experiences as they relate to the position in a well-prepared Power Greeting. See the Power Greeting found on page 43.
- Don’t try to memorize “the right answer” to interview questions. Instead, answer with the idea in mind that each question is a version of “Why are you the right person for the job?” which is best answered by giving examples of successes that align with the job needs.
- Answer questions to demonstrate what you can do for the company, not what the company can do for you.
- If you are interested in the position, say so. Surprisingly, many interviewees neglect to let the interviewer know that they truly want the position. “Thank you for inviting me to meet with you today. After meeting with you and learning more about the position I am sure that I would like to be a part of your team.”
- At the end of the interview, summarize why you are the best match for the position and thank the interviewer(s) for the opportunity to meet with them. Ask for business cards.

Follow Up

- Send a thank you within 24 hours of the interview. You may call or phone, but a handwritten note or card is especially effective.
- Call within the week to ask if additional information is needed and to re-express your interest.

Navigate Phone and Skype Interviews

While face-to-face interviews are still the preferred interview model for final hiring decisions, some recruiters utilize phone and Skype interviews to narrow the interview pool to a short list.

Phone Interviews

- Schedule your phone interview at a time when you can be in a quiet space without interruption.
- Be available at the interview time to which you agreed.
- Speak clearly and maintain a reasonable volume and pace. If you are asked more than once to repeat an answer, you are probably speaking too softly or quickly, or both. Slow down and speak up.
- Your voice should convey energy and confidence. Some people find that smiling when answering questions helps them sound upbeat and positive.
- You might find it helpful to have your written answers handy, and/or the company’s website open on the computer. If you choose this route, glance at the answers now and again, but do not read the responses verbatim. Also, avoid using the keyboard as the keying will be obvious to the listeners.
- Dress as if you were meeting face to face. Wear a suit or professional business attire. You will be more likely to speak, move, and act professionally if you are professionally dressed. When you are lounging around in your sweats, your demeanor is likely to come across as too casual.

Skype Interviews

- Create a professional Skype username.
- Practice operating the technology in advance until you are comfortable with it. Have a backup plan in place should the technology fail.
- Wear a suit or professional business attire.
- Be mindful of the background and location of your interview. The area should be uncluttered, quiet and project a professional image.
- Practice interviewing in front of the camera and utilize practice software like Interview Stream on page 35.
- Be careful not to fidget or bob in and out of the camera’s view.

Opportunities for Practice Interviewing

The ECU Career Center offers a wide range of opportunities for you to prepare and practice interviewing. Try one or try them all.

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>AVAILABILITY</th>
<th>HOW TO SCHEDULE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice by phone or face to face with a Career Counselor</td>
<td>M-F 9 am – 4 pm</td>
<td>Call (252) 328-6050 to schedule an appointment</td>
</tr>
<tr>
<td><strong>INTERVIEW STREAM</strong></td>
<td>24/7 - Online</td>
<td>Visit: <a href="http://www.ecu.interviewstream.com">www.ecu.interviewstream.com</a> Learn more on page 35</td>
</tr>
<tr>
<td>Practice by phone or face to face with a professional from the business community as part of the HIRED program</td>
<td>Registered classes only</td>
<td>Visit <a href="http://www.ecu.edu/career">www.ecu.edu/career</a> for details on dates, times, and registration</td>
</tr>
<tr>
<td>Skype Room at the Career Center</td>
<td>Available by appointment</td>
<td>Call (252) 328-6050 to schedule an appointment</td>
</tr>
</tbody>
</table>
Sample Interview Questions

Behavioral Questions

Many recruiters use a technique known as "behavioral interviewing" as part of the interview process. Instead of, or in addition to asking hypothetical questions about how you would behave in various situations, behavioral questions ask what you did or how you handled a particular situation.

Typically behavioral interview questions revolve around work experiences, initiative, planning, teamwork, problem-solving, leadership, and collaboration. Anticipate that you might be asked to explain or talk about times when you demonstrated these behaviors and prepare and practice your answers in advance.

The STAR Model

Use the STAR model (Situation, Tasks, Actions, Results) to set up a situation, describe the tasks needed to be completed, the actions you took, and the favorable result or outcome. Be specific; don’t forget that you should be the hero of the story.

Example: Tell me about a time that you had to work with a difficult person.

S. Last semester I was working on a group project. When we were at an important stage, one of the teammates stopped coming to meetings and doing his part. We called and texted and emailed him over and over but he never responded.

T. We needed this teammate to help us contribute to the assignment and the group asked me to address him in person.

A. One afternoon I went to his house to talk to him in person. I told him that the team was concerned about him and frustrated because we were counting on him. He said that he was sorry to let us down but he was failing Chemistry and was preoccupied. I got him in touch with one of my friends who is a chemistry major, and they set up some tutoring sessions.

R. Once my teammate started working with my friend and doing better in class he returned to the group and did his part and even more. The project was finished on time, we all got a good grade, and our teammate passed Chemistry.

Opening Questions

• Tell me about yourself.
• Why did you choose to interview with our organization?
• What do you know about our organization’s products or services?
• Why are you interested in this industry?

Experience

• What job-related skills have you developed?
• Did you work while going to school? In what positions?
• What did you learn from these work experiences?
• Why should we hire you rather than another candidate?
• What did you enjoy most about your last employment? Least?
• Have you ever quit a job? Why?
• How do you think a former supervisor would describe your work?
• Can you tell me about a time when you had to manage multiple deadlines?
• Give an example of a situation in which you provided a solution to an employer.
• Give an example of a time in which you worked under deadline pressure.

Education-Oriented Questions

• How does your college education relate to this job?
• Why did you choose your major?
• Why did you choose to attend your college or university?
• Describe how your campus activities helped prepare you for this position.
• Which classes in your major did you like best? Least? Why?
• Do your grades accurately reflect your ability? Why or why not?
• What concepts from your academic program could you apply to this position?

Additional Questions

• Describe your ideal job.
• What do you consider to be your greatest strengths and weaknesses?
• Of which three accomplishments are you most proud?
• Who are your role models? Why?
• What motivates you most in a job?
• Where do you want to be in five years? Ten years?
• Do you prefer to work under supervision or on your own?
• Describe your preferred style of supervision.
• Would you be successful working with a team or independently?
• Do you prefer large or small organizations? Why?
• Tell me about a time when you worked in an unstructured environment.
• Have you had difficulty getting along with a former professor/supervisor/co-worker? How did you handle it?

Questions to Ask Employers

Specific questions about the job are better asked during second meetings or with Human Resources staff. Ask more general questions that show your interest in the industry or organization.

• What is the biggest challenge the industry will face over the next six months?
• Is there a service or product that you would like to offer your customer that is not currently being offered?
• What products are in the development stage?
• How would you describe the company culture?
• What are the ideal qualities you are looking for in the candidate for this position?
• What do you enjoy about working here?
• What are the next steps in this hiring process?

Examples of Behavioral Questions are written in italics above.
Attire for the Interview

What Should I Wear?

Wear a suit. When you wear a suit you communicate that you are serious about the position and that you respect the process, the position, the company, and the interviewer. If the company or position is casual, you may be tempted to dress down. However, for the interview, you should dress up. Once you have been offered the position, you can adjust your attire to the company culture. If you feel strongly that wearing a suit would be inappropriate, call the company in advance to inquire what is considered proper interview attire.

Males
- Dark suits (black or navy) in natural fabrics (wool or cotton) are safe bets.
- Polished dress shoes (solid heels, complete soles, and no scuffs).
- Dark suit, dark socks. Light suit, light socks (not white).
- Ties should be conservative, limited to small patterns or solid colors.
- Pockets should be free from bulging wallets, tobacco products, or jingling coins.
- Remove earrings and other piercings; cover up visible tattoos.
- Facial hair and nails should be clean and cut short.

Females
- Pant suit or dress suit in conservative colors—black, navy, grey.
- Skirt lengths that are not revealing (no higher than 2 inches above knee).
- Makeup should be minimal and hair neatly styled and away from your face.
- Avoid flashy, excessive jewelry, remove body piercings, and cover visible tattoos.
- Wear polished pumps or dress flats.
- Non-textured, neutral hose or socks that complement your attire.
- Clear or conservative nail polish on an appropriate nail length.
- Small purse
- Avoid low-cut tops

Tips and Reminders

Don’t forget the little details. If you are expecting to receive calls for interviews, make sure that your outgoing phone message conveys a professional image. Record the message in your own voice and use your first and last name. Speak slowly and clearly. The message should be free of background noises, and should not include jokes or music.

- Call the day before to confirm the interview time.
- Take a trial drive beforehand to make sure that you know the way and travel time; your GPS is not fail proof.
- Bring a list of questions, extra copies of your resume, and pen/paper to make notes.
- Take a last glance in the mirror. Check that your tie is spot free and your teeth are free of lipstick or food.
- Turn off your phone.
- No gum.
Don’t Get Caught Unprepared!

Free Online Practice Interviews

- See and hear yourself responding to real interview questions before being in front of an employer.
- Prepare for any job or graduate school interview, choose from pre-selected interviews or 4000+ questions.
- Critique yourself or share your interview with others.
- Practice as much as you’d like—anywhere, anytime from any computer.

www.ecu.interviewstream.com

**Q: What is ECU CareerNET?**
A: ECU CareerNET is the Career Center’s job and internship database, exclusive to ECU students and alumni. This system allows you to search for full and part-time jobs, internships, on-campus interviews, and career events such as workshops and career fairs. As a user of the system, you can upload resumes, cover letters, references, and portfolios to be visible to employers that are actively recruiting. Set up job alerts and receive an email when the job you want is posted. You can also search employers and jobs by industry or location.

**Q: Who can access ECU CareerNET?**
A: All current students and alumni have access to the system as well as employers that have registered with The Career Center.

**Q: Where can I access the system?**
A: To log in visit: [www.myinterface.com/ecu/student](http://www.myinterface.com/ecu/student)

**Q: When can I begin to use ECU CareerNET?**
A: NOW! Whether you are a freshman or alumni, it is never too early to start exploring possible internship and career opportunities!

**Q: How do I get started?**
A: Current students follow the steps below:

1. **REGISTER**
   2. Click “Forgot Password” under the username and password box
   3. Enter your pirate id (ex. smithj09) in the Username (Pirate ID) box
   4. Click Reset Password
   5. A unique password will be sent to your email so you can log in

Alumni: Please call The Career Center at (252) 328-6050 to create your account

*Signing up for ECU CareerNET certifies that you have read and voluntarily agree to the Student Disclaimer Agreement located on our homepage.*
Getting the Most Out of a Career Fair

Many employers use career fairs—both on and off campus—to promote their opportunities and to pre-screen applicants. An employer’s display area could be a simple table with a stack of brochures and business cards and a lone representative or an elaborate multimedia extravaganza with interactive displays, videos, posters and a team of recruiters. Knowing how to navigate a career fair properly could mean the difference between getting the internship and job you want or never hearing from the employer. Here are some helpful tips to successful career fair navigation.

What to Wear
- Business professional is the norm.
- It is better to be overdressed than underdressed.
- Think of it as a dress rehearsal for your real interviews.

What to Bring
- Copies of your resume (or resumes, if you have several versions tailored to different career choices).
- Pens and pencils (have backups—they have a way of disappearing).
- Folder or portfolio and some sort of note-taking device (a paper or electronic pad).
- Don’t bring your backpack; it’s cumbersome for you, it gets in the way of others and it screams “student!” instead of “candidate!”

Ask Quality Questions
- If you are interested in finding out about a particular career field then ask generalized questions about working within the industry.
- If you’re seeking career opportunities with a specific employer, focus your questions on the application and interview process, and ask for specific information about that employer.

Stay Engaged
- Modify your “Power Greeting” to include information you know about the employer.
- Be an active participant and not just a browser.
- Keep track of the recruiters with whom you speak and send follow-up notes.

Career Fair Etiquette
1. Be Courteous
   Don’t interrupt the employer reps or your fellow job-seekers. You can always move to the next exhibit and plan to come back later.

2. Be Proactive
   Don’t just drop your resume on employers’ display tables. Try to get it into a person’s hands and at least say a few words. Look around the display for the recruiter’s business card (or at the very least, write down his or her name and get some literature with the company’s address) and send a follow-up note and another copy of your resume.

3. Be Sincere
   Sincerity always wins. Don’t lay it on too thick, but don’t be too relaxed either. Virtually all employers are looking for candidates with good communication skills.

4. Be Researched
   If you know ahead of time that one of your “dream companies” is going to be at the career fair, do some prior research (at minimum, visit their web site and company information provided on Hoover’s Online). A little advance preparation goes a long way and can make you stand out among the masses of other attendees.

5. Be Prepared
   If you have a real interest in an employer, find out the procedures required to secure an interview. At some career fairs, initial screening interviews may be done on the spot. Other times, the career fair is used to pre-screen applicants for interviews to be conducted later (either on campus or at the employer’s site).
## Job Search Strategies: Pros and Cons

Presented below are some common job search strategies in addition to helpful hints, pros and cons of each. It is most effective to use multiple strategies when searching for a job which requires that you stay organized.

<table>
<thead>
<tr>
<th>STRATEGIES</th>
<th>TOOLS, PROS, CONS, &amp; HELPFUL HINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WANT ADS</strong></td>
<td>Scan want ads.</td>
</tr>
<tr>
<td>Mail resume with cover</td>
<td>Pros: Involves minimal investment</td>
</tr>
<tr>
<td>letter tailored to specific</td>
<td>of time in identifying companies.</td>
</tr>
<tr>
<td>job qualifications.</td>
<td>Resume and cover letter are sent</td>
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<tr>
<td></td>
<td>for actual job opportunity.</td>
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<tr>
<td></td>
<td>Cons: Resume and cover letter will</td>
</tr>
<tr>
<td></td>
<td>compete with large number of others.</td>
</tr>
<tr>
<td></td>
<td>Ads follow job market; least effective in times of economic downturn. Be wary if, instead of the employer, have to pay a fee.</td>
</tr>
<tr>
<td></td>
<td>Helpful Hints: Use a selective/targeted approach. Use as a gauge on how the job market looks in a certain career field.</td>
</tr>
<tr>
<td><strong>EMPLOYMENT AGENCIES</strong></td>
<td>Respond to employment agency</td>
</tr>
<tr>
<td>ads in newspapers; check phone book for names of agencies to contact.</td>
<td>Pros: Fee-paid jobs for graduates in technical fields or those with marketable experience.</td>
</tr>
<tr>
<td></td>
<td>Cons: May be less help to non-technical/inexperienced graduates. Be wary if you, instead of the employer, have to pay a fee.</td>
</tr>
<tr>
<td></td>
<td>Helpful Hints: Identify agencies that specialize in your field. Make frequent contact with your counselor to obtain better service.</td>
</tr>
<tr>
<td><strong>INTERNET</strong></td>
<td>Search online job banks and company web sites. Submit resume online/post on job boards</td>
</tr>
<tr>
<td></td>
<td>Pros: Actual job opportunity.</td>
</tr>
<tr>
<td></td>
<td>Employers use a wide variety of job listing services. Many listings have free to low-cost access. Worldwide reach.</td>
</tr>
<tr>
<td></td>
<td>Cons: Competition is growing as use of the web increases. Pay attention to multiple listings—one position listed on a few sites to avoid applying twice.</td>
</tr>
<tr>
<td></td>
<td>Helpful Hints: Use the web frequently as information and sites change quickly. May need to conduct your search at off-peak times (early or late).</td>
</tr>
<tr>
<td><strong>TARGETED MAILING</strong></td>
<td>Develop a good cover letter</td>
</tr>
<tr>
<td>tailored to a specific type</td>
<td>Pros: Better approach than the mass-mailing method. Investment of time and effort should merit stronger response from employers.</td>
</tr>
<tr>
<td>of job and the needs of the</td>
<td>Cons: Requires a significant investment of time in researching companies and writing cover letters as well as following up with contacts.</td>
</tr>
<tr>
<td>company. Send letter with resume to selected companies.</td>
<td>Helpful Hints: Use the web frequently as information and sites change quickly. May need to conduct your search at off-peak times (early or late).</td>
</tr>
<tr>
<td><strong>IN-PERSON VISIT</strong></td>
<td>Visit many companies. Ask to see person in specific department. Submit resume and application, if possible</td>
</tr>
<tr>
<td></td>
<td>Pros: Resume and application are on file with the company.</td>
</tr>
<tr>
<td></td>
<td>Cons: Requires a great deal of time to make a relatively small number of contacts.</td>
</tr>
<tr>
<td></td>
<td>Helpful Hints: Research the companies prior to your visit. Ask for a specific person or ask about a specific type of job.</td>
</tr>
<tr>
<td><strong>RESUME REFERRAL</strong></td>
<td>Register with one of the many national referral services. As jobs are listed by employers, the database of registrants is searched for matches.</td>
</tr>
<tr>
<td></td>
<td>Pros: Another way to monitor the job market and get your qualifications to the attention of employers.</td>
</tr>
<tr>
<td></td>
<td>Cons: May involve a fee. Often more helpful to those in technical or specialized fields. May not learn of the status of your materials.</td>
</tr>
<tr>
<td></td>
<td>Helpful Hints: Use only in with other job search strategies.</td>
</tr>
<tr>
<td><strong>SOCIAL MEDIA</strong></td>
<td>LinkedIn, Facebook, Twitter</td>
</tr>
<tr>
<td></td>
<td>Pros: Access to wide variety of employers, contacts and current job openings.</td>
</tr>
<tr>
<td></td>
<td>Cons: Employers can view your information and/or pictures. Be sure your profile is professional, or use a separate account for connecting to employers.</td>
</tr>
<tr>
<td></td>
<td>Helpful Hints: Follow your favorite companies. Show off your education and skills. Display an appropriate photo.</td>
</tr>
</tbody>
</table>
Identify Employers in Your Field!

Hoover’s Online is a business research platform that permits searching U.S. and international company listings by industry, size, and geography, exporting the data into a spreadsheet. This can be a helpful tool for jobseekers who are interested in determining companies they may want to work for and can be used to learn more about organizations in a field of interest.

The database includes details on approximately 85 million companies. Most listings include business descriptions, company size details, contact names and links to company websites where you may find job postings or additional details that will allow you to build targeted networking communications. Hoover’s also allows users to download this information into Excel spreadsheets that will help job seekers stay organized.

Accessing Hoover’s
2. Search for Hoover’s Online or click the H tab and you will see it listed below.
3. Once you see Hoover’s in the list, click on it:
   - **On-Campus Users:** Those logged-onto the campus network will be immediately directed to the Hoover’s website and no further log-in will be needed.
   - **Off-Campus Users:** Those accessing Hoover’s from off-campus will be prompted to enter their Pirate ID and Passphrase. This access is only available to individuals with a valid ECU Piratemail account (alumni will not have access).
   - **Note:** Joyner Library offers public access to computers on the campus network. Many public libraries also offer access to Hoover’s and may be able to provide off-site access options as well.

Using Hoover’s
From the Hoover’s homepage, users will find access to training webinars and resources that will allow them to most effectively use the system. However, most individuals using Hoover’s for building a list of potential employers will likely be comfortable navigating through the following simple steps:

- Click “Build A List”.
- Use the “+” signs to expand list option categories and make appropriate selections. Most users begin by specifying preferences only in the “Company Location” and “Industry” sections, later editing their search to add additional criteria/further narrow.
- Click “View Results” at the bottom right corner of the page.
- Explore detailed information on each listing by clicking on the company names and/or use the “Export” button on the bottom right corner of the page to download the information into an Excel or CSV file.

---

**Step 1: Registration**
- Go to www.ecu.edu/career.
- Enter your Pirate ID, which is your ECU email login (e.g. smithj09) and a unique password will be sent to your email.

**Step 2: Complete Your Profile**
- Type and fill in all requested information (contact, academic and job search details).
- Complete your entire profile. An incomplete profile will limit the ECU CareerNET features that you can use.

**Step 3: Search Employer Database**
- Search and access thousands of employers and contacts. Narrowing down results by industry and location.
Networking

The Number One Job Search Strategy

It is not so much what you know but who you know in today’s job market that seems to provide a big advantage to successfully landing a first internship, co-op or full time job. Most job opportunities are never formally published. Networking is key to locating those non published jobs that are just waiting for you in the “hidden” job market, which may constitute over 80% of jobs.

Networking

Networking is the process of discovering and utilizing existing connections between people. It’s an information exchange between you and people you know or acquaintances who, over time, can help you in your search and ultimate career destination. Networking is a planned process. In formal and informal settings, you will interact with and become known to people who can provide information about the world of work, job openings, leads, personal contacts, and employers who are hiring. Networking is about talking with people and obtaining referrals so that every contact you make is based on a referral from a person you know on some level. It may feel a bit awkward asking for a contact at the start, but it is a way of beginning and advancing your connections to employment success.

The Value of Networking

Strategically connecting with people enables you to:

- Gain insider knowledge and insight into the career field, industry, or organization and the day-to-day experiences, career paths, terminology, organizational culture, sources of industry information, and more.
- Build confidence over time in speaking about yourself, career interests, and future goals.
- Expand the number of people you know who are doing things you are curious about.
- Learn about opportunities, sometimes before they become publicized.
- Refine your goals, make well-informed decisions in your search, and make a positive impression on employers and those who are evaluating your candidacy.

Network Basics

With practice comes improvement. Ever hear the phrase, “fake it ’til you make it?” No one needs to know that you’re nervous or that you’ve never done this before. On the other hand, if it makes you more comfortable, feel free to tell people this is new for you. It’s okay. Even after years of practice, introducing yourself to someone new can feel risky. Students we talk to most commonly say that their level of nervousness far exceeded the actual task, and that the conversation was fun! Remember that almost any interpersonal encounter can be an opportunity for intentional networking.

- Know yourself: skills, interests, values, personality and accomplishments.
- Make a list of your current relationships—personal, professional, academic and beyond. Add ECU alums to your list! Your first degree contacts will be instrumental in connecting you with other people you do not yet know, your second-degree contacts.
- Do not discount individuals because you think they do not know the right people. They do not need to be in the area you are pursuing to have valuable relationships to share.
- Create a plan for reaching out to your first-degree contacts and for keeping track of your communications. You might want to start with people who seem to have the closest connections to your interest area OR with those whom you feel most comfortable with. Either way will work. The point is to create a plan you can act on!
- Do your homework. Learn a little bit about each person you contact (profession, current projects, company, relevant personal information, etc.). Use the power of the internet to your advantage.
- Draft and practice your opening communication (verbal introduction, email, etc.). Discuss this with a friend, career counselor, or someone that you respect.
- Make your move! Send an email first; follow with a phone call. Or simply CALL! Assign yourself a daily quota. Be persistent but not pushy.
- Follow up! Call again within a week if you receive no response. Arrange a meeting in person or by phone. Ask for 20 to 30 minutes only.
- Set the tone. Know and explain why you are calling and what you hope to learn (industry information, career exploration, job search advice, graduate or professional school guidance, etc.) You are NOT asking for a job.
- Ask for referrals. One of the most important questions is, “Whom do you recommend I contact for additional information?”
- Send a thank-you note within 48 hours! Email is OK! A personal letter can be very effective and demonstrate the extra effort.
- Maintain connections. Nurture the relationships by staying in touch and letting them know where you land.
- Be patient. Networking yields results that often accumulate over time. Never stop networking!
Informational Interviews: A Smart Way to Learn From the Inside

What is an informational interview?
Quite simply, it is a meeting in which an individual can meet with an industry or organization professional to learn about field(s) of interest and establish a professional network. It is not a job interview.

Aren’t professionals too busy?
Yes, but... many people enjoy talking about themselves, discussing their field, and sharing information about their pathway to success. Most, if asked appropriately, are willing to meet and answer career-related questions. Depending upon the professional and his or her schedule, the interviews can be conducted in person, by phone, or perhaps even by email or Skype.

How do I set up an informational interview?
Develop a list of potential contacts in the field. Call in advance to request an appointment. Explain why you are calling; be polite, positive, and professional. You may want to rehearse beforehand. If you receive a “no”, move on to the next contact on your list.

How long should the interview last?
Set your interview for 15-30 minutes and DO NOT exceed the time to which you both agreed.

Should I send a thank-you note?
Absolutely. Thank the individual for sharing his or her time and expertise and indicate how you plan to use what you learned or what steps you have already taken as a result of the conversation.

Should I give my resume to the contact?
If you are seeking a job/internship now or will begin soon, you may ask your contact to keep you in mind if any prospects or opportunities arise. It is acceptable to leave a copy of your resume or send one along with a thank you note. Be sure that your resume is up to date, polished, and targeted.

How should I prepare for the interview?
Research the company’s website and visit your contact’s LinkedIn site for context and background. You can also use www.Inthedoore.com on Facebook to find out if anyone you know is employed at the company.

Is there anything I should not ask?
Overly personal questions such as “what is your salary?” are clearly off limits. Also avoid asking questions whose answers you could easily find on your own such as “What does your company do?”

What should I ask?
When developing questions keep in mind that your goal is to develop a relationship with someone in a company or organization of interest to you and to learn more about the field or industry. See sample questions below.

Potential Informational Interview Questions

Career Path/Career Development
Can you tell me how you got into this field?
Are specific majors or coursework necessary for entering and succeeding in the field?
What does a typical career path look like in your industry?
What professional or trade associations do you recommend?
What do you read—in print and online—to keep up with developments in your field?

About the Field/Industry
Can you describe a typical day?
What are some of the biggest challenges facing your company and your industry today?
How do you see your industry changing in the next 10 years?
What do you like most about what your field and what would you change if you could?
What is unique or differentiating about your company?
Which professional publications/organizations and other resources do you consider relevant?

Concluding Questions
Can you recommend other professionals in this field with whom I should speak? May I use your name when I contact them?
Use Social Media to Network and Find a Job

Universal Social Media Tips

1) Take a close look at your profile and decide what you want business contacts or prospective employers to see, changing your privacy setting when needed. Note: You must change your privacy settings on each operating system (iProducts and Windows products).

2) Choose your friends wisely. Consider creating restricted groups for all professional networks. Remember your professional network can see information your other connections post/tweet on your account.

3) Join professional groups and frequently post professional related comments, questions, links, or articles.

4) Let others know you are searching for a job, internship or networking opportunities.

5) Utilize a professional photograph with you alone in the photo.

Quick Tips for Using Facebook for Professional Networking

1) First, make a decision whether to keep Facebook social or expand it to include professional purposes.

2) Create a simple profile (or clean up your existing one) with minimal graphics and widgets.

3) Limit the photos you post.

4) Use Facebook email to build relationships with your friends.

5) Utilize social media job searching resources like: www.inthedoor.com, which links your Facebook to Indeed, a national job search engine.

6 Tips for Using Twitter for Professional Networking

1) Learn Twitter.

2) Include bio and resume.

3) Learn to use hashtags properly: #JobSearch.

4) Use Proper keywords for others to search.

5) Use other Twitter jobs websites: twitterjobsearch.com, tweetmyjobs.com, jobshouts.com

6) Learn how to retweet.

Tips for Using LinkedIn for Professional Networking and Job Searching

Build your network before you need it
No matter how the economy or your career is doing, having a strong network is a good form of job security.

Get LinkedIn recommendations from your colleagues
Show future employers your strengths and unique qualities.

Find out where people with your background are working
Search for keywords, industries, educational backgrounds.

Find out where people at a company come from
“Company Profiles” show the career path of current employees.

Check if a company is still hiring
Check the “New Hires” company page for details on new employees.

Get to the hiring manager
Determine the managers who are two degrees away from you as well as who in your current network is already connected to them. Ask your first degree contact to introduce you to the second degree hiring manager.

First-degree contacts
Find someone in the company you know to give the manager your resume and get inside information on the job and company.

Customize invite to connect
Change the automatic message “I’d like to add you to my professional network.” to a customized message which reminds the contact of where you met and your discussion.

Source: http://blog.guakawasaki.com/2009/02/10-ways-to-use.html#ixzz0UgOIOYbr

Develop Your Power Greeting

A Power Greeting is like a “30-second commercial.” It provides just enough information to make the listener want to know more about you and sets a professional tone for the rest of your interaction. A Power Greeting is composed of three distinct parts and a follow-up question:

1. Your education and credentials (what you have studied).
2. Your experience in the field (employment, internship/co-op, volunteer positions).
3. Your strengths and interests (what you do best and enjoy, as related to the position or employer).
4. An open-ended probing question about their needs, problems, and challenges.

When to Use the Power Greeting

Networking Events

Power Greetings can be used at networking events or professional conferences to confidently introduce yourself and share relevant information to colleagues and potential employers.

Career Fairs

Use your Power Greeting during a career fair or recruiting event to introduce yourself to an employer. Make sure to show off your research on their organization and make a clear connection between yourself and the employer.

Interviews

Nearly every interview begins with “Tell me about yourself.” Responding with a well-prepared Power Greeting sets the tone for the rest of the interaction, creates a favorable first impression, and shows strong communication skills.

Anytime

Power Greetings are also referred to as elevator pitches. If you were to meet a dream employer during an elevator ride, you should be able to catch their attention with a compelling statement about yourself. Utilize the Power Greeting to impress anyone at any time.

Here’s an Example:

Hello, my name is Pete Robertson and I hold a Bachelor’s degree in Industrial Technology from East Carolina University with a minor in Business Administration. I have a year and a half experience in the field through a Summer Internship with NACCO Material Handling Group in Greenville, NC, and a two-semester co-op position with National Waterworks in Charlotte, NC. I have discovered that I excel at supply chain management and Just-in-Time delivery challenges. I chose this field because I enjoy finding new ways of solving problems, I am a hands-on person, and I like getting into the thick of things and dealing with tangible, concrete problems. What role does logistics play in your business?

Your Turn

Hello, my name is (only if they do not know it) ________________ and I hold a degree in ______________ from East Carolina University. (add your minor/concentration if relative)

I have ____ semesters/years/months/etc. experience in the field of ______________ and through ______________ I have discovered that I excel at ______________. I chose this field because ______________.

I believe that I can contribute to your organization by ______________. (relate to employer’s needs)

How does this play a role in your organization? (probing question to engage employer)
Graduate School

Considering Graduate School?

During your college career, you must decide what you would like to do after graduation. This may include whether or not to attend graduate school. If you’re trying to determine whether graduate school is right for you, here are some tools to help you make an informed decision.

**Is Graduate School for You?**
Label each statement below as True, False, or Unknown. Every statement marked true is a reason for you to consider graduate school.

1. If I do not go to graduate school now, I may never go.
2. I can get a job in my field without a graduate degree, but need one in my specialized area of interest.
3. I am unsure of my career goals and graduate school will help me clarify my interests.
4. I am actively exploring both graduate school and direct entry into the market place.
5. My professors are encouraging me to attend graduate/professional school.
6. I cannot work in my field of interest without a graduate degree.
7. The job market is crowded and a graduate degree will make me more competitive.
8. A graduate degree will significantly increase my entry-level salary.
9. I like school; I am not ready to leave the academic environment.
10. I have career-related experience as part of my background.
11. I have always known that I would go directly from undergraduate school into graduate study.
12. Most students entering my field go to graduate study directly from undergraduate school.

9 Factors to Consider:
1. **Geographical Area**
   Consider whether you can afford in-state vs. out-of-state tuition, how much you can spend on travel expenses, how far you want to be from loved ones, internship and employment opportunities in the region and how far-reaching the programs reputation is.

2. **Finances**
   Consider how much you can pay toward tuition, books, housing, living expenses, etc. Are you interested in fellowships, scholarships, tuition waivers or graduate assistant stipends, and are they available?

3. **Experiential Learning**
   Does the school offer graduate assistantships? If so, are they related to your studies and will they afford you related practical or professional experience, or only teaching experience?

4. **Reputation**
   Are the programs accredited by the appropriate accreditation boards?

5. **Quality**
   Consider the quality of the academic courses, the library, the equipment or labs, advising, etc.

6. **Demographics and Culture**
   Consider these factors for both the student body and the faculty. What is your impression of faculty/student interaction? How is morale of the department? Do you “fit” with the environment?

7. **Publications and Faculty Research**
   How well known are professors in the academic marketplace? Do you wish to study or conduct research under a particular “expert” in the field who teaches at a particular institution?

8. **Requirements**
   How many credit hours (or years) is the program? Does the program require students to take comprehensive finals (final exams which cover the entire curriculum), or research and write a thesis?

9. **Preparation/Placement Record**
   What types of positions have previous graduates of the program gone on to hold?

Going to graduate school might be a good idea if you...

- want to be a professor, lawyer, doctor, investment banker or work in any profession that requires a post-secondary education.
- wish to develop additional expertise in a particular subject or field to maximize your future earning potential and opportunities for career advancement.
- are deeply interested in a particular subject and wish to study it in-depth—AND have the time and financial resources to devote to further education.

Going to graduate school might not be a good idea if you...

- are trying to delay your entry into the “real world” with real responsibilities and real bills.
- are unsure about your career goals and/or lack career-related experiences.
- aren’t prepared to devote the time and hard work needed to succeed.
- want to stay in school longer to avoid a poor job market.

Is it better to work first or attend graduate school immediately after I complete my undergraduate degree?

**Work first if...**

- you would like to get some real-world work experience before investing thousands of dollars in a graduate degree.
- the graduate school of your choice prefers work experience (most MBA and some Ph.D. programs require this).
- you cannot afford to go to graduate school now, and you haven’t applied for any scholarships, grants, fellowships and assistantships, which could pay for a great deal of your education.

**Go to graduate school now if...**

- you are absolutely sure you need a graduate degree to pursue your dream job.
• you have been awarded grants, fellowships, scholarships or assistantships that will help pay for your education.
• you’re concerned that once you start earning real money, you won’t be able to return to the lifestyle of a “poor” student.
• your study habits and mental abilities are at their peak, and you worry whether you’ll have the discipline (or motivation) to write papers and study for exams in a few years.

How will I pay for tuition, books, fees and living expenses?
• Family: You’ve likely borrowed from them in the past; maybe you’re lucky enough for it to still be a viable option.
• Student Loans: Even if you’ve taken out loans in the past, another $50,000 - $75,000 may be a sound “investment” in your future.
• Fellowships/Scholarships: A free education is always the best option.
• Teaching/Research Assistantships: Many assistantships include tuition waivers plus a monthly stipend.
• Employer Sponsorship: Did you know that some companies actually pay for you to continue your education? The catch is they usually expect you to continue working for them after you complete your degree so they can recoup their investment.

Assuming I want to go to graduate school in the near future, what should I do now?
• Identify your true strengths, interests and values to help you discover what is right for YOU—not your friends or parents.
• Keep your grades up and sign up (and prepare) to take the required standardized tests.
• Talk to faculty, friends and family who have gone to graduate school to get their perspective about the differences between being an undergraduate and a graduate student.
• Talk to faculty, friends and family who are in your targeted profession to get a realistic sense of the career path and the challenges associated with the work they do.
• Investigate creative ways to finance your education—by planning ahead you may reduce your debt.
• Research graduate schools to help you find a good match.
• Investigate the admissions process and the current student body profile of your targeted schools to evaluate your probability for admission.
• Have faith and APPLY! Remember, you can’t get in unless you apply.

Written by Roslyn J. Bradford

Write a Winning Personal Statement

How to Set Yourself Apart With a Unique Personal Statement
Writing an essay or personal statement is often the most difficult part of the application, as well as the most distinguishing. It is the one portion of the application that allows you to really set yourself apart and tell the admissions committee what you have to offer that is unique from other applicants. It should be something that only you could write and doesn’t resemble what all other applicants are likely writing. It should be well thought out, a clear, succinct statement showing that you have a definite sense of your goals, and be grammatically perfect.

Types of Essays
Some programs request only 1 or 2 paragraphs about why you want to pursue graduate study. Others require 5 or 6 separate essays in which you are expected to write at length about your motivation for graduate study, your strengths and weaknesses, your values and philosophies on a given topic, your greatest achievements, an influential life event and solutions to hypothetical problems. Business schools are notorious for requiring several time consuming essays.

Content
A graduate school essay should be essentially a statement of your ideas or goals. Usually it includes a certain amount of personal history, but you don’t have to supply autobiographical information unless required by the school. In deciding whether or not to include personal history consider its influence on your future plans and ability to distinguish you further from other applicants. Keep your essay positive and upbeat. It is better not to mention low grades or test scores unless specifically asked to. If negative circumstances must be addressed, they should: 1) be in the past; 2) be currently resolved; and 3) be unlikely to recur. Avoid long, tediumy excuses. You may also wish to ask one of your references to address these issues in the recommendation letter. The admissions committee may be trying to evaluate some, or all, of the following criteria:
• A clear reflection of your writing abilities (both grammatical and creative).
• The clarity, focus and depth of your thinking.
• Level of maturity.
• Reasons for deciding to pursue graduate education in a particular field and at a particular institution.
• Motivation, commitment and enthusiasm to pursue a particular field of study.
• Major area of special interest.
• Expectations you have with regard to the program of study and career opportunities.
• Immediate and long-term goals and how previous research, education, and work experience relate to future plans.

Tips
• Write down the most unique things about you. List your goals, accomplishments, and influences.
• Concentrate on the opening paragraph. Avoid “I have always wanted to be a ___.” Consider opening with an epiphany—the moment you realized your passion.
• Have an angle or a “hook” that emphasizes a distinguishing characteristic about you or a life event.
• Tell a story. Even if it includes autobiographical information, it does not have to be written chronologically.
• Demonstrate that you have researched the program(s) and know why you are choosing to apply.
• Consider the reader’s point of view. Avoid any statements that could be interpreted as dishonest.
• Less is more. Illustrate the salient points in depth and refer to supporting materials for more detail.
• Open or end with a quote that has particular relevance to you, your philosophies or the field.

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Duplin County Schools
Human Resources Department
315 North Main Street
Kenansville, NC 28349
(910) 296-1521
www.duplinschools.net

WHAT DO EMPLOYERS EXPECT?

Key Skills For New College Hires

Ability To:

- Verbally communicate with persons inside and outside the organization
- Make decisions and solve problems
- Obtain and process information
- Plan, organize and prioritize work
- Analyze quantitative data
- Possess technical knowledge related to the job
- Demonstrate proficiency with computer software programs
- Create and/or edit written reports
- Sell or influence others
INCREASE ACHIEVEMENT.
INSPIRE LEADERS.
IMPACT LIVES.

IT’S ALL ABOUT QUALITY
Consider the Wake County Public School System where we are committed to highly effective education professionals!

What We Offer:
• High performing, award-winning school district
• Salary advance for eligible candidates
• One of the highest paying public school districts in NC

For more information about employment, visit www.wcpss.net/employment.html

Washington County Schools
100% FOCUS
• Every Student
• Every Classroom
• Everyday

Vision: Washington County Schools will produce students who take ownership for their learning and who are avid readers, writers and mathematical thinkers ready for any challenge in the 21st century.

Mission: Through high quality teaching using the common core standards, our teachers will understand what students need to know, be able to do, with evidence of mastery so the Washington County Schools will provide a world-class education to every child, in every classroom, everyday.

Seeking Highly Qualified Candidates
English
Mathematics
Science
Social Studies
ESL

Where to Apply:
www.washco.k12.nc.us
Click on Employment Opportunities

Washington Montessori Public Charter School
is growing again!
New Kindergarten Class Opening
Fall of 2013
Now Accepting Applications for
2013-14 School Year
Kindergarten thru 8th Grade

Applications are available on the website at
www.wmpcs.org or at the school office.
For questions call Sharon Main at 252-946-1977

Washington Montessori Public Charter School
2330 Old Bath Hwy.
Washington, NC 27889
252-946-1977
www.wmpcs.org

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Perquimans County Schools, in partnership with home and community, will educate all students in a safe and nurturing environment to thrive in a global society.

To explore employment opportunities, please visit: www.pcs.k12.nc.us

Total Employees - 340
Certified/Licensed Staff - 211
National Board Teachers - 29
Staff w/ Advanced Degrees - 57
AIG Certified Teachers - 28

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