CAREER
DEVELOPMENT
GUIDE

Career and Student Employment Services
The Career Center
Haworth College of Business

Western Michigan University
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ABOUT THIS GUIDE

It is our intention to provide information, samples, and worksheets throughout this guide to help you with your own career adventure. Consider this a journey with no real ending, only many interesting stops along the way. Although this guide cannot cover everything related to career planning, we have tried to touch on many of the common questions and steps we all share.

Career planning is a deliberate process of examining yourself, your goals, and the world around you. It is a continuous process of decision-making, which we engage in throughout our lives. You are in charge of your career plan and how it develops. A career is the culmination of one's life of work; including what we study, where and what we do for work, our passions, the circumstances of our lives, and even what we do for fun.

There are several leading theories of career development and each looks at the planning process through a different lens, however, there are similarities across theories. The model below is a graphic depiction of the universal, life-long process of career planning. We move through the stages fluidly, often repeating the process as our life changes and our desires change.

![Career Planning Decision-Making Model](image)

CAREER PLANNING DECISION-MAKING MODEL

Wherever you are in the process, WMU is committed to your success. Visit with our staff and others at WMU and beyond who will support you and provide the guidance you need to make your decision. Good luck on your career planning journey!
CAREER MYTH AND TRUTH: USING FOCUS 2.0

**MYTH**

- There is only one perfect job/career for you
- Your major will guide you to your career
- Your career choices are lifelong decisions
- Liberal Arts, Humanities, and Sciences are not marketable majors
- Your career decisions should be based on the current job market

**TRUTH**

There may be many jobs you enjoy and your career will be made up of different jobs over your lifetime. Learn as much as you can about yourself and the world of work in order to make knowledgeable decisions about your future. Talk with family, advisors, faculty, and others who want to help you determine the best direction for you. The world of work is immense and there is a career path for everyone.

**FOCUS 2.0 IS A SELF-GUIDED CAREER PLANNING TOOL, BASED ON HOLLAND CAREER THEORY, WHICH WILL HELP YOU:**

- Identify majors that fit with your three letter code
- Map out your career plans; present and future
- Provide a code of your “World of Work” preferences

**THEME CODES**

<table>
<thead>
<tr>
<th>FIRST THEME</th>
<th>INTERESTS/MOTIVATORS “WHAT”</th>
</tr>
</thead>
<tbody>
<tr>
<td>SECOND THEME</td>
<td>WORK ENVIRONMENTS/VALUES “WHERE”</td>
</tr>
<tr>
<td>THIRD THEME</td>
<td>SUPPORTING SKILLS “HOW”</td>
</tr>
</tbody>
</table>

Complete the FOCUS 2.0 career assessment for free at: www.wmich.edu/career/focus/
QUICK ASSESSMENT BASED ON THE STRONG
INTEREST INVENTORY®

ALIGN YOUR INTERESTS WITH WMU ACADEMIC PROGRAMS (MAJORS)

Below is a simple self-assessment based on the Strong Interest Inventory™ to help identify your career interests and related majors. In each section, check all items you would enjoy most. Total the boxes you checked in each section to determine what academic programs align with your interests.

“R” Section
☐ Repair a computer or radio
☐ Operate machinery
☐ Clean up a stream
☐ Explore a forest
☐ Arrest lawbreakers
☐ Plant a garden
☐ Build a house or deck
☐ Run a race
☐ Manage a farm or ranch
☐ Test mechanical parts

“A” Section
☐ Sing before the public
☐ Design clothing
☐ Decorate a home or office
☐ Direct a play
☐ Write a story or play
☐ Design a brochure or poster
☐ Create a sculpture
☐ Arrange flowers
☐ Make videos
☐ Act in a performance

“E” Section
☐ Sell an idea to others
☐ Speak in front of groups
☐ Supervise other workers
☐ Start a club
☐ Save money
☐ Develop an advertising plan
☐ Lead a meeting
☐ Take charge of a project
☐ Sell magazines
☐ Raise money for a project

“I” Section
☐ Study causes of disease
☐ Do a science project
☐ Study human anatomy
☐ Study insects
☐ Research solutions to environmental problems
☐ Collect minerals and rocks
☐ Study the solar system
☐ Do math problems
☐ Talk to a scientist

“S” Section
☐ Teach children
☐ Care for a sick person
☐ Teach a friend
☐ Interview clients
☐ Help a person with a difficulty
☐ Volunteer in a hospital or school
☐ Mediate conflicts
☐ Help a charity
☐ Entertain people
☐ Supervise children

“C” Section
☐ Maintain detailed records
☐ Run a mail merge
☐ Organize a work area
☐ Write checks; record balances
☐ Attend to details
☐ Balance a budget
☐ Create a spreadsheet
☐ Edit a document
☐ Create a filing system
☐ Maintain a computer system

ACADEMIC PROGRAMS (MAJORS)

Below are some examples of academic majors that correlate with each interest type. Most occupations are a blend of occupational themes.

“R” (Realistic) Majors: Athletic Training; Aeronautical Engineering; Aviation Flight Science; Civil Engineering; Criminal Justice; Earth Science; Geography-Environmental Resource Management; Graphic and Printing Science (Imaging); Manufacturing Engineering Technology; Mechanical Engineering; Physical Education; Recreation

“I” (Investigative) Majors: Anthropology; Biology; Computer Engineering; Chemistry; Chemical Engineering; Economics; Geographic Information Science; Geochemistry; History; Hydrogeology; Mathematics; Physician Assistant; Physics; Pre-Med; Psychology

“A” (Artistic) Majors: Art; Art Education; French; Graphic Design; English; Film, Video and Media Studies; Food Service Administration; Interior Design; Journalism; Music; Spanish; Theatre

“S” (Social) Majors: Elementary Education; Family Studies; Interpersonal Communication; Music Therapy; Nursing; Occupational Therapy; Religion; Secondary Education; Social Work; Sociology; Special Education

“E” (Enterprising) Majors: Advertising and Promotion; Food Marketing; Management; Human Resource Management; Organizational Communication; Political Science; Public Relations; Sales and Business Marketing; Textile and Apparel Studies; Tourism and Travel

“C” (Conventional) Majors: Accountancy; Career and Technical Education; Computer Information Systems; Computer Science; Construction Engineering; Finance; Integrated Supply Management; Secondary Education-Math; Statistics

4 ASSESSMENT
QUICK ASSESSMENT BASED ON THE MBTI®

ALIGN YOUR PERSONALITY PREFERENCES WITH CAREER OPTIONS

Complete an abbreviated Myers-Briggs Type Indicator assessment to identify career paths that align with your personality type. For each pair of statements, check the item with which you agree the most. Total the number of checks in each column. The columns with the highest number will form one of the four-letter codes listed below.

HOW YOU INTERACT WITH THE WORLD AND WHERE

☐ Prefer to work with others
☐ Need time to interact
☐ Think out loud
☐ Shorter attention span
☐ Background sounds help concentration
☐ Prefer teamwork or working meetings
☐ Want help in researching and writing papers
= ______ “E” (Extraversion)

☐ Prefer to work individually
☐ Need time to reflect before acting
☐ Think things through
☐ Longer attention span
☐ Need quiet for concentration
☐ Prefer written requests or one-on-one requests
☐ Want help in public speaking and verbal expression
= ______ “I” (Introversion)

WHAT KIND OF INFORMATION YOU NATURALLY NOTICE AND REMEMBER

☐ Seek specific information and details
☐ Like facts, tangible objects
☐ Like (and follow) directions
☐ Want faculty who give clear assignments
☐ Like to apply knowledge previously learned
☐ Work steadily with trusted methods
☐ Value practical knowledge
= ______ “S” (Sensing)

☐ Seek theories and meanings
☐ Like to use imagination to create possibilities
☐ Create your own directions
☐ Want faculty who encourage independent thinking
☐ Like to apply new knowledge
☐ Work with bursts of energy trying new methods
☐ Value language, symbols, analogies
= ______ “N” (Intuition)

WHETHER YOU MAKE DECISIONS LOGICALLY AND IMPERSONALLY OR BY USING PERSONAL VALUES

☐ Task-oriented
☐ Oriented to achieve
☐ Motivated by master subjects
☐ Want objective material to study
☐ Like to critique new ideas
☐ Learn by challenge and debate
☐ Want logical plans
= ______ “T” (Thinking)

☐ Relationship-oriented
☐ Oriented to be helpful
☐ Motivated by others
☐ Want to relate to the material personally
☐ Like to please instructors
☐ Learn by being supported and appreciated
☐ Want personal rapport
= ______ “F” (Feeling)

THE WAY YOU LIKE TO LIVE YOUR LIFE: MORE STRUCTURED (MAKING DECISIONS) OR MORE SPONTANEOUS (TAKING IN INFORMATION)

☐ Prefer a set system of accountability
☐ Like to plan
☐ Prefer formal guidelines for solving problems
☐ Schedule time to work on assignments
☐ Plan tasks and get them done
☐ Like to be in charge of events
☐ Want faculty to be organized
= ______ “J” (Judging)

☐ Prefer a system with autonomy and choice
☐ Like to be flexible
☐ Prefer to solve problems informally
☐ Work spontaneously with bursts of energy
☐ Shape a plan and stay open to new information
☐ Like to adapt to events
☐ Want faculty to be entertaining and inspiring
= ______ “P” (Perceiving)

ASSESSMENT 5
EXPLORE CAREERS AND GET EXPERIENCE

• “More than 75% of employers prefer to hire candidates with relevant work experience,” according to the National Association of Colleges and Employers®.
• When deciding between two equally qualified candidates, a very influential factor in making that decision is whether or not the candidate has held a leadership position.
• Don't graduate from WMU without at least one, hopefully two, of the following experiences on your resume.

INTERNSHIP

An internship is considered educational—a chance to learn the skills and practice with the supervision of a more experienced professional. Most internships are paid experiences, where students are performing work for the benefit of the employer. A few exceptions exist; for example, intern teaching is non-paid and required prior to earning teaching certification. In these cases, the University is closely involved in the internship, and the student must complete the experience satisfactorily to receive credit.
http://www.wmich.edu/career/internshiptips/

SERVICE LEARNING

Service-learning is a mutually beneficial endeavor in which course learning objectives are met by addressing community-identified needs—putting academics into practice. Service-learning always includes critical reflection of the work, interactions, and learning regarding the service. It is a collaboration among community partners, students, and professors/instructors/staff.
http://www.wmich.edu/servicelearning/

STUDENT ORGANIZATION LEADERSHIP

Leadership programs are co-curricular, meaning that the purpose is to add experiences, opportunities, and an added dimension to your life outside of the classroom. The ultimate goal is for you to develop into a well-rounded leader and be able to transfer the leadership skills that you acquire to life beyond and outside of Western Michigan University.
http://www.wmich.edu/activities/leadership/

PART-TIME JOBS

On-Campus - Consider working in academics, the Library, Dining Services or program offices throughout campus. Campus contacts can serve as references for internships and professional employment after graduation.
Off-Campus - Many area retail stores, restaurants and non-profit organizations seek student employees each year. In addition to references, you will build skills to use in future positions.
www.wmich.edu/career

* National Association of Colleges and Employers: NACE Research; Job Outlook 2013 with permission of the National Association of Colleges and Employers, copyright holder.
IS GRADUATE SCHOOL RIGHT FOR YOU?

There is a wealth of information available to convince you of the value and importance of graduate school. Only you can decide if it is right for you and when. Graduate level education allows you to focus in on a passion, or an area of study, that you just touched on in your undergraduate work. It can provide you with a deeper understanding of a field, help you develop more powerful professional relationships, and increase your marketability in certain fields. The Bureau of Labor Statistics indicates that over a lifetime, professionals with a master’s degree, or a doctoral degree, earn more and have a lower level of unemployment than the general population. http://www.bls.gov/emp/ep_sum1001.htm

However, graduate school requires significant resources; time, money, energy, and patience, to name a few. If you decide to seek a graduate degree, consider how it will help you in your specific industry or profession. Talk with people, ask your professors, visit with an academic advisor, and shop around for the best fit for you.

SUGGESTED TASKS SPECIFIC TO GRADUATE SCHOOL PREPARATION

☐ Form a list of prospective schools
   Talk to faculty/staff in your field for suggestions on the appropriate number of schools to which you should apply.

☐ Take the Graduate Record Examinations (GRE) test or the Graduate Management Admission Test (GMAT)
   It is important to take a practice GRE test or GMAT (these are online for free or you can purchase study books).
   GRE test and GMAT preparation courses are also available. Make sure you check to see if your program requires a subject test.

☐ Write your Statement of Purpose (also called “personal statement”)
   This is usually 1-2 pages long and is an opportunity for you to discuss in more detail how you are distinctive from other applicants.
   It often includes why you are interested in the field, previous relevant academic/professional/personal experiences, career goals, and your personal characteristics/strengths that would be an asset to the program. Check to see if your program has specific questions for you to answer.

☐ Contact the professors of interest at your prospective schools
   This early networking shows interest in the program and professor, and helps to make you distinctive when the graduate college is looking through piles of applicants.

☐ Request official transcripts from your undergraduate/graduate institution to be sent to your prospective schools

☐ Polish your curriculum vitae (CV) or resume
   Check to see what your school/program prefers. Remember that these are different documents. See page 19 on how to write a CV.

☐ Request Letters of Recommendation from your professional contacts
   Usually 2-3 recommenders are required. Check to see if your school/program has specifications for their qualifications (i.e. faculty).
   Be sure to provide your recommenders with a copy of your Statement of Purpose and CV/resume.

☐ Double check the application requirements
   Some schools/programs require other materials such as a writing sample, personal essays, or portfolio.

☐ Keep a record of all of your sent materials

☐ Fill out the FAFSA online and look into private loans, grants, and fellowships
EXPLORE CAREERS THROUGH INFORMATIONAL INTERVIEWS

Informational interviews are a process for gathering career information from reliable, "inside" sources. They are a way to gain first-hand knowledge about a career by speaking with someone who is in your position of interest or who is familiar with the industry.

WHO CAN YOU ASK?

You can ask anyone you know to help you connect with someone who is knowledgeable about the career in which you are interested. Family, friends, fellow students, faculty, WMU alumni, and co-workers are great resources and they can be experts themselves or they may know someone who is and can make an introduction for you.

Social media such as LinkedIn and Twitter is another source for making connections. LinkedIn groups like WMU Career Mentors will help you find alumni who are working in the industry and may be willing to talk with you (in person, by phone or through email) and share their perspective.

TIPS

• Think about the connection as a way to build a relationship and expand your network.
• Informational interviews are not about asking for a job or a job lead; the point is to learn something.
• The person with whom you have made a connection is doing you a favor – follow their lead on whether meetings should take place in person, by phone or by email. It is about what is convenient for them.
• Do your homework before the meeting – try to learn more about the person with whom you are meeting.
• Know what you want to ask and set the agenda yourself.
• Be respectful and do not overstay your welcome; ask the person how much time they have.
• Always send a thank you note or email to the person who made the connection for you, as well as the person who granted the informational interview. These people are part of your network now.

SAMPLE QUESTIONS

ABOUT THE INTERVIEWEE

• How did you get into this field/position?
• What is a typical day like for you?
• What professional organizations, books, journals or writers have had the greatest influence on your work?

ABOUT THE INDUSTRY

• What are the typical issues faced in the work/industry? What are the best ways to learn more about the industry?
• If you could improve one thing in the industry, your workplace, or your department, what would it be?

Adapted from careerMomentum, Kalamazoo, MI

JOB/OCCUPATION

• What is the preferred degree or major for entry into this field? Are there any entrance requirements?
• What are the most rewarding and least rewarding aspects of the job/occupation?
• What qualities and skills do you feel a person in this field should have/ demonstrate?
• What is the average starting salary for someone in your position? What is the advancement potential for your position?

GOING FORWARD

• Who would you recommend I talk with to further my knowledge? Can I tell him/her that you referred me?
• Would you look over my resume and let me know what you would recommend me adding, changing or improving?
• At what places would you recommend I observe, volunteer or intern? Why?
• What organizations would you recommend joining? What certifications do you recommend earning?
EXPLORE CAREERS THROUGH NETWORKING

Networking is about getting to know people, and you are doing this everyday as you chat with someone in line at the store or meet someone at a school event or when you are visiting with a family friend. Building your network is a valuable job search resource. To be successful at networking you must learn to form mutually beneficial relationships with others and it involves both give and take. Someday, you may be contacted as a networking connection for someone else. The number one way to secure employment in today’s competitive market is through networking. The National Association of Colleges and Employers (NACE) estimates that 75–80% of available positions are never advertised, but are filled through word-of-mouth or networking.

WHO BELONGS IN MY NETWORK?

Everyone! Networking means developing a broad list of contacts. Initially, you will utilize your existing resources for contacts to spread the word that you are looking for a job. For college students and new grads, the best networking contacts are:

- LinkedIn contacts and groups such as WMU Career Mentors
- Professors, instructors and advisors
- Relatives, friends and acquaintances
- Professional student organization members and members of other groups you belong to
- Classmates and former classmates
- Coaches and administrators
- Alumni, including recent grads
- Current and former co-workers
- Parents of classmates

HOW DO I GET STARTED

BRAINSTORM FOR CONTACTS

There are three different types of contacts, and while you may begin with those contacts closest to you, eventually you will include all three types of contacts in your network.

HOT CONTACT
A person you know well and with whom you have a direct connection.

WARM CONTACT
A person with whom you have a connection, but you may not know

COLD CONTACT
A person with whom you have no connection.

PREPARE QUESTIONS TO ASK

Networking is a conversation between two people, so it is best to have questions in mind when speaking with someone about their career. See the list of questions in “Explore Careers through Informational Interviews” to get started (page 8).

TIPS AND TOOLS FOR NETWORKING

**PROFESSIONAL APPEARANCE AND PRESENTATION**
Networking is often about first impressions. Dress well, polish how you speak, make eye contact, and present yourself to impress others. Practice your personal introduction and be prepared to use it.

**FOLLOW UP**
Follow up with every person you meet. A short note telling someone that you enjoyed meeting them will solidify your initial impression and help them remember you.

**STAY CONNECTED**
Networking will be an ongoing part of how you manage your career, so stay in touch with your contacts. When someone helps you, make sure you thank them.

**ORGANIZATION AND TRACKING**
Stay organized with a Rolodex, in a notebook, or in a database file on your computer. You can also use a contact management application if you have a smartphone. It is important to keep track of your contacts and your communication with them.
MIND YOUR MANNERS

FORM GOOD HABITS

• Be on time – timeliness contributes to success
• A firm handshake and good eye contact demonstrate confidence
• Avoid verbal graffiti – filler words such as “uh,” “you know,” “like”
• Dress appropriately for the situation, organization, or activity
• Watch what you say, how you say it and your choice of language; “Please” and “thank you” always work

JOB SEARCH MANNERS

• Follow up on each job application with a phone call or email
• Honestly report your GPA, dates of employment, work experience, etc.
• Always send thank you notes after interviews
• When offered a job, it is better to ask for more time to consider than to accept the offer and decline it later
• Once you have accepted a job offer, stop interviewing with other organizations
• If you are interviewing with multiple organizations, inform all parties when you get a job offer
• Do not forward communications (verbal or written) without consent

PHONE MANNERS

• Don’t answer the phone if you are not available to take the call
• Use a professional greeting such as “Good morning, this is John Smith”
• Keep a professional voicemail message on your phone
• Be sure to talk slowly, clearly, and concisely
• Keep messages brief and remember to leave your name and phone number. Say the number twice
• Return a phone call as soon as possible
• When possible, arrange to have phone interviews from landlines or make sure that the connection is reliable

INTERNET MANNERS

• Treat your email like any other business communication: watch your spelling, grammar, and verbiage
• Fill in the subject line with concise, professional, and informative language
• Use an appropriate email address for all business communication (firstname.lastname@domain.com)
• Avoid ALL CAPITAL LETTERS; capital letters indicate shouting
• No text speak (i.e. thru, u, etc.) and excessive exclamation points
• Read what you have written before you send the email
• Employment correspondence over email is legal and official
• Your profile and information posted online (Facebook, Twitter, etc.) must be professional. Set high privacy settings.
INTRODUCE YOURSELF WITH A PERSONAL COMMERCIAL

A key aspect of networking is introducing yourself to others. A personal commercial (also known as an elevator speech, personal introduction, 30-second commercial) is a quick, effective way to make an impressive introduction. You will use your personal commercial throughout your professional life, including when introducing yourself to a potential employer at a job fair, an interview, or anytime you are asked to introduce yourself professionally. It is also used when responding to the popular statement, “Tell me about yourself.”

Whether you are meeting people through networking or introducing yourself to a potential employer for the first time, having a self-marketing commercial that defines who you are, what you want and how you would benefit an employer will help you stand out. Try using these questions to organize your thoughts and monologue:

- What is your career goal?
- What skills, strengths, or experiences do you have that help you realize that goal?
- What accomplishment best represents how you use these skills, strengths, or experiences?
- What are you searching for in a job or internship?
- How can you immediately benefit the organization?

PERSONAL COMMERCIAL TEMPLATE

Your personal commercial should be conversational and natural. The statement should not sound memorized and you should take care not to ramble. You want to appear confident, poised, and professional.

**GREETING:** Hello, my name is ________________________________

**EXPERIENCE:** I am a ____________ studying _________________ at ________________________

**INTEREST/PASSION:** I am mainly interested in ________________________________

**STRENGTHS:** My strengths include __________________ and __________________

**BRIEF EXAMPLE:** Last summer, I worked at __________________________ and was able to __________________________

**GOAL (informational interview):** I am looking to gain a better understanding of __________________________

**GOAL (internship or employment):** I believe my ability to ________________________ and experience in __________________________ would benefit your company by __________________________

PERSONAL COMMERCIAL EXAMPLES

“Good morning, my name is Nirag Vashi, and I am a secondary education student at Western Michigan University with a focus in science. I grew up in a family of teachers and know that being a high school science teacher is my calling. My passion for helping others has been evident in my involvement in Kalamazoo Public Schools and as a camp counselor for the last three years. Through those experiences I have learned to interact with a diverse group of people, which has increased my ability to relate to others. I have also had the opportunity to create lessons for the campers that focused on life skills like teamwork, communication, and time management. Having been a teacher myself, what things should I be doing now to prepare for my internship search?"

“Hello, I am Alexandra Hill, and I will be completing my bachelor’s degree in finance from Western Michigan University in August. I have worked on a wide variety of projects that have allowed me to put what I’ve learned in the classroom into use in a practical sense. Last year, I was part of a new course where the students managed $500,000 for the Western Annual Fund and it was really exciting to see the portfolio grow. I pride myself on being detail-oriented, analytical, and driven. I understand that you are searching for a new investment advisor and I believe these qualities would benefit your company’s goal to increase your client base while continuing to provide sound investment advice.”

EXPLORATION 11
COMMUNICATE YOUR KNOWLEDGE, SKILLS, AND ABILITIES

When you write your resume and cover letters, you need to communicate how your knowledge, skills, and abilities align with employer needs, and provide specific examples of your accomplishments.

IDENTIFY KEYWORDS & PHRASES

• Analyze job postings for position-specific keywords
• Highlight the skills, personal qualities, and knowledge required for the desired industry
• Use O*Net (www.onetonline.org) and WMU library careers and employment guide (libguides.wmich.edu/home) to identify additional competencies that employers desire

REFLECT ON EXPERIENCE

• Brainstorm all the ways in which you have gained knowledge, skills, and abilities desired by employers
• Remember that you do not need to get paid to gain from an experience. Think of all the skills you have acquired from work, volunteer activities, and coursework

FOCUS ON ACCOMPLISHMENTS

Think about your accomplishments using the STAR method:
• “S/T” – SITUATION/TASK –
  What was the situation/task you were working on? What factors contributed to a particular challenge, e.g., budget cuts, tight deadlines, new goals from management, etc.?
• “A” – ACTION –
  What steps did you take to address the challenge or solve the problem?
• “R” – RESULT –
  What was the outcome of your actions? Did the employer use your solution? Did you save time or money?

• Effective accomplishment statements:
  • Are specific examples of something you are proud of because they contributed to the employer’s or team’s success
  • Start with an action verb
  • Tell the reader what you did, how you did it, or how well you did it
  • Highlight actions that you performed using your strengths
  • Include results of your activities

• Examples of accomplishment statements:
  • Spearheaded three-year strategic plan and annual fund development program to ensure long-term financial stability; secured $10,000 grant from W.K. Kellogg Foundation for its launch
  • Designed and created brochures and guidelines that were adopted by the organization to increase volunteer recruitment
  • Monitored quality of water source, sewage, and drinking water to ensure compliance with state and federal regulations
  • Developed new testing procedures under U.S. Environmental Protection Agency regulations that made the analysis process more efficient and cost-effective
  • Collected and analyzed data and created comparative charts to assist units of local government in reviewing and revising a comprehensive plan for next decade

Visit Optimal Resume at wmich.optimalresume.com to review examples of accomplishments

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DESIABLE SKILLS IN THE WORKPLACE

When writing your resume you should focus on the transferable skills you used to complete your work. This is particularly helpful when your responsibilities are not directly related to your future career. Start your skill statement with an action verb, and tell the reader what you did, how you did it and why you did it.

EXAMPLES

- Maintained termination files of temporary employees in a database using attention to detail and accuracy
- Utilized professionalism and excellent communication skills when interacting with customers on a daily basis
- Employed problem solving and sound judgment resolving conflicts among 10-15 year old campers
- Managed multiple projects simultaneously using time management and organization

DESCRIBE WHAT YOU DID, HOW & WHY

WHAT TO INCLUDE ON YOUR RESUME TO COMMUNICATE YOUR JOB SKILLS?

Balance two to five statements within the three areas below, blending three when possible. For example: What problem did you solve using your job-specific knowledge?

COMMUNICATION AND HUMAN RELATIONS SKILLS
- leadership
- customer service
- listening
- rapport building
- public speaking
- conflict management
- writing
- coaching/training
- teamwork/team building

CRITICAL THINKING
- goal setting
- creativity
- data collection and analysis
- problem solving
- sound judgment
- time management
- organizational skills
- priority setting
- project management
- decision making

TECHNICAL/JOB SPECIFIC SKILLS
- computer skills
- job or industry-specific knowledge and skills
- academic knowledge that prepared you for the career

Adapted from Performance-Based Development System; Developed by Dorothy DelBueno, R.N., Ph.D.
WHEN TO USE AN OBJECTIVE, SUMMARY, OR PROFILE

These statements establish a professional identity and summarize key qualifications and accomplishments while informing the reader of position(s) being sought or career goals. Some people do not use these at all; it is a personal choice. Do not use personal pronouns (I, me) and do not talk about your needs or desires, only what you have to offer the employer.

OBJECTIVE

Objectives work best when you know the job title, you have minimal experience in their field (i.e. student or recent graduate), or your career goals are not obvious from your experience and education. Objective statements should be brief (2-3 lines), simple, and specific. A recruiter is interested in what you bring to the company.

Creative and enthusiastic classroom leader seeks a 6-12 secondary English teaching position with Kalamazoo Public Schools. Skilled in inquiry-based learning and available for after school academic and athletic programming.

CONSIDER THE FOLLOWING TWO RESUME OBJECTIVES. WHICH TELLS THE HIRING MANAGER MORE?

- Be specific and align with employer needs
- State the job title if applying for a specific position
- Identify what you can contribute (strengths, skills, areas of expertise)

# 1 Seeking a position allowing me to utilize my knowledge and expertise in different areas.
# 2 Enthusiastic management student with skills in communication and customer service seeking an internship with Target Stores.

SUMMARY

Summaries are used when you have a variety of experiences and want to keep it generic. With a summary, customize the cover letter or email for a specific position. Summaries highlight the most important experiences relevant to the position, giving visibility to key strengths and talents for a specific field or academic discipline.

Four years of editing and writing experience for college and high school newspapers. Interned as an assistant account executive with copywriting responsibilities at local advertising agency. Sold advertising space, managed advertising sales, promotion, production, and circulation. Winner of the 2013 Western Michigan University Lawrence, Clara, and Evelyn E. Burke Journalism Scholarship.

PROFILE

Profiles are best used for experienced candidates and graduate students. Profiles are opening statements packed with skills, personal attributes, and often bullet several accomplishments and qualifications.

- Redesigned an outpatient clinic that resulted in a 15% increase in productivity
- Led a project team to evaluate space utilization in a pharmacy that managed over 3,000 medications
- Utilized data, focus groups and process improvement teams to lead space utilization and process improvement initiatives with 12 food service employees
Describes your skills, accomplishments and experiences while keywords are specific words or phrases that job seekers use to search for jobs and employers use to find the right candidates. The list below is only a start. Search online for words/phrases specific to your area of study and expertise. For example, “action verbs for mechanical engineering resumes” or “keywords for nursing resumes.”

**ACTION VERBS**

**MANAGEMENT/LEADERSHIP SKILLS**
- administered
- analyzed
- appointed
- approved
- assigned
- attained
- authorized
- chaired
- considered
- consolidated
- contracted
- controlled
- converted
- coordinated
- decided
- delegated
- developed
- directed
- eliminated

**COMMUNICATION/PEOPLE SKILLS**
- addressed
- arbitrated
- arranged
- articulated
- authored
- clarified
- collaborated
- communicated
- composed
- condensed
- conferred
- consulted
- contracted
- conveyed
- convinced
- corresponded
- debated
- defined
- developed
- directed
- discussed
- drafted
- edited
- elicited
- enabled
- explained
- expressed
- formulated
- furnished
- incorporated
- influenced
- interacted
- interpreted
- involved
- joined
- judged
- lectured
- listed
- marketed
- mediated
- moderated
- negotiated
- observed

**PERSONAL QUALITIES AND WORK ENVIRONMENT**
- accurate
- analytical
- assertive
- attentive
- autonomous
- cautious
- charismatic
- committed
- competitive
- confident
- consistent
- conservative
- customer-oriented
- decisive
- deliberate
- dependable
- diplomatic
- efficient
- energetic
- enterprising
- fast-picker
- flexible
- friendly
- goal-oriented
- highly-organized
- improvement
- focused
- independent
- initiative
- innovative
- intuitive
- listen
- motivated
- organized
- passionate
- patient
- people-oriented
- prescriptive
- positive
- precise
- provide
- variety
- quick
- reliable
- results-oriented
- risk-taker
- self-directed
- specialist
- structural
- supportive
- systematic
- team-oriented
- verbally articulate

**RESEARCH SKILLS**
- analyzed
- clarified
- collected
- compared
- conducted
- critiqued
- detected
- determined
- diagnosed
- evaluated
- examined

**CREATIVE SKILLS**
- acted
- adapted
- began
- combined
- composed
- conceptualized
- condensed
- created
- customized
- designed
- developed
- directed
- displayed
- drew
- entertained
- established
- fashioned
- formulated
- illustrated
- initiated
- integrated
- introduced
- invented
- modeled
- modified
- originated
- performed
- photographed
- planned
- reviewed
- revitalized
- shaped

**HELPING SKILLS**
- adapted
- assisted
- answered
- arranged
- assessed
- backed
- cared for
- clarified
- coached
- contributed
- collaborated
- cooperated
- counseled
- demonstrated
- diagnosed
- educated
- encouraged
- ensured
- expedited
- facilitated
- familiarized
- furthered
- guided
- helped
- insured
- intervened
- motivated
- provided
- rehabilitated
- represented
- resolved
- simplified
- supplied
- supported
- volunteered

**TECHNICAL SKILLS**
- adapted
- applied
- assembled
- built
- calculated
- computed
- conserved
- constructed
- converted
- designed

**TEACHING SKILLS**
- adapted
- advised
- clarified
- coached
- communicated
- conducted
- coordinated
- critiqued
- developed
- enabled
- encouraged
- evaluated
- facilitated
- focused
- guided
- individualized
- informed
- installed
- instructed
- motivated
- persuaded

**FINANCIAL DATA SKILLS**
- administered
- adjusted
- allocated
- analyzed
- appraised
- assessed
- audited
- balanced
- budgeted

**ORGANIZATION/DETAIL SKILLS**
- approved
- arranged
- cataloged
- charted
- classified
- coded
- collected
- compiled
- corrected
- corresponded
- distributed
- executed
- generated
- implemented
- incorporated
- inspected
- logged
- maintained
- monitored
- obtained
- operated
- ordered
- organized
- prepared
- processed
- provided
- purchased
- recorded
- reviewed
- served
- set up
- supplied
- standardized
- systematized
- updated
- validated
- verified

**DEVELOPMENT**

15
# STANDARD CHRONOLOGICAL RESUME FORMAT

**NAME**  
Street Address, Apt. #, City, State, Zip, Phone Number, Email Address

**OBJECTIVE, SUMMARY or PROFILE**  
Be specific and avoid cliché statements that lack substance. Inform the reader of what industry, field, or position you are interested in. Indicate what you can offer the employer related to the position you are applying for; skills, experiences, or personal characteristics that support your job objective. Not what the employer can offer you or what you want out of the job.

**EDUCATION**

<table>
<thead>
<tr>
<th>Bachelor of (list your official WMU degree)</th>
<th>Expected Graduation: Month Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western Michigan University</td>
<td>Kalamazoo, MI</td>
</tr>
<tr>
<td>Major(s): Minor(s):</td>
<td>Major GPA: /4.00, CGPA: /4.00</td>
</tr>
</tbody>
</table>

**RELEVANT COURSEWORK or ACADEMIC PROJECTS**

- **Course Name**: Brief summary of skills gained, projects completed, research conducted, results and outcomes of case study experiences, presentations delivered, etc. The employer is interested in what you gained from this course so avoid inserting the course description or number here.
- **Project Team**: Describe purpose of project, your role on the team, materials or methods used, outcomes, presentations, etc. Your teamwork and leadership skills can be highlighted here as well as content or consulting skills.

**EXPERIENCE**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Company Name</th>
<th>Month Year – Month Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>City, State</td>
</tr>
</tbody>
</table>

- Using action verbs, describe the scope of your responsibility. Avoid using, ‘Responsibilities included…’
- Use verb phrases, rather than full sentences; provide concise statements without unnecessary words.
- Identify what you did, why you did it, and how/why well you did it.
- Begin with an action followed by a purpose, or a problem resulting in action, concluding with the result, e.g., ‘Provided high level of customer service by thoroughly answering product questions, ensuring satisfaction and return business’ or ‘Contributed to organizational stability by generating over $10,000 in new revenues.’
- Provide examples of skills developed or enhanced, e.g., ‘Acquired valuable organizational skills by transforming a disorganized, inefficient filing system into an operation for easy retrieval and storage.’
- Provide quantitative information when possible: how many, how much, how often, etc. Quantitative information begins to create a picture for the reader, e.g., ‘Supervised _______ cashiers,’ ‘Managed a cash drawer of up to $______’
- Describe the work environment or atmosphere, e.g., ‘Excelled in fast-paced team-oriented work environment’ or ‘Worked independently to meet deadlines.’

**HONORS and ACTIVITIES**

- Treasurer and Member, Student Organization  
- Intramural Athletics  
- WMU Dean’s List  
  
(Provided by WMU Career Services; basic format, suitable for anyone.)
RESUME BEFORE & AFTER

Jane Smith
1234 Western Drive XXX-XXXX-XXXX XXXX XXXX @wmich.edu

OBJECTIVE
Seeking a sales internship for the summer of 2014 to apply my relationship building and follow up skills and sales support experience to contribute to the success of a motivated sales team.

EDUCATION
Bachelor of Business Administration
Western Michigan University, Haworth College of Business
Kalamazoo, MI
Graduation: April 2014
Major: Sales and Business Marketing
Minor: Communications, General Business
GPA: 3.6/4.0

SALES & BUSINESS MARKETING EXPERIENCE
Enterprise Rent-A-Car
Extramural Intern
Farmington Hills, MI
May 2013
- Participated in the Business Internship Program, a collegiate-level job shadow in the Haworth College of Business at Western Michigan University
- Shadowed a sales manager during three sales calls and observed up-selling, negotiations, and superior customer service
- Learned the importance of relationship building and communication in prospecting and maintaining a client base

Access Medical, LLC
Sales and Business Marketing Intern
Kalamazoo, MI
May – August 2012
- Developed a sales and marketing plan initiative for 2012-2013 using organization and project planning skills
- Designed a system enabling company to track unbilled revenue and receive revenue more quickly
- Participated in the accounts receivable process by making collections calls and processing invoices
- Established relationships with vendors to expedite payment of invoices

WORK EXPERIENCE
The Career Center, Haworth College of Business
Peer Educator
Kalamazoo, MI
January 2012 – Present
- Design and distribute promotional flyers using Adobe In-Design and Adobe Photoshop
- Correspond with employers regarding program logistics which required persistence and clear communication
- Developed and implemented a survey to determine initial interest in a peer mentor program
- Trained 8 peer mentors to provide resume assistance to student interns

Maggie Moo’s Ice Cream and Treatery
Assistant Manager/Customer Service
Rochester Hills, MI
April 2010 – Present
- Promoted to Assistant Manager as a result of a strong work ethic and ability to work with others
- Train new employees in store closing activities, product awareness, and cash register management
- Demonstrated knowledge of current products and pricing in order to assist customers and guarantee return business
- Utilize customer service skills when serving approximately 100 customers daily while tending to their needs and concerns

HONORS/ACTIVITIES
Member, Business Internship Program Advisory Committee, Western Michigan University
May 2012 – Present
Phi Sigma Pi National Honor Fraternity
January 2011 – Present

DEVELOPMENT
Experience
Peer Educator
Jan. 2012-Present The Career Center, Kalamazoo, Michigan
- Create flyers for career programs
- Speak with employers about career programs
- Worked with peer mentors
Asst. Manager/Customer Service
April 2010 – Current Maggie Moo’s Ice Cream Treatery, Rochester Hills, MI
- Train new employees.
- Help customers with orders
- Responsibilities include: opening store, closing store, cleaning store, counting money, etc.

Education
Western Michigan University, Haworth College of Bussiness
Kalamazoo MI, GPA 2.90
2009-2013
Major: Sales and Business Marketing
Minor: Communications, General Business
Phi Sigma Pi National Honor fraternity, Watching movies,

Activities/Interests
spending time with family, music, swimming.

References
References are available on request.
REFERENCE LIST GUIDELINES

PLAN AHEAD

• Select three to five people who can provide support for your abilities, accomplishments, potential, and performance. Possible references include: past or present employers, faculty members, student organization advisors, and supervisors of volunteer or service learning experiences.
• Always secure permission before including names as references. Remember to send a note of thanks.
• Provide each reference with a copy of your resume and some idea of your employment goals.
• Include name, professional title, organization, complete address, phone number, and email.
• References are usually contacted by telephone and need not write letters unless asked.
• List references in alphabetical order by last name. Repeat the same heading used on your resume, in the same font style, to present a uniform appearance throughout your application materials.
• Consider adding a line identifying the reference’s relationship to you, e.g., “Relationship: former supervisor”.

EXAMPLE

Michelle B. Eagerly
xxxxxxxxxxxx@wmich.edu
(XXX) XXX-XXXX

Present Address:
XXXX Lake Street
Kalamazoo, Michigan XXXXX

Permanent Address:
XXXX Treetop Drive
Toledo, Ohio XXXXX

REFERENCES

Dr. Roger Caman, Ph.D.
Associate Professor, Mathematics Department
XXXX Everett Tower
Western Michigan University
Kalamazoo, Michigan 49008
(XXX) XXX-XXXX
xxxx.xxxxxxx@wmich.edu

Ms. Gina Drake
Director, Volunteer Services – American Red Cross
XXXX Venture Court
Kalamazoo, Michigan XXXXX
(XXX) XXX-XXXX
xxxx.xxxxxxx@gmail.com

Ms. Maggie Olsen
2nd Grade Teacher (Mentor)
Dundee Hills Reading Academy
XXXX Learning Village Road
Kalamazoo, Michigan XXXXX
(269) 641-7292
xxxx.xxxxxxx@dundeehills.k12.mi.us

Mr. Scott Vogel
Supervisor, Information Systems – Ralston Foods
XXXX Porter Street
Battle Creek, Michigan XXXXX
(XXX) XXX-XXXX
xxxx.xxxxxxx@ralston.com
WHEN TO USE A CURRICULUM VITAE (CV)

A curriculum vitae (CV) is most often used in an academic setting. Professionals who teach at the college level, conduct research, publish, and present are more likely to utilize a CV to chronicle their accomplishments over a career. A CV is generally multiple pages, more detailed than a resume, and may be required when applying for academic positions or graduate school. No two CVs look the same; here are some suggestions for inclusion.

CONTACT INFORMATION
At the top of your CV, include your name and contact information. Outside of the US, many CVs include even more personal information, such as gender, date of birth, marital status, and even names of children.

EDUCATION
Include college and graduate study; school attended, dates of study, and degree received.

HONORS AND AWARDS
Include dean’s list standings, departmental awards, scholarships, fellowships, and membership in any honors associations.

THESIS / DISSERTATION
Include your thesis or dissertation title. You may also include a brief sentence or two on your paper and/or the name of your advisor.

RESEARCH EXPERIENCE
List any research experience you have, including where you worked, when, and with whom. Include any publications resulting from your research.

WORK EXPERIENCE
List relevant work experience; this may include non-academic work. List the employer, position, and dates of employment. Include a brief list of your duties and accomplishments.

TEACHING EXPERIENCE
List any teaching positions you have held. Include the school, course name, and semester. You may also include any other relevant tutoring or group leadership experience.

SKILLS
List any relevant skills you have not yet mentioned. This may include language skills, computer skills, administrative skills, etc.

PUBLICATIONS AND PRESENTATIONS
List any publications you have written, co-written, or contributed to. Include all necessary bibliographic information. You should also include any pieces you are currently working on. Include papers you presented at conferences and/or associations: list the name of the paper, the conference name and location, and the date.

PROFESSIONAL MEMBERSHIPS
List any professional associations to which you belong. If you are a board member of the association, list your title.

EXTRACURRICULAR ACTIVITIES
Include any volunteer or service work you have done, as well as any clubs or organizations to which you have belonged.

REFERENCES
Include the name, title, and contact information for those people who have agreed to be a reference for you.

Source: http://jobsearch.about.com/od/curriculumvitae/a/cv-guidelines.htm
## WRITING A STRONG COVER LETTER

The cover letter introduces you to a prospective employer. It may be an email or in hard copy, it is your first impression and shows your communication skill. While a cover letter may not always be required, it is a great way to explain to an employer why you are a good fit for the position.

### GENERAL COVER LETTER CONTENT (3-5 PARAGRAPHS)

<table>
<thead>
<tr>
<th>INTRODUCTION (1 paragraph)</th>
<th>PROOF OF QUALIFICATIONS (1-3 paragraphs)</th>
<th>STRONG FINISH (1 paragraph)</th>
</tr>
</thead>
</table>
| • Catch the employer’s attention quickly by leading with a strong statement  
• Clearly express why you are writing  
• State how you learned of the organization and job opening  
• Express your interest in the organization and job  
• Identify any connection(s) you have with the organization | • Expand on the information in your resume  
• Identify one or two of your strongest qualifications and clearly explain how these skills apply to the job  
• Refer to the job description, if applying to a specific position  
• Demonstrate that you have researched the organization  
• Explain how you are a good fit for the position and/or organization | • Re-emphasize your interest in the position  
• Express your interest in an interview  
• State that you will follow-up with a phone call (make sure you do call)  
• Thank the reader for their time |

### MAKE SURE TO

- Catch the employer’s attention quickly by leading with a strong statement
- Clearly express why you are writing
- State how you learned of the organization and job opening
- Express your interest in the organization and job
- Identify any connection(s) you have with the organization

- Expand on the information in your resume
- Identify one or two of your strongest qualifications and clearly explain how these skills apply to the job
- Refer to the job description, if applying to a specific position
- Demonstrate that you have researched the organization
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- Re-emphasize your interest in the position
- Express your interest in an interview
- State that you will follow-up with a phone call (make sure you do call)
- Thank the reader for their time
CUSTOMIZE YOUR COVER LETTER TO THE JOB

INTERNSHIP JOB DESCRIPTION

**Internship Name:** Access Medical Sales and Marketing Internship (Monroe Brown Foundation)
**Organization:** Access Medical, LLC
**Contact:** Bob Brown  
**Email:** brown@accessmedicaleval.com  
**Phone:** 269.276.0068
**P.O. Box 50986, Kalamazoo, MI 49005**
**Website:** www.accessmedicaleval.com

**General job functions the organization is usually hiring:** Marketing/HR

**Brief Description of Internship:** Access Medical is looking for an energetic intern candidate who is interested in learning the operations of a durable medical equipment company with a focus on sales and marketing.

**Required Experiences:** Must be self-motivated with a strong work ethic.

**Qualifications:**
**Schools:** Western Michigan University, Kalamazoo College, University of Michigan, Michigan State University

**Grade Level:** Four year college 3rd year, Four year college 4th year or more, Graduate School

**About Company:** Access Medical is a home Medical Equipment provider serving the greater Kalamazoo community. Our staff is trained and knowledgeable in a wide variety of home medical equipment and supplies, which allows us to meet you and your patient’s needs. Access Medical strives to make a difference in peoples’ lives and in the greater Kalamazoo community.

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Jane Smith  
1234 Western Dr.  
Kalamazoo, MI 49009

March 15, 2013

Bob Brown  
Professional Title  
Access Medical, LLC  
P.O. Box 50986  
Kalamazoo, MI 49005

Dear Mr. Brown,

I am a sales and business marketing major at Western Michigan University and I learned of the internship at Access Medical through Jane Baker at the WMU Business Internship Panel. Based upon the qualifications listed on BroncoJOBS, I am writing to express my interest in the position. Access Medical’s commitment to meeting the needs of patients and caregivers, along with my interest in sales, marketing and helping others, make a great combination that will benefit your company.

I pride myself on being a self-motivated individual in all areas of my life, especially when learning new things. For example, in order to learn more about my major, I was selected to be a part of the Business Externship Program, a collegiate level job shadow opportunity. I spent several days at Enterprise Rent-A-Car, learning the role of their sales managers and taking part in several client meetings and calls. I also pride myself on having a strong work ethic. This quality helped me receive two promotions to lead positions in my work at a local ice cream shop. I would utilize these qualities at Access Medical in order to learn the operations of a durable medical equipment company, and dedicate myself to the sales and marketing of your products.

I am confident that my professional and educational background, complemented by my strong work ethic and self-motivation, would be great assets to Access Medical. Although the attached resume outlines my accomplishments, a personal interview would be the only way to fully illustrate why I am an excellent fit for the position. Thank you for your time and consideration.

Sincerely,

Jane Smith
Jane Smith

SEARCHING 21
MOST EMPLOYERS USE APPLICANT TRACKING SYSTEMS

If you have applied for a job lately, you likely were directed to an employer's website to complete an application online. The employer probably uses an applicant tracking system. These systems are designed to help the employer manage the employment process more efficiently.

Applicant Tracking Systems (ATS), or candidate management systems, are used to post job openings on an employer's website or job board, screen resumes, and generate interview requests to potential candidates by e-mail. Most employers that recruit students from WMU use some type of applicant tracking system. It is common in business, engineering, government, healthcare and even education.

HOW TO BE SUCCESSFUL WITH APPLICANT TRACKING SYSTEMS

Here are some ideas to help you effectively use your time and represent yourself best when using these systems.

1. Research the company so you know the keywords, phrases and terms this organization uses. Make sure your answers include the language of this organization.
2. Have all your documents ready so you can complete your application in one sitting.
3. Gather license numbers, dates of various certifications, and information on your references before you begin.
4. Give yourself enough time (and privacy) to read the questions carefully and twice in order to complete the fields correctly.
5. If given an area to add comments at the end of your application, do so. Don't leave it blank.
6. Write down the date and time you completed the application, including the login information you used so you can return to your application or follow up with the employer.
7. If the organization requires you to complete the online system, you must follow the directions and complete the form to be considered for a job there. You can, however, also contact the HR department or a representative of the company to ensure they know you have applied and that you are passionate about working there.

TIPS FOR OPTIMIZING YOUR RESUME FOR AN APPLICANT TRACKING SYSTEM

Job seekers can increase their resumes' chances of getting through an applicant tracking system by heeding the following do's and don'ts:

1. Don't include tables or graphics: Applicant tracking systems can't read graphics, and they misread tables. Instead of reading tables left to right, as a person would, applicant tracking systems read them up and down.
2. Feel free to submit a longer resume: The length of your resume doesn't matter to an applicant tracking system. It will scan your resume regardless of whether it's two pages or four. Submitting a longer (say three or four page) resume that allows you to pack in more relevant experience and keywords and phrases could increase your chances of ranking higher in the system.
3. Call your work experience, "Work Experience" rather than referring to work experience as "Professional Experience" or "Career Achievements" (or some other variation on that theme).
4. Don't start your work experience with dates to ensure applicant tracking systems read and import your work experience properly, always start it with your employer's name, followed by your title, followed by the dates you held that title. (Each can run on its own line). Applicant tracking systems look for company names first. Never start your work experience with the dates you held certain positions.

HOW TO MAKE THE MOST OF JOB FAIRS

The success of a career fair depends not as much upon the employers as it does upon you. Determine your goals and set up a strategy to make the most of limited time.

**BENEFITS OF ATTENDING A JOB FAIR**

- Learn about the variety of positions available to a student or college graduate
- Talk to someone working in your field of interest
- Gain networking and interviewing experience
- Learn about internship and/or employment opportunities
- Establish employment contacts and obtain referrals for job leads
- Obtain employment. Employers indicate that career fairs and on-campus interviewing are among the top five ways they find new hires

**BEFORE THE FAIR**

- Know your objective. Decide whether you are seeking full-time employment, co-op, internship, or contacts
- Create a personal commercial to introduce yourself and present your qualifications
- Review the list of employers coming to the fair at (www.wmich.edu/career)
- Select the top five employers you are interested in and visit them first
- Research employers before visiting their tables
- Develop a short list of questions to ask recruiters
- Prepare at least 20 copies of your resume on resume paper to leave with recruiters
- Be prepared to interview on the spot, but do not expect an individual interview
- Pack a pen, a notepad, and small breath mints (no chewing gum)
- Plan to arrive early while employers are fresh
- Dress professionally

**DURING THE FAIR**

- Behave professionally, even in elevators, corridors, parking lots, and restrooms
- If you come with a friend, separate at the door and approach each employer by yourself
- Be organized – carry a portfolio or briefcase; avoid digging in a backpack for your resume
- Wait until the employer asks for your resume
- Maintain professional space and behavior when approaching the employer’s table. Avoid taking “freebies” until after your conversation
- Use good eye contact, a strong handshake, and body language that projects confidence
- Speak naturally – avoid presenting your personal commercial like a speech
- Ask open-ended questions; avoid obvious questions or questions about salary/benefits
- Collect business cards and organizational literature
- Ask the preferred way for you to follow up and thank the recruiter by name
- Immediately after speaking with employers that interest you, document what you have learned to follow up appropriately

**AFTER THE FAIR**

- Send a thank you letter or email to employers you have a high level of interest in, not necessarily everyone you met
- Follow up with a cover letter and resume to employers you are interested in. Mention you met their representative at WMU
- File away the literature you have collected. It can be helpful later in writing cover letters or preparing for interviews
- Improve your resume if you learned something that better reflects your qualifications or focus
- Maintain contact with employers – perseverance pays off

SEARCHING 23
INTERVIEW SUCCESSFULLY

Different employers interview in different ways. You may interview face-to-face with one person or several people (alone or in a group), over the phone or via Webcam (video online interviews). A first interview with a human resource representative is often used to pre-screen candidates to determine if they are qualified for the position and a second interview. A second interview often takes place with a hiring manager and may include the same questions asked during pre-screening or more in-depth questions to define your fit for the position. You may also be asked to participate in a simulation or case study that allows you to demonstrate your problem-solving skills, or to make a presentation about yourself or a topic relevant to the job.

BEFORE THE INTERVIEW

• Research the employer to better understand the culture and how you might fit in
• Review the job requirements for clues about the questions you might be asked
• Be prepared to demonstrate examples of your strengths, weaknesses, skills, and personal qualities as they relate to the position
• Practice answering interview questions, use Optimal Resume to tape an interview: https://wmich.optimalresume.com/
• Prepare your professional interview attire, copies of your resume, and references
• Obtain details about the interview including location, directions, parking and the names/job titles of interviewers

INTERVIEW PREPARATION WORKSHEET

Position: ____________________________
Company Name: ____________________________
Address: ____________________________ City: __________ State: _______ Zip: _______
Website: ____________________________
Contact Person and Title: ____________________________
Email: ____________________________ Phone Number: _______ Fax Number: _______
Travel Instructions: ____________________________

COMPANY RESEARCH

What are the company’s mission/values/goals?

When was the company founded and what is the company’s public image?

Has the company undergone any expansions or mergers? Are any expansions or mergers anticipated? If so, how?

What is the size of the company and how is it organized?

Where are its plants, offices and/or stores located?

Has the company shown substantial and consistent growth? If so, when and to what extent?

Who are its major competitors?

How does the company rank in the industry?

Does the company have extensive employee turnover? What do employees like/dislike about working there?

To whom does the company sell or provide services?

What is the company’s financial situation?

24 SEARCHING
## POSITION ANALYSIS

<table>
<thead>
<tr>
<th>Main requirements of the position</th>
<th>My qualifications/experience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Position-specific knowledge and credentials:</strong> (education, experience in industry, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Transferable skills:</strong> (computer, organization, communication, project management, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Personal characteristics:</strong> (creative, organized, self-directed, precise, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Adaptive skills:</strong> (what you will need to learn and how you will learn it)</td>
<td></td>
</tr>
</tbody>
</table>

## ACTIVITY LOG

<table>
<thead>
<tr>
<th>Date, time and length of interview</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions to ask in the interview</td>
<td></td>
</tr>
<tr>
<td>Reactions to the interview</td>
<td></td>
</tr>
<tr>
<td>Date thank you letter sent</td>
<td></td>
</tr>
<tr>
<td>Date of offer or rejection notification received</td>
<td></td>
</tr>
</tbody>
</table>

## BEHAVIORAL QUESTIONS

Past performance predicts future performance. Behavioral questions probe for specific examples (stories) about your experiences. They often start with “Tell me about a time when...” or “Give me an example of when you...”

### FORMULA TO ANSWER: S.T.A.R.

<table>
<thead>
<tr>
<th><strong>SITUATION/TASK</strong></th>
<th>Describe the situation and the task you were working with.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACTION</strong></td>
<td>Describe what you did. What steps or actions did you take?</td>
</tr>
<tr>
<td><strong>RESULT</strong></td>
<td>Describe the result. How did it turn out? What did you learn?</td>
</tr>
</tbody>
</table>

### EXAMPLES

**TELL ME ABOUT A TIME WHEN YOU TOOK ON A TASK THAT WAS NOT ASSIGNED TO YOU.**

**SITUATION/TASK** | Last month I noticed that the employee bulletin board where I work had outdated notices posted. Employees had stopped reading it and began missing important announcements.

**ACTION** | I worked with two of my coworkers and we set up a calendar and recruited everyone in the office to sign up for a month to keep the board cleared of old announcements and posted with current event and benefit information. We then sent an email to all employees letting them know what kinds of updated information they could find there.

**RESULT** | Because of the up-to-date information, communication within the office improved and we saw an increase in productivity.

See Behavioral Interview Preparation Worksheet, next page
**BEHAVIORAL INTERVIEW PREPARATION WORKSHEET**

Use the following *Behavioral Interview Preparation Worksheet* to prepare for an interview. Employers use this type of questioning to assess your proficiency with a particular skill. You can identify the skills an employer may try to assess by reviewing the position description. Below are examples of transferable skills that are desired by employers. While the questions you are asked during an interview may be different, try to identify an example for each that highlights your skills:

<table>
<thead>
<tr>
<th>ADAPTABLE/FLEXIBLE:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe how you are flexible in your dealings with co-workers or classmates</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ATTENTION TO DETAIL:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe a task or project you have worked on that demanded the most attention to detail</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMMUNICATION:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me about a recent miscommunication you had with someone. What did you do to correct or resolve the situation?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONFLICT RESOLUTION:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are some of your strengths in dealing with people? Tell me about the last time you used one of those strengths to resolve a conflict.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CUSTOMER RELATIONS:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the most frustrating time you had experience when trying to solve a customer’s problem.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DECISION MAKING:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>What was the most difficult work decision you have had to make in the last year? Why was it so difficult? How did you make it?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEDICATION:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sometimes during a rush period people have to miss their break or lunch to get the job done. Tell me about the most recent time this happened to you.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FOLLOWING PROCEDURES:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me about a time when you followed an organizational policy with which you didn’t agree.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INITIATIVE:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Give me an example of a situation where you took on a task or duty at work that was not assigned to you.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INNOVATIVE/CREATIVE:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me about the most innovative or creative project you have worked on.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEADERSHIP:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me about the most recent time you displayed leadership on the job.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ORGANIZATION:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me what you do to prepare for exams.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROBLEM SOLVING:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe how you use problem solving skills at work.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STRESS MANAGEMENT:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe a high pressure situation you encountered in the past.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TEAMWORK:</th>
<th>ST Situation/Task</th>
<th>A Action</th>
<th>R Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tell me about a successful team you were on. What did you do to contribute to the team?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**PROFESSIONAL INTERVIEW ATTIRE GUIDELINES**

**DRESS TO IMPRESS**

**WHEN IN DOUBT, ERR ON THE FORMAL AND CONSERVATIVE SIDE. IT IS ALWAYS BETTER TO BE OVERDRESSED THAN UNDERDRESSED.**

| • Conservative two-piece suit (pant or skirt) in black, navy, or dark grey |
| • Conservative blouse in white, blue, or pastel color |
| • Jacket and blouse have professional neckline |
| • If wearing a skirt suit, the skirt must be knee-length when standing |
| • Avoid wearing a dress |
| • Hosiery is neutral, skin colored, with no runs |
| • Polished, dark-colored, closed-toe shoes with conservative heel |

| • Matching two-piece dark suit (no tuxedos) |
| • Pressed long-sleeved white or blue shirt (even in the summer) |
| • Dark socks that match the pants and cover the calf |
| • Black, polished conservative shoes |
| • Dress loafers and dress lace-ups are appropriate |
| • Casual loafers and boat shoes are not acceptable |
| • Belt should be leather with a small buckle |
| • Silk tie in conservative color or pattern |
| • Tie length should reach belt buckle |

**FOR ADDITIONAL TIPS: HTTP://WWW.COLLEGEGRAD.COM/INTERVIEW/HOWTODRESSFORAJOBFORINTERVIEW.SHTML**

**GENERAL DRESS AND GROOMING TIPS**

**HAIR:** Should be neat, well-groomed, clean, and out of the eyes. Facial hair should be removed or trimmed to a conservative length

**NAILS:** Should be clean and manicured. Polish may be worn, but should be clear or conservative light color

**FRAGRANCE:** Little to no cologne or perfume should be worn

**JEWELRY:** Conservative in amount and size. Men should not wear earrings and should only wear one ring; women can wear one ring on each hand and earrings should be conservative in size and color. All visible body jewelry should be removed

**TATTOOS/PIERCINGS:** Should be removed or covered

**COSMETICS:** Should be natural and accent your overall appearance; avoid use of dark colors

**PURSE/BRIEFCASE:** If brought to an interview, purses should be small and professional. It is best to bring a briefcase or portfolio. No back packs
DURING THE INTERVIEW

CREATING THE RIGHT IMAGE:
- Arrive 10-15 minutes early
- Turn off your cell phone or leave it in the car
- If needed, use mints – not chewing gum
- Be courteous and friendly to everyone you meet
- Shake hands firmly
- Maintain eye contact
- Wait for invitation to be seated
- Listen actively
- Speak in a clear, moderate voice
- Do not criticize past employers or coworkers
- Demonstrate enthusiasm and interest
- Ask for business cards

QUESTIONS ABOUT YOUR STRENGTHS/GOALS:
You can prepare for this type of question by doing a self-assessment of your values, interests, skills and personality characteristics, and by researching the employer.
- What have you learned from some of the jobs you have held?
- Why did you choose your major/WMU?
- Where do you see yourself in five/ten years?
- What would be your ideal position?
- How can you contribute to our organization?
- How do you interact best with your supervisors?
- How much independence or flexibility do you like?
- How do you define success?
- What are your expectations of your future employer?
- What interests you about this position and our organization?
- How have your educational and work experiences prepared you for this position?

QUESTIONS ABOUT YOUR WEAKNESSES:
- Using a strength of yours, describe the strategies you use to avoid "overusing" your strength to the point of it becoming a "weakness"
- Describe the undesirable outcome you experience (without blaming others) and end your story with a summary of what you learned from the experience or what you would do differently next time
- Describe a limitation or least favorite part of the job that is not critical to perform competently in the job for which you are applying
- Cite a weakness that, under the right circumstances, can prove to be an asset
- Cite a weakness that you are working on correcting and provide concrete examples of what you are doing to fix the problem, the progress you have made and how these improvements will help the employer
- Cite a learning objective. After reviewing the job description, you may discover that part of the job requires more skill and experience than you now have. Rather than assuming the potential employer will not notice this weakness, develop a strategy to compensate for it

ASKING YOUR QUESTIONS:
- Your questions are a good indicator of your true interest and commitment to the position and the company
- Refer to the prepared list of questions based on your research (see Interview Preparation Worksheet, page 26) and ask at least one question about the information given to you during the interview
- Do not ask questions to which you can easily find answers
- The interviewer may ask if you have any additional questions
- If you have no other questions, do not try to make one up; instead, reiterate your fit for the position and the organization

QUESTIONS YOU CAN ASK:
- What are the major projects the person in the position will be working on in the first six months?
- I read that you are planning a warehouse expansion. How will the expansion affect the work of the materials handling department?
- What orientation and training program is provided for new hires?
- What are the next steps in the process?
- What is the evaluation process for this internship?
- I don't have additional questions right now, and I'd like you to know that I think this position is a good fit for my skills and my desire to work for XYZ Company. Is there anything else you'd like me to know today that I have not asked about?

CLOSING THE INTERVIEW
- Leave a final positive impression of yourself
- Make eye contact, shake hands and thank the interviewer(s)
- Express your interest in the position
- Ask for business cards from the people you met. If unavailable, write down their names. Call human resources to confirm spelling and addresses/emails

WHAT YOU CAN SAY
- Thank you for meeting with me today to discuss the ABC position with XYZ Company. I am very interested in this position
- Ms. Smith, it's been a pleasure interviewing with you, and I look forward to hearing from you next week

28 SEARCHING
NEGATIVELY PHRASED OR PRESSURE QUESTIONS

Employers want to learn how you handle stress or manage least favorite parts of your job. Describe how you have overcome obstacles and learned from experiences.

[ EXAMPLES ]

SO, YOU HAVE NO EXPERIENCE WITH SAP?

In my internship, the inventory system was set up using XYZ. I was responsible for entering price and quantity data that was used in calculating net sales each month. The calculations were used for decision-making and effective management of inventory control. My information management skills are strong and with some training, I am confident I can learn this system quickly.

WHAT DO YOU LIKE LEAST ABOUT YOUR JOB?

My current job requires that I enter our vendor address, phone, and contact name changes into the vendor database. When talking on the phone with vendors, I used to jot down changes in my planner. At the end of the week, I had two or three hours of straight data entry to do. It was hard to discipline myself to keep it caught up. So, instead, when a vendor calls, I ask them if they would wait for just a moment while I pull up their record. I input changes while we are talking instead of saving them. I no longer dread the data entry because I feel on top of it.

ILLEGAL QUESTIONS

Most interviewers are knowledgeable and highly trained in the skill of interviewing. On occasion, however, illegal or inappropriate questions may be asked naively or in an effort to build personal rapport with you. Interviewers should not ask about your origin/ethnicity, race, age, weight, marital status, disability, religion, gender, or sexual orientation, unless it is required to fulfill the job.

[ EXAMPLES ]

HOW OLD ARE YOU? YOU LOOK YOUNG; HAS THAT EVER BEEN A PROBLEM FOR YOU?

I prepare for my meetings and follow through on my commitments, which has helped me build good working relationships with my co-workers and supervisors. I think my dependability and maturity helps me to perform as well as people with more experience.

WHERE ARE YOU FROM? WHERE WERE YOU BORN? DO YOU HAVE U.S. CITIZENSHIP?

As an international student, I have eligibility to accept internship employment, when it relates directly to my academic studies. Do you have other international employees?

ARE YOU MARRIED? IS YOUR HUSBAND WILLING TO RELOCATE?

I am excited about the opportunity to begin my career in the Chicago area. Yes, we are available to relocate to Chicago, and I can begin employment on or shortly after June 15th. Does that work?

AFTER THE INTERVIEW

• Make some notes to yourself immediately after the interview about each interviewer’s comments. This will help you write thank you notes and reflect on your impression of the organization.
• Write down the interview questions that were difficult for you to answer. Try to determine why the employer was asking the question and what attributes or experience they were looking for.
• Send thank you notes to all interviewers within 24 hours, expressing appreciation and enthusiasm, reemphasizing your fit for the position, and commenting on something you learned about the organization.
• If you accept another offer, call other employers where you interviewed to withdraw the process.
THANK YOU NOTE GUIDELINES

• Ask for a business card from the person(s) who interviewed you so you have their contact information.
• Send a thank you note within 24 hours.
• Thank you notes should also be sent for informational interviews, job shadows, and any other career development opportunities where you interact with employers, alumni, etc.
• You may email your thank you note or print it on business stationary and send it via mail.
• When using letter format, print the letter and matching envelope on business stationary.
• Use 1-inch side margins and make sure the body of the letter is centered within the page.
• Avoid “text-speak” when composing your thank you note: ex: thx, r, u, thru, etc.
• Check for grammatical errors by proofreading.

THANK YOU NOTE LAYOUT

INTRODUCTORY PARAGRAPH
• Thank the employer for meeting with you
• Express your enthusiasm for the position/organization/experience
• Indicate which day you interviewed with the individual — they see many applicants
• Indicate the position you applied for — recruiters recruit for more than one position

MIDDLE PARAGRAPH(S)
(1-2 paragraphs)
• After an interview, re-emphasize your strongest qualifications by drawing attention to your skills, experience, or commitment to the position/organization
• After an informational interview, recall something you learned or gained
• Mention something specific you discussed with the individual. This personalizes you

CONCLUDING PARAGRAPH
• Thank the individual again
• Reiterate your interest in the position
• Provide your phone number and email address

THANK YOU NOTE EXAMPLE

Dear Ms. Lewis:

Thank you for the time you took to set up my visit with Golub & Company as a part of the Business Externship Program with Western Michigan University. I am truly appreciative of all of the activities and events you planned for my visit. This experience was much more than I expected. Being able to talk with many members of the Golub team and visiting multiple locations were highlights for me.

Before this externship, I was unaware of how an accounting major could fit into real estate investment. Exposure to all of the information, stories and expertise helped me to learn more about real estate investment and the different opportunities I could have as an accounting professional after graduation. In addition to learning about your company and how accounting plays a part in it, I learned and saw professional business etiquette in practice. That information alone will help me in any career.

Thank you again for being a part of the Business Externship Program. I appreciate your commitment to being a mentor. Taking a whole day out of your schedule to show me around Chicago to meet with different Golub employees was appreciated. I look forward to keeping in contact while I continue to work my way through school. Thanks for investing in my future!

Sincerely,
Maggie Harris
XXXXXXX@wmich.edu
(XXX) XXX-XXXX

30 SEARCHING
THANK YOU NOTE EXAMPLE

Subject: Thank You – Sales Management Trainee Interview – May 11

Dear Ms. Lis:

Thank you for the opportunity to interview for the Sales Management Trainee position with Enterprise Rent-A-Car on Monday, May 11 at Western Michigan University. Learning more about the position and company solidified my interest in becoming a part of the Enterprise team.

Knowing that Enterprise is ranked by Fortune magazine as “Top Five Best Real World Experiences in the US” is what initially drew me to your company. My interest in the company increased when I learned of your personal experience at Enterprise – it is great to hear about a company that invests in quality employees, such as you, and promotes talent from within. I am confident my experience as the executive director of a student-run non-profit organization would assist me as I learn to run my own Enterprise branch. My ability to build rapport with customers using active listening and assertive communication will be a great benefit to the company when building a client base that guarantees return business.

I truly look forward to hearing from you about the opportunity to become a part of Enterprise Rent-A-Car. Should you have additional questions in the meantime, please feel free to contact me at (XXX) XXX-XXXX or XXXXXXXX@wmich.edu. Thank you again for meeting with me and sharing your Enterprise story.

Sincerely,
Taliah R. Acevedo

XXXX Westnedge Ave.
Kalamazoo, MI 49001

Monday, June 1, 2012

Ms. Devin Blake, Senior University Recruiter
Stryker Corporation
XXXX Airview Blvd.
Kalamazoo, MI 49002

Dear Ms. Blake:

Thank you for the opportunity to interview for the human resources internship last Friday on Western’s campus. I enjoyed our conversation and learning more about Stryker. In particular, I was excited about the way that Stryker capitalizes on their employees’ strengths. I was also impressed with the number of WMU alumni employed there, including you!

After learning more about the internship and the corporation specifically, I am confident that my education and work experience is an excellent fit for the requirements we discussed. My ability to effectively work in teams, and develop and maintain positive and professional relationships with others has been proven in my previous experiences. My interest in working for Stryker was strengthened as a result of the interview and I know I can make a significant contribution to your company.

Again, thank you for the interview and consideration. I am eager to have an opportunity to join the staff at Stryker Corporation and look forward to hearing from you soon.

Sincerely,
Deymien Barrett

Deymien Barrett
(XXX) XXX-XXXX
XXXXXXXXX@wmich.edu
ACCEPTING AND DECLINING OFFERS

ACCEPTING AN OFFER

• Accept offers in good faith
• Confirm and accept the job, verify logistics such as starting date and completion of paperwork
• Express excitement for the new position and appreciation for the opportunity
• Thank and notify all other employers for which you are a candidate, that you have accepted a position

EMAIL EXAMPLE

Dear Mr. Sandusky:

This letter is to confirm my acceptance of your employment offer on March 8, and to tell you how delighted I am to be joining Keys Regional Industries' St. Joseph location. The duties are exactly what I have prepared to perform and have hoped to do. I feel confident that I can make a significant contribution to the company, and am grateful for the opportunity you have given me.

As we discussed, I will report to work at 8:00 a.m. on April 30 and will have completed the medical examination and drug testing by the start date. All employment and benefits forms for the new employee orientation will be filled out by then, as well.

I look forward to working with you and your team. Your confidence in me is appreciated and I am very happy to be joining the staff.

Sincerely,
Mohan Khan

DECLINING AN OFFER

• Decline an offer promptly and graciously
• Acknowledge the position that was offered
• Express appreciation for the employer's time and consideration

PHONE SCRIPT

Good Morning _______. This is ________ from Western Michigan University. I interviewed with you last Thursday for an internship. I am calling to thank you for offering me the position. It was really considerate of you to discuss the details with me and give me time to consider your offer.

After carefully weighing all the factors, my decision is that I will not accept the position with your company. While grateful for the offer, I have been offered a position in (a geographic location), which is a better fit for me personally. Your opportunity has many great aspects and you will quickly find a candidate who is a best fit for your organization.

Thank you for the courtesy and the opportunity. It was a pleasure meeting you and your staff and learning more about the company.
NEGOTIATING JOB OFFERS

Preparation is key when you reach the stage of negotiating a job offer. Below are some tips to help you prepare for the opportunity to negotiate. Don’t accept an offer without negotiating at least one aspect of the position; it will show that you have confidence and respect for your new position.

- When completing a job application, do not give a specific figure for “desired salary” – instead, you can use one of the following: Open, Competitive or Negotiable
- Do your research on the job market and the cost of living in the community where the job is located. Try the Internet resources listed below
- Be aware of your strengths and achievements and know how they bring value to this position and this employer
- Prepare your rationale for your negotiation; cost of moving, purchase of a vehicle, etc. Have a goal in mind when you begin your negotiations
- Don’t inflate your current earnings just to get a higher salary offer, it is not worth lying
- Look at the entire compensation package. Don’t focus just on salary; consider other benefits and how they add to the quality of your live
- Try to negotiate things you value; another vacation day, a gym membership, flexible work hours, etc.
- Don’t enter salary negotiations as part of an ego trip or part of a game
- Get the job and salary offer in writing or email to confirm a phone or face to face discussion
- Don’t continue to interview after accepting a job. Likewise, do not accept multiple job offers thinking you can accept the one with the highest salary and just withdraw from the others. This behavior is not ethical and will eventually catch up with you

SALARY AND COST OF LIVING CALCULATORS

- Salary Negotiation and Job Offer Tutorial http://quintcareers.com/job-offer-tutorials
- Job Seekers Salary Calculator (NACE) http://www.jobsearchintelligence.com/NACE/
- Salary Wizard http://swz.salary.com
- Salary Center http://monster.salary.com
- For New College Graduates (NACELink) www.naceweb.org/research/salary_survey/
- Council for Community and Economic Research, Cost of Living Index http://coli.org/
- Start Smart Salary negotiation Workshops http://wageproject.org/files/wage.php

SEARCHING 33
BUILDING A PROFESSIONAL NETWORK

Professional networking has to play an important role throughout one's career. The benefits that networking brings can sometimes leave you amazed. If you want to achieve professional success, you should start career networking as quickly as possible.

#1. MEET AS MANY PEOPLE AS YOU CAN

While you are studying in college, you should never hesitate to meet with as many people as possible. Introduce yourself to faculty, staff, and other students. You never know who you will meet by regularly interacting with a wide variety of people.

#2. CONNECT ONLINE

Use social networking platforms to connect with influential people online. Participate in online conversations on social media websites like Facebook, Twitter, LinkedIn and Google Plus. Get in touch with employers, industry experts, recruiting agencies, passionate people, etc. Join the WMU Career Mentors in LinkedIn groups.

#3. LISTEN MORE THAN YOU TALK

If you want to expand your network and benefit from it too, you need to become an active listener. Listening is a great skill, which you can use to attract a lot of people. So, don't just speak. Let other people share their point of views. And learn from what they say.

#4. ATTEND CAREER EVENTS

Whether a social event is organized by your college or the community where you live, you can use this as an excellent opportunity for connecting with influential people.

#5. MAKE PEOPLE FEEL IMPORTANT

People like to be heard. They want to feel important. If you have the capability to make other people feel important, you can easily grab their attention. It is a great skill to connect to a lot of people and will expand your network even while you are in college.

#6. GET RID OF THE FEAR OF REJECTION

When you start meeting people, you may have some fear of being rejected. Don’t let this fear hold you back. Many people simply won’t want to connect. Keep trying to make new connections and always be positive. It will get easier.
USING LINKEDIN IN COLLEGE AND BEYOND

LinkedIn is an appropriate tool for college students, as long as you are ready to interact professionally and with career development and progression in mind. Start your professional profile here: http://www.linkedin.com/studentjobs

1. GETTING JOB EMAIL ALERTS

Once you have created your professional profile on LinkedIn, set email alerts to receive notifications of recommended jobs. Students and jobseekers will be able to see the notifications on their homepage as soon as they log into their LinkedIn.

2. CONNECTING WITH PROFESSIONALS

You can find your friends, co-workers, colleagues, classmates, and family members on this platform. What’s more, you can even import your email list to find out who among your friends is present on LinkedIn. Join the WMU Career Mentors group in LinkedIn.

3. CONDUCTING COMPANY RESEARCH

One of the biggest benefits LinkedIn offers college students and jobseekers is that they can check out the pages of their targeted employers. By visiting company pages, you can conduct research on the whereabouts of the company, the hiring process and what people have to say about that organization. This kind of company research on LinkedIn can help you stay ahead of your competition and increase your employability.

4. GETTING RECOMMENDATIONS

LinkedIn also offers a feature through which you can get other people to recommend you. People with a maximum number of recommendations have a great chance of attracting the employers’ attention.

5. LETTING COMPANIES FIND YOU

Today, a large number of organizations look for talented candidates on social networking platforms like LinkedIn. If you have created a good and detailed professional profile, chances are you will attract employers’ attention.

6. LANDING INTERNATIONAL JOBS

Well, LinkedIn is a global networking platform. If you are interested in landing jobs overseas, you can get a lot of benefits by networking on this social media website. You can connect with all the major international employers and find jobs in foreign countries.
CAREER MANAGEMENT

Career management is your responsibility. Neither your family or friends and certainly not your employer can do that for you. The hallmarks of career management include building and maintaining your professional networks, continuing to stay educated and competent in your field and managing your resume, references and other employment documents.

You may want to employ a career coach, a life coach or other professionals at various stages of your career management to be sure you are doing all you can to position yourself professionally. Consider asking people you respect to mentor you through the stages of your career. Most people have more than one mentor. Offer yourself as a mentor too, you will be able to help others and reflect on your own decisions.

CAREER MANAGEMENT IN A FEW EASY STEPS

1. Maintain and update your resume or CV every six months, you will be amazed at what can change.
2. Volunteer in your community; choose projects or programs you care about, that fit your life at the time and organizations that will introduce you to people you may otherwise not meet.
3. Talk to your support system about your career plans, check in with mentors and those whose opinion you value.
4. Read about your profession, changes, new developments and people who are leading these changes.
5. Have and maintain a positive professional image on social media; there is no separation between personal and professional brand any longer in the world.
BIOMED

RAHOU DAZERAT
XXXXXXX XX XXXXXXXX - XXXXXXX, XX XXXXXX
(XX) XXXXXX XXXXXX-XXXXXXX@wmich.edu

OBJECTIVE
Seeking an internship in laboratory diagnosis and research, where my clinical and patient contact experience can be used to perform diagnostic tests in treat and prevent disease.

EDUCATION
Bachelor of Science, Major: Biomedical Sciences, Minor: Chemistry
Western Michigan University, Kalamazoo, MI
April 2015

CORE COURSES
- Cellular Biology with Lab
- Organismal Biology with Lab
- Human Anatomy with Lab
- General Genetics
- Microbiology with Lab
- Human Physiology with Lab
- Immunology
- General Pathology
- Developmental Biology
- Sympathetic Plasticity & Function
- Biology of Sensory System
- General Psychology
- General Chemistry with Lab
- Organic Chemistry with Lab
- Biochemistry with Lab
- Medicinal Chemistry
- Wellness & Fitness

RESEARCH AND LABORATORY EXPERIENCE
- Proficient in microscopic techniques and slides preparation including histology and microbiological slides.
- Familiar with medical terminology and data analysis.
- Conducted physiological tests including blood A/B/O typing and urine analysis; examined reflexes, vision, and hearing; administered drugs, bioassays, and EKG’s; performed cardiac monitoring; determined respiratory rate; analyzed nutrition and digestion; and isolated and analyzed DNA samples.
- Performed two major microbiology isolation and identification projects.
- Observed and studied embryological stages of different species including humans.
- Assisted with scientific literature research projects in the following areas: Optic Neuritis, focusing on disease pathology, diagnosis, and prevention; and neurovascular junction after an injury, focusing on the role of Glial cells and function.
- Analyzed and studied ecosystems of freshwater microorganisms.
- Examined inorganic, organic, and biochemical reactions and performed a variety of measuring, isolating, and producing techniques.
- Conducted seminar projects on various biological topics.

CERTIFICATIONS AND LANGUAGES
- First Aid/CPR/AED Instructor certified by the American Red Cross
- Fluent in English and Arabic

VOLUNTEER EXPERIENCE
Emergency Room Services Volunteer, Borgess Health Hospital, Kalamazoo, MI
August 2012 – Present
- Completed a training session to provide ER services to patients.
- Blood Drive Services Volunteer, American Red Cross, Kalamazoo, MI
May 2012 – Present
- Ensure donors’ safety; greet and register donors and provide refreshments.
- Blood and vital medical and non-medical equipment at multiple locations.
Health and Safety Services Volunteer, American Red Cross, Kalamazoo, MI
May 2011 – Present
- Teach First Aid/CPR/AED principles and techniques classes.

OTHER EXPERIENCE
Customer Assistant, Healthy Living Pharmacy, Qatif, Saudi Arabia
May – August 2011
- Prepared medications in a timely manner for the pharmacist to verify, including packaging and dispensing unit dose medications and compounding stock medications.
- Demonstrated efficiency at working with hospital technology.
- Utilized effective communication methods by providing customers with information about over-the-counter supplements.
Summer Tutor, Um Al Khailman High School, Qatif, Saudi Arabia
Summers 2009 – 2011
- Taught science classes in biology, chemistry, mathematics, and physics to high school students to prepare them for comprehensive examinations in related courses.

AWARDS AND MEMBERSHIPS
- Saudi Royal Embassy – Cultural Mission Scholarship
- Western Michigan University Health Professional Society, Member

CHEMISTRY

SARAH JACKSON
XXXXXXX XX XXXXXXXX
(XX) XXXXXX XXXXXX-XXXXXXX@wmich.edu

OBJECTIVE
Seeking a laboratory internship in a research or quality control environment, where my data collection, analysis, and project management skills can be used to conduct laboratory analyses.

EDUCATION
Western Michigan University (WMU) Kalamazoo, MI
Bachelor of Science in Chemistry
Minor: Biology, Spanish
American Chemical Society (ACS) Certification
GPA: 3.68/4.00

RELEVANT COURSEWORK
- Molecular/Cellular Biology
- Physical Chemistry I and II
- Organic and Inorganic Chemistry
- Human Anatomy and Physiology
- Biochemistry
- Genetics
- Physics I and II
- Analytical Chemistry
- Calculus I, II, and III

CAREER EXPERIENCE
WMU Department of Chemistry, Kalamazoo, MI
May – December 2013
Research Associate
- Focused on nanoscale energy and electron transfer in synthesized monolayer.
- Protected clusters of gold in an electroanalytical chemistry lab.
- Organized laboratory notebook and worked well in teams.
- Presented research findings to an audience of 30 students and three chemistry professors.

WMU Department of Chemistry, Kalamazoo, MI
September 2012 – April 2013
Teacher Assistant
- Graded papers for undergraduate organic and inorganic chemistry classes.

RELATED SKILLS
Laboratory Skills
- Ultracentrifugation
- Differential Pulse Voltammetry
- Cyclical Voltammetry
- UV/Vis Analysis
- Square Wave Voltammetry
- Gas and Liquid Chromatography

Computer Skills
- Experience with Microsoft Word, Excel, PowerPoint, and Access.

AWARDS
WMU Dean’s List, 2010 – Present
Department Award for Chemistry and Calculus, 2012
Frederick W. Stanley Jr. Memorial Chemistry Scholarship, 2011

MEMBERSHIPS
Alpha Xi Delta Social Fraternity, Assistant Treasurer, Financial Vice President, 2012 – Present
Order of Omicron Greek Honors Fraternity, Treasurer, 2012 – Present
WMU Chemistry Club, President, 2011 – Present
Borgess Health Alliance, Volunteer, 2011 – Present
WMU Health Professionals Society, 2010 – Present
Honors Student Association, 2010 – Present
WMU Intramural Soccer, 2011 – 2012

ADDITIONAL EXPERIENCE
Craftsman Chop Co., Server, Portage, MI
January 2012 – Present
CRIMINAL JUSTICE

CHRIS M. SELLERS

XXX XXXXXX XXX ● XXXXXX, XX XXXXX ● (XXX) XXX-XXXX ● xxxxx.xxxxx@wmich.edu

OBJECTIVE

To obtain an entry-level position in the criminal justice field, where I can utilize my strong investigative and interpersonal skills and work with individuals with diverse backgrounds.

EDUCATION

Bachelor of Arts, Western Michigan University, Kalamazoo, MI April 2014
Related Coursework: Criminal Law and Procedure, Sociology of Law Enforcement, Juvenile Delinquency, Correctional Process, Advanced Criminal Law

SKILLS

- Ability to work well with others and provide excellent communication skills.
- Work under pressure in a busy environment and resolve conflicts effectively.
- Knowledgeable and experienced with Internet resources, social media, and Microsoft Office Applications.

RELATED EXPERIENCE

Investigator, McGough & Associates, Chicago, IL August 2012 – Present
Operate the West Michigan office for a nationwide investigative firm. Conduct daily surveillance investigations and obtain videotape footage for witness’s compensation cases. Perform background checks. Utilize creative mind to develop information relative to claimants. Communicate with clients, investigators, and sales representatives on a day-to-day basis. Prepare reports and bill sheets for each file.

Intern, Lady Eyes, Grand Rapids, MI January 2011 – August 2012
Learned state-of-the-art technology and investigative methods in three key areas: worker’s compensation, background checks, and marital. Assisted in gathering new clientele. Participated in tracking individuals under suspicion and used organizational skills to record activities.

Intern, Office of Drug Treatment Court Programs, Kalamazoo, MI May 2010 – August 2011
Monitored attendance and compliance with sanctions for Men’s Drug Court. Observed effects of program requirements and witnessed benefits of rehabilitation as well as attitudes of non-successful participants. Interacted with Drug Court staff, lawyers, judges, and program participants. Verified and updated personal information into computer database (CCMIS) and filed confidential items. Researched and compiled statistical data for annual reporting.

ADDITIONAL EXPERIENCE

Information & Referral Specialist, WMU Career Center, Kalamazoo, MI October 2012 – April 2013
Promoted from Career Resource Assistant. Enhanced relationships with students and faculty by becoming a key communication foundation in the department. Accountable for a wide range of campus information. Accommodated needs and provided supportive environment for employers and candidates participating in professional interviewing. Performed specialized functions such as statistics and reports.

Vendor Receiver, Family Fare Supermarket, Byron Center, MI June 2011 – August 2012
Promoted from stocker. Located, stocked, and priced items. Responded to phone calls and provided pricing criteria and product availability. Communicated with other departments for complete customer satisfaction.

ACTIVITIES AND AWARDS

- Michigan Council of Private Investigators
- Alpha Phi Sigma (National Criminal Justice Honor Society)
- Who’s Who Among Students in American Universities & Colleges

FILM/VIDEO/MEDIA

ENRIQUE SANCHEZ

XXX XXXXXXXX XXXXXXXXXX, XX XXXX

XXX XXXXXXXX@wmich.edu

PROFILE

Highly motivated candidate for a position in sports-related communication. Experience includes public relations, video production, reporting, and training. High level of interpersonal, leadership, oral and written communication skills. Proven to be highly adaptable, sports knowledgeable, and enthusiastic. Eager to help create and maintain a hardworking, upbeat environment while offering a quality experience to sports enthusiasts.

EDUCATION

Bachelor of Arts, April 2015 Western Michigan University, Kalamazoo, MI
Double major in Film, Video, and Media Studies and Criminal Justice
Areas of study: Interpersonal Communication, Television and Studio Production, Sociology

RELATED INTERNSHIP EXPERIENCE

Team Video, WMU Men’s Ice Hockey Team, Kalamazoo, MI Spring 2013 – Present
Capture team video during all home hockey games. Collaborate with all coaches and staff in taping entire games. Developed technical skills with visual and computer equipment. Implement leadership qualities with quick decision making during live sporting events.

Public Media Network Television Staff, Public Media Network, Kalamazoo, MI Summer 2012
Taped live meetings for Kalamazoo County Board of Commissioners. Received training in editing tape. Volunteered for multiple duties in public access television. Worked as camera operator, technical director, and set-up crew for public access events. Created a promotional video for the Public Media Network using Final Cut Pro software.

Public Relations Assistant, Kalamazoo Wings Hockey Club, Kalamazoo, MI 2011 – 2012
Worked collaboratively on team which supported public relations department and assisted radio broadcaster. Led and organized intermission events involving fans of all ages.

OTHER RELATED EXPERIENCE

Attended all home hockey games at WMU. Covered the team and wrote recap articles to be published on U.S. College Hockey Online website. Took game notes, conducted interviews and compiled recaps, which required a high level of writing and rapport-building skills. Demonstrated strong work ethic and ability to work under pressure to meet deadlines.

Lead Instructor, Teenage Tennis Youth Camps, Redmond, WA Summers 2010 – 2012
Offered tennis tutorial coaching for beginning/intermediate players. Worked with groups of approximately 20 students, ages 3-14. Taught tennis fundamentals and life skills to youth and provided motivation for students to return subsequent years. Exhibited leadership skills and quick decision making ability in order to provide an instructive yet fun and entertaining environment.

HONORS AND AWARDS

- Promoted to Supervisor at WMU Dining Services. Scheduling Manager for 120 employees.
- Received National Scholars Honor Society invitation.
- Two-time MVP honoree in youth hockey tournaments.
GEOGRAPHY

JAMES FORESTER

Present Address
XX XXXX XXXXX
XXXXXX, XX XXXXX
Cell: (XXX) XXX-XXXX

Permanent Address
XX XXXX XXXXX
XXXXXX, XX XXXXX
Phone: (XXX) XXX-XXXX

OBJECTIVE
Seeking an internship within the field of Geographic Information Science or a related Earth Science area, where I can use my experience in Geographic Information Systems, communication, and technical skills to research the physical aspects of the earth’s surface.

EDUCATION
Western Michigan University, Kalamazoo, MI

Bachelor of Science in Geography
Major: Geographic Information Processing, Minor: Geoscience
Current GPA: 3.57 (Dean’s List Fall 2013)
Relevant Coursework: Geographic Information Systems, Numerical and Spatial Data, Geographic Inquiry, Statistics

Muskogee Community College, Muskogee, MI
Associate of Arts and Science, August 2011
Concentration: Computer Science
Relevant Coursework: Designing Internet Applications, Local Area Networks, PC Maintenance

SKILLS
Professional Qualifications
Spatial and non-spatial data modeling through manipulation of raw data using Geographic Information Systems and a number of other applications. Proficiency in graphic design and website development to aid in visualization of data. Skilled at using statistical analysis of datasets to determine relationships and significance. Proven ability to contribute and accomplish objectives in both independent and team-oriented research environments.

Computer Skills
- ArcGIS, ArcView, Adobe Photoshop, PSI-Plot, Surfer, FTP, Minitab, Microsoft Office Suite
- Data Modeling and Analysis, Web Design, Database Management, Network Administration

WORK EXPERIENCE
Planning Aide
West Michigan Shoreline Regional Development Commission, Muskegon, Michigan
June 2012 – Present
- Assist in data collection and analysis for five-county hazard mitigation plan.
- Identify risk areas through satellite photo analysis.
- Derive relevant demographic statistics from available census data.
- Troubleshoot and support small PC network.

Co-op/IP Specialist
Howmet Corporation, Whitehall, Michigan
September 2011 – May 2012
- Involved in the planning and construction of the PC network for a new casting facility.
- Assisted network administrator in the management and maintenance of that network and its components.
- Handled troubleshooting and support for 150 client computers.
- Oversaw management of facility telecommunications network.

POLITICAL SCIENCE

KEITH S. JACKSON

XXX XXXX XXXXX
XXXXX, XX XXXXX
Phone: (XXX) XXX-XXXX

OBJECTIVE
Proactive, self-motivated, and goal-oriented team player seeking a part-time position in the government relations or related department that utilizes my understanding of the legislative process and challenges me to perform at a high level.

EDUCATION
Western Michigan University, Kalamazoo, MI

Bachelor of Arts in Political Science, Minor in General Business
Expected: April 2014
Lee Honors College, GPA: 3.634, 00

WORK EXPERIENCE
Government Relations and Corporate Affairs Intern, Kellogg Company, Battle Creek, MI
September 2012 – Present
- Independently research issues and legislation pertinent to company needs.
- Draft and distribute materials to the executive management committees.
- Compose letters to members of congress and others who influence company-related legislation.

Lloyd N. Morris Policy Fellow, Preston Gates Ellis & Rouvenel LLP, Washington, D.C.
May – August 2012
- Wrote two weekly reports to firm clients.
- Tracked and researched pending legislation.
- Researched and presented a client development opportunity to a member of Congress.

Monitored press and Capitol Hill publications for issues of interest to the firm’s clients.

Intern, Office of U.S. Senator Carl Levin, Washington, D.C.
January – April 2011
- Created the brief for the Senator’s trip to Israel, Jordan, and Iraq.
- Attended a closed meeting with Israel’s Deputy Prime Minister.
- Researched issues and pending legislation to facilitate responses to constituent mail.
- Assisted Deputy Legislative Director to award Tuskegee Airmen the Congressional Gold Medal.
- Worked with Deputy Legislative Director to research new legislation on school-based healthcare.

Intern, Office of State Senator Mark Schauer, Lansing, MI
September – December 2010
- Facilitated responses to constituent mail.
- Resolved constituent unemployment, workers compensation, and tax issues.
- Consolidated unemployment system feedback and reported it to Consumer and Industry Services.

AFFILIATIONS
- Golden Key International Honour Society, 2009 – Present
- Volunteer on Woodlawn Preschool’s Capital Campaign Committee, 2009 – Present
- Member of the Battle Creek Community Foundation’s Finance and Investment Board, 2009 – Present
- WMU Western Student Association – Senator and Student Affairs Chair, 2009 – 2010
- WMU Student Alumni Association – Liaison to Western Student Association, 2008 – 2009
- WMU Residence Hall Association – Executive Board National Communications Coordinator, 2010 – 2011

AWARDS
- Dean’s List, 2009 – 2010
- WMU Alumni Association Legacy Scholar, 2011 & 2012
- Southwest Michigan Exchange Club Student of the Year, 2010
- The Jeff Robidoux Award for Meritorious Scholarship in Management, 2010 – 2011
- Western Michigan University Medalion Scholar, 2010 – 2011

VOLUNTEER EXPERIENCE
- American Cancer Society’s “Relay For Life” participant, 2010 – 2011 & 2012
- Martin Luther King, Jr. Celebration, 2012
- Battle Creek Community Foundation Outdoor Movie, 2011
PUBLIC RELATIONS

JAMIE DAVIS

Bachelor of Arts in Public Relations
Western Michigan University, Kalamazoo, MI
- Minor in Imaging
- Member of Lambda Pi Eta Communication National Honor Society

EDUCATION

June 2014

RELEVANT COURSEWORK
- Organizational Communication
- Public Relations Program Development
- Practice of Leadership
- Newsletter Design
- Broadcast Journalism
- Mass Communication/News and Public Affairs

COMPUTER SKILLS
- Microsoft Office: Word, Excel, PowerPoint, Publisher
- General Computer Skills: internet research, troubleshooting of computer hardware and software

RELEVANT PUBLIC RELATIONS EXPERIENCE

Developed a public relations campaign with three other students to raise awareness of breast cancer among young adults. Strategic elements included developing brochures and flyers to distribute to students as well as drafting press releases to send to local publications. Used press releases to advertise activities and events scheduled during Breast Cancer Awareness Month. Presented the campaign in a 50-page book that identified the problem statement, situational analysis, target markets, and projected budget.

WORK EXPERIENCE

Ron's Restaurant, Kalamazoo, MI
Cook
- Prepared customer orders in a timely manner with attention to detail.
- Maintained kitchen inventory and ensured kitchen met company and health standards.
- Established relationships with frequent customers and coworkers.

Strong Lawn Maintenance, Ottnville, MI
Owner and Operator
- Developed relationships with customers and used networking skills to increase client base.
- Provided all facets of customer assistance from review of needs to recommendations for best care.
- Created business cards and flyers to promote business in the community.

Nautics, Auburn Hills, MI
Sales Associate
- Used interpersonal skills to connect with customers and assist with sales.
- Operated cash register and ensured register was balanced at the end of the day.
- Utilized creative skills to assemble merchandise displays.

PSYCHOLOGY

KAITLYN YOUNG

Bachelor of Science in Psychology; minor in English, GPA: 3.5
Western Michigan University, Kalamazoo, MI
April 2014

RELEVANT CLINICAL EXPERIENCE

Practicum, Geriatric Assessment Center, WMU Unified Clinics, Kalamazoo, MI
January – April 2013
Worked collaboratively with team of varied health care professionals to create comprehensive consultative reports for identified at-risk geriatric clients. Assisted direct elderly persons and their families toward relevant and effective services to enhance functional capacities and enrich daily environment.

Practicum, Alliance Senior Day Services, Portage, MI
January – April 2012
Traveled to client site to gain experience with adults ages 65-95 diagnosed with dementia. Implemented protocols with the goal of improving quality of life, gaining trust, and diminishing negative behavior. Conducted role-play with examples of positive behavior. Performed assessments such as the Geriatric Depression Scale with the participants and their families.

ADDITIONAL EXPERIENCE

Administrative Assistant, Prime Communications, Inc., Schoolcraft, MI
May 2012 – Present
Plan company training and social events. Train fellow employees on office procedures. Edit articles written for publication and b/weekly letters to employees. Developed training, sales and marketing databases incorporating sales reports. Gained experience in using Microsoft Excel, Word, Access,

Teaching Assistant, WMU Psychology Department, Kalamazoo, MI
January – April 2012
Led bi-weekly study sessions for a research methods course of 40 intermediate-level students. Clarified topics and fielded questions. Graded tests weekly and tracked class project progress.

Receptionist, Copper Advertising, Kalamazoo, MI
January – December 2011
Answered multi-line phones, greeted customers, and performed clerical work. Acquired high level of communication skills and learned to quickly assess and expedite customer needs.

Resident Assistant, WMU Residence Life, Kalamazoo, MI
May – December 2010
Enforced university policies and created a friendly learning environment for Saugatuck Hall residents. Planned and led educational programs which promoted academic and social development for 120 students ages 18-20.

HONORS AND INTERESTS

Dean’s List, Western Michigan University, 2012 – Present
Psi Chi (National Psychology Honor Society), Executive Board Member, 2011 – 2012
Margaret Jennings

Summary
Aviation administration student able to effectively communicate knowledge of flight operations, adaptable to changing conditions, able to plan and carry out programs, and work in high pressure/fast paced environments. Administrative computer skills include MS Office Suite, and Adobe. Officially licensed FAA private pilot.

Education
Bachelor of Science in Aviation Science and Administration
Western Michigan University (WMU), Kalamazoo MI
Anticipated Graduation: April 2014
- Minor: General Business
- Enrolled in St. Cloud State University Aviation September 2010, transferred to WMU September 2011

Work Experience
Student Ambassador, WMU Admissions, Kalamazoo MI
January 2012-September 2013
- Maintained excellent working relations with the public and WMU by leading tours to prospective students, their parents, and alumni of the university.

Fire Safety Technician, WMU, Kalamazoo MI
January 2013-April 2013
- Operated and serviced fire equipment and systems while complying with National Fire Protection Agency standards.
- Acquired effective mechanical troubleshooting skills for “in the field” jobs.

Bakery/Deli Clerk Cashier, Pick N Save, Pewaukee WI (Seasonal)
August 2004-August 2010
- Assumed managerial duties when opening and closing the department, recording inventory as well as production and sales, effectively negotiating discrepancies with customer contacts.
- Effectively motivated coworkers to accomplish a common goal when training replacement employees by creating “cheat sheets” for critical daily tasks.
- Efficiently worked on several tasks simultaneously when sent to work with customers while maintaining department operations.

Flight Experience
Competitor, WMU Precision Flight Team, Kalamazoo MI
September 2011 – March 2013
- Attended the National Intercollegiate Flying Association’s (NIFA) Regional Competition and attained the NIFA Regional Champion Title.

Secretary, Aviation Student Council, Kalamazoo MI
September 2011 – April 2012
- Effectively represented the student body’s opinion regarding matters of improvement within the College of Aviation with the use of surveys and comment boxes.
- Provided the Dean and other faculty members the opportunity to improve the college for the benefit of students when holding meetings between faculty and student council.

Private Pilot Flight Training, Spring City, Wakeshea WI
January 2009-August 2010
- Gained valuable flight training experience to enhance knowledge of flight.
- Completed all FAA requirements for private pilot certification.

Volunteer Experience
Bronco Buddy Hall Chair, WMU Residence Life, Kalamazoo MI
August 2011-Present
- Provide assistance to new families moving on campus by managing traffic, providing advice and answers to questions, and helping move in new residents while supervising Bronco Buddies. Successfully complete events such as Move-In-Day through successful planning and ability to carry out initiatives.

Gabrielle Ramirez

Summary
Recent graduate with a Bachelor’s Degree in Aviation Science and Administration looking to obtain an entry-level Aviation Administration position that utilizes my combined academic and practical industry specific experience.

Education
WESTERN MICHIGAN UNIVERSITY, Kalamazoo, MI
Bachelor of Science in Aviation Science and Administration, Minor in General Business
Graduation: April 2013, Graduated with High Honors

Skills
- Demonstrated Leadership
- Office Administration / Management
- Project Management / Prioritization
- Client Relations
- Attention to Detail
- Business & Data Analysis
- Regulatory Compliance
- Policy & Procedure Development
- Instrument Rating
- Private Pilot SEL
- Aircraft Operations
- TSA Secured Area Clearance

Senior Project
Completed comprehensive, semester long, Airline Management Computer Simulation project, which resulted in increased shareholder equity more than 10%, and aircraft load factor and airline revenue per seat-mile an average of 2.5%. Project involved development of simulated airline’s business plan and mission, establishment of cost structure, capital development strategy, market identification and asset management plan, and management responses to simulated business opportunities and challenges resulting from accidents, disasters and market shifts. Made decisions regarding growth of airline based on simulator analysis of all business decisions, responses, and generated financial reports.

Aviation Administrative Experience
NORTHERN AIR INC., Grand Rapids, MI
Customer Service Representative
November 2011 – Present
- Arrange ground services including catering, transportation and accommodations.
- Maintain accurate bookkeeping and manage finances for Fixed Based Operator.
- Relay fuel, deicing, and other aircraft service orders to line technicians.
- Accurately enter fuel orders and reservations into the FBO manager computer program.

KENT COUNTY DEPARTMENT OF AERONAUTICS, Grand Rapids, MI
Airport Intern
- Performed and observed various tasks in airport operations including a successful completion of the annual FAA airport inspection.
- Completed all necessary revisions to the Gerald R. Ford Rules and Regulations, Emergency Plan and implementation of new noise abatement plan.
- Involved with the $24 million construction of a new parking structure.
- Explored the various aspects of the airport community including: airline, car rental, fixed base operate, corporate flight department, and FAA traffic control tower.

WESTERN MICHIGAN UNIVERSITY COLLEGE OF AVIATION, Battle Creek, MI
Operations Dispatcher
July 2011 – April 2012
- Dispatched and managed a fleet of over 50 aircraft including: Cirrus SR-20, Cessna 172, PA-28 Arrow, PA-34 Seneca, and PA-44-250 Seminole.
- Directed phone calls from Flight Service and FAA Air Traffic Control Tower staff.
- Monitored weather conditions and interpreted NOAA weather charts.

Organizations

SAMUEL M. GAINS
XXX XXXXXXXXXX XX Apt #XX • XXXXXXXX XX XXXX • (XXX-XXX-XXXX) • XXXXXXXXXX@wmich.edu

OBJECTIVE: To obtain a Blockline Maintenance Manager position at Cummins Inc. utilizing strong academic preparation in Maintenance and Engineering, organizational skills, and ability to work well with others to reach and exceed corporate goals.

EDUCATION
WESTERN MICHIGAN UNIVERSITY, Kalamazoo, MI
Bachelor of Science in Aviation Maintenance Technology April 2014
MAJOR: Aviation Maintenance Technology (G.P.A 3.54) MINOR: Mathematics (Overall G.P.A 3.32)
Academic honors and scholarships
Western Michigan University D.H. Haenicke Presidential Scholarship.
Western Michigan University Dean’s list, April 2010- April 2013.

SENIOR PROJECT
Team Leader September – December 2012
Managed a team of four students in the design, construction and testing of a continental O200 engine test stand with devices that allowed measurement of several physical variables associated with the engine operation for the purpose of testing for proper engine operation and ensuring peak performance.

STUDENT PRACTICUM
WESTERN MICHIGAN UNIVERSITY COLLEGE OF AVIATION, Battle Creek, MI May 2013- August 2013
• Performed 100 hour inspection, maintenance, weight and balance and checked for compliance with ADs on Beech Baron 58P Arrow shadowed by certified A&P mechanics and authorized inspectors.
• Performed non-destructive tests on aircraft components.
• Documented maintenance practices and organized the tool cabinet.
• Towed aircraft between hangar and airport.

WORK EXPERIENCE
Safe-Ride Driver/Student Watch/Parking Enforcement November 2011- Present
Western Michigan University Department of Public Safety, Kalamazoo, MI
• Licensure to drive University vehicles.
• Offer students, faculty and staff safe transportation between buildings on campus.
• Enforce parking lot laws to ensure a safe environment on campus.
• Exhibit dedication and commitment to quality service, recognized by two Certificates of Appreciation.

SKILLS
• Well informed with Failure Mode Effects and Criticality Analysis (FMECA).
• Well informed with Failure Reporting Analysis and Corrective Action System (FRACAS).
• Well informed on test cell operations.

VOLUNTEER EXPERIENCE
Habitat for humanity with Dasher H. Haenicke Institute for Global Education

PROFESSIONAL AFFILIATIONS
Professional Aviation Maintenance Association (PAMA) WMU chapter 2013 – Present
Professional Aviation Maintenance Association international 2012 – Present

Michael C. Carney
XXX XXXXXXXXXX XXXX XX • XXXXXXXX XX XXXX • XXX-XXX-XXXXXX@wmich.edu

Objective
Double major Aviation Flight Science & Aviation Science and Administration student seeking to fill the Operations Support position with Delta Air Lines, Gerald R. Ford International Airport in Grand Rapids, MI. Seeking to streamline efficiency and improve quality within the organization.

Education
Bachelor of Aviation Flight Science & Aviation Science and Administration Anticipated: April 2014
Minor of Business CGPA: 3.05/4.00
Western Michigan University Kalamazoo, MI

Flight Time
Total Time: 230.0 Instrument (ACT/SIM): 66.7 Cross-Country: 40.5
PIC: 77.4 Night: 17.3 Single-Engine: 173.6
High Performance: 2.2 Complex: 16.4 Multi-Engine: 16.4

Certificates
• Private Pilot
• Airplane Single Engine Land
• Instrument Rating

Skills
• Attention to Detail
• Demonstrated Leadership
• Excellent Communication
• Exceptional Attitude

Relevant Coursework
Airport Planning, Operations, and Administration
• Present a group project covering the aspects of an airport master plan in direct coordination with the airport manager of the Kalamazoo/Battle Creek International Airport.
• Overseas project as group leader by coordinating group objectives, clarified all questions and concerns, and presided over group presentation.
• Research for presentation included one on discussion with the airport manager and in session for an airport advisory board meeting.
• Obtained firsthand experience of day to day operations of an airport administrator.

Experience
Western Michigan University, Kalamazoo, MI Sept 2011 – Present
Drive Safe Kalamazoo Volunteer Driver
• Provide safe transportation for intoxicated individuals from a location to their place of residence.
• Coach inexperienced volunteer drivers through situations in the field of operations which included navigating unfamiliar roads and specific ways of talking to intoxicated individuals.
Jeremy R. Banks

Objective
To obtain a supply chain internship in the food marketing industry. Contributing strong organizational skills and relationship building experience for continuous improvement and increased client base.

Education
Western Michigan University, Kalamazoo, MI
Major: Food & CPG Marketing / Integrated Supply Management
Minor: General Business
Dean's List: Fall 2012 & Spring 2013
Cumulative GPA: 3.6/4.0

Experience
Outback Steakhouse, Clarkston, MI
Carlsbad, Takeaway Server/Courier
- Work with a team of servers to prepare food, take food orders and take payment from customers
- Answer a wide range of customer's questions and concerns over the phone and in person
- Improve customer satisfaction as a team by 47%

Buzz FM, Orion Township, MI – Online Sales and Promotion Website
Sales and Marketing Intern
- Applied knowledge of marketing strategies while working with 20 customers to build professional landing pages for their company
- Assisted the Customer Support Manager in five meetings and sales presentations
- Presented Irish products to the CEO and the Chief Strategies Officer
- Represented and promoted Buzz FM at a trade show in Novi, MI, at the Suburban Collection Showcase
- Partnered with fellow interns to prepare a cold calling sales presentation for an online search engine optimization tool

Fone Knob Ski School, Clarkston, MI
Snowboard Instructor
- Led group lessons of up to 10 students ranging from beginners to advance snowboarders
- Evaluated and placed snowboarders into groups based on skill levels
- Instructed private and semi-private lessons for snowboarders of all ages
- Mentored and trained new snowboard instructors

Professional Affiliations
Delta Sigma Pi – Professional Business Fraternity
Student Organization Leader
- Communicated effectively with 13 student organizations within the Haworth College of Business
- Assisted in the logistics involving the first Haworth College of Business Talent Show
- Established and maintained relationships with students and faculty
- Senior Vice President
- Assisted the chapter president in daily activities and the president’s duties in his absence
- Responsible for overseeing new recruitment activities and the pledging ceremony for the chapter
- Coordinated and market social events for fraternity members

Haworth College of Business Internship Program – Intern
- Observed Kellogg’s Global Supply Chain Team and learned about the various positions within the organization
- Learned the retail side of Hormel’s sales opportunity
- Participated in a variety of sales calls with the sales manager at General Mills

Community Service
Relay for Life
2009-2013

James Horn

Objective
Seeking an internship in the management or marketing field where my promotion skills, leadership strength, and team experience help to achieve organizational goals.

Education
Bachelor of Business Administration
Western Michigan University, Kalamazoo, MI
Major: Management
Minor: Marketing
Cumulative GPA: 3.54

Work Experience
Sports Marketing Event Team
Western Michigan University, Kalamazoo, MI
- Run promotions for the WMU Director of Sports Marketing while creating a fun atmosphere for fans
- Take initiative to market events outside of workplace, resulting in a 10 percent increase in attendance
- Learn effective marketing strategies that appeal to fan base

First-Year Seminar Co-Facilitator
Western Michigan University, Kalamazoo, MI
- Managed classroom logistics by developing quizzes, guiding class discussions, meeting one-on-one with students, and modeling good communication and engagement strategies for first year students as they transitioned to college
- Mentored 24 students and provided feedback for improvement when needed

Orientation Student Leader
Western Michigan University, Kalamazoo, MI
- Lead first-year student groups through the WMU orientation program
- Worked with 35 other students to provide a positive atmosphere for students and parents
- Marketed WMU resources to all participants

Activities
Intern, Leadcorps
2013-14 academic year
Member, Western Student Association (2012-presenter)
Member, Student Leadership Advisory Board for Haworth College of Business (2011-present)
Member, Sigma Phi Epsilon Fraternity (2010-2012)
- Participated in about 20 hours of philanthropy and service events in the Kalamazoo area with brothers

Director of Scholarship, InterFraternity Council (IFC) at WMU
2010-2011
- Monitored 13 IFC chapter’s grades and enforce IFC regulations
- Established relationships with organizations on campus to academically benefit the Greek community
Daphne Norton
(XXX) XXX-XXXX
XXXXXXX@wmich.edu
XXX XXXXX XX Apt. XX, XXXXXXXXXX, XX XXXXX

EDUCATION
Bachelor of Business Administration
Western Michigan University, Haworth College of Business
Kalamazoo, MI
Graduation Date: December 2015
Major: Integrated Supply Management Minor: Finance & General Business
Regional Conference Presenter, National Academic Advising Association
April 2013
• Selected to promote benefits of the Business Internship Program to professional advisors

PROFESSIONAL EXPERIENCE
Kellogg Company
Routing Specialist Intern (Hours 24-40)
Battle Creek, MI
July 2013-Present
• Analyze daily route optimization plans to ensure cost savings and create efficient routes for drivers
• Investigate the reasons for product return to the distribution center to reduce inefficiencies
• Implement new process to reduce route maintenance and turnover time and improve communication

Analyst in Customer Logistics Services Intern (Hours 24-40)
April 2012-2013
• Awarded the P9 All Star Award
• Improved communication for sales and reduced the number of calls to the distribution centers
• Provided best in class logistic solutions for drivers, distribution centers, sales, and stores
• Efficiently utilized Excel and SAP to update data in order to resolve customer service issues
• Led customer logistic service in call volume from period six through eight with 1816 actual calls answered

Exton Corporation
May 2012
• Oversaw a forging facility operate and learned the forecasting of inventory when launching a new part

John Deere
May 2012
• Gained knowledge of how to pro-launch a product through purchasing, supplier development, and materials

Extern, The Business Internship Program
Galesburg, MI
May 2013
• Participated in making a material change decision using cost benefit analysis

M.D. Contracting Inc.
Moline, IL
June 2006-2011
• Observed a buyer analyzing a part to make a quality product at a fair price

John Deere
Moline, IL
• Participated in making a material change decision using cost benefit analysis

Extern, The Business Internship Program
Galesburg, MI
June 2006-2011
• Welded and ground metal to repair equipment in order to comply with safety codes
• Demonstrated the ability to analyze the work place by mastering several work stations

ACHIEVEMENTS AND AFFILIATIONS
Chi Theta: National Coed Business Fraternity
September 2011-Present
• Coordinate Professional Project trip to Chicago, IL, for business students to tour 3 or more companies
• Develop professional skills through networking with employers across industries and visiting 8 companies

Student Leadership Advisory Board
September 2012-Present
• Improved events at the Haworth College of Business
• Served on a team to provide student input with the goal of creating and pursuing our team goals

APICS: Association for Operations Management
November-Present
• Student Member

Gold Medalist in Moves and Dance-United States Figure Skating Academy
March 2009-2011

Sharon Pike
(XXX) XXX-XXXX
XXXXXXX@wmich.edu

CAREER OBJECTIVE
To acquire an auditing internship or full-time position with PricewaterhouseCoopers. Providing outstanding analytical, quantitative, and problem-solving skills for accurate and reliable review of business processes and controls.

EDUCATION
Western Michigan University, Haworth College of Business
Kalamazoo, MI
Master of Science in Accountancy and completion of 150 credits
December 2014
Bachelor of Business Administration
June 2013
Major: Accountancy Minor: General Business GPA 3.54/4.0

WORK EXPERIENCE
Co-Owner
July 2011 - Present
Wicked Ways Tattooing
Grand Rapids, MI
• Take the lead for tax planning and preparation of tax forms including all necessary schedules.
• Accurately keeps all records for bookkeeping.
• Maintains and orders all inventory and supplies resulting in uninterrupted daily operations.

Assistant Sales Leader
April 2009 - July 2011
Lead Brand Rep II
August 2008 - April 2009
Brand Rep I
Justice (Tween Brands)
Kalamazoo, MI/Grand Rapids, MI
• Assisted in interviewing, hiring, and training 20 employees.
• Trained and managed a staff of up to 20 employees at a time.
• Motivated team members to produce an annual sales volume of up to $1.5 million.
• Promoted twice within the company due to successful performance of job requirements.

HONORS, ACTIVITIES, & PROFESSIONAL ASSOCIATIONS
Beta Alpha Psi, Vice President
2013 - Present
Dean’s List
2011 - Present
MACPA, Student Member
2013 - Present
Campus Boat
2013 - Present
Relay for Life
2010 - 2012
SAMANTHA D JAMISON

XXX XXXXXXXXXX XXX, APARTMENT XX XXXXXXXXX XX XXXXX
(XXX) XXX-XXX • XXXXXXXXXX@WMICH.EDU

OBJECTIVE
Self-directed and focused individual seeking an internship in human resource management where my existing organizational, leadership, and change management skills would contribute to effective policy management and employee relations.

EDUCATION
Western Michigan University - Haworth College of Business
Bachelor of Business Administration
Graduation Date: Spring 2014
Major: Human Resource Management
Minor: Communication
GPA: 3.42/4.0
Honors: Inducted to Alpha Lambda Delta due to high first-year GPA
Dun’s Self WestEd Edge Scholarship: Maintained a GPA of 3.5 over freshman year with a minimum of 30 credit hours

EXPERIENCE
Customer Care Intern
Hawth Inc.
Holland, MI
Summer 2013-Present
• Formulates a dealer establishment plan that cut out two weeks of lead time on a product
• Collaborate with 4 departments to identify and reduce bottlenecks, throughout time, and acknowledge time
• Travel to Bruce, Michigan to aid in the containment and resolution of a new process implementation

Peer Mentor
Business Partnership Program
Kalamazoo, MI
Winter 2012-2013
• Coordinate and execute a marketing plan that resulted in the recruitment of 608 applicants
• Work cooperatively with 7 other peer mentors and 2 facilitators to design and develop programs
• Train 67 externs in the area of professional development to help them prepare for professional experience

Human Resource Executive Management Intern
Chesterfield, MI
Target
Summer 2013
• Performed 12 interviews in order to hire and train 3 new employees during their orientation period
• Served as Leader on Duty to identify, prioritize, and delegate daily tasks for all store team leaders and team members
• Developed and implemented a plan that increased its store metric by 24%

Extern
Enterprise Rent-A-Car and Whirlpool Corporation
Romulus, MI and St. Joseph, MI
Spring 2011
• Participated in 2 group-wide conference calls as well as 3 employee development meetings
• Prioritized the order of mentor’s tasks to complete daily jobs sequenced by importance

AFFILIATIONS AND ACHIEVEMENTS
Society for Excellence in Human Resources – Alumni Relations Chair
Spring 2013-Present
• Actively inviting alumni members to give presentations at meetings about their professional career and what our members need to do to become successful after graduation
• Organizes Alumni information contact and employment information from current graduating members.

Bronco Marching Band, Western Michigan University
Summer 2010-Winter 2012
• Significantly advanced in time management skills by participating in 20 hours a week of music related activities
• Connected the study of music as it relates to business management with multitasking and improvisation

Circle K International
Fall 2010
• Vice President and founder of student organization by recruiting members and overseeing committee functions
• Developed annual budget and approved financial transactions such as volunteer project materials and collecting dues

EDUCATION
Western Michigan University, Kalamazoo, MI
Expected Graduation: December 2013
GPA: 3.54
Bachelor of Business Administration, Haworth College of Business
Major: Advertising and Promotion
Minor: Graphic and Printing Sciences
Named to the Dean’s List:
• College of Arts and Sciences: Fall 2010, Spring 2010
• Haworth College of Business: Fall 2011, Fall 2012

PROFESSIONAL DEVELOPMENT
Bunson-Masteller
Proof Integrated Communications
Chicago, IL
Account Management Intern
June 2013-August 2013
• Responsible for supporting team in managing a variety of client projects, including Hormel and Philadelphia, while prioritizing tasks to efficiently meet different deadlines
• Assisted in Social Media Community Management for 4 different Hormel brand properties, including scheduling content through Hootsuite and designing various creative materials
• Created integrated marketing campaign for Discover to gain media coverage and brand awareness for the Discover It Card
• Monitored social media activity and analysis using Radian6

Office of University Relations
Western Michigan University, Kalamazoo, MI
Graphic Design Intern
May 2011-Present
• Gaining hands-on knowledge and skills in graphic design, printmaking, media and public relations
• Designed Western Michigan University’s Phone Directory and Financial Report cover art, Student ID cards and Welcome Funnels
• Using problem-solving skills to organize and manage a database containing over 40,000 photos, while reducing error and increasing productivity
• Assisted in event coordination for Western Michigan University’s Campus Classic 5K Race: 2011-2013

ADELION 21
Creative Director
January 2013-March 2013
• Participated in the 2013 advertising industry’s National Student Advertising Competition (NSAC)
• Advertising in development of Integrated Marketing Communications campaigns for Hidden Paint sold in Walmart stores
• Conceptualized and developed creative strategies and executions across multiple media to reach our desired target segments

Computer Proficiencies
• Adobe Photoshop, Illustrator, and InDesign: CS6
• Extensis Portfolio
• Final Cut Pro 7
• Photoshop, etc., Mac OS X

Activities
Active member of Delta Sigma Pi
Co-Ed Professional Business Fraternity
2011-2013
• Designed promotional materials and shirts for over 50 members, large format display graphics, and booth exhibits
• Increased membership by 35%

IP of Communications: 2012-2013
• Responsible for encouraging and enhancing open and organized communication between 65 members
• Created and distributed resume books to recruiting employers
• Managed fraternity’s social media

Active member of the Student Leadership Advisory Board – Haworth College of Business
• Conceptualized and designed all promotional material for the group
• Assisted in increasing awareness for events within the college while collaborating with team members and professors on promotional material
• Gained valuable leadership experience by working closely with the Office of the Dean

Active Member of WNMU Ad Club – AAF Affiliate
• Conceptualized, developed and designed promotional material, 2012-2013

Related Volunteer Experience
• Designed covers for the novel Infinity, written by Janice Kifer and Debbie Obadush
• Remembering Lauren 5K Run/Walk, 2007-2012: Organized team and designed team shirts
• Relay for Life Volunteer: 2011, 2012

Contact
yourname@email.com
(000) XXX-XXXX

Portfolio: website.com
Brady Thomas, CMA

Phone (XXX) XXX-XXXX • E-mail xxxxxxxx@gmail.com

Profile
Experienced project manager with strong analytical skills seeking a position where impacting cost related savings is the goal. Areas of expertise include cost management, pricing, research and customer service.

Work Experience
Whirlpool Corporation • Benton Harbor, MI
Approved Financial Analyst – North America FP&A (5/2013 to Present)
- Collaborate with finance teams throughout the North America Region to develop future year profit plan.
- Analyze profit plan F&I development, results, and key assumptions while challenging business partners appropriately throughout planning process.
- Administer the U.S. Version of the Sales Planning Tool including development of key enhancements.
- Work closely with CISO in development and full utilization of Business Warehouse capabilities.

MPI Research • Mattawan, MI
- Developed and maintained company’s costing model by conducting time studies, analyzing hours, charge data, and tracking budgeted results over actual results.
- Collaborated with upper level operations management to develop and critically evaluate cost basis assumptions.
- Analyzed and reported on data within various programs such as Microsoft Excel, SAP Business Objects, and Salesforce.
- Provided support to corporate management team and accounting controller through monthly business reports, costing group performance tracking, and general support for all costing related subject matter.
- Managed and coordinated workload activities for 20 members of the costing group.

Research Associate (12/2008 to 10/2007)
- Proposed daily study proposals for purpose of creating cost structures to be used once bids are approved by sponsors.
- Assisted in creation and maintenance of Excel-based pricing model to accommodate cost changes directly and indirect facility costs.
- Analyzed data and tracked sales for the generation of monthly reports distributed to the corporate management team.

Gained an operations level perspective on how the company conducts studies.

Fifth Third Bank • Lansing, MI
- Efficiently and accurately processed day to day banking transactions.
- Promoted good customer relations through answering customer questions, solving customer problems and providing general support.
- Recognized customer needs in order to refer beneficial products and services.

Education
Western Michigan University • Kalamazoo, MI
MBA – Finance Concentration 3.7/4.0 GPA May 2010
IBA – Major in Finance 3.5/4.0 GPA June 2003

Professional Certifications
CMA Certified Management Accountant April 2013

Bailey M. Kort

Contact Information
XXX XXX-XXXX
XXXXXXX, XX XXXX
XXXXXXX@umich.edu

Objective
A highly motivated and skilled team player is seeking an internship opportunity to apply technology skills and customer service experience for a positive impact on reporting systems and client relations.

Education
Western Michigan University, Kalamazoo, MI
Bachelor of Business Administration
Major: Management
Minor: Computer Information Systems
Current GPA: 3.49
Expected Graduation: Spring 2014

Experience
Event Planning/Employer Relations Intern
WMU Haworth College of Business Career Center, Kalamazoo, MI
05/2013 – present
- Assist with the planning and coordination of career events, including managing the registration process
- Write and design invitations and employer confirmation materials for career events. Prepare related online registration modules and promote materials including flyers, publicity, brochures, and signage.
- Maintain organization of documents, contact records, and expense reports
- Coordinate on campus interviews for employers by posting internship/job on BroncoJOBS website, attending interview schedules, and completing the follow-up tasks related to the OIC process

Student Assistant
WMU Haworth College of Business Career Center, Kalamazoo, MI
07/2012 – 04/2013
- Provided customer service by answering phone calls and making appointments for WMU students with career advisors using a web based system. Follow up with reminder calls to students about appointments
- Served as a peer educator by providing resources for students to improve their resumes, cover letters and interviewing techniques to pursue a successful career
- Interacted with employers to post jobs and internships to the web based WMU job board as well as using the web based system for sending mass emails to students about interviews and internships

Volunteer Activities
Southwest Michigan SPCA, Kalamazoo, MI
07/2013 – present
- Exercise and play with the dogs at the shelter
- Play with cats and clean the room that the cats are housed in
- Foster dogs for short periods of time

Lapeer Regional Medical Center, Lapeer, MI
Summer 2011
- Worked in Pain Management: cleaned beds, filled faders, stamped charts, greeted patients, provided refreshments and other duties

Skills & Affiliations
- Proficient with Microsoft Office Programs
- Member of the WMU Student Leadership Advisory Board
- Dean’s List Fall 2012 & Spring 2013
FRANK GRIER
AAAAA AAAAAAA AAAAA AAAAAAA AAAAA
AAAAAA AAAA AAAA AAAA AAAA AAAAAAA
AAAAAA AAA AAAA AAAA AAAA AAAA AAAA

OBJECTIVE
To utilize a solid education and classroom experience in a full-time position as a family life educator in the greater Kalamazoo Community to improve the healthy growth and development of families.

EDUCATION
Bachelor of Science in Education, December 2014 GPA 3.75
Western Michigan University, Kalamazoo, MI
Major: Career and Technical Education Minor: English

Certifications:
Michigan Provisional Secondary Certificate (Highly Qualified)
6-12 Family and Consumer Science (K-12); 6-12 English (BA)

First Aid, American Red Cross, 2014
Child, Infant and Adult CPR, American Red Cross 2014

EXPERIENCE
Intern Teacher August-December 2014
Portage North Middle School, Portage Public Schools, Portage, MI

- Created an assimilated classroom environment to actively engage 6-8 grade students with hands-on learning in the areas of parenting, consumer education, and essential living skills.
- Facilitated communication and dealt with sensitive subject matter including abuse, addiction, health/nutrition education, and teenage pregnancy.
- Taught two parenting classes involving the development and implementation of lesson plans, student assessment and effective classroom management to create a healthy learning environment.

Related Experience
Community Health Educator/Teen Programming Assistant August 2012-Present
Prevention Works, Kalamazoo MI

- Serve as an educational resource through one-on-one consultations, agency visits, telephone calls, community presentation, and various trainings.
- Assist in the development of a ten-week sexual health training and service learning program.
- Supervise teens and young adults (ages 14-22) with organizing and implementing a weekly teen peer education clinic.
- Create presentations to assist students, peer mentors, and classroom teachers on the importance of healthy lifestyles, including rating, recreation, and values.

Basic Writing Instructor January 2010-June 2012
Center for Academic Success Programs, Western Michigan University, Kalamazoo, MI

- Instructor 24 first year students in a fifteen-week basic writing course.
- Created and facilitated daily lesson plans, academic activities, and formal papers to prepare students for advancement within the English curriculum.
- Worked individually with students to provide appropriate written and oral responses.

ACTIVITIES/HONORS
Walk4Warmth, 2010-13
Crystal Gaddy Home Economics Scholarship, 2012
Professional Writing Development Workshop, Kalamazoo, MI, 2012
Volunteer, Portage High School Wrestling Tournament, 2011

COMPUTER SKILLS
Microsoft Office/Word, Publisher, Grade Quick, Power Point, Excel

Reynolds J. Davis
AAAAA AAAAAAA AAAAA AAAAAAA AAAAA
AAAAAA AAAA AAAA AAAA AAAA AAAAAAA
AAAAAA AAA AAAA AAAA AAAA AAAA AAAA

OBJECTIVE
To obtain an internship with Mattawan Public Schools as an athletic trainer, in order to provide assistance to student athletes regarding proper condition, training, and health awareness.

EDUCATION
Bachelor of Science in Human Performance and Health Education, June 2014 GPA 3.76
Western Michigan University, Kalamazoo, MI
Major: Exercise Science Minor: Biological Sciences

EXPERIENCE
Health Care Midwest Kalamazoo, MI
Intern April-June 2014
- Administered fitness assessments to patrons of all ages to determine baselines.
- Demonstrated use of fitness equipment including cardio and resistance training.
- Personalized work-out plans for individuals looking for specific results such as general fitness, weight loss, or improved flexibility.

Department of Athletics-Western Michigan University Kalamazoo, MI
Student Athletic Trainer January 2011-March 2013
- Assisted athletic trainer in Softball, Hockey & Synchronized Skating, and Football.
- Provided for the preventive and rehabilitative taping and support of ankles, knees, elbows, wrists and other joints, muscle groups and body structures as needed by athletes.
- Prepared team emergency kits and ordered supplies.

VOLUNTEER EXPERIENCE
- Volunteer, Kalamazoo Habitat for Humanity, 2011-2013
- Volunteer, Special Olympics Competition, 2012
- Student Leader, Welcome Week Student Orientation Program, 2010-2012
- Dynamic people Actively Seeking Health (DASH) Program, 2011
- WMU Summer Basketball Camp Counselor, 2011

CERTIFICATIONS/PROFESSIONAL AFFILIATIONS
- National Athletic Trainers Association, 2012-Present
- American Red Cross First Aid, April 2013
- American Heart Association CPR & AED, April 2013

ACADEMIC HONORS AND AWARDS
- Dean M. Jackson Scholarship, 2013-present
- WMU Dean’s List, 2011-present
- Alpha Lambda Delta Honor Society, 2013
- Western Michigan University Academic Scholarship, 2012
- Harriet Kiser Creed HIPER Scholarship, 2010

COMPUTER SKILLS
Microsoft Word, Excel, PowerPoint, Publisher, Adobe Photoshop, Adobe Illustrator
**ELEMENTARY EDUCATION**

**JORDAN MEYERS**  
[Contact Information]  
SUMMARY  
Seeking a position as a general education teacher at the elementary or middle school level. Skilled in meeting the needs of individual students through differentiated instruction based upon their unique strengths (every student has one) and learning styles. Able to participate in extra-curricular activities, including academic and athletic programming.

**EDUCATION**  
Bachelor of Science in Education, April 2014  
Western Michigan University, Kalamazoo, MI  
GPA: 3.8 magna cum laude  
Major: Elementary Education  
Minors: Early Childhood, Mathematics/Science, English

**Certification:**  
Michigan Provisional Certificate (Highly Qualified):  
K-5 All Subjects; K-8 All Subjects (self-contained classroom); Early Childhood Specialist (ZS); Highly Qualified: 6-8 English; 6-12 Mathematics

**TEACHING EXPERIENCE**  
C.ut Creative Arts Academy, Grand Rapids Public Schools, Grand Rapids, MI  
Intern, Teacher January-April 2014  
Instructed and assessed 18 Kindergarten students in all core subject areas. Incorporated cooperative learning groups with clearly defined roles to assist students in the development of higher level thinking skills. Modified and accommodated assignments and assessments for students with learning disabilities. Implemented research-based classroom management strategies including group contingencies for behavior compliance, a social contract, individual daily behavior charts, “Give Me Five,” and a token economy.

Mattawan Later Elementary, Mattawan Consolidated Schools, Mattawan, MI  
Intern, Teacher August-December 2013  
Provided core academic instruction to 5th grade students both with and without disabilities. Planned instruction to align with Common Core Standards while considering the Universal Design for Learning and needs of each student. Modified and accommodated assignments and assessments for students with Individualized Education Programs. Implemented research-based strategies for academic instruction and classroom management and adapted lessons to include Power Writing. Co-planned and co-taught with school professionals to support all students.

Parchment North Elementary, Parchment Public Schools, Parchment, MI  
Pro-Intern, Teacher January-April 2012  
Observed and assisted with instruction and assessment for seventh grade students identified as learning disabled. Developed and implemented hands-on math lessons using cooperative learning groups to increase students’ ability to comprehend basic concepts. Utilized individualized daily behavior charts to assist students with making positive choices.

Woodlawn Elementary School, Kalamazoo Public Schools, Kalamazoo, MI  
Pro-Intern, Teacher September-December 2013  
Observed and assisted with literacy instruction using the Four Blocks literacy framework in a second grade general education classroom. Worked individually with struggling readers using curriculum-based measurement to assess student needs and provide intervention.

**DIETETICS**

**LINDSAY DONOVER**  
[Contact Information]  
**OBJECTIVE:**  
To bring classroom and previous internship training in dietetics to an internship with Bronson Methodist Hospital to improve the health of patients and increase efficiency of service.

**EDUCATION:**  
Bachelor of Science in Dietetics, June 2014  
Western Michigan University, Kalamazoo, MI  
GPA: 3.74 Cum Laude  
Program Concentration: Food and Nutrition

**EXPERIENCE:**  
Dietitian Intern, August-December 2013  
St. Mary’s Free Bed Hospital, Grand Rapids, MI  
Educated and advised a wide range of patients with dietary-related disorders on ways to improve eating habits. Calculated patients’ nutritional requirements using standard equations based on assessments of blood chemistry, temperature, stress, and mobility. Participated in informational seminars for healthcare professionals about food and nutrition issues.

Nutrition Specialist Intern, June-August 2013  
St. Johns Hospital, Bloomfield Hills, MI  
Participated in home visits with full time nutritionist to evaluate meal plans and health progress of patients. Facilitated the development of training, supervision, and team flyers and other promotional materials. Created brochures promoting healthy food choices and disease prevention for patients. Increased awareness for patients of the link between nutrition and health by offering advice and creating meal/nutritional plans.

**RELATED EXPERIENCE:**  
Sales Representative, March 2011-July 2013  
Sprint PCS, Kalamazoo, MI  
Provided service for new and existing telephone customers seeking to update or purchase new telephone equipment and hardware. Traveled to new phone centers to train new employees and assist in increasing telephone sales.

**COMMUNITY INVOLVEMENT/PROFESSIONAL AFFILIATIONS:**  
American Dietitians’ Association, 2012-present  
Dean’s List, WMU, 2011-present  
Student Dietetics Association (WMU), 2010-12  
Healthy Babies, Healthy Start Program (Kalamazoo County), 2010

**TECHNOLOGY SKILLS:**  
MS Office, PowerPoint
ROBERT A. FRAZE
XXX X X* XX, XXXXXX, XX XXXX, (XX) XXX-XXXX
XXXXXXXXXXXX@wmich.edu

SUMMARY OF QUALIFICATIONS
A professional, caring, and dedicated individual with a strong desire to work with post-secondary students at a university. Expertise in managing projects and coordinating multiple priorities and tasks. Demonstrated success working with people with diverse backgrounds, working styles, nationalities, and races. Skilled communicator with the ability to effectively convey meaning through speaking and writing. Proven ability to quickly and thoroughly learn new skills.

EDUCATION
Master of Arts in Counselor Education Counselor Psychology, May 2014 (GPA 3.9) Western Michigan University, Kalamazoo, MI
Program Concentration: Higher Education Student Affairs - Administration of College Student Affairs
  - Gained knowledge and expertise through coursework covering topics such as college student development, legal issues in higher education, student affairs in higher education, issues in education and counseling for Asian Americans, multicultural counseling, and lesbian, gay, and bisexual issues.

Bachelor of Business Administration, May 2009 (GPA 3.5) Grand Valley State University, Allendale, MI
Major: Marketing

PROFESSIONAL EXPERIENCE
Student Activities & Leadership Programs Western Michigan University, Kalamazoo, MI
Graduate Assistant-Registered Student Organizations January 2013 – Present
  - Advise Registered Student Organization (RSO) leaders regarding financial matters, emphasizing the importance of financial responsibility.
  - Provide individual advising and financial workshops for student leaders, focusing on policies and procedures for managing funds in on-campus financial accounts.
  - Develop and maintain positive relationships with student leaders and university departments, through effective written and oral communication.
  - Facilitate small and large group discussions at RSO leadership retreats about values, communication, teamwork, diversity, and community.
  - Work with outside vendor and WMU Information Systems to plan and develop new RSO database and on-line registration system.
  - Co-ordinate an annual WMU RSO Registration and Leadership Conference designed to educate 200+ student leaders on issues of diversity, communication, and leadership development.

Kalamazoo Valley Community College – Student Services, Kalamazoo, MI
Intern September – December 2011
  - Explored various areas of college student affairs, through working with KVCC personnel and students.
  - Learned to maintain an operating budget through regular meetings with development personnel.

TEXTILE & APPAREL
NALA A. RENSTLY
XXX XXXXX XXX
XXXXXXX XXXXX XXX
Southfield, MI XXXXX (XXX) XXX-XXXX

OBJECTIVE
To obtain an internship with Nordstrom’s Department Store, offering strong academic and practical experiences to assist with creation of marketing and branding plans.

EDUCATION:
Bachelor of Science in Family and Consumer Science, April 2014 GPA: 3.51
Western Michigan University, Kalamazoo, MI
Major: Textile and Apparel Studies (Interior Design) Minor: Business Management

Study Abroad:
American Intercontinental University (AIU), London England June-August 2013

RELEVANT COURSEWORK:
  Apparel Construction I & II  Flat Pattern Design I & II  Textiles  Product Development Design Principles  Entrepreneurship  CAD  Visual Merchandising

EXPERIENCE:
Hult Rendel Department Store, New York, NY
Merchandising Intern January – April 2014
Prepared and maintained selling reports for sportswear department. Communicated daily with customers regarding style choices and clothing trends to enhance customer satisfaction. Assisted with creating company documents of customer services and business ethics that aligned with department store’s mission and goals. Created merchandising test forms for accuracy and efficiency of store records.

Family and Consumer Sciences Department Western Michigan University, Kalamazoo, MI
MODA Fashion Show Designer September 2011 – December 2013
Designed and constructed outfits for four fashion shows in collaboration with the Susan G. Komen Breast Cancer Foundation fundraiser. Assisted with set design, hair and make-up for models, and served on the fundraising and design committee to ensure event success.

ACTIVITIES/HONORS:
Phi Sigma Theta National Honor Society, 2012 – Present
Kappa Omicron Nu National Honor Society, 2011
WMU Deans List 2010 – Present
WMU Women’s Chorus, 2010 – Present
Memor, Merchandising Opportunities and Design Association (MODA), 2011-13
American Heart Association Walk, Grand Rapids, MI, 2011
PTSO Thrift Shop, Ann Arbor MI, 2010
Campus Activities Board, 2010

COMPUTER SKILLS:
Microsoft Office, Excel, PowerPoint, Outlook, Aldus Page Maker, Photoshop, Adobe In-Design
Jenna Oliver, M.S.  

**CAREER PROFILE**
Self-motivated engineer interested in working on multidisciplinary team projects with a focus on noise, vibration and harshness testing to help improve the ride and feel of vehicles.

**EDUCATION**

**Master of Science in Mechanical Engineering**, GPA: 3.75  
Western Michigan University  
Thesis: Detection of Hybrid & Quiet Vehicles by Blind & Visually Impaired Pedestrians  
(Tesis research project supported by General Motors)  
December 2014

**Bachelor of Science in Mechanical Engineering**, GPA: 3.30  
Western Michigan University  
April 2012

**PROFESSIONAL EXPERIENCE**

**Graduate Research Assistant**  
Western Michigan University  
September 2012 to Present

- Manage data collection research projects in partnership with General Motors and Nissan studying the safety of blind pedestrians and hybrid vehicles
- Collaborate on the design of the data acquisition system that records vehicle position and motion, acoustic data, and subject responses
- Analyze subject response and acoustic data
- Deliver final files and documentation for future research on project data

**Mechanical Intern**  
WeBuild Inc. (Architecture/Engineering Firm)  
May 2011 to August 2012

- Designed heating and cooling systems for multiple site locations and capacities
- Worked extensively with AutoCAD Building Systems preparing construction documents and utilized building heating and cooling load simulation software
- Assumed leadership role during a company team building retreat; led and motivated a diverse team of 8+ senior staff members to complete the challenge at hand

**SOFTWARE KNOWLEDGE**
MATLAB; SPSS; LabVIEW, AutoCAD 2000/2006/Building Systems 2006/MEP 2009; Carrier HAP; Trans TRACE 700; Microsoft Office Suite; Windows 3.1/95/98/2000/ME/NT/XP/Vista/7; Mac Os X

**EQUIPMENT KNOWLEDGE**
Sound level meters; microphones; accelerometers; multi-channel signal analyzers; 6,000 lb hydraulic shaker table; reverberation test chamber; anechoic test chamber

**COMMUNITY INVOLVEMENT**

**Resident Assistant (RA)**  
Western Michigan University  
August 2008 to April 2011

- Received highest ratings from Hall Directors on every semester performance evaluation
- Created and implemented programs that encouraged growth of community
- Led conflict resolution mediation sessions and responded to crisis situations
- Wrote weekly reports and documented community issues for review by Hall Directors
STRATFORD, JESSICA

EDUCATION
CHEMICAL ENGINEERING, B.S., 2011 | Western Michigan University GPA: 3.48
PAPER ENGINEERING, Minor 2011 | Western Michigan University
LEE HONORS COLLEGE 2010-2011 | Medalion Scholar

TECHNOLOGY
- Microsoft: Excel, Word & PowerPoint
- iWork: Keynote, Numbers, Pages
- MathCad & Maple
- LabView
- Macintosh and Windows operating systems

SKILLS
- TAPPI Standard Testing
- Creative & Analytical Writing
- Public Speaking & Presentation
- Problem Solving
- Data Analysis
- Experimental Testing
- Data Mining

WORK EXPERIENCE
Process Engineering Co-op, September - December 2013
KIMBERLY-CLARK CORPORATION, Owensboro, KY
- Tissue & Towel Manufacturing, Recycled Fiber Process
- Projects: stickies, fines, and dirt profiles; optimized refining; routine lab testing; clay byproducts system data collection, equipment installation; technician training; SS LEAN improvements; wrote safe-job-procedures; worked with vendors to schedule chemical trials; adjusted parameters for charge in the paper making system

Technical Sales Intern, May - August 2013
ASHLAND WATER TECHNOLOGIES, Owensboro, KY
- Chemical Sales to the Paper Industry in the Kentucky, Indiana, and Missouri Tri-state area
- Project: conducted a stickies trial and presented results to the management of the client; performed routine testing for charge, biological contaminants, and stickies; traveled and entertained clients with the regional sales team.

Server & Hostess, May 2011 - December 2012
WESTYND BAR & GRILLE, Rochester Hills, MI

Receptionist, August 2009 - December 2012
WINNEBAGO COUNTRY CLUB, Rochester Hills, MI

RELEVANT COURSES COMPLETED
- Data Acquisition & Handling
- Stock Prep & Paper Making
- Recycling & Draining Paper Coatings
- Material & Energy Balances
- General Chemistry I & II
- Organic Chemistry I & II
- Calculus I & II
- Multivariate Calculus
- Differential Equations
- Calculus Based Physics
- Enrolled
- Thermodynamics
- Unit Operations (Fluids)
- Paper Physics
- Physical Chemistry
- Molecular & Cellular Biology
- PaperCon 2013 Tissue Manufacturing

ENGINEERING MANAGEMENT TECHNOLOGY
JAMIL ANSARI

OBJECTIVE
Responsible, ambitious, bi-lingual individual seeking project management, procurement or logistics position. Through application of strong leadership, technological research, and problem solving skills, will ensure a high standard of excellence while contributing to greater efficiencies and lower costs.

EDUCATION
Bachelor of Science in Engineering December 2011
Western Michigan University
Major: Engineering Management Technology (ABET accredited)
Kalamazoo, MI

SPECIAL RESEARCH PROJECTS
WACO Aircraft, Battle Creek, Michigan
Collaborated on four-engineer team to research the possibility of modernizing historical aircraft spar material while keeping the original integrity of the design. This study confirmed the company’s current type of material is the best quality and most cost effective.

Work Analysis Project, Western Michigan University Stores
Studied and analyzed current inventory retrieval method. Recommended an alternative method that resulted in improved time efficiency, cost effectiveness, and workforce proficiency.

CERTIFICATIONS
- Six Sigma Yellow Belt
- Project Management PMP Preparation
- Lean Six Sigma Green Belt
- APICS Certification

WORK EXPERIENCE
Haykal Cars Import, Procurements and Supply Chain, Kalamazoo, MI/Quati’KSA May 2007 - present
- Collaborate with multiple American and European make car dealers and vendors from all around the states
- Purchase cars and parts to ship to various suppliers in Saudi Arabia
- Schedule and plan shipping trips. Provide customers with a specific receiving time
- Document each process of the business flow according to company standards while tracking the materials from start to finish
- Follow processes and procedures to ensure quality
- Prepare financial reports bi-monthly for management

Safwa Public Hospital, ER Front Desk Officer, Safwa, Saudi Arabia Summer 2007
Entered patient data in the system and provided documentation to doctors

ALKAMCHOON TRAVEL AGENCY, Qatif, Saudi Arabia Summer 2005 - 2007
- Coordinated hotel, transportation, and meal reservations for charters and groups of 200 or more
- Supervised all of the employees in each trip to ensure follow-up with the travelers
- Researched and obtained the best deals for the clients based on budgets and preferences

COMPUTER AND LANGUAGE SKILLS
- Ability to work on 3D modeling using CATIA and NX
- Fluent in English and Arabic
Scot Davidson

XXX.XXXX@wmich.edu / (XXX) XXX-XXXX

Objective
Highly motivated and enthusiastic professional with a strong work ethic seeking an internship with The Boeing Company for the summer of 2014. Offering leadership, organizational skills, and innovation to advance development of current and future aircraft.

Education
Bachelor of Science in Engineering
Western Michigan University (WMU) Kalamazoo, MI
Major: Aerospace Engineering, Minor: Mathematics, Political Science GPA: 3.91 / 4.00

Skills / Academic Progress
- Computer applications including: HTML, MATLAB, AutoCAD, Solidworks, Microsoft Office
- Obtained Emerging Leaders Certificate from WMU – Student Leadership Office
- Leaders in Action Certificate: Development of collaboration, teamwork, conflict management
- Recipient of the Mechanical and Aerospace Engineering Merit Scholarship

Experience
Student Outreach Ambassador
Western Michigan University College of Engineering and Applied Sciences Kalamazoo, MI
- Provide guided tours of engineering facility to inform and motivate prospective students
- Facilitate academic presentations to students and parents regarding student success
- Maintain information in various databases to ensure workplace efficiency

Engineering Peer Mentor
Western Michigan University College of Engineering and Applied Sciences Kalamazoo, MI
- Equip students with academic success strategies to improve individual success
- Serve as a mentor for academic, co-curricular, and leadership involvement
- Assist students in science, engineering, and mathematics coursework to advance student achievement

School-Age Child Care Staff
Honolulu YMCA Honolulu, HI
- Coordinated school-age curriculum activities to promote YMCA core values into children’s lives
- Developed communication skills with parents and children to create a welcoming environment
- Prepared a Science and Mathematics curriculum to educate children on basic academic skills

Involvement and Certifications
- Treasurer of American Institute of Aeronautics and Astronautics (AIAA) student chapter for 2013-14
- Volunteer work with various community events and political campaigns
- Dean’s List: 2011-Present, Western Michigan University

Civil Engineering

Martin Diaz
xxx-xxxx | xxxxx@wmich.edu

SUMMARY
Trilingual, enthusiastic, and responsible undergraduate degree holder in civil engineering with extensive hands-on experience in civil engineering projects seeking a full-time position to learn and add value to a company.
Possesses strong analytical skills developed through challenging academic coursework and internships. Keen to learn, flexible and adaptable, and thrives well in fast-paced and challenging working environments.

EDUCATION
Western Michigan University, College of Engineering and Applied Sciences | Kalamazoo, MI Apr 2013
Bachelor of Science in Engineering, Major: Civil Engineering, Minor: Mathematics & General Business
- Cumulative GPA: 3.35
- Dean’s List (2011-2012)

John Cabot University | Rome, Italy Jun – Aug 2012
- Summer-long study abroad program

Universidad Iberoamericana, Escuela de Ingenieria Civil | Santo Domingo, D.R. Sep 2008 – May 2011
- Major: Civil Engineering

CERTIFICATIONS
Fundamentals of Engineering (FE) Exam October 2013

RELEVANT EXPERIENCE
Capstone Design Project, Sponsor: MDOT
Full Bridge Replacement of EB/WB I-94 Structures over Hickory Creek
- Designed a full bridge over I-94 while maintaining two lanes of traffic using crossovers
- Satisfied all of the Michigan Department of Transportation (MDOT) specifications associated with the structure, highway design, and signaling

Blue Tower Apartment (Torre Azul) | Santo Domingo, D.R. May – Aug 2011
General Contractor (GC) Assistant Supervisor Intern
- Managed project logistics by ensuring necessary workers and supplies were available
- Monitored equipment and supply inventory including rebar, steel beams, and cement
- Assisted in implementing CCC’s that involved design

General Contractor (GC) Assistant Supervisor Intern
- Performed daily site inspection on drywalls and floors for adherence to contract plans
- Issued daily instructions to six subcontractors including electricans, carpenters, plumbers, and masons
- Submitted daily reports and forecasting upcoming tasks to ensure an effective progress on the project

ACTIVITIES
Concrete Canoe Team Member
- Designed and built a canoe made of concrete to compete in ASCE North-Central Regional Conference
- Tested different concrete mixtures to find the perfect balance between strength and weight

SKILLS & LANGUAGES
Computer:
- GCNA 1-2, Network solutions, Microsoft Word, Excel, PowerPoint, Project, and Publisher
- Highway Capacity Software, Synchro 7 & SimTraffic (moderate), AutoCAD, Revit (basic), HTML

Languages: Spanish (native), English (fluent), and French (intermediate), Italian (basic)
Joseph Jackson

**EDUCATION**

Bachelor of Fine Arts in Dance, Cum Laude, April 2013
Western Michigan University, Kalamazoo, MI

Studied under the direction of: David Courteney, Sharon Garber, Whitney Montclair, Carolyn Pavlik.

Intensive academic and practical curriculum: ballet, modern, jazz, contact improvisation, choreography, history, pedagogy, production, management and technology.

**COMPANIES**

ODC/Dance
Brenda Way/Kit Nelson
Apprentice Dancer 2013-2014

River North Dance Chicago
Frank Chavez
Summer Apprentice (Performer) 2012

Wellspring/Cori Terry & Dancers
Cori Terry
Guest Performer 2011-2012

Western Dance Project
David Curwen
Company Dancer 2010-2011

Hip Hop Company KMU
Suave
Company Dancer 2009-2011

**PERFORMANCE EXPERIENCE**

The Envelope
David Parsons
WMU Principal

Viva Vivida
Gerald Arapino (Staged by Willy Shives)
WMU Principal

Light and Laughter
KT Nelson
WMU Featured Duet

Statement of Youth
Alex Keitle
SF Conservatory Ensemble

Simply Miles, Simply Us
Frank Chavez
River North Ensemble

Foreground
Lauren Edison
WMU/ACDF Ensemble

Part and Parcel
Autumn Eckman
WMU/Four Featured Duet

**SUPPLEMENTAL EDUCATION**

• Inside ODC Audition Workshop (Full Scholarship) 2013
• Janice Garrett and Charles Moulton Summer Workshop (Full Scholarship) 2013
• China & Taiwan Study Abroad Immersion Project 2012
• San Francisco Conservatory of Dance Summer Program (WMU Full Funding) 2012
• River North Dance Chicago Summer Intensive (Full Scholarships) 2011-12
• Luna Negra Dance Theater Summer Intensive (WMU Full Funding) 2011

**WMU SCHOLARSHIPS**

• Partners in Dance Endowed Scholarship 2011-13
• Ethel Perry Eaton Endowed Dance Scholarship 2011-13
• Diversity & Multiculturalism Scholarship 2009-13
• Partners in Dance "Stars" Scholarship 2010-11
• Outstanding New Dance Major Scholarship 2009-10

**ADDITIONAL SKILLS**

Video and music editing, photography, Shotokan Karate (High Brown Belt), American Sign Language

Brandon Kostowski

**PROFESSIONAL PROFILE**

Graphic designer with background in computer imaging and IT support. Experienced with the Adobe Suite, Microsoft Office Suite, Macromedia MX Studio, Heat, Zenworks, and other software programs. Expertise in web coding including: html, javascript, css, and content management systems. Hardware experience includes maintenance and upgrades, computer troubleshooting, and complete system rebuilding.

**EDUCATION**

Western Michigan University
Bachelor of Fine Arts in graphic design, minor in computer imaging
Kalamazoo, MI

Gran Rapids Community College
Associate of Arts in computer imaging and graphic arts
Grand Rapids, MI

**PROFESSIONAL EXPERIENCE**

Screen Graphics Inc., Comstock Park, MI
Production Artist Intern September 2012 – Present

• Create art designs for apparel lines while working under strict deadlines and efficiently managing production queue and orders for clients
• Collaborate with clients to identify and address art design needs
• Contribute to rebranding of Screen Graphics, which led to increased customer base
• Design a new proofing system for clients, which reduced error and saved time
• Color separate art to be ready for printing on garments; printed film separations
• Service production area equipment including computers and printers

WMU – Career and Student Employment Services, Kalamazoo, MI September 2011 – August 2012

• Recruited and coordinated existing web page layouts while complying with university web standards
• Maintained and regularly updated career services web pages responding to the needs of employees and student users

WMU – Division of Student Affairs, Kalamazoo, MI September 2011 – August 2012

IT Help Desk Specialist
• Maintained and serviced computers for the division of student affairs comprising of 15 departments
• Provided email and phone support for 15 campus departments
• Updated software and hardware in workstations, and educated department employees on computer troubleshooting

Perkin Sportswear, Comstock Park, MI September 2010 – August 2011

Screen Printing Production Artist
• Provided design work for 10 client companies a year
• Consulted with clients to offer logo design and re-branding options
• Created art for shirt printing

**AWARDS / ACTIVITIES**

• American Institute for Graphic Artists (AIGA), 2011 – Present
• Art Star Award Recipient, nominated by faculty, 2011
• Promotional designed featured in the Edinburgh Fringe Festival, 2012
Taylor Burt

EDUCATION
Bachelor of Fine Arts with an emphasis in photography and intermedia (August 2013)
Western Michigan University, Kalamazoo, MI

WORK EXPERIENCE
- Gwen Frostic School of Art, Western Michigan University, Kalamazoo, MI (2012 – Present)
  Assistant to the Coordinator for Photography and Intermedia
- Darkroom Assistant
- Studio 220, Rockford, MI (2010 – Present)
  Senior Photographer, Videographer, and Photo Booth Operator
- Photo Lab Department – Meijer, Kalamazoo, MI
  Technician

SOLO EXHIBITIONS
- Conceived Wetlands, Gallery 1206, Gwen Frostic School of Art, WMU, Kalamazoo, MI (2013)
- "This Shouldn’t Be Difficult," DeVries Gallery, Gwen Frostic School of Art, WMU, Kalamazoo, MI (2013)
- ArtPrize 2013, Grand Rapids, MI
- ArtPrize 2012, Little Black Dress, Rockford, MI
- ArtPrize 2011, Spectrum Theater, Grand Rapids, MI
- Art Capsule 2011, Studio 220, Rockford, MI
- Art Festival 2010, University Club, Grand Rapids, MI

GROUP EXHIBITIONS
- Annual Gwen Frostic School of Arts Student Exhibitions, Frostic School of Art, WMU, Kalamazoo, MI (2013)
- "Trade Show: Western@Kendall Photography and Intermedia Collective, 3rd Floor Atium, Kendall College of Arts and Design, Ferris State University, Grand Rapids, MI (2013)
- "Harmonious Display, Photography and Intermedia Collective, Dilemma Hamann Architecture, Kalamazoo, MI (2013)
- "Quick Find, Gallery 2113, Gwen Frostic School of Art, WMU, Kalamazoo, MI (2012)
- "Alternative Vision, DeVries Gallery, Frostic School of Art, WMU, Kalamazoo, MI (2012)
- "Here, There, Everywhere, Photography and Intermedia Collective, DeVries Gallery, Frostic School of Art, WMU, Kalamazoo, MI (2012)
- "Sustainabillbash, The Gibbs House, Ferris Student Center, WMU, Kalamazoo, MI (2012)
- "Frostic School of Art Annual Student Show, Frostic School of Art, WMU, Kalamazoo, MI (2012)
- "Exchange Show, Group Exhibition, Gallery 303 Student Art Center, Salisbury, MI (2012)
- "Art Hop, Photography and Intermedia Collective Show, Park Trade Center, Kalamazoo, MI (2011)
- "Student Show, Paul Collins Gallery, Grand Rapids Community College, Grand Rapids, MI (2011)

AWARDS
- Gordon Art Fellowship Residency, Pierce Cedar Creek Institute, Hastings, MI (2013)
- John M. Carney Enrichment Award for B.F.A. Students in Photography, Frostic School of Art (2012)
- Frostic School of Art Enrichment Grant (2011)

VOLUNTEER ACTIVITIES
- Photography and Intermedia Collective, Frostic School of Art, WMU, President (2012 – Present)

Desmond Crier

EDUCATION
Bachelor of Arts in theatre studies with emphasis in directing and arts management, August 2015
Western Michigan University, Kalamazoo, MI

DIRECTING
- The Baltimore Waltz
  Director
  York Arena Theatre
- Goodman James
  Director
  York Arena Theatre
- Stop Kiss
  Director
  York Arena Theatre
- Propa
  Director
  York Arena Theatre
- New Play Project (10 workshop productions)
  Director
  What Abo Theatre
- Hawaii
  Director
  York Arena Theatre
- Waiting For Godot
  Director
  York Arena Theatre
- Dog Sees God
  Director
  York Arena Theatre

RELATED PRODUCTION WORK
- New Play Project (It’s a Bad Idea Cuz)
  Playwright
  York Arena Theatre
- Little Shop of Horrors
  Audrey 3 Propreter (gods 1-4)
  Center Stage Theatre
- Tasham很想光荣
  Technique and Scenic Painter
  Show Theatre
- Carousel
  Properties Technician
  Show Theatre
- Five Women Wearing the Same Dress
  Scenic Painter
  Williams Theatre
- Good Death (Ectonic Theatre Project)
  Properties Technician
  Williams Theatre

WORK EXPERIENCE
- The University Theatre, Western Michigan University, Kalamazoo, MI
  Arts Management Assistant, 05/13 – 08/14
  • Managed all print publications and online marketing
  Marketing Assistant, 04/13 – 08/14
  • Collaborated on the development of the 2012-13 season; solicited season sponsors and reception sponsors
  • Worked closely with the theatre manager, 09/12 – 04/13
  • Managed house staff; ensured patron safety; maintained a clean theatre space; hosted patrons within three different locations
  Box Office Associate, 05/12 – 08/12
  • Provided customer service; sold season subscriptions and single-ticket purchases

OTHER RELEVANT EXPERIENCE
- Artist Success Initiative (Department of Theatre, Western Michigan University), 2015
  • Coordinated events for the purpose of promoting artist entrepreneurship
  • Puppeters at Western Michigan University, 03/13 – 14
  • Led weekly meetings teaching students techniques on puppetry performance and construction

WORKSHOPS
- Handspring Theatre Company Workshop (Wurzburg), 2014
- Directing Intensive Workshop with David Alpert, 2013

SPECIAL SKILLS
- Puppeteer, photography (Nikon D90), Adobe Photoshop CS5, Adobe InDesign, TyTix Ticketing Software
ART HISTORY

Mandy Marco

GPA: 3.25

XXXX.XXXXXX@wmich.edu

XXXX Stadium Drive #X
Kalamazoo, MI XXXXX

Professional Profile

Hardworking, detail oriented and creative individual seeking a meeting/event coordinating position. A strong multi-tasker and organizer, who is able to effectively work individually or as a team. Posses excellent interpersonal communication skills and the ability to successfully work with people of diverse backgrounds.

EDUCATION

Bachelor of Arts in Art History, December 2014
Western Michigan University, Kalamazoo, MI
Minor: Marketing

Study Abroad:
• Completed coursework in International Business and Hospitality Practices
• Formed relationships with local business owners while implementing coursework knowledge

Studio Art Centers International, Florence, Italy May – June 2012
• Completed coursework in Renaissance Art History and Painting Conservation
• Overcame cultural and linguistic obstacles while learning in an unfamiliar environment

WORK EXPERIENCE

Fetzer Center, Western Michigan University, Kalamazoo, MI
Conference Services Intern May 2013 – Present
• Assist both Conference Services Manager and Conference Supervisor with daily tasks including data entry and general office tasks
• Greet and assist patrons using the conference facility
• Specialize in working with wedding clients in the implementation of their ceremony and reception plans including catering selections and décor ideas

Career & Student Employment Services, Western Michigan University, Kalamazoo, MI
Information and Referral Specialist July 2012 – Present
• Serve as first line of contact for the department; facilitate communication between the public and professional staff
• Support and accommodate employers and candidates for career events and professional interviewing
• Utilize a broad knowledge of campus information to assist students/alumni with updates and accurate information
• Demonstrate ability to multi-task efficiently in a fast-paced environment

BroncoOBS Employment Assistant September 2011 – July 2012
• Greeted and guided students and employers with employment related questions and concerns
• Assisted with data entry, including accurately entering job postings to department website
• Educated students and employers on creating accounts, using the website, and searching for employment

ACTIVITIES AND AWARDS

Art History Society 2012 – Present
Dean’s List 2012 – 2013

ARTS MANAGEMENT

Daniel Cunningham

1694 Parkwood Dr. [xxx] XXX-XXX
Kalamazoo, MI 49008 daniel.cunningham@wmich.edu

Professional Profile

Innovative arts management professional with experience in fund development, training, and staff supervision. Excellent organizational and communication skills, and ability to achieve results individually or as part of a team.

Education

Bachelor of Arts in arts management; minor in non-profit leadership, April 2013
Western Michigan University, Kalamazoo, MI

Professional Experience

Arts Council of Greater Kalamazoo, Kalamazoo, MI
Rental Coordinator / Event Manager September 2012 – Preser
• Designed efficient processes for theatre rental including the creation of consultation documents, rental contracts, financial reports, and event summary reports.
• Modernized the organization’s calendar system to increase accuracy of tenant and rental tracking.
• Provided assistance and consultation to arts organizations in the community in special event planning.
• Hired, trained, and supervised staff and technical staff for theatre events.

Urban Institute for Contemporary Arts, Grand Rapids, MI May – August 2011
Arts Administration Intern
• Created and presented proposal for volunteer recruitment and retention.
• Developed contract packages for exhibiting artists.
• Analyzed budgetary data and presented a spreadsheet summarizing financial position of film program.
• Solicited in-kind donations for youth programming.
• Created programming activities in collaboration with Art for the Blind.

Whole Art Theatre, Kalamazoo, MI
Development Coordinator / Associate Manager January – April 2011
• Constructed and executed the organization’s annual campaign.
• Scheduled the season calendar for two theater spaces encompassing over 15 productions.
• Managed all rental documentation and scheduling.

University Theatre, Western Michigan University, Kalamazoo, MI September 2010 – April 2011
Head House Manager May 2011 – April 2012
• Supervised productions and events taking place in multi-venue facility.
• Directed a daily crew of 8 to 15 volunteers and assistant house managers.
• Cultivated relationships with prospective donors by representing the organization in the community.
• Resolved patron issues while upholding theatre policies.
• Managed opening night receptions including coordination of logistics and sponsor relations.
• Initiated use of lobby sound system to add value to patron experience.
• Built a system for training new house managers and delivered training sessions for future house managers.

Box Office Cashier September 2010 – April 2011
• Provided accurate sales and attentive customer service in a fast-paced environment.
• Ensured deposits were accurate and secure; monitored and maintained ticketing system.

Other Related Experience

American Humancis Student Association, President, 2011-12
Fringe Theatre Festival, Volunteer Troupor, 2011
Van Singel Fine Arts Center, Local Tech Crew, 2010
Original Kids Theatre Camp, Volunteer Camp Counselor, 2010
SPEECH PATHOLOGY

- Jacob Hillary -

OBJECTIVE
To obtain a position in the Chicago Public Schools as a clinical fellow speech-language pathologist in order to help children excel in their academic careers and to develop and implement professional, leadership, and interpersonal skills.

EDUCATION
Master of Arts, Speech-Language Pathology
Western Michigan University, Kalamazoo, MI
April 2013

Bachelor of Arts with honors, Communicative Sciences and Disorders
Secondary Provisional Teaching Certificate
Speech Correction Teaching Major K-12 Endorsement
Psychology Teaching Minor Secondary Endorsement
Michigan State University, East Lansing, MI
May 2011

CLINICAL EXPERIENCE
Starr and Cooper Elementary Schools, Plainwell Community Schools, Plainwell, MI
January - March 2013
Served 60 clients ages 3 to 11. Administered standardized tests including: Clinical Evaluation of Language Fundamentals (CELF-3), Preschool Language Scale (PLS-4), Expressive One Word Vocabulary Test (EOWVT) and the Goldman-Fristoe Test of Articulation (GFTA-2). Diagnosed speech and language disorders, planned and implemented therapy, wrote functional goals, attended IEP meetings, and conducted parent conferences. Gained experience with students from general education, special education, and Head Start.

Spectrum Health, Butterworth Hospital, Grand Rapids, MI
September - December 2012
Served clients ages 2 to 94 in Trauma Unit, inpatient acute care and outpatient pediatric diagnostics and therapy. Administered standardized tests including: Neurobehavioral Cognitive Status Examination (NCSE), Cognitive-Linguistic Quick Test (CLQT), Boston Diagnostic Aphasia Examination (BDAE), and the Goldman-Fristoe Test of Articulation (GFTA-2). Performed and analyzed bedside and videofluoroscopy swallow studies. Responsible for diet modifications, implementation of therapy plans, and discharges recommendations. Performed and analyzed multi-view studies of children with cleft lip and palate to determine need and type of surgical and behavioral intervention, implemented weekly speech and language therapy for children with cleft lip and palate.

D.K. & D.C. Van Riper Language, Speech, and Hearing Clinic, Kalamazoo, MI
September 2011 - August 2012
Served clients ages 3 to 6. Participated in diagnostic teams to determine need for speech and language services. Administered standardized tests including: Goldman-Fristoe Test of Articulation (GFTA-2), Kain-Lewis Phonological Analysis (KLA), Peabody Picture Vocabulary Test (PPVT-III), and the Stuttering Severity Instrument (SSI-4). Organized and performed individual and group therapy sessions, created individualized therapy materials, wrote professional therapy reports, participated in weekly meetings with various clinical supervisors, and completed necessary charting and paper work.

OTHER EXPERIENCE
Communication Disorders Study Abroad, United Kingdom
July 2009

INTERDISCIPLINARY HEALTH SERVICES

Nancy Kathryn Wilmore

PROFILE
Diverse bi-lingual professional, seeking to use a holistic approach and critical thinking abilities for the Medical and Health Services Manager opportunity with Sparrow Hospital. Possesses the ability to easily establish rapport and effectively communicate with individuals from diverse backgrounds.

EDUCATION
Bachelor of Science in Interdisciplinary Health Services
Expected Graduation: December 2015
Western Michigan University, Kalamazoo, MI
Major: Interdisciplinary Health Services
Minors: Psychology and Social Work

HEALTHCARE EXPERIENCE
Program Support
January 2013 - Present
Community Living Options
Kalamazoo, MI
- Administer patient medication in a timely manner to clients 20-70 years of age. Aided and determined when to provide CPR, First Aid, or AED.
- Document patient vital signs (blood pressure, blood sugar level, administration of insulin injections, and check weight), recording information ensuring patient confidentiality in accordance with HIPPA regulations.
- Serve as primary contact between physician, patient, supervisor, and on-duty medical assistant; informing of any required patient medication changes or updates with patient mental health.
- Interact with the family members and coworkers, while working towards the recovery of the patient.

Rehab Aid
April 2011 – December 2012
Progressive Alternatives
Kalamazoo, MI
- Administered patient medication in a timely manner to clients 40-80 years of age.
- Organized and ensured that the place is clean and neat.
- Enthusiastically cared for 5 to 6 patient during assigned shift, recognizing patient needs, concerns, problems, and supporting their needs.

Medical Records Analyst
February 2010 – September 2011
Lakeland Health Care System
Saint Joseph, MI
- Organized and prepared hospital records and put them into a new database called Charramexx.
- Analyzed patient medical records and charts for doctors’ offices. Gained a firm understanding of healthcare laws and practices, including HIPPA laws.

VOLUNTEER EXPERIENCE
- Port Huron Hospital Foundation - Children’s Benefit
- Habitat for Humanity, Co-Leader
- Voices Against Sexual Assault Seminar on Human Trafficking

MSSA Conference Volunteer
Walk 4 Hearing Participant
May 2009 & 2011
Classroom aid and chaperone at Heartwood School for students with autism in Lansing, MI
2007-2011
DANIELLE AIMES

Education
Western Michigan University
Bachelor of Science in Nursing
Kalamazoo, MI

Nursing Clinicals
Bronson School of Nursing
Kalamazoo, MI

Bachelor of Social Work
Expected: April 2016
Western Michigan University
Kalamazoo, MI

Major: Social Work
Minor: Interdisciplinary Health Services

Associate of Arts in Liberal Arts
Southwestern Michigan College
May 2009
GPA: 3.83

Customer Service Experience
West Hills Athletic Club, Kalamazoo, MI
July 2010 – December 2011
Organized documents and contracts while maintaining customer confidentiality and integrity.

Amended to customers’ needs and resolved account issues by relying information to management as needed.

Created and maintained relationships with members while assisting with membership sales and ensuring enjoyable fitness club experiences.

Trained newly hired personnel regarding front-desk procedures and customer service skills.

Customer Service Specialist
Ferntis, Portage, MI
April 2010 – May 2011

Provided effective customer service while handling billing, collections and account reconciliations.

Communicated Ferntis services and program promotions to existing and potential customers.

Managed numerous sales transactions and daily accounting, as well as analyzed daily profits and losses and sales.

Educated and assisted clients with available program contracts and services.

Professional Activities
WMU Research and Development Day, Foster Presentation
April 2010

Spring Valley Elementary Literacy Night, Health Educator
March 2010

Maria Alexander

Summary
Seeking a position in the Kalamazoo/Battle Creek area to provide leadership. Offering strong communication skills as a Bilingual English/Spanish Clinical Social Work intern with 10 years of experience working with individual, family and group recovery associated with addictions and trauma.

Education
Bachelor of Social Work
Western Michigan University
Kalamazoo, MI

Expected: April 2016

Associate of Arts in Liberal Arts
Southwestern Michigan College
May 2009
GPA: 3.83

Experience
Bachelor of Social Work Intern
September 2013–Present
Catholic Family Services-Caring Network
Kalamazoo, MI

Positive client demographics at intake and provide detailed program information, obtain signatures of acknowledgment for receipt of program guidelines, and administer and evaluate maternal assessment questionnaires from diverse pregnant and homeless clients.

Assist clients by referral to parenting and childbirth preparation programs, housing assistance, applying for car seat vouchers and food assistance within the agency and in the Kalamazoo community.

Initiate ongoing collaboration with area churches to recruit diverse volunteer pool for mother-mentor mentoring program.

Record and maintain accurate client files while protecting client confidentiality; meeting agency data collection requirements, and entering and updating all monthly client activity in Microsoft Excel to be used for program evaluation and funding requests.

Program Associate II
September 2009–March 2013
Cass County Michigan State University Extension
Cassopolis, MI

Provided parenting and nutrition education using MSU developed curricula to limited literacy/limited resource families and individuals in home, school, and office settings.

Initiated, developed, and provided Spanish/English programming for migrant in-camp and summer school programs using MSU-E Family Nutrition Program materials focusing on specific population needs/requests.

Represented Cass County MSU-E at Migrant Resource Council, Cass County Youth Committee, and Cass County Coordinating Council by collecting and disseminating information to Cass County MSU-E Director and program supervisor and at MSU-E staff meetings.

Maintained accurate client records recording client contact information protecting client confidentiality according to agency policy. Entered monthly individual and group activity data using Microsoft Excel and submitted timely reports to immediate supervisor and state program coordinator.

Provided monthly client contact data for Family Nutrition Program to intern supervisor and assisted with interpretation of data for the purpose of grant writing.
CURRICULUM VITAE

William Spector

XXXXX.XXXXXXXX@wmich.edu
XXXXX.XXXXXXXX@gmail.com

EDUCATION AND TRAINING

PhD (in progress), Educational Leadership, Higher Education concentration, Western Michigan University
MA, Communication Studies, Western Michigan University
BA, History, Albion College

PROFESSIONAL EXPERIENCE

Doctoral Associate. Western Michigan University. 2010 – present.
Under the direct supervision of the vice president of student affairs, coordinate the student affairs division's assessment and strategic planning initiatives. Coordinate the Student Affairs Strategic Plan revision process, including timeline and elements of a plan for 2010 – 2015. Develop and coordinate departmental Program Reviews, including self-study and external review. Assist with the development and coordination of professional development workshops for Student Affairs staff regarding assessment, strategic planning and program review. Serve as a student affairs representative to the University Assessment Steering Committee and University Strategic Planning Operation Team.

Dean of Students. Wellington College. 2006 to 2010.
Served as a member of the president’s senior administrative team, reporting directly to the president of the college. Provided administrative oversight and supervision for the following functional areas: residence life, campus involvement, student conduct, medical, wellness and counseling services, intercollegiate athletics, recreation and intramurals, dining services, orientation, college chaplain and campus safety and security. Guided the college’s Student Life programs and services by engaging the community in a participatory and socially responsible living and learning environment for students, including the development and implementation of Community Standards and Restorative Justice models. Served on the following committees: Enrollment Management Team (chair), Academic Standards and Advising Committee, President’s Cabinet, Assessment Committee, Strategic Planning Committee (co-chair, subcommittee on Governance and Structure), Middle States Accreditation Steering Committee, Admission and Financial Aid Committee. Maintained student records and coordinated retention assessment, planning, initiatives and services. Advised student-led Community Court and the Collegiate Cabinet (student government). Advised and counseled students.

Dean for Campus Life. Hanniford College. 2002 - 2005
Provided leadership and administration for the department of campus life. Provided direct supervision for the functional areas of residence life, judicial affairs, first year program, student involvement and leadership, gender issues/wellness education, student health, disabilities services, counseling, retention and public safety. Ensured the college’s compliance with federal, state and local laws affecting students. Served on the president’s cabinet and worked with other senior administrators on strategic planning for the college. Developed the college’s protocol for responding to disciplinary issues on study abroad programs.

Dean of Students. Mooreburg College. 2000 - 2002
Provided overall leadership, direction and administration for the division of student development. Coordinated the design and development of programs, procedures and services to aid in developing a strong student life program and support student retention and the mission of the college. Coordinated all personnel, financial and other administrative matters for the division of student development. Provided administrative leadership and supervision for the following areas: residence life, leadership and first-year program, career services and internship program, student health, counseling and disability services, student activities, greek life and judicial affairs. Served as advisor to the Student Government Association. Represented the office of student development at Admissions, Alumni, College Relations and other general college functions. Oversaw the student disciplinary process and conducted necessary follow-up with students.

Associate Dean of Leadership and First Year Program. Concord College. 1999 - 2000
Served as the college’s primary contact for first-year and leadership programs. Redesigned Campus Connection, Greensboro College’s transition program for new students. Revised First Stop and opening of school procedures for new and upper-class students. Served on the First Year Task Force subcommittee of the Curriculum Instruction Committee to redesign and implement the First Year Seminar. Began revision of the college’s web-based co-curricular portfolio program.

Assistant Dean for Retention and the First Year Program. Concord College. 1995 to 1999
Coordinated an integrated program of summer contacts with and arrival experiences for first-year students and their families from the point of admission to the college through the declaration of the major. Coordinated a campus-wide first-year to sophomore retention effort, working closely with the associate academic dean and dean of student life. Designed, coordinated, supervised and administered Avanti (optional pre-orientation) and CHAOS (orientation) programs including selection and training of student leaders as well as all aspects related to the opening of college. Supervised the First Year Program/Residential Life Coordinator whose primary responsibilities included managing the First Year Center, The First Year Mentor Program and academic and social programming for first-year students.

Concord College, 1992-1994
- Instructor, English Composition (English 110, 150 and 151)
- Coordinator the VENTURE Program, a series of outdoor experiences for entering students
- Instructor, STEP AHEAD, a required summer bridge program for students at academic risk
- Faculty tutor in time management, study skills, writing and reading, Academic Skills Center
- Designed and implemented the Avanti program, a ten-day academic and social transition to the college for fifty entering students
- Coach and faculty advisor for the Women’s Rugby Club

Peoria Community College and McNally Community College
Adjunct Faculty, 1993
- Instructor in Composition in University of North Carolina at Greensboro Transfer Program

Alma Community College
• Instructor in Composition, Literature and Oral Communications in Technical Vocational Program and University of North Carolina at Greensboro Transfer Program
• Taught Introduction to Western Civilization, Oral Communications, Shakespeare I and II, English Composition, Technical Reading, Technical Report Writing, British Literature
• Served as an academic advisor
• Participated in student-directed theatre productions

Bedford Technical Community College
Adjunct Faculty, 1990 – 1992
• Taught English Composition and Introduction to Creative Writing

Elkton (College) University
• Taught courses in English Composition, English Literature linked with Religious Thinking and Women’s Studies and Honors English
• Served as faculty advisor for the Elon Study Abroad program to Monterey, Mexico, a program sponsored by the Presbyterian Church to provide housing for low income Mexican families
• Served as academic advisor for first-year students and English majors
• Taught in College Young Writer’s Summer Program (grades 4-7) and served as editor for the Young Writer’s publication

Western Michigan University
Graduate Assistant, 1986-1988
• Taught English Composition courses
• Coordinator, English as a Second Language Workshops

Prevention Training Associates
Kalamazoo, Michigan, 1986-1989
• Provided training regarding sexual assault prevention for educators in 18 Michigan counties
• Administered $100,000 federal grant to develop training and materials for sexual assault prevention

YWCA
Kalamazoo, Michigan, 1985-1986
• Selected, trained and supervised volunteers to serve as advocates for survivors of sexual assault at the hospital, courts and during police interviews
• Managed and trained volunteers for the 24-hour crisis hotline
• Developed educational materials and programs regarding sexual assault
• Spoke for community groups regarding sexual assault, domestic violence and prevention

Peace Corps Volunteer,
Marshall Islands (Micronesia), 1982-1985

• Coordinator of Maternal Health, Nutrition and Sanitation courses
• Agriculture Development on the outer islands with the Department of Resource & Development

Albion College, Albion, Michigan
• Assistant Resident Coordinator, 1980-1981
• Residence Assistant, 1981-1982
• Teaching Assistant, Department of Religion, 1981-1982

PUBLICATIONS

“Enterprise Risk Management in Higher Education: A Review of the Literature Reveals What We Know (and What We Don’t).” URMLA Journal, July 2011.

“Responding to and Supporting Students with Disabilities: Risk Management Considerations” (with Allan Shackelford). New Directions for Higher Education, Special Issue, Disability and Higher Education, 2011.


CONSULTING AND GRANTS
Principal Investigator, Western Michigan University Faculty Assessment Grant: Characteristics, Involvement and Behaviors of Academically Successful, Engaged and Satisfied Western Michigan University Undergraduates (June 2011 – June 2012).


External Review for Berry College First Year Program. March 1999.

PRESENTATIONS and WEBCASTS


“Creating a Case Manager Role to Better Serve At Risk Students” (with Amanda Byrne, University of Michigan). Academic Impressions webinar, October 2012.

“Student Well Being: The Role of the Division of Student Affairs in Creating a Web of Caring.” All-day workshop and presentation for the Division of Student Affairs at the University of Michigan-Flint. August 2012.

“Students with Mental Health Issues: Policies for the Whole Campus.” Academic Impressions Conference Faculty Presenter. Newport Beach, CA. June 2012.


“Psychological Disabilities and Case Management: Challenges and Resources in Responding to Students Who Pose a Threat of Harm to Self or Others.” Senior Student Affairs Officers Track. NASPA Region IV-East Conference. Evanston, IL October 2011.


“Conducting an Individualized Threat Assessment: How Do You Know if a Student is a Threat to Themselves or Others?” Academic Impressions Webcast. April 2011.


COMMITTEES AND SERVICE

University Strategic Planning Operation Team (USPOT), Western Michigan University (April 2012 – present).

NASPA Senior Student Affairs Officers (SSAO) Small College Institute 2010. Co-chair.


Board of Advisors, Student Affairs Today, Jossey-Bass/Wiley Publications.


PUBLICATIONS: POETRY AND FICTION


Notes
Notes
THIS IS WHERE IT ALL STARTS.

To Launch a Career

We wish the students at Western Michigan University a great year. Go Broncos!

Magazine repeatedly named one of the „Best Places day! If so, you can join a company BusinessWeek every you’ll lead an ambitious team and run a million-dollar

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Talent Acquisition Specialist
ALEJANDRO REYES-RIVERA
go@enterprise.com

Or blaze your own.
Follow a career path.