Career Development Guide
WHAT IF THERE WAS AN ALTERNATE ROUTE?

Shorten your ETA and accelerate your career in about 18 months’ time. As a qualified candidate in our United Career Path Program, you’ll get trained, instruct others, and we’ll help you reach your 1,500 hours needed to fly commercial. Better yet, our program will also prime you for placement in United Airlines’ hiring pool as First Officer when you finish the program. Welcome to your new flight path.

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How can your degree pay off for you immediately and long-term?

Become a Leader
Join Hajoca’s Management Training and Development Program. This program is a source of external talent for leadership positions. We hire high-potential people and place them in top-performing locations where they learn from Hajoca’s most proven leaders. In exchange for their dedication, trainees get personalized training, financial rewards and career growth. They also work alongside a dedicated team in a fun environment where their responsibilities are diverse and their actions make measurable contributions to Hajoca’s success. So what do we look for in applicants to the program?

1. A Bachelor’s degree with a solid GPA
2. Demonstrated leadership in educational, athletic, professional or social activities
3. Willingness to relocate
4. Desire to run your own business
5. Passion for challenging and rewarding work
6. A wide breadth of skills

If you have drive and imagination, if you set high expectations and have the determination to exceed them, please view our current career openings at hajocacareers.com

Patrick Industries, rated by Industry Week as the #1 Manufacturer in the U.S., is unlike any other manufacturing & distribution company.

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- Finance, Operations, Purchasing & other exciting positions available
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- Opportunities for Career Advancement
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www.PatrickInd.com | www.PatrickImpact.com | dickersk@patrickind.com
About this Guide

Career is a Lifelong Adventure

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, in which we engage 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, to the right, 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 evolve.

WMU is committed to your success. Visit with our staff and others who will provide support and the guidance you need to make your decision(s).

Good luck on your career planning journey!

For assistance call or visit:

Career and Student Employment Services
1401 Ellsworth Hall
(269) 387-2745
wmich.edu/career

Business Majors:
The Zhang Career Center
3020 Schneider Hall
(269) 387-2711
wmich.edu/business/career

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Career Events

Career and Student Employment Services (CSES) and the Zhang Career Center (ZCC) coordinate several diverse job fairs and career-related events throughout the school year. The chart below is intended to serve as a guide for job seekers to know which events occur at which point in the year. Please refer to the “Fairs” and “Events” tabs in Handshake for specific details, including dates, times and locations for all events.

**Fall Events**
- Nurse Networking Day
- Engineering Expo
- Meet the Firms with Beta Alpha Psi
- ISM Career Night
- Marketing, Sales and Food Marketing Career Night
- Career Day Prep Event
- Business Career Day
- Resume Critique Day
- Practice Interview Day
- IT Career Night
- Women in Leadership Conference
- Finance Career Night
- International Student Resource Event
- JC Penney Suit-up Event
- Bring your “A Game” workshop

**Spring Events**
- Career Fair Prep Event
- WMU Career Fair
- STEM Job Fair
- Government and Nonprofit Career Fair
- Education Career Fair
- Aviation Outlook Day
- Resume Critique Day
- Practice Interview Day
- Business Externship Showcase
- ISM Career Night
- Marketing, Sales and Food Marketing Career Night
- Small Business Entrepreneurship Panel
- Business Etiquette Dinner
- JC Penney Suit-up Event
- Bring your “A Game” workshop

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Looking to make a difference in the lives of individuals with disabilities? Residential Opportunities, Inc. is hiring Direct Support Professional, Behavior Technician and Applied Behavior Analysis Tutor positions.

**Offering excellent benefits and an upbeat atmosphere.**

Apply online now at **www.residentialopportunities.org**

Applications also accepted at
1100 S. Rose Street, Kalamazoo, MI 49001
For more information call 269.343.3731

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**community. home. independence.**
Workshops and Presentations

Career and Student Employment Services (CSES) and the Zhang Career Center (ZCC) provide workshops and presentations on career-related topics. Whether you are a faculty member wanting to introduce career services in your class or a Registered Student Organization needing a session on resume creation for your members, our full-time career development specialists and part-time student outreach employees can help!

Presentation topics can include:

- Effective resumes
- Interviewing
- Networking
- and much more

Please contact our offices to schedule your presentation.

Career and Student Employment Services
1401 Ellsworth Hall
(269) 387-2745
wmich.edu/career

Business Majors: The Zhang Career Center
3020 Schneider Hall
(269) 387-2711
wmich.edu/business/career

Follow your nose & strike gold!
KELLOGGCAREER.COM/STUDENTS
#InternAtKellogg
Career Assessment

This is not a test!

In what type of environment would I like to work?
How do I like to work with people?
What are my strengths and skills?

If you have questions like these...
then Career Assessment can help you!

WMU Career and Student Employment Services and the Zhang Career Center in the Haworth College of Business, offer several career inventories to help guide you in the process of choosing a major or career. These are NOT tests, nor will they predict what career field you should enter. Instead, they will assist in evaluating your strengths, interests, values, skills and personality style within the workplace and allow you to generate satisfying options for your WMU major and career path.

Assessment Tools

FOCUS 2

Complete the FOCUS assessment to discover your values, interests, skills and personality. Get an interpretation in the Career Zone, the Zhang Career Center or self-select your major options through the assessment site.

- Think about the classes, activities, reading, research you love to do.
- Find at least 5 potential careers you may enjoy. Compare and contrast requirements for education, everyday tasks, salary, knowledge/skills and career outlook.
- Make a list of priority career values (from the FOCUS assessment) and ensure your potential occupations match them.

To take this FREE assessment, go to wmic.edu/career, and click on the Students tab on the left. Scroll to and click on FOCUS 2 and follow further instructions.

To take the assessments, on the following page, schedule an appointment with a Career Development Specialist:

Career and Student Employment Services
1401 Ellsworth Hall
(269) 387-2745
wmich.edu/career

Business Majors:
The Zhang Career Center
3020 Schneider Hall
(269) 387-2711
wmich.edu/business/career
MYERS-BRIGGS TYPE INDICATOR (MBTI)

How does your personality fit into your career options?

What gives you energy? How do you take in and remember information? How do you prefer to make decisions and organize your life? What does this mean for your happiness at work? Self awareness is the first step in making a satisfying career choice.

The Myers-Briggs assessment will help you identify with one of 16 personality types in order to allow exploration of your natural preferences and compatibility with other people. The goal is self-awareness in reference to career/life choices.

CLIFTONSTRENGTHS FOR STUDENTS

What are your strengths and how do you tell people about them?

As a society, we tend to focus on our weaknesses and how to improve them. However, research from The Gallup Organization says that if you are aware of your talents and are committed to developing them, you are more likely to successfully navigate obstacles and reach your goals. Strengths Finder is a timed assessment founded in positive psychology and geared at uncovering one’s patterns of natural talent; it is all about what is right with you. How do you build relationships, execute work, solve problems and influence others? Strengths will provide you with a customized report describing your top 5 themes of talent. You will receive suggestions and action items in order for you to discover, develop and apply your unique abilities in academic, career and personal areas. From this assessment, you may elect to build strength-based resumes, personal commercials and interviewing techniques.

STRONG INTEREST INVENTORY

Get a snapshot of your interest patterns to assist in making major/future job decisions.

Do you have so many interests that you don’t know where to start? Maybe you’re wondering what future occupations will match up with things you already like. If so, this assessment might be a great option for you. The Strong Interest Inventory is a 30-minute online assessment measuring your areas of interest in a variety of occupations. This assessment is built on years of solid research and the 6 scales of occupational career personality types, (Realistic, Investigative, Artistic, Social, Enterprising and Conventional). Learn how your interest patterns match up with professionals who feel successful and like their work.
Abbott is a Global Healthcare company and we're committed to helping you live your best possible life through the power of health. For more than 125 years, we've brought new products and technologies to the world in nutrition, diagnostics, medical devices and branded generic pharmaceuticals. Abbott Nutrition is the largest division at Abbott and is behind some of the world's most trusted names in pediatric, therapeutic, and healthy living nutritional product brands such as:

- Similac® Advance®, Similac Expert Care®
- Alimentum® and Similac® Soy Isomil® in infant formulas
- PediaSure® and Pedialyte® for children
- Ensure® and ZonePerfect® for active adults
- Glucerna® for people with diabetes

Our Manufacturing Plant in Sturgis, MI has the following openings for:

- Supervisors
- Operators
- Engineers
- Electricians
- Mechanics

Qualified candidates may apply at [www.abbottcareers.com](http://www.abbottcareers.com)

Please search for STURGIS, MI as location

Follow your aspirations to Abbott for diverse opportunities, competitive salaries, great benefits, a 401(k) retirement savings plan, a company paid pension plan and Cash profit sharing, all with a company providing the growth and strength to build your future. Abbott is an Equal Opportunity Employer, committed to employee diversity.

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Great Opportunities for...

- Structural Designers
- Graphic Designers
- Estimators
- Finance /Accounting
- Sales Representatives
- Customer Service Representatives
Explore Careers and Get Experience

Internships, externships, part-time jobs, service learning and participation in a Registered Student Organization (RSO), are great ways to develop professional skills. These opportunities increase your competitive edge for professional positions after graduation. Opportunities are posted year round in Handshake. See page 38 for more information wmic.he.joinhandshake.com

**Internship**

An internship is the bridge between the classroom and your professional career— it offers you a chance to learn the skills and practice with the supervision of a more experienced professional. Completing one or more internships will increase your competitive edge.

Internship FAQs: wmic.he/career/students/internships

**Externships**

Part job shadow, part informational interview, these one to three day site visits with employers can help you understand various work environments, corporate cultures and daily job tasks. This experiential learning opportunity super charges your major/career exploration.

**Part-time Job**

**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. Work Study options may also be available based on your financial aid package.

**Off-Campus** - Many local 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.

**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. wmic.he/servicelearning

**Student Organization Leadership**

Leadership programs are co-curricular, meaning that they add to your classroom learning. The ultimate goal is for you to develop into a well-rounded person and be able to transfer the leadership skills that you acquire in life beyond and outside of Western Michigan University. wmic.he/studentengagement/rso

You are starting to build your professional brand right now. Take advantage of all the professional and personal growth opportunities available to you at WMU! Get involved, and make your time count.

Valerie Penn
Republic Airline
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 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. If not, they may know someone who is and can make an introduction for you.

Social media sites such as LinkedIn and Twitter are another source for making connections. LinkedIn groups 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.

- 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 you have made a connection with 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 you are meeting
- Set the agenda and know what you want to ask
- 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 now part of your network

Your own cubicle?  
Or your own business.

CHOOSE WISELY.
Choose the Enterprise Management Training Program. This tells the world you’re serious. Serious about learning how to run a million-dollar business, serious about joining an industry leader, and serious about having fun with a team that’s as motivated as you. That’s why we have repeatedly been recognized as a great place to launch a career.

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THIS IS WHERE IT ALL STARTS.
go.enterprise.com

BRE FASSBENDER
Talent Acquisition Specialist
breanna.l.fassbender@ehi.com
517-346-8929

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Equal Opportunity Employer/Disability/Veterans
Explore Careers through Informational Interviews (con’t.)

Sample Questions
The questions below are only a starting point. Create a list of your own questions to ask during an informational interview and make sure to tailor them to the person and/or organization you are interviewing.

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?

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 an entry level position at your organization?
• What is the advancement potential for your position?
• What type of personality is the team looking for?
• What are the big challenges the position faces?

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?
• What places would you recommend I observe, volunteer or intern? Why?
• What organizations would you recommend joining?
• What certifications do you recommend earning?

Adapted from: careerMomentum, Kalamazoo, MI

More Resources
What Can I Do with a Major In...?
The websites below, will help you explore career options with your major.
You will learn more about:
• Connecting your major to a career
• Sample job titles and career paths based on your major
• Industries and the types of employers who will hire you for your skillset
• Professional associations you may join as a student and/or a professional
• Tips and tricks for getting hired
• Industry-specific websites, occupational information and job postings

All majors, go to: wmich.edu/career/students/explore
For business-specific majors, go to: wmich.edu/business/career/major-career
O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more. onetonline.org
Occupational Outlook Handbook: The OOH can help you find career information on duties, education and training, pay, and outlook for hundreds of occupations. bls.gov/ooh
Explore Careers through Networking

Networking is about getting to know people and you are doing this every day 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. 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.

Everyone!

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

**Cold contact:**
A person with whom you have no connection

**Warm contact:**
A person with whom you have a connection, but you may not know them personally

**Brainstorm for Contacts**
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 Alumni LinkedIn Group
- Professors, instructors and advisors
- Members of organizations and groups you belong to
- Coaches and administrators
- Classmates and former classmates
- Alumni, including recent grads
- Parents of classmates
- Current and former co-workers
- Relatives, friends and acquaintances
- Parents of classmates
Tips and Tools for Networking

Professional Appearance and Presentation:
Networking is often about first impressions. Dress well, speak professionally, make eye contact, present yourself to impress others and don’t forget to ask for business cards. Practice your personal commercial and be prepared to use it.

Prepare Questions:
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 9).

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, in a notebook, or in a database file on your computer. You can also use a contact management application on your smartphone. It is important to keep track of your contacts and your communication with them.

Explore Careers through Networking (con’t.)
Introduce Yourself

Personal Commercial • Elevator Speech • 30-Second Commercial • Personal Introduction

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 a chance meeting. It is also used as the foundation for responses to the popular interview question:

Example #1

Hello, I am Alexandra Hill and I will be completing my bachelor’s degree in finance from Western Michigan University in August. I understand that you are searching for a new investment advisor and I believe I have qualities that would benefit your company’s goal to increase your client base while continuing to provide sound investment advice. 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. Would you like a copy of my resume?

Example #2

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 educators and know that being a high school science teacher is my calling. My passion for helping others has been evident in my involvement with Kalamazoo Public Schools and as a camp counselor for the last three years. Through these 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 campers that focused on life skills like teamwork, communication and time management. Having been a teacher yourself, what advice could you give me that would prepare me to be a successful educator?

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

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 the following template to construct your commercial – and be sure to practice it a few times with a friend, in front of the mirror, or with a recording device (see page 49 for information on Big Interview).

<table>
<thead>
<tr>
<th>GREETING:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello, my name is name</td>
</tr>
<tr>
<td>I am a year in school studying major at school name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GOAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am looking for an internship / full-time position at company name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INTEREST/PASSION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am interested in interests related to the company / industry</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STRENGTHS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have many skills to contribute including strengths and skills</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BRIEF EXAMPLE OF EXPERIENCE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previously, I worked at company name where I achievements and / or responsibilities - use STAR method (page 50)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUESTION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask a question to keep the conversation going see page 56 for questions to ask</td>
</tr>
</tbody>
</table>
Professional Etiquette

Meeting Etiquette

• Be on time – arrive 15 - 20 minutes prior to your meeting.
• A firm handshake and good eye contact demonstrate confidence.
• Avoid filler words such as “uh,” “you know,” “like”.
• Dress appropriately for the situation, organization or activity; research and even call ahead to ask about the appropriate attire.
• What you say, how you say it and your choice of language matter; “please” and “thank you” always work.
• Review notes, stay away from your phone.

Interview Etiquette

• 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 (see page 35).
• When offered a job or internship, 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.

Telephone Etiquette

• If you are not available to take a professional call, let it go to voicemail and call back when ready.
• When answering your phone, use a greeting such as “Good morning, this is Juan Rodriguez”.
• Set up your voicemail and use a professional greeting: “You have reached Sarah Smith. I am not available to answer my phone right now, but if you leave your name, number and best time to reach you, I will return your call as soon as possible. Thank you and have a great day”.
• Be sure to talk slowly, clearly and concisely and return phone calls as soon as possible.
• Keep messages brief and remember to leave your name and phone number. Say the number twice.
• Arrange to have Skype interviews in a quiet, private location and dress professionally.
• Arrange to have phone interviews in a place with a reliable connection.
Email and Social Media Etiquette

- Treat your email like any other business communication; watch your spelling, grammar and verbiage.
- Fill in the subject line and use formal greetings when emailing professionals.
- Use an appropriate email address for all business communication (firstname.lastname@domain.com).
- Avoid ALL CAPITAL LETTERS; capital letters indicate shouting.
- Text speak (i.e. thru, u, etc.) and excessive exclamation points are not for professional writing.
- Read what you have written before you send the email.
- Employment correspondence over email is legal and official.
- Set your Social Media profile privacy settings to high and keep any information posted online (Facebook, Twitter, Snap Chat, etc.) professional.

Dining Etiquette

- Greet and introduce yourself to everyone at the table.
- Sit only after your host sits.
- Put your napkin in your lap and sit up straight.
- Keep your elbows and forearms off the table.
- Silence your phone or turn it off and do not place phone, keys or purse on the table.
- Begin to eat only after everyone has been served.
- Pace the speed at which you eat to those around you.
- Use “please”, “thank you” and don’t talk with food in your mouth.
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 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.

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.

<table>
<thead>
<tr>
<th>Educational Attainment</th>
<th>Median Usual Weekly Earnings ($)</th>
<th>Unemployment Rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctoral Degree</td>
<td>$1,743</td>
<td>1.5</td>
</tr>
<tr>
<td>Professional Degree</td>
<td>$1,838</td>
<td>1.5</td>
</tr>
<tr>
<td>Master's Degree</td>
<td>$1,401</td>
<td>2.2</td>
</tr>
<tr>
<td>Bachelor's Degree</td>
<td>$1,173</td>
<td>2.5</td>
</tr>
<tr>
<td>Associate's Degree</td>
<td>$836</td>
<td>3.4</td>
</tr>
<tr>
<td>Some College, No Degree</td>
<td>$774</td>
<td>4.0</td>
</tr>
<tr>
<td>High School Diploma</td>
<td>$712</td>
<td>4.6</td>
</tr>
<tr>
<td>Less Than a High School</td>
<td>$620</td>
<td>6.5</td>
</tr>
<tr>
<td>Total</td>
<td>$507</td>
<td>3.6</td>
</tr>
</tbody>
</table>

Note: Data are for persons 25 and over. Earnings are for full-time wage and salary workers.


Consider Graduate Study in the College of Arts and Sciences

Graduate Degrees that Make a Difference

Graduate programs within WMU’s College of Arts and Sciences are nationally recognized and internationally renowned. Comprehensive traditional and cutting-edge master’s and doctoral degrees offered in a wide range of disciplines give students unique and uniquely marketable opportunities.

Our graduate students are among the nation’s best and brightest, our award-winning faculty rank among the finest scholars and researchers in the world, and our graduate alumni are prominent members of the national and international community.

The College of Arts and Sciences offers more than 35 masters, and doctoral programs. Our programs are supported by state-of-the-art research facilities, innovative instruction, outstanding research and travel opportunities and dedicated faculty, providing CAS graduates a distinct advantage in any field they choose to pursue.

Graduate research and teaching assistantships, fellowships, travel awards, and many other funding opportunities are available to new and continuing students.

Visit: wmic.edu/arts-sciences/graduate

For a complete list of graduate programs in the College of Arts and Sciences

2318 Fieldman Hall Kalamazoo, MI 49008-5391 | Phone: 269-387-4366

Median Salaries

Undergraduate: $30,000 - $35,000
Graduate: $47,500 - $52,500

*Source: Center/Outcomes for WMU Graduates Post Graduation Activity Report 2016-17
Is Graduate School Right for You? (con’t.)

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**
  Most require that is sent directly to them. There will be a small cost per transcript.

- **Polish your curriculum vitae (CV) or resume**
  Check to see what your school/program prefers. Remember that these are different documents. See page 32 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**

- **Look to see if there are graduate assistant positions**
  This is a great opportunity to gain experience in your field and get paid while completing your program.
Are You Career Ready?

Career Readiness defined By NACE
(National Association of Colleges and Employers)

As a college student there are certain skills and competencies that you should have by the time you graduate. These competencies span across all majors and industries. The competencies are:

**Critical Thinking/Problem Solving:**
Exercise sound reasoning to analyze issues, make decisions and overcome problems. The individual is able to obtain, interpret and use knowledge, facts and data in this process and may demonstrate originality and inventiveness.

**Teamwork/Collaboration:**
Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles and viewpoints. The individual is able to work within a team structure and can negotiate and manage conflict.

**Professionalism/Work Ethic:**
Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, time workload management and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind and is able to learn from his/her mistakes.

**Global/Intercultural Fluency:**
Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates, openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals’ differences.

**Oral/Written Communications:**
Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters and complex technical reports clearly and effectively.

**Leadership:**
Leverage the strengths of others to achieve common goals and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize and delegate work.
NACE Job Outlook 2017

**EIGHT CAREER READINESS COMPETENCIES**

**WEIGHTED AVERAGE RATING**

<table>
<thead>
<tr>
<th>Competency</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEAMWORK/COLLABORATION</td>
<td>3.82</td>
</tr>
<tr>
<td>DIGITAL TECHNOLOGY</td>
<td>3.71</td>
</tr>
<tr>
<td>CRITICAL THINKING/PROBLEM-SOLVING</td>
<td>3.58</td>
</tr>
<tr>
<td>ORAL/Written COMMUNICATIONS</td>
<td>3.39</td>
</tr>
<tr>
<td>PROFESSIONALISM/WORK ETHIC</td>
<td>3.35</td>
</tr>
<tr>
<td>LEADERSHIP</td>
<td>3.28</td>
</tr>
<tr>
<td>CAREER MANAGEMENT</td>
<td>3.01</td>
</tr>
<tr>
<td>GLOBAL/MULTI-CULTURAL FLUENCY</td>
<td>2.94</td>
</tr>
</tbody>
</table>

*5-point scale, where 1=Not at all proficient, 2=Not very proficient, 3=Somewhat proficient, 4=Very proficient, 5=Extremely proficient.

The Student Professional Readiness Series (SPuRS) is a co-curricular graduation requirement in the Haworth College of Business at Western Michigan University, ensuring that all undergraduate business students invest in their own career readiness, earn their spurs and graduate with the competencies desired by employers:

- Critical thinking and problem solving
- Oral and written communications
- Teamwork and collaboration
- Digital technology
- Leadership
- Professionalism and work ethic
- Career management
- Global/intercultural fluency

**Business students contact:**
Danielle Field, Program Manager
danielle.field@wmich.edu
wmich.edu/business/academics/spurs

Spurring success from college to career!
Skills Employers Want in College Graduates
Defined By NACE 2018

Here is what they want to see on your resume!

**LEADERSHIP** 73%

**COMMUNICATION** 80%

**TEAMWORK** 83%

**PROBLEM SOLVING** 83%

**WORK ETHIC** 68%

Get inside the mind of a recruiter or employer!

<table>
<thead>
<tr>
<th>Attribute</th>
<th>% of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem-solving skills</td>
<td>82.90%</td>
</tr>
<tr>
<td>Ability to work in a team</td>
<td>82.90%</td>
</tr>
<tr>
<td>Communication skills (written)</td>
<td>80.30%</td>
</tr>
<tr>
<td>Leadership</td>
<td>72.60%</td>
</tr>
<tr>
<td>Strong work ethic</td>
<td>68.40%</td>
</tr>
<tr>
<td>Analytical/quantitative skills</td>
<td>67.50%</td>
</tr>
<tr>
<td>Communication skills (verbal)</td>
<td>67.50%</td>
</tr>
<tr>
<td>Initiative</td>
<td>67.50%</td>
</tr>
<tr>
<td>Detail-oriented</td>
<td>64.10%</td>
</tr>
<tr>
<td>Flexibility/adaptability</td>
<td>60.70%</td>
</tr>
<tr>
<td>Technical skills</td>
<td>59.80%</td>
</tr>
<tr>
<td>Interpersonal skills (relates well to others)</td>
<td>54.70%</td>
</tr>
<tr>
<td>Computer skills</td>
<td>48.70%</td>
</tr>
<tr>
<td>Organizational ability</td>
<td>48.70%</td>
</tr>
<tr>
<td>Strategic planning skills</td>
<td>39.30%</td>
</tr>
<tr>
<td>Creativity</td>
<td>29.10%</td>
</tr>
<tr>
<td>Friendly/outgoing personality</td>
<td>27.40%</td>
</tr>
<tr>
<td>Tactfulness</td>
<td>22.20%</td>
</tr>
<tr>
<td>Entrepreneurial skills/risk-taker</td>
<td>19.70%</td>
</tr>
<tr>
<td>Fluency in a foreign language</td>
<td>4.30%</td>
</tr>
</tbody>
</table>
Top Five Attributes that Influence an Employer’s Decision to Hire

Source: Job Outlook 2018, National Association of Colleges and Employers

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Influence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has completed an internship with your...</td>
<td>4.9</td>
</tr>
<tr>
<td>Has internship experience in your industry</td>
<td>4.8</td>
</tr>
<tr>
<td>Major</td>
<td>4.0</td>
</tr>
<tr>
<td>Has held leadership position</td>
<td>3.7</td>
</tr>
<tr>
<td>Has general work experience</td>
<td>3.5</td>
</tr>
<tr>
<td>Has no work experience</td>
<td>3.4</td>
</tr>
<tr>
<td>High GPA (3.0 or above)</td>
<td>3.2</td>
</tr>
<tr>
<td>Has been involved in extracurricular...</td>
<td>3.0</td>
</tr>
<tr>
<td>School attended</td>
<td>2.5</td>
</tr>
<tr>
<td>Has done volunteer work</td>
<td>2.2</td>
</tr>
<tr>
<td>Is fluent in a foreign language</td>
<td>1.8</td>
</tr>
<tr>
<td>Has studied abroad</td>
<td>1.5</td>
</tr>
</tbody>
</table>

5-point scale, where 1=No influence at all, 2=Not much influence, 3=Somewhat of an influence, 4=Very much influence, and 5=Extreme influence

*Source: Job Outlook 2018, National Association of Colleges and Employers
Standard Chronological Resume Format

One page is common although it varies by major and extent of experience.

Print on resume paper for Career Fairs.

NAME
Street Address, Apt. #, City, State, Zip, Phone Number, Email Address
LinkedIn Address; Skype contact info

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
Bachelor of __________ (list your official WMU degree)   Expected Graduation: Month Year
Western Michigan University       Kalamazoo, MI
Major(s): __________, Minor(s): __________    Major GPA: ___ /4.00, CGPA: ___/4.00

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. Coursework should be applicable to the job.
• 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.

Adding a Relevant Coursework or Academic Projects and Presentations section to your resume is a good way to highlight your skills and industry knowledge, especially when lacking related work experiences.

This is an optional section that can be replaced with relevant work experience or leadership experience.

Include:
Degree expected, graduation date, school name & location, major(s) & minor(s).
Recommended:
GPA, if 3.0 or higher. Omit all high school data.
Optional:
Academic honors (e.g., Lee Honors College), study abroad, WMU Signature, etc.
EXPERIENCE

Position Title                     Month Year - Month Year
Company Name                  City, State

• 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/how well you did it; do not use “I” or “we” language in resume.
• 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., ‘Gained 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

Position Title                     Month Year - Month Year
Company Name                  City, State

HONORS and ACTIVITIES

• Treasurer and Member, Student Organization 2013 – Present
• Intramural Athletics 2011 – Present
• WMU Dean’s List 2013 – 2015

This section is optional and alternative headings include the following: Academic Achievements, Awards, Computer Skills, Volunteer Activities, Organizations, Professional Memberships, Travel, etc. Be sure to include level of skill, type of involvement and/or dates of involvement.

Recommended: {
• clear simple font style
• font size 11-12
• side margins 1 inch
• top and bottom margins 1/2 to 1 inch

If there is room, describe what you did in your new role

List jobs in reverse chronological order; most recent experience is first. If currently employed, describe in present tense. If no longer employed in position, use past tense. Section can be titled: Related Experience, Professional Experience, Work Experience, Internship Experience, Employment History, etc. In most cases, it is best to have 3-5 bullet points that describe each job.
Objectives, Summaries, Profiles and Branding Statements

These statements establish a professional identity and summarize key qualifications and accomplishments while informing the reader of position(s) being sought or career goals.

**Objective**

Objectives work best when you have minimal experience in the 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 can bring to the company.

Be specific and align with employer needs

- State the job title and organization, if applying for a specific position
- Identify what you can contribute (strengths, skills, areas of expertise) to this specific job

Consider the following two resume objectives...

A

“Seeking a position allowing me to utilize my knowledge and expertise in different areas.”

or

B

“Enthusiastic management student seeking a summer internship with Target Stores. Offering strong communication and customer service skills to maintain satisfied and loyal store guests.”

**Branding Statement**

A personal brand is how others see you. It consists of all of the information that exists “out there” relating to you. We all have a personal brand.

A branding statement can be crafted to sum up this information in words that you choose. It should address these three things:

1. **Who** is your audience
2. In **what** way can you help solve problems
3. **How** do you do this differently than others

“Energetic health services recruiter with the contacts, finesse with people and persistence to attract top talent.”
Objectives, Summaries, Profiles and Branding Statements (con’t.)

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

"Four years of editing and writing experience for college and high school newspapers. Interned as an assistant account executive with copywriting responsibilities at a 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.

"Seeking a health services position leading a team to improve the lives of patients.

- 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"
Accomplishment Statements

Identify Keywords and 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](http://www.onetonline.org) to identify additional competencies that employers desire

Reflect on Experiences
- Brainstorm all the ways in which you have gained knowledge, skills and abilities desired by employers
- Remember that you don’t 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
- On what was the situation/task you were working? 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:
- Specific examples of something you are proud of because you contributed to the employer’s or team’s success
- Start with an action verb and include results
- Tell the reader what you did, how you did it, or how well you did it
- Highlight actions that you performed using your strengths

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 adapted by the organization to increase volunteer recruitment
- Collected and analyzed data and created comparative charts to assist units of local government in reviewing and revising a comprehensive plan for next decade
- Demonstrated knowledge of current products and pricing in order to assist customers and guarantee return business
- Trained six peer mentors to provide resume assistance to student externs
Desirable Skills in the Workplace

When writing your resume, 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.

**What to Include on Your Resume to Communicate Your Job Skills?**

Balance two to five statements within the three areas below, blending all three when possible.

**Example:**

Tell me about a time in your most recent job when you were required to demonstrate specific job knowledge to solve a problem.

- **Technical/Job Specific Skills**
  - computer skills
  - job or industry-specific knowledge & skills
  - academic knowledge that prepared you for the career

- **Communication & Human Relation 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 judgement
  - time management
  - organizational skills
  - priority setting
  - project management
  - decision making

- Accurately 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.

- Managed multiple projects simultaneously using time management and organization.

- Employed problem solving and sound judgment resolving conflicts among 10-15 year old campers.

*Adapted from Performance-Based Development System; Developed by Dorothy DelBueno, R.N., Ph.D.*
Use Your Words

Keywords

Keywords are specific words or phrases that job seekers use to search for jobs and employers use to find the right candidates.

- These are most easily found in the job description under the responsibilities, tasks and recommended skills sections
- Try the company mission statement or values on their website for additional ideas
- You can also search online. For example, “keywords for nursing resumes”
- Keywords can include action verbs, technical skills (programs, software, language, equipment, etc.) and desired personal qualities
- Review your major related text books for vocabulary

Action Verbs

Action verbs describe your skills, accomplishments and experiences. The lists below are only a start.

- Search online for words/phrases specific to your area of study and expertise, for example, “action verbs for mechanical engineering resumes”

<table>
<thead>
<tr>
<th>COMMUNICATION</th>
<th>CREATIVE THINKING &amp; CREATIVITY</th>
<th>FINANCIAL DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>addressed</td>
<td>acted</td>
<td>administered</td>
</tr>
<tr>
<td>advertised</td>
<td>adapted</td>
<td>adjusted</td>
</tr>
<tr>
<td>arbitrated</td>
<td>conceptualized</td>
<td>allocated</td>
</tr>
<tr>
<td>articulated</td>
<td>composed</td>
<td>analyzed</td>
</tr>
<tr>
<td>clarified</td>
<td>designed</td>
<td>budgeted</td>
</tr>
<tr>
<td>collaborated</td>
<td>displayed</td>
<td>calculated</td>
</tr>
<tr>
<td>conveyed</td>
<td>evaluated</td>
<td>corrected</td>
</tr>
<tr>
<td>corresponded</td>
<td>fashionable</td>
<td>measured</td>
</tr>
<tr>
<td>debated</td>
<td>fashionated</td>
<td>measured</td>
</tr>
<tr>
<td>executed</td>
<td>formulated</td>
<td>measured</td>
</tr>
<tr>
<td>interacted</td>
<td>mediated</td>
<td>measured</td>
</tr>
<tr>
<td>encouraged</td>
<td>negotiated</td>
<td>measured</td>
</tr>
<tr>
<td>interpreted</td>
<td>observed</td>
<td>measured</td>
</tr>
<tr>
<td>instructed</td>
<td>outlined</td>
<td>measured</td>
</tr>
<tr>
<td>arbitrated</td>
<td>initiated</td>
<td>measured</td>
</tr>
<tr>
<td>articulated</td>
<td>integrated</td>
<td>measured</td>
</tr>
<tr>
<td>clarified</td>
<td>proposed</td>
<td>measured</td>
</tr>
<tr>
<td>collaborated</td>
<td>researched</td>
<td>retrieved</td>
</tr>
<tr>
<td>conveyed</td>
<td>revised</td>
<td>retrieved</td>
</tr>
<tr>
<td>corresponded</td>
<td>revitalized</td>
<td>retrieved</td>
</tr>
<tr>
<td>debated</td>
<td>shaped</td>
<td>retrieved</td>
</tr>
</tbody>
</table>
## Use Your Words (con’t.)

### HELPING & CUSTOMER SERVICE
- adapted
- advocated
- aided
- answered
- arranged
- assisted
- cared for
- coached
- counseled
- collaborated
- demonstrated
- communicated
- encouraged
- facilitated
- familiarized
- guided
- helped
- improved
- organized
- provided
- reconciled
- responded
- retained
- scheduled
- served
- supported
- valued
- volunteered

### LEADERSHIP & MANAGEMENT
- administered
- appointed
- approved
- assigned
- attained
- authorized
- chaired
- considered
- contracted
- controlled
- coordinated
- decided
- delegated
- demonstrated
- developed
- directed
- eliminated
- enforced
- established
- executed
- generated
- handled
- headed
- hired
- hosted
- improved
- implemented
- increased
- initiated
- managed
- merged
- motivated
- overhauled
- oversaw
- planned
- presided
- prioritized
- produced
- recommended
- replaced
- restored
- supervised
- trained
- transformed

### ORGANIZATION & DETAILS
- approved
- arranged
- catalogued
- categorized
- charted
- classified
- coded
- collected
- compiled
- corrected
- distributed
- generated
- implemented
- incorporated
- inspected
- logged
- maintained
- ordered
- organized
- prepared
- recorded
- registered
- reviewed
- routed
- scheduled
- screened
- submitted
- supplied
- standardized
- systematized
- updated
- validated
- verified

### RESEARCH & TECHNICAL
- adapted
- analyzed
- applied
- assembled
- authored
- built
- calculated
- clarified
- collected
- compared
- computed
- conducted
- diagnosed
- engineered
- evaluated
- experimented
- determined
- developed
- devised
- diagnosed
- engineered
- evaluated
- experimented
- extracted
- formulated
- gathered
- identified
- implemented
- inspected
- integrated
- interpreted
- interviewed
- invented
- investigated
- located
- maintained
- measured
- modified
- operated
- organized
- printed
- programmed
- regulated
- repaired
- replaced
- researched
- restored
- reviewed
- searched
- simulated
- solved
- specialized
- standardized
- studied
- summarized
- surveyed
- systematized
- tested
- taught
- tested
- trained
- transmitted
- tutored

### TEACHING
- adapted
- advised
- clarified
- coached
- communicated
- conducted
- coordinated
- critiqued
- developed
- encouraged
- evaluated
- explained
- facilitated
- focused
- guided
- individualized
- informed
- instilled
- instructed
- motivated
- persuaded
- set goals
- simulated
- stimulated
- taught
- tested
- trained
- transmitted
- tutored
Jane Smith
1234 Western Drive (123)-456-7891 your.email@wmich.edu

Experience: Peer Educator
Jan 2016 – Present The Career Center, Kalamazoo Michigan
• Create flyers for career programs
• Speak with employers about career programs
• Worked with peer mentors

Assistant Manager/Customer Service
April 2015 – Current Maggie Moos Ice Cream Treatery, Rochester Hills, MI
• Train new employees
• Help customers with orders
• Responsibilities include: opening, closing, cleaning store, counting money, etc.

Education: Western Michigan University, Haworth College of Business, Kalamazoo MI, GPA 2.90 2015 -2019
• Major: Sales and Business marketing
• Minor: Communications, General Business
• POhi Sigma Pi National Honor Fraternity, watching movies, spending time with family, music, swimming.

References: References available upon request

Objective
Seeking a sales internship for the summer of 2019 to apply to my relationship building, 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
Major: Sales and Business Marketing Graduation: April 2019
Minor: Communications, General Business GPA: 3.6/4.0

Sales and Business Marketing Experience
Enterprise Rent-a-Car Farmington Hills, MI Extern May 2018
• Participated in The Business Externship 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 Kalamazoo, MI Sales and Business Marketing Intern May - August 2017
• Developed a sales and marketing plan initiative for 2014-15 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 and procession invoices
• Established relationships with vendors to expedite payment of invoices.

Work Experience
The Zhang Career Center, Haworth College of Business Kalamazoo, MI Peer Educator January 2016-Present
• Design and distribute promotional flyers using Adobe In-Design and Adobe Photoshop
• Correspond with employers regarding program logistics which requires persistence and clear communication
• Developed and implemented a survey to determine initial interest in a peer mentor program
• Trained six peer mentors to provide resume assistance to student externs

Maggie Moo’s Ice Cream and Treatery Assistant Manager/Customer Service April 2015 – Present
• Promoted to Assistant Manager as the 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 Externship Program Advisory Committee May 2017 - Present
Phi Sigma Pi National Honor Fraternity January 2016 – Present
CV or Resume?

Curriculum Vitae are traditionally used for individuals who are looking for employment in academic, research, or scholarly positions. Many PhDs, educators and teachers working at the university level (and above) will use a Curriculum Vitae rather than a resume to outline not only their work history, but their published academic papers and professional accomplishments as well.

Resumes
- One to two pages at most
- Used to define you in professional terms
- Highlights accomplishments specific to position

Curricula Vitarum (CVs)
- As long as needed
- Used to define you in scholarly terms
- Very broad and summarizes education and all areas of expertise

What goes in to a CV

1) Who are you?
   A CV should always include your basic information starting with your name, address, telephone number and email. If you are looking to submit to other countries, it is important to research their standard formats.

2) What have you done?
   A CV is a thorough detailing of your history. Including your educational history as well as your work experience and any training you might have received. If you are the author of a dissertation or thesis, include that information as well as the name of your advisor.

3) Incorporating skills
   How many languages do you speak? What about computer programs?

4) You’re the best!
   Have others recognized you for the work you’ve done? Do you have any awards or honors that you’ve received for teaching? How about for service or work? Have you applied for and received any grants or scholarships? Those go here!

5) Texts and talks
   Are you an author of any papers, articles or books? Have you given a talk? Be sure to list them!

6) I’m in the club!
   Are you a member of any professional organizations, guilds or clubs? These can also be CV worthy!

7) And the Rest… Study Abroad, Professional Licenses, Consulting Work, Professional Development, Research Experience, Teaching Experience

Remember, your CV should be specific to the industry or area of work you’re entering, so while much of the basic information should be fairly standard, always find examples that relate to the job you’re after to ensure that you’re including everything necessary.

Resources: https://theinterviewguys.com/cv-curriculum-vitae
Reference List Guidelines

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
- supervisors of volunteer or service learning experience

Who?

- Always secure permission before including names as references
- Remember to send thank you notes
- Provide each reference with a copy of your resume and some idea of your employment goals

How?

- Include name, professional title, organization, complete address, phone number and email
- References are usually contacted by telephone and do not need 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:

<table>
<thead>
<tr>
<th>Present Address:</th>
<th>Permanent Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street address</td>
<td>Street address</td>
</tr>
<tr>
<td>City, State</td>
<td>City, State</td>
</tr>
<tr>
<td>zipcode</td>
<td>zipcode</td>
</tr>
</tbody>
</table>

Michelle B. Eagerly  
your.email@wmich.edu  
phone number

REFERENCES

Dr. Roger Caman, Ph.D.  
Associate Professor, Mathematics Department

Street address
Western Michigan University
City, State  zipcode
phone number
email@wmich.edu

Ms. Gina Drake  
Director, Volunteer Services – American Red Cross

Street address
City, State  zipcode
phone number
email@gmail.com

Mr. Scott Vogel  
Supervisor, Information Systems – Ralston Foods

Street address
City, State  zipcode
Athletic Training (M.S.)
Coaching Sport Performance (M.A.)
Counseling Psychology (M.A., Ph.D.)
Counselor Education (M.A., Ph.D.)
Early Childhood Special Education (Cert.)
Education and Human Development (Ph.D.)
Educational Leadership (Cert., M.A., Ed.S., Ph.D.)
Educational and Instructional Technology (Cert., M.A.)
English as a Second Language (Cert.)
Evaluation, Measurement and Research (M.A., Ph.D.)
Exercise and Sports Medicine (M.S.)
Family and Consumer Sciences (M.A.)
Kinship Care Families (Cert.)
Literacy Studies (M.A.)
Organizational Change Leadership (M.A.)
Physical Education (M.A.)
Positive Behavioral Intervention and Supports (Cert.)
Practice of Teaching (M.A.)
Professional Workforce Educator (Cert.)
Socio-Cultural Studies in Education (M.A.)
Special Education (M.A., Ed.D.)
Sport Management (M.A.)
Teaching (Masters of Arts in Teaching, M.A.T.)
Teaching Chinese (M.A.)
Teaching English to Speakers of Other Languages (M.A.)
Workforce Education and Development (M.A.)
Youth and Community Development (Cert., M.A.)
Thank You Notes

The job search is a blur of information exchange: e-mailed resumes, online applications, interviews via video conferences. Don’t let the fast pace fool you. Common sense and courtesy still apply, including taking the time to say thank you.

Could your thank-you letter make or break a job offer?

Consider this: If your application and interview are equal to that of another candidate, the person sending the thank-you letter gets the recruiter’s attention one more time.

Like cover letters, thank-you letters are concise and personalized. The key is making a connection to the person and reiterating an idea discussed during the interview.

1. Send a thank-you e-mail or letter within 24 hours of your interview. Consider the company culture. Because recruiters travel extensively, e-mail may be the best route. A follow-up business letter sent through the post office is a nice touch.

2. Take time to take notes. Immediately following each interview, write down the information discussed while it’s still fresh in your mind. If you are meeting with multiple people, find time to note each specific conversation. When you write your thank-you note(s), use this information to remind the interviewer of an idea or discussion that came up during your interview.

3. Who receives a thank-you note? Anyone who interviews you gets a note. The notes may only vary by a sentence or two—make sure you reference specific conversations.

4. Ask each interviewer for his or her business card. You’ll walk away with important information. You’ll have the recruiter’s full name, spelled correctly, e-mail address, street address, and other contact information.

Structure of a Thank You letter

**Introductory Paragraph**

- Thank the individual again
- Reiterate your interest in the position

**Middle Paragraph**

- 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

**Concluding 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
- Provide your phone number and e-mail address
E-mail Thank You Format

Subject: Thank You – Sales Management Trainee Interview – May 13

Dear Ms. Lis:

Thank you for the opportunity to interview for the Sales Management Trainee position with Enterprise Rent-A-Car on Monday, May 13, 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 (123)-456-7891 or your.email@wmich.edu. Thank you again for meeting with me and sharing your Enterprise story.

Sincerely,
Taliah R. Acevedo

1234 Westnedge Ave.
Kalamazoo, MI 49001
(567)-891-0123
youremail@wmich.edu

Written Thank You Format

Ms. Devin Blake, Senior University Recruiter
Stryker Corporation
1234 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. The best way to reach me is by email, youremail@wmich.edu

Sincerely,
Deymien Barrett

Deymien Barrett

Ms. Nina McVay
Recruiter – XYZ Financial Services
500 5th Avenue
Charlotte, NC 28066

Dear Ms. McVay,

Thank you very much for speaking with me yesterday about the financial planner position currently available at MAR Financial. Our conversation confirmed my interest in this position.

As we discussed during the interview, a successful financial planner must possess a solid understanding of the industry as well as strong communication skills to discuss options with clients. The internship I completed with NMO Bank this past summer afforded me the opportunity to develop the skills and knowledge I can bring to XYZ Financial Services. The insight you provided about XYZ Financial’s focus on customer service helped me understand your company’s commitment to its clients. This is the type of company I hope to work for.

Please let me know if I can provide further information. In the meantime, I look forward to hearing from you.

Sincerely,
Ashley Ingalls

Source: National Association of Colleges and Employers (NACE)
Consider Team Gentex

Gentex is a leading supplier of advanced chemical, optical, and electronic products for the global automotive, aerospace and fire protection industries. We supply nearly every major automaker with advanced electronic features that optimize driver vision while enhancing safety and convenience.

Our core competencies — electronics and microelectronics, vision systems and cameras, software, chemistry and glass processing — continually yield new innovations and advanced technologies that drive the automotive – and other industries – forward.

And we do it all through a culture that rewards an entrepreneurial mindset, nurtured by a work environment that fosters teamwork and creativity.

If you’re looking for a career in high tech, look no further than Gentex gentextech.com | gentex.com
Handshake

If you are an enrolled WMU student, your Handshake account should have been created automatically. To activate and create your profile follow these easy steps:

1. Visit wmich.joinhandshake.com and select the blue button that says “WMU Student Login.”
2. Use your Bronco NetID and current password to sign in.
3. Follow the prompts to create and activate your profile.

Once your account has been set up, you can:

- Use the “Jobs” tab to search for on- and off-campus employment
- Use the “Internships” tab to filter your search for an internship by location, employer, major, and other fields
- Select the “Events” tab to view career-related events such as workshops or employer visits
- Select the “Fairs” tab to view recruiting events and participating employers

Important Note: If you are looking for an internship or professional position and your current semester GPA is above 3.00, it is recommended that you make this information public to employers! To learn how to change your profile and GPA visibility settings visit: tinyurl.com/profile-gpa-visibility

If you have trouble, make sure your Bronco NetID and password are working for your GoWMU login and/or Wexchange + login. If neither of those are working, call the Office of Information Technology at (269) 387-4357 and select Option #1.
Make the Most of Career Fairs

The success of a career fair depends on your preparation. Determine your goals and set up a strategy to make the most of limited time.

Benefits of Attending a Career Fair

- Employers indicate that career fairs and on-campus interviewing are among the top five ways they find new hires.
- 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, but not a job offer on that day.

Before the Fair

Know your objective. Decide whether you are seeking full-time employment, a co-op, an internship or contacts.

Create a personal commercial to introduce yourself and present your qualifications.

Review the list of employers coming to the fair on Handshake.

Select the top five employers you are interested in and visit them first.

Pack a pen, a notepad, and small breath mints (no chewing gum).

Dress professionally.

Research employers before visiting their tables.

Develop a short list of questions to ask recruiters.

Prepare at least 20 copies of your resume to leave with recruiters.

Be prepared to interview on the spot, but do not expect an individual interview.

Plan to arrive early while employers are energetic.

Select the top five employers you are interested in and visit them first.
During the Fair
Immediately after speaking with employers that interest you, document what you have learned to follow up appropriately. Behave professionally, even in elevators, corridors, parking lots and restrooms as you never know who is observing you!

- Collect business cards and organizational literature
- Thank the recruiter by name and ask the preferred way for you to follow up
- 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
- Wait until the employer asks for your resume
- Maintain professional space and behavior when approaching the employer’s table
- Be organized – carry copies of your resume in a professional portfolio
- If you come with a friend, separate at the door and approach each employer by yourself

After the Fair
- Send a thank you letter or email if you have a high level of interest, but not necessarily to everyone you met.
- Follow up with a cover letter and resume to employers and be sure to mention you met their representative at WMU.
- File away the literature you have collected as 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.
Applicant Tracking Systems

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 email. Most employers that recruit at WMU use a type of applicant tracking system. It is common in business, engineering, government, healthcare and even education.

Most Employers Use Applicant Tracking Systems

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

- Research the company so you know the keywords, phrases and terms this organization uses. Make sure your answers include the language of this organization.
- Have all your documents ready so you can complete your application in one sitting.
- Give yourself enough time and privacy to read the questions carefully in order to complete the fields correctly.
- If given an area to add comments at the end of your application, do so. Don’t leave it blank.
- Follow the instructions on the website and upload the documents requested. Be sure to submit exactly what is asked for (no more, no less) in the correct format; failure to follow instructions could cost you an interview.
- 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.
- After you’ve completed the online application, you can 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.

“Always come prepared.”
Alyssa Boucher
Quicken Loans
Writing a Strong Cover Letter

Your cover letter introduces you to a prospective employer. It may be an email or in hard copy. Either way it creates your first impression and demonstrates 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.

Cover Letter Content

**Introductory Paragraph**
- 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 may have with the organization.

**Middle (1-3 Paragraphs)**
- 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, for which you are applying.
- 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.

**Concluding Paragraph**
- Reemphasize your interest in the position.
- Express your interest in an interview.
- State that you will follow up with a phone call (and do it!).
- Thank the reader for their time.

Cover Letter Strategies

**Address your cover letter to a specific person**
Figure out who this person is and their title. If you cannot find the contact information, address the letter with “Dear Hiring Manager.”

**Write your cover letter in the traditional business format**
Customize each letter to the position by analyzing the job description and highlighting the experience, skills and education that the employer is seeking.

**Align your skills and experience with the position requirements in the cover letter**

**Demonstrate your industry and company knowledge through the use of industry-specific keywords**
See the example on page 29.

**Use a professional email account and be sure to title your attached resume using your name**
- i.e. Last Name_Resume or First.Last_Resume

**Proofread, proofread and proofread!**
Errors are unprofessional. Have someone else read your letter before you send it.

**Use matching paper and fonts for the cover letter and resume if you are mailing or hand delivering**
This shows continuity and professionalism.
Customizing Your Cover Letter

Internship Information

**Internship Name:** Access Medical Sales and Marketing Internship (Monroe Brown Foundation)  
**Organization:** Access Medical, LLC  
**Contact:** Bob Brown  
**Email:** brown@accessmedicaldirect.com  
**Phone:** 269.276.0068  
**Website:** accessmedicaldirect.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 our patient's needs. Access Medical strives to make a difference in peoples' lives and in the greater Kalamazoo community.

Customized Cover Letter

Jane Smith  
1234 Western Dr.  
Kalamazoo, MI 49009

March 15, 2016

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 in Handshake, 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
The Importance of Grammar

Grammar is the foundation for communication. The better your grammar, the clearer your message. Of course we all make mistakes, but take extra precaution with your professional documents because with such intense competition in the job market, you don’t want to give hiring managers any reason to disqualify you for the position.

“% This applicant may not be entirely truthful or qualified.%”

This is someone’s first impression of you. If you claim to be “detail-oriented” or say that you have “excellent communication” skills, mistakes on your professional documents invalidate these claims as well as potentially the rest of your qualifications.

“% This applicant is not very motivated to work for us.%”

If you failed to take the time to proofread and correct your professional documents for your application, you may not appear to respect or value a position with them.

“% This applicant will probably overlook things like this in the future.%”

Your professional documents represent your written communication skills. If their sample size of your written communication is one, and you have a few errors in it or it does not flow well, a recruiter may assume you don’t possess this skill.

Tips for Good Grammar:

• Spell check – Be aware, spellcheck does not catch everything. For example, to has a different meaning than too.
• No text language – Always spell out your words. Casual language can give an employer the idea that you are not to be taken seriously. Avoid LOLs and emoticons... always.
• No contractions – Contractions are words that use apostrophes to replace letters. These sound more informal than you want to use in formal letters. For example, write (and speak) I am instead of I’m.
• Read it aloud – It is often easier to catch mistakes when we read something out loud, even if it feels silly! Try reading to yourself or having a friend read it aloud for you
• Know the rules – When in doubt, look it up! A good rule of thumb is that commas go where you would naturally take a pause in your sentence. Sources: chron.com

Remember: it’s all in the details

Let’s eat Grandpa.
Correct punctuation could save a person’s life!
Let’s eat, Grandpa.

Sources:
Western Michigan University Writing Center
1343 Ellsworth Hall
(269) 387-4615
wmich.edu/writingcenter

Haworth College of Business Communication Center
3445 Schneider Hall
(269) 387-6414
wmich.edu/business/academics/communication
“... Business suits are still in when it comes to interviewing... Even though many companies have relaxed the internal company dress code, interviews still follow the conservative standard. This is not a time to attempt to set a new trend...”

Matching two piece suit
- black, navy or dark grey
- slacks or skirt (knee-length)

Long-sleeve shirt or blouse
- solid color
- white or pale hue
- pressed
- modest neckline

Neck tie
- conservative hue/pattern
- reaches belt buckle

Hosiery or socks
- skin tone, neutral
- no runs
- match to trouser

Polished dress shoes
- tied or slip on
- should match belt color
- close toed
- modest heel height
- dark or neutral color

Purse/briefcase/portfolio
- If needed, keep it small
- No backpacks

Professional Personal Grooming

Hair
- clean, groomed out of eyes

Facial Hair
- none or closely trimmed

Nails
- clean and manicured neutral polish

Tatoos/Facial Piercings
- covered or removed

Cosmetics
- natural and complimentary

Fragrance
- little to none

Jewelry
- minimal and small

"X" marks the spot
When you purchase a new suit, skirt or sport coat, check the pockets, sleeves and back vents or “flaps” for removable basting stitches.

“If you are still not sure how to dress for the interview, call and ask! That’s right—call the employer. But this is one time when you do not want to call the Hiring Manager—including, instead, ask to be put through to Human Resources and say: ‘I have an interview with _____ in the _____ department for a position as an ____. Could you please tell me what would be appropriate dress for this interview?’”
Business Casual Attire

“Business casual is not a casual look. It’s a look meant for business purposes. The idea is to project a professional image while enjoying more casual attire. You must appear neat and groomed, and yet, relaxed at the same time. But never too relaxed. You can’t just wear the same clothes you’d wear to your neighbor’s barbecue or to your favorite bar, even if you dress them up.

Business-casual is not dressing up a casual outfit; it’s dressing down a business outfit.”

– Robert van Tongeren, Restart Your Style

Slacks or skirt
- khaki, corduroy, gabardine twill or cotton
- neatly pressed
- no jeans

Shirt or blouse
- cotton button-down shirts
- polo shirts or knit shirts with a collar
- modest neckline
- pressed
- solid colors

Jacket or sweater
- complimentary sportcoat
- sweater or sweater set
- cardigan or vest

Shoes or boots
- clean and complimentary
- brown or black
- matching belt
- no sport shoes

Tie (optional)
- can be more colorful

Workplace Dress Codes
Generally speaking, employers have a right to establish employee dress and grooming guidelines during work hours if they are reasonable and serve a legitimate business purpose. Such purposes include:

- Maintaining a certain image with customers and competitors,
- Safety, such as requiring employees to wear closed-toe shoes, goggles or gloves, and
- Visibility, requiring employees to wear uniforms so that they are clearly recognizable to the public (e.g.: law enforcement).

In the vast majority of cases, employers do not have the right to monitor or regulate employees’ off-the-job conduct; dress codes should not apply to activities outside of work.

Source: www.hrc.org/resources/workplace-dress-codes-and-transgender-employees

Don’t make these professional wardrobe mistakes:

- Jeans
- Hoodies or sweatshirts
- Short skirts
- Open-toed shoes
- Bare shoulders
- Sport shoes

Source: collegegrad.com/jobsearch/competitive-interview-prep/dressing-for-interview-success
Prepare for your Interviews

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 resources representative is often used to pre-screen candidates to determine if they are qualified for the position. A second interview often takes place with a hiring manager and sometimes coworkers or supervisors for the position. This interview 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

- Review the job description 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.
- Research the employer to better understand the culture and how you might fit in.
- Practice answering interview questions (see page 49 for information on Big Interview).
- 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.

Position applying for: _________________________________________________
Company name: _____________________________________________________
Interview location address: ____________________________________________
Contact person: _____________________________________________________
Phone: ________________________ Email: ______________________________

Company Research
Collect the following information about the company prior to your interview. It is acceptable to bring brief notes to the interview regarding some of your findings.

- Industry, products, and services
- Company mission, values, and goals (company culture)
- Client base (who does the company sell to or provide services to)
- Company size and locations
- Recent history of expansions and/or mergers (including downsizing or restructuring)
- Year founded
- Major competitors
Prepare for your Interviews (con’t.)

Position Analysis
Review the job description for main requirements of the position. Determine what experiences and achievements make you qualified for the position by matching them to the stated requirements. Use the STAR method to describe your competency. Think about transferable skills from previous experiences that relate in skill (but perhaps not content) to the job you are applying. For example, maybe the company requires experience with a particular database. Although you have not had experience with that database, maybe you have experience with a different product and could therefore easily learn the new product based on your skills and knowledge.

Bring a few good questions
It is a great idea to have a short list of relevant questions for the interviewers prepared ahead of time (feel free to bring the list with you to the interview). Use this opportunity to learn more about the position, company culture, or other pieces of information that is not easily accessible on the website. For ideas on questions to ask, see page 56.

Behavioral Questions

They often start with “Tell me about a time when...” or “Give me an example of when you...”

Formula for a strong answer: **STAR!**

- **Situation** – Describe the situation.
- **Task** – Describe task associated with the situation.
- **Action** – Describe what you did.
  - What steps or actions did you take?
- **Result** – Describe the result, reason or outcome for your task.
  - How did it turn out?
  - What did you learn?

Be careful not to slip into storytelling mode. Most of your response should be spent discussing your action and the result, not setting up the story background. Analyze the job description to determine key skills and personality attributes that the job will require.
Big Interview gives you both “FAST TRACK” and “MASTERY TRACK” systems of lessons and virtual interview practice - to get you ready...fast. Big Interview also teaches you how to get inside the head of any interviewer and prove the you’re the candidate they’re looking for.

Here is the info to set up your Big Interview account:

STEP 1: Go to wmich.biginterview.com and click "Register".
STEP 2: Complete registration process
STEP 3: You'll then receive a confirmation email at your WMU email address. Click "Verify" in the email, and you'll be able to start using Big Interview.

Big Interview is available to alumni as well! Contact:
Career and Student Employment Services (269) 387-2475 or the Zhang Career Center (269) 387-2711 for registration information.
The STAR Method

The STAR method is a structured formula for responding to behavioral-based interview questions discussing the specific situation, task, action, and result of the situation you are describing.

situation
Describe a situation where you utilized your skills that has a positive outcome, or set the scene.

Be detailed but brief with your situation. Read the room. Stay Positive!

ask
Define the tasks associated with the situation, or define what needs to be done.

Even if it is a negative situation you are describing, try to focus on what you learned or achieved.

action
Outline the action(s) you took to accomplish the task(s) in response to the situation, or explain what you did.

Do not forget the result! The result will tell the employer how successful you were handling the situation.

result
Present detailed result(s) of your actions, How did it go? Were you successful?

SITUATION EXAMPLE:
“Last semester I took a marketing course that required a group project focused on developing a marketing strategy for a new product at an existing company. Our professor divided us into groups of four. As a group, we decided to develop a marketing plan for a new electrically powered vehicle.”

TASK EXAMPLE:
“Within our group, we developed a plan to equally divide the responsibilities of the project. After the first two weeks, it became apparent that an individual on the team was not fully participating. The team decided it was time to speak to this individual.”

ACTION EXAMPLE:
“I decided to speak with the individual one-on-one to discuss the reasoning for this person’s lack of engagement. Through this discussion, it became clear to me that changing this person’s responsibilities may re-engage him in this process.”

RESULT EXAMPLE:
“After our one-on-one conversation, the group agreed to redistribute the tasks of the project. Once this was done, everyone fell into their roles nicely. We finished the project ahead of schedule and received exceptional feedback from our professor.”
The STAR Method (con’t)

Example using the STAR technique:

**Employer Question:**

“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 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.

Examples of Behavioral Questions

**ADAPTABILITY/FLEXIBILITY**

1. “Tell me about a situation when you had to be tolerant of an opinion that was different from yours.”
2. “Tell me about a time when you had to adjust to changes over which you had no control.”

**INNOVATION/CREATIVITY**

1. “Tell me about a problem that you’ve solved in a unique or unusual way.”
2. “Describe the most significant or creative presentation/idea that you developed/implemented.”

**COMMUNICATION**

1. “Give me a specific example of when you had to handle an irate customer.”
2. “Tell me about a time in which you had to use your written communication skills in order to get a point across.”
The STAR Method (con’t)

DECISION MAKING

1. “Give me an example of a time when you had to make a decision without all the information you needed.”
2. “Tell me about a time when you had to adjust to changes over which you had no control.”

Describe your thought process, resources or help you sought, and the outcome or what you learned.

INITIATIVE

1. “Tell me about a time when you were able to provide a co-worker with recognition for the work they performed.”
2. “Tell me about a time when you showed initiative and took the lead in a team project.”

Describe your reasoning for taking initiative and the result of your efforts.

ORGANIZATION/TIME-MANAGEMENT

1. “Describe a situation that required you to do a number of things at the same time.”
2. “Give me a specific example of a time when you were unable to complete a project on time.”

Describe how you accomplished your tasks or how you have improved on this since then.

STRENGTHS/WEAKNESSES

1. “Tell me about a time when you did not live up to your full potential.”
2. “Tell me of a time when you missed an obvious solution to a problem.”

Describe the positive impact of learning about your weaknesses and how you are overcoming them.

TEAMWORK

1. “Describe your involvement with a team project.”
2. “Give me an example of a time when you were working on a project and the others disagreed with your ideas.”

Describe your personal tasks and responsibilities on the team and how you collaborated with others to accomplish a specific goal.
Negative and Illegal Interview Questions

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

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.

Answering Negative and Illegal Questions
1. Answer the question in a “friendly” way providing minimal detail. Then, change the topic quickly by asking a question about the job or interviewer’s duration with company.
2. Provide an answer that addresses what you believe is the employer’s “intent” that relates to your ability to perform the job.
3. Ask a question or acknowledge the employer’s question to clarify the information the employer is seeking.

Examples of negatively phrased questions:

“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.

“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.
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 were you born?”

“Where are you from? “

“Do you have U.S. Citizenship?”

Although I am an international student I have eligibility to accept internship employment, especially since it relates to my academic studies. Do you have other international student employees?

“Are you married?”

“Is your partner 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?
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 an invitation to be seated
- Listen actively
- Speak in a clear, moderate voice
- Do not criticize past employers or coworkers (always be positive)
- 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 your previous jobs?
- Why did you choose your major/WMU?
- Where do you see yourself in five 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:
Employers want to learn about your strengths and weaknesses. The goal is to describe weaknesses as things you are aware of and working on. Show the interviewer you are a positive, proactive person, who learns from mistakes and takes responsibility for your own learning and errors.

- 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 experienced (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. Make sure this is not something that is critical to perform competently in the job for which you are applying.
- Cite a weakness that you are working to correct 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 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 47) and ask at least one question about the information given to you during the interview.
- Don’t 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, don’t try to make one up; instead, reiterate your fit for the position and the organization.

Questions you can ask:

- What orientation and training program is provided for new hires?
- What are the major projects the person in the position will be working on in the first six months?
- 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?
- What is the evaluation process for this internship?
- I read that you are planning a warehouse expansion. How will the expansion affect the work of the materials handling department?
- What are the next steps in the process?

Closing the Interview:

- Leave a final positive impression of yourself.
- Make eye contact, shake hands and thank the interviewer(s).
- Indicate that you would like the job.
- Ask for business cards from the people you met, if unavailable, write down their names.
- Call human resources to confirm spelling and get addresses/emails.
- 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 and withdraw your application.
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.

Declining an Offer

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

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

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.

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

Negotiation begins after you have been offered the job. Preparation is key when you reach this stage. 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 in your new position.

**DOs and DON’Ts**

1. When completing a job application, don’t give a specific figure for “desired salary” - instead, you can use one of the following: *Open, Competitive or Negotiable*.

2. 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.

3. Be aware of your strengths and achievements and know how they bring value to this position and this employer.

4. Prepare your rationale for your negotiation; cost of moving, purchase of a vehicle, etc. Have a goal in mind when you begin your negotiations.

5. Don’t inflate your current earnings just to get a higher salary offer, it is not worth lying.

6. Look at the entire compensation package. Don’t focus just on salary; consider other benefits and how they add to the quality of your life.

7. Try to negotiate things you value; another vacation day, a gym membership, flexible work hours, etc.

8. Don’t enter salary negotiations as part of an ego trip or part of a game.

9. Get the job and salary offer in writing or email to confirm a phone or face to face discussion.

10. Don’t continue to interview after accepting a job. Likewise, don’t 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.

**Internet Salary and Cost of Living Calculators**

Salary Negotiation and Job Offer Tutorial: quintcareers.com/job-offer-tutorials

Job Seekers Salary Calculator (NACE): jobsearchintelligence.com/NACE

Salary Wizard: swz.salary.com

Salary Center: monster.salary.com

For New College Graduates (NACELink): naceweb.org/research/salary_survey

Council for Community and Economic Research, Cost of Living Index: coli.org

Start Smart Salary negotiation Workshops: wageproject.org/files/wage.php
Applying to Government Internships and Jobs

The Federal Government is the nation’s largest employer and hires across all majors. Currently, two million civilians work for the US government in various capacities. Some ensure food safety, write grants, help low-income families. If you want to serve, make a difference, work in any of the 50 US states and/or overseas, you may be interested in these internships and jobs.

Best Practices:

• Consider using this website: gogovernment.org/, to get the overview of working in the federal government, including benefits, tips on how to find the right fit for your skills/interests, the ability to browse opportunities by agency or field, and great application tips.

• Narrow down your search. Select a GS grade level in order to make an easy match between your skills and the position. Refine your search by work schedule or type, (internship options vs full-time work) and location.

• Create an account on USAJOBS to save job searches, apply to jobs, search and upload/manage five customized resumes.

• Apply to positions for which you are qualified. You must meet the minimum requirements of the internship/job, so only apply if you meet them all.

• Complete the applications in full. This means write out full sentences, use proper grammar, write multi-page, narrative resumes customized to the position, include your references and writing samples per the job posting. Anything not completed will prevent you from moving forward in the process. Consider keeping everything you need for applying in a Word document and allowing at least two people to check for errors in advance.

Federal Grade levels (GS):
- GS-3 or GS-4: Typically internships or student jobs
- GS-5 to GS-7: Most entry-level positions
- GS-8 to GS-12: Mid-level positions
- GS-13 to GS-15: Top-level supervisory positions

“When presented with a problem, work to solve the issue yourself before passing the problem to someone else. Great customer service, whether it’s for internal or external customers, is a skill that can be transferred to any organization.”

Lindsay Cekola
Imperial Beverage

1. Create a USA Jobs account.
2. Save all of your internship or job searches.
3. Create multiple resumes catered to each job.
4. Create and upload application materials (save them in a Word document for easy retrieval).
5. Track your application and status.
The Academic Job Search

Whether seeking a post-doc fellowship, adjunct teaching job or a tenure track position, start your search early by developing your network. The job search should start one year before you graduate. Become familiar with the market, ask for support from others and begin applying. Take advantage of opportunities to present, attend professional development on your campus and on other campuses. It will be expected that you have accumulated several examples of research, articles and presentations by the time you complete your dissertation.

Required professional documents

- Keep your Curriculum Vitae current and ready to send or share.
- Consider creating a professional webpage.
- Develop your teaching philosophy, or similar statement, per your field.
- Cover letters – specific to the position and the institution.
- Three to five professional references.
- Credentials, transcripts, writing samples, dissertation chapter, etc.

Define your search

- Institution characteristics - research intensive, teaching focus, public, private, community college, undergraduate, graduate, online, etc.
- Determine your skills – classroom techniques, lab, instruments, etc.
- Geography – close to family, international, Midwest, urban area, rural, etc.
- Teaching subjects – where is your expertise, what courses can you teach.

Track your applications

- Consider using a spreadsheet to track the positions you have applied to and the details of the search process. Color code your spreadsheet for easy reference.
- Consider creating a file for each opening, with a copy of your cover letter, job description and correspondence received from the institution.

Sources for Academic Positions

Chronicle of Higher Education: chroniclevitae.com
Higher Ed Jobs: higheredjobs.com
Academic 360: academic360.com
Education Week: edweek.org
Academic Position Network: apnjobs.com/index.html
Academic Careers Online: academiccareers.com
Compilations of U.S. college and university sites: talk.collegeconfidential.com/alphabetic-list-colleges
Conferences, Newsletters and Scholarly Journals
Timeline for the Academic Job Search

As you enter your final year of graduate work, you may be struggling with the demands of defending your dissertation, completing your research, teaching or assisting faculty and beginning the process of obtaining an academic job. The following timeline can serve as a guide to help you manage the academic job search process.

Summer

- Update your CV, general cover letter/letter of application, and organize materials for a teaching portfolio.
- Consider creating a professional web page for your materials.
- Obtain feedback from faculty, mentors, and fellow students on creating a CV that contains the necessary information for your field of study.
- Make an appointment with Career and Student Employment Services for feedback.
- Obtain letters of reference. This is a good time to contact past references and update letters. Share a current CV with all references.
- Create a filing system for your job search materials. Organize your materials electronically.

Fall

- Finalize one version of your CV as a template. You may have several versions of your CV depending on the positions for which you are applying: research positions, teaching positions, endowed chairs, and other types of academic jobs.
- Apply for positions. Find these through your dissertation chair/advisor, departmental listings, Career Development Specialists, professional conferences and organizations and various internet web sites.
- Continue to solicit letters of recommendation and update previous letters.
- Attend departmental and campus events.
- Meet with a Career Development Counselor for further resources.

Spring

- Continue applying for positions.
- Prepare and practice your academic job talk. Practice interviews with peers, faculty, and other supporters/mentors.
- Tenure track and one-year positions continue to be announced during this period.
- Evaluate academic job offers and be sure to negotiate for time to carefully consider each offer.
- Discuss negotiation strategies with your Career Development Specialist, and other personal resources.

If you have not yet found a position, do not despair. Continue applying for jobs. It may take more than one year to find a position.
Graduate Job Search Beyond Academia

Doctoral level preparation provides a candidate with marketable skills beyond academia. If you are searching for a position in industry, government or other areas, consider the skills you bring. Typical PhD skills include the following:

- Subject matter knowledge
- Research skills
- Critical thinking and analysis
- Rapid learning
- Teaching
- Written and oral communication
- Problem solving
- Assessment and evaluation

WMU has subscribed to Versatile PhD, an online community of career options, people, resources and support for those seeking a career beyond the academy. Versatile PhD is dedicated to non-academic and non-faculty careers for PhDs in humanities, social science and STEM.

To access this free service for the first time, log into, GoWMU and you will find the link in the “My Self Service” channel. Click on “Versatile PhD subscriptions service login” and create a user profile. Once you have a user profile, you can access Versatile PhD without going through the portal.

Resume vs. Curriculum Vitae (CV)

Applications for positions in industry often require a resume, not a CV. A resume is meant to be targeted to the position, clean of extra information and no more than two pages. Pay close attention to the job description and tailor your resume.

Consider some of these career options:

- Higher education administration - teaching/writing/learning centers, research and public affairs, student and academic affairs
- Consulting or independent work
- Foundations and nonprofits
- Publishing –academic, textbooks, and non-academic
- Cultural and historical organizations – museums and institutes
- U.S. federal government
- Professional research
- International development
- Entrepreneurship
Choosing and attaining meaningful post-graduation employment is an important challenge for college students. To aid this process, your career center and employers develop connections and programs, such as on-campus recruiting, resume referral services, and job fairs, in which you and your fellow students are active participants. In order for this process to be successful, everyone involved must work together. NACE’s Principles for Professional Practice provides guidelines for that process in order to guarantee:

- that students can openly, freely, and objectively select employment opportunities, making these choices based on their assessment of the best use of their abilities, their personal goals, and other pertinent facts,

- a recruitment process that is fair and equitable to students and employers alike,

- support for informed and responsible decision making by students

Here's What You Can Reasonably Expect From Your Career Center...

1. Confidentiality
   Career staffs are expected to exercise sound judgment and fairness in maintaining the confidentiality of student information, regardless of the source, including written records, reports, and computer databases. Disclosure of student information outside the college/university should only be made with your prior consent unless health and safety considerations necessitate the distribution of such information.

2. Freedom of choice
   You're entitled to be assisted by the career staff in developing a career plan and making career decisions without having staff members' biases or personal values imposed upon you.

3. Access to all services and events
   Career centers may charge students for registering or taking part in certain services or events. Such fees should be sufficiently nominal so as not to hinder you from participating.

4. Access to career information
   All students, regardless of personal or educational background, should be provided by career staffs with equal and full access to information on career opportunities and types of employing organizations. Career staffs are also expected to inform you how and where to obtain information which may influence your decisions about an employing organization.

5. Testing information
   Career staffs should inform you of the availability of testing, the purpose of the tests, and the disclosure policies regarding test results.
...And From Employers

1. Confidentiality
Employers are expected to maintain the confidentiality of student information, regardless of the source, including personal knowledge, written records/reports and computer databases. An employer shouldn't disclose information about you to another organization without your prior written consent, unless necessitated by health and/or safety considerations.

2. Accurate information
Employers are expected to provide accurate information about their organizations and employment opportunities. This includes, but is not limited to, positions available, responsibilities, career advancement opportunities, and benefits.

3. Freedom from undue pressure
Employers are expected to provide you with a reasonable amount of time to make a decision about accepting an employment offer. They are also expected to provide you with a reasonable process for making your decision. An unreasonable process, for example, is one in which the student is told that the offer is good for a set amount of time; unbeknownst to the student, the same offer has been made to others and the student who accepts first gets the job. In addition, it is improper for employers to pressure you to revoke your acceptance of another job offer.

4. Timely communication
Employers are expected to inform you of your status in the hiring process and communicate hiring decisions within the agreed-upon time frame.

5. Fair treatment
If an employer is required by changing conditions to revoke a job offer that you've accepted, you're entitled to a fair and equitable course of action. That can include, but is not limited to, financial assistance and outplacement service.

6. Testing information
Employers should inform you in advance of any testing, the purpose of the tests, and their policies regarding disclosure of test results.

7. Nondiscrimination
Employers are expected to avoid discrimination in their recruitment activities and to follow equal employment opportunity and affirmative action principles.
Playing Fair: (con’t)

What's Your Part in This?

1. Provide accurate information about your academic work and records, including courses taken, grades, positions held and duties performed

You can, however, refuse to provide an employer with specific information about any job offers you may have received from other employers. You do not have to name the organizations that have made you offers, nor do you have to provide specific information about what salaries you’ve discussed with those organizations. Instead, you can give broad responses to such questions, naming types of employers—“I’ve interviewed with employers in the retail industry”—and offering salary ranges rather than specific dollar amounts—“The salary offers I’ve received have been in the $60,000 to $65,000 range.” Incidentally, it's in you best interest to research salaries and to let employers know that you have done so.

2. Be honest

Conduct your job search with honesty and integrity. Do not lie or stretch the truth on your resume, applications, or during any part of the interview process.

3. Interview genuinely

Interview only with employers you’re sincerely interested in working for and whose eligibility requirements you meet. “Practice” interviewing is misleading to employers—wasting both their time and money—and prevents sincerely interested candidates from using those interview slots.

4. Adhere to schedules

Appear for all interviews, on campus and elsewhere, unless unforeseeable events prevent you from doing so. And, if you can’t make the interview because of an unforeseeable event, notify your career center or the employer at the earliest possible moment.

5. Don’t keep employers hanging

Communicate your acceptance or refusal of a job offer to employers as promptly as possible, so they can notify other candidates that they are still being considered or that the position is filled.

6. Accept a job offer in good faith

When you accept an offer, you should have every intention of honoring that commitment. Accepting an offer only as a precautionary measure is misleading to the employer and may restrict opportunities for others who are genuinely interested in that employer.
Playing Fair: (con’t)

7. Withdraw from recruiting when your job search is completed

If you accept an offer or decide that full-time graduate or professional studies are for you, notify your career center and withdraw from the on-campus recruiting process immediately. And, let employers that are actively considering you for a job know that you are now out of the running. By informing everyone that you’ve got a job or are headed to graduate school, you not only get the chance to brag but also to help your friends who are trying to get on interview schedules or who are being considered for positions.

8. Claim fair reimbursement

If an employer has agreed to reimburse you for expenses you incur in its recruitment process, your request should be only for reasonable and legitimate expenses.

9. Obtain the career information you need to make an informed choice about your future

It's up to you to acquire the information about career opportunities, organizations, and any other information that might influence your decisions about an employing organization.

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Career Management

Career management is a lifelong task. The career planning you do is an investment in your own well being. The more you check in on your career and plan future goals, the more you will come to enjoy your work. 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 ensure 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 key steps:

1. Maintain and update your resume or CV every six months. You will be amazed at what can change and at what you have accomplished.

2. Volunteer in your community; choose projects or programs you care about that fit your values and skills. Choose 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, new developments and leaders in your field.

5. Join professional organizations that are specific to your industry. Network with others in your field, attend conferences and workshops and share best practices.

6. Remain open to new ways in which to work and meet other people. Engaging in your hobbies and interests may provide opportunities that you never anticipated.

Your Direct Career Path To American Airlines Begins At PSA. You deserve the most stable career path in commercial aviation.

PSA Airlines

Apply Today: www.psaairlines.com
Your First Job

You will graduate and leave behind the daily grind of attending classes, writing papers and getting graded by semester. This is an exciting time and also a very new transition. What are the expectations for your first post-graduate opportunity?

For the first 3-6 months, you will be doing work with guidance from your supervisor. Listen more than you talk. Take advantage of your one-on-one meetings with your boss and be open and receptive to feedback. Ask questions such as:

“
What are your expectations of me?
Do you think I am learning the skills I will need in order to accomplish this?
Where should my focus be right now?
How am I doing?
”

- Establish a perfect attendance record.
- Prepare for meetings, always do your best work and show up on time.
- Get to know your coworkers. What do they do each day and how could you support each other’s work?
- Communicate openly and with a positive attitude. Assume the best of others and ask direct questions with curiosity: “Hey, I have a quick question about x. I want to make sure I understand my role. Can we chat about it before the end of the day?”
- Avoid office gossip. Look for the best in others and always act and speak with helpful intent.
- Find a mentor by interacting with colleagues in your office who have experienced success at work. You will naturally gravitate to some more than others. Ask them if you could meet for lunch on occasion.
- Reach out to peers who have the same or similar roles and ask them for advice. Include questions about how long it took them to feel as if they grasped the role, extra trainings they did or things they think you could work on. They have wisdom to share that will benefit your performance.
- Stay focused on your work. Try to keep your personal business to a minimum (checking personal social media accounts, making dinner reservations, buying things online, etc.).
- Set and accomplish realistic goals. Run everything by your supervisor so you can feel confident initiating your own projects and contributing as only you can with your unique blend of talents.
- Track your accomplishments and continue adding to your resume. Generally, people accept you leaving your first job if you have given at least 18 months. This means you made it through at least one review cycle and accomplished something valuable.

As a final note, always remember that you are now representing yourself as a professional. Your industry is smaller than you might think and your reputation is crucial to allowing yourself to be open for future opportunities.
Build a Professional Network

Professional networking must play an important role throughout your career. If you want to achieve professional success, you should start career networking as quickly as possible.

1. **Research**
   If you know you are about to speak with a potential employer, have something relevant to talk about. Build your knowledge of the organization you would like to work for before you make that critical first impression.

2. **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.

3. **Connect via Social Media**
   Use social networking platforms to connect with influential people online. Participate in online conversations on social media websites like LinkedIn, Facebook and Twitter. Get in touch with employers, industry experts, recruiters, passionate people, and others.

4. **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.

5. **Never Lead with your Need**
   A proper conversation never revolves around one person. You may need an internship or a job, but that need will not qualify you for one. A professional exchange of appropriate information, however, can lead to new opportunities. Remember step #1?

6. **Listen**
   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, do not just speak. Let other people share their point of view.

7. **Follow Up**
   Before you finish networking, remember to ask for that individual’s contact information. Try to follow up with your new contacts within 48 hours via email.
Protect Yourself
Keep your privacy settings up on personal accounts. If your name on social media is your real one, be aware that you are searchable and ensure that the content you post will be used to form a picture of your character. Recruiters will look to find inappropriate video content, language, situations and complaints. Ensure that you are positive in your posts about classes, work, coworkers, etc. You may opt to use an alias or disable your personal accounts when job searching.

Connect with Others
Use LinkedIn and Twitter to connect with industry recruiters, follow organizations/companies in which you are interested and have professional conversations. Create a link to personal websites and other examples of your work. Use talking points from your personal commercial to state your online personal brand (see page 13).

Check out Opportunities
Use hashtags to inform your job hunt and/or post your resume. Post a link to a sample of your work with #resume after it. Get advice on your internship or job search by using hashtags like: #jobadvice; #internship; #jobsearch. Finally, get more specific based on the industry you are seeking, (public relations, sales, teaching, government, etc.) by detailed hashtags like: #printernship; #prjobs; #salesjobs; #internteaching; #governmentjobs, etc.

Network for your Future
Research professional organizations that pertain to industries in which you may work. Connect to the brands you want to work for. Ask questions in forums, groups and build your professional network. Share things you learned in your courses and ask questions. You never know what online conversation may lead to a great internship or work experience.

“Always make sure to do your research about the company before your interview and come prepared to ask questions.”
Lisa Garcia
WMU Business Connect
Connect Professionally through Social Media

Facebook
- Showcase your professional history
- Reclassify specific friends into a “Professional” list
- Post and comment on professional content
- Create networking connections

Instagram
- Post engaging photos of yourself at work
- Post photos of yourself at professional conferences or industry related events
- Post images of industry related content

LinkedIn
- Highlight your job and educational experience
- Network with industry professionals
- Connect with successful alumni
- Apply directly to internships and jobs
- Conduct company research
- Follow companies and well known professionals
- Join industry group discussions
- Post about involvement in field related activities or recent related achievements

Twitter
- Follow professionals and organizations within your industry
- Tweet and retweet links related to your career objectives
- Send private tweets to possible professional mentors

Love what you do. Love where you work.
Make an impact now in the lives of children and youth with autism. Advance your career in Applied Behavior Analysis (ABA) within a culture of respect at MOKA.

Apply online at: www.moka.org/careers
Building a Great Student Profile

Showcase your experience and professional interests on LinkedIn!

1. **Write an informative profile headline.**
   
   Your headline is a short, memorable professional slogan. For example, “Honors student seeking marketing position.” Check out the profiles of students and recent alumni you admire for ideas.

2. **Pick an appropriate photo.**
   
   LinkedIn isn’t Facebook. Upload a high-quality photo (your profile will be 7x more likely to be viewed) of you alone, professionally dressed. No party shots, cartoon avatars, or puppy pics!

3. **Show off your education.**
   
   Include all your schools, major(s) and minor, courses, and study abroad or summer programs. Don’t be shy – LinkedIn is an appropriate place to show off your GPA, test scores, and honors or awards.

4. **Develop a professional Summary.**
   
   Your Summary statement is like the first few paragraphs of your best-written cover letter – concise and confident about your qualifications and goals. Include relevant work and extracurriculars.

5. **Fill “Skills & Expertise” with keywords.**
   
   This section is the place to include keywords and phrases that recruiters search for. Find relevant ones in job listings that appeal to you and profiles of people who have the kinds of roles you want.
Update your status regularly.
Posting updates helps you stay on your network’s radar and build your professional image. Mention your projects, professional books or articles, or events you’re attending. Many recruiters read your feed!

Collect diverse recommendations.
The best profiles have at least one recommendation for each position a person has held. Recruiters are most impressed by recommendations from people who have directly managed you.

Show your connectedness.
Groups you join appear at the bottom of your profile. Joining some shows that you want to engage in professional communities and learn the lingo. Start with your university and industry groups.

Claim your unique LinkedIn URL.
To increase the professional results that appear when people search for you online, set your LinkedIn profile to “public” and create a unique URL (e.g., www.linkedin.com/in/JohnSmith).

Share your work.
You can also add actual examples of your writing, design work, or other accomplishments on your profile, where you can share rich media or documents. What better way to sell your skills than to show employers exactly what you can produce?

Get going at www.linkedin.com
Generational Differences in the Workplace

As the workforce and academia moves further in to the 2000s, a shift in the populace brings with it innovation and conflicts. While generalizing generations doesn’t speak for every individual within its population, it does help in understanding the nuances of working with people born in various eras. Currently, 2018 is beginning to see the retirement of the last of the Traditionalist Generation and the early leave of the Baby Boomers. In order to navigate a climate where the Millennials will soon become the largest employment sector and the arrival of Generation Z, a road map of interaction will help to alleviate tensions.

**Dos**
- Recognize that generational differences influence our ideas, expectations and behaviors at work.
- Acknowledge that everyone wants to be treated with respect—and recognize that respect might look and feel different, based on differing experiences and perspectives.
- Find ways to create shared values and common ground.
- Challenge assumptions and raise awareness regarding the multigenerational workplace.

“Everyone you meet knows something you don’t.”
Bill Nye

**Don’ts**
- Stereotype (e.g., judging your colleagues’ capabilities by what they wear) or ridicule or make derogatory remarks like “dinosaur,” “bureaucrat,” “slacker” or “kid.”
- Assume every member of any given generation thinks or behaves exactly alike.
Generational Differences in the Workplace (con’t.)

Working with Baby Boomers (1943-1960)

**Motto:** Anything is possible.

**History:** Grew up during a time of economic prosperity and positive change that was viewed as “progress”.

**Characteristics:** Generally seen as optimistic and competitive, willing to work hard to ensure their (organizational) success.

**Tips:**
- Find a communications balance between email (can be seen as too impersonal), voicemail and face-to-face conversations and meetings.
- Use them as a sounding board to test ideas before plunging in. Ask a lot of questions about what has worked or not worked in the past.
- Avoid age-related name calling or offensive comments, such as, They will do anything to get ahead.; workaholic.


**Motto:** Work-Life Balance

**History:** Grew up in the shadow of the Baby Boomers during a time of change that negatively impacted family (divorce/latch key kids); jobs (massive layoffs); economy (double-digit inflation); public trust (Watergate); and the environment (oil spills/endangered species).

**Characteristics:** Generally seen as skeptical, with loyalty and work ethic defined more individually, based on personal needs rather than organizational needs.

**Tips:**
- Acknowledge their experience and expertise and that you can learn from them.
- Be clear and direct in your language. Avoid corporate jargon, buzzwords and clichés.
- Allow flexibility and autonomy in work style and processes.
- Honor the need for work-life balance.


**Motto:** Technology Rules!

**History:** Soon to be the largest group in the workforce, their history is still forming. They have grown up with multitasking, multimedia and an unprecedented exposure to diversity, technology, violence and sexual themes.

**Characteristics:** Generally seen as self-assured with a global view; they respond positively to opportunities involving technology.

**Tips:**
- Be open to new and different ways of working.
- Encourage and embrace technology.
- Create opportunities to involve them in projects of significance.
- Offer to be (or to find) a mentor.
- Find a communications balance—speak directly and quickly, avoiding long-winded explanations and matching words with actions.
- Give frequent and timely feedback.

Generation Z (2003-2023)

**No one knows!**

**Predictions:**
- Less focused
- Better multi-taskers
- Bargain conscience
- Early starters
- More entrepreneurial
- Higher expectations than millennials
- Big on individuality
- More global

huffingtonpost.com/george-beall/8-key-differences-between_b_12814200.html
ALEX HARRISON
1234 Howard St., Kalamazoo, MI 49006  alex.e.harrison@wmich.edu, (269) 123-4567

Creative, inquisitive journalist seeking an internship at the Kalamazoo Daily Paper. Applying in-depth knowledge of Kalamazoo and surrounding areas to provide a fresh prospective to the community.

Education
Bachelor of Arts in English  Expected Graduated: April 2020  3.59/4.00 GPA
Western Michigan University, Kalamazoo, MI
Minor: Dance and Theater
WMU Signature: Civic Engagement

Charles University, Prague, Czech Republic  July-August 2017  4.00/4.00 GPA
Study Abroad in Historic English Literature

Training and Certifications
Coursera Conflict Resolution Course  January 2016-March 2016
• Strengthened ability to listen and deploy appropriate communication tactics for positive resolution.
• Created conflict management plans during case studies and role-playing exercises.

Experience
Community Organizer  May 2018-present
Building Blocks, Kalamazoo, MI
• Facilitate neighborhood dialogues within economically and racially diverse communities regarding home improvements, street improvements and overall beautification.
• Address needs by connecting neighbors to resources including funding options, training classes, and home centers.
• Recognize that home improvement work is a catalyst for greater neighborhood teambuilding.
• Use conflict management skills to mediate neighbors’ contrasting priorities.

Leader - International Student Program  Summer 2016
Western Michigan University, Kalamazoo, MI
• Headed registration for incoming Western Michigan University international students.
• Instructed international students on the rules and regulations of WMU’s campus to ensure their safety and comfort.
• Planned enthusiastic tours, providing emotional support, resources and advice.

Communication Intern  September 2015-April 2016
Chamber of Commerce, Kalamazoo, MI
• Interviewed local businesses for weekly spotlights and composed articles for website.
• Creatively advertised events happening in the Kalamazoo community on social media platforms such as Facebook, Twitter, and Instagram.
• Contributed to the organization’s goal of building a more connected community by assisting in planning networking events including negotiating with vendors, contacting companies for partnership opportunities, and informing residents and students of events.

Jaime L. Park
john.park@wmich.edu  (269) 555-1234

Creative, social media-savvy individual seeking a Communications Officer position with the Kalamazoo Community Foundation. Offering a strong ability to communicate with multiple stakeholders, oversee social media and relationship building, and advanced technical skills to increase the foundation’s brand awareness.

Education
Bachelor of Arts in Organizational Communication and Sociology  April 2016
Western Michigan University, Kalamazoo, MI  GPA: 3.5/4.0
• Vice President of PRSSA, Public Relations Student Organization

RELEVANT COURSEWORK
Professional Training and Development  Leadership Communication  Group Problem Solving
Communications and Community Engagement  Public Speaking  Global Media Literacy

Computer Skills
Publisher, Photoshop, InDesign, Illustrator, Microsoft Office

Work Experience
Clerk, Costco Wholesale, Grandville, MI  August 2014- Present
• Consistently lead the front end and membership upgrades as a part time employee.
• Solicited executive memberships, excellent member service, and quality products.
• Strengthened team skills by assisting store cashiers with membership upgrades.

Outsides Marketer
• Set up onsite campaign and promoted “best valued memberships” for store's pre-opening.
• Marketed executive memberships and America Express credit cards.

Cost Crew, Costco Wholesale, Bloomfield Hills, MI  May 2013-August 2014
• Maintained fast lanes for warehouse by assisting members with shopping products while clearing parking lot of shopping carts.
• Trained new seasonal employees in performing excellent customer service outside of warehouse.

RELEVANT COMMUNITY RELATIONS EXPERIENCE
Developed a public relations campaign with five other students to raise awareness for volunteering, donating, and advocating for the client, Communities In Schools. Strategic elements included developing brochures and flyers to distribute to students as well as creating press releases to send to the local publisher. Produced a radio ad to be broadcasted over the local radio station and composed WMU campus to recruit potential volunteers for tutoring and lunch buddy sessions. In a separate project, conducted a training and development program for front end employees at local Costco following an original needs assessment.

Volunteer Work
Lunch Buddy, El Sol Elementary School, Kalamazoo, MI  October 2015-Present
Tutored student with academic work and assisted with existing social issues.

Camp Volunteer, Great Lakes Bay State Foundations, Kalamazoo, MI  June 2015
Coordinated camp activities and led by example in the importance of volunteer work.
Marcus Reed
marcus.rreed@wmich.edu | (269) 128-4667

Profile
- Counseled students in the development of exhibitions and their coursework
- Engaged in the conservation of historic objects through coursework, contract lab work, the Costume Society of America's Angel's Project, and the curating of three textile exhibits
- Effectively interacted with the public on multiple levels as part of the service industry and tourism

Education
Bachelor of Arts in Public History (minor: French)  April 2015
Western Michigan University
Kalamazoo, MI
GPA: 3.6

Centre de Linguistique Appliquée  January-May 2015
Université de Franche-Comté
Program: French Immersion Studies

Experience
Tour Guide  May 2018-Present
The Freedom Trail Foundation
Boston, MA
- Provided guests with an immersive walking tour of downtown Boston
- Responsible for a wide variety of guides from all age ranges and from all areas of the world
- Italy on a large knowledge base to create stories tailored to the guest for the most comprehensive and engaging experience possible

Curator, Senior Thesis  February-April 2016
Western Michigan University, Lee Honors College
Kalamazoo, MI
- Developed a small exhibition on the curatorial and conservation choices made when creating a museum exhibition
- Selected objects and researched topics to include in the exhibition, then created aexon panels and object labels
- Created a video detailing the repair and wall cleaning processes
- Designed a hands-on component to engage visitors

Lee Honors College Archivist  June 2014-December 2017
Western Michigan University
Kalamazoo, MI
- Collaborated with the Dean on the 50th Anniversary Celebration of the Lee Honors College
- Managed the catalog and digitization of the college's 50 years of archived materials
- Collected research for the production of a monograph on the history of the Lee Honors College

Honors and Professional Memberships
Dean's List, Western Michigan University
Harpo Arts History, Western Michigan University
Costume Society of America and the Angel's Project
Phi Alpha Theta History Honors Society

Mary Chen
(269) 900-1234
mary.j.chen@wmich.edu

Objective
Seeking a laboratory or research internship to complement my coursework and future goal as a virologist. Strong initiative, teamwork and interpersonal skills, and an ardent passion for science.

Education
Western Michigan University  April 2019
Bachelor of Science
Major: Biology, Minor: Chemistry
GPA: 3.59

Relevant Coursework and Leadership Experience
- Genetics: Studied and analyzed genetic principles through laboratory research. Summarized and presented gene deletion and consequent virulence of Rift Valley Fever in mosquitoes.
- Cellular Biology: Conducted various experiments employing the use of immunostaining, cell cultures, gel electrophoresis, and enzyme assays. Identified the locations of tubulin and its homologues within NIH3T3 cells, and researched the effects of Nocodazole on tubulin in cells.
- Organic Chemistry: Gained proficiency in nomenclature, evaluating spectroscopic data, and numerous reaction mechanisms, as well as predicting reaction outcomes.
- Emerging Energies Learning Community: Incorporated business, ethics, and architecture with the application of environmental principles and practices. Analyzed buildings from the 2013 Solar Decathlon from multiple environmentally oriented perspectives.
- UNCG: Assessed and addressed various sustainable shortcomings on UNCG's campus, conceptualized a recycled bottle bus shelter to be implemented on campus.
- UNCG Biology Club (Beta Iota Omicron): Community-oriented, student-led service organization. Initiated and organized fundraising events and food drives.

Relevant Skills
- Proficient in Microsoft Office Suite, Cmap, LoggerPro
- Customer service, data management, budgeting, and interpersonal communication

Work Experience
Meijer, Produce Clerk, Kalamazoo, MI  Aug 2016-Present
- Demonstrated exceptional knowledge of merchandise when addressing customer needs.
- Accurately recorded inventory for up to 1500-piece inventories every night.
- Collaborated with coworkers to ensure customer satisfaction and repeat business.

Pizzahut, Team Member/Server, Plainwell, MI  Sep 2015-July 2016
- Followed strict health and safety standards while preparing food items.
- Demonstrated superior time management skills when delivering multiple customer orders.
- Consistently operated and balanced cash drawer, as well as a "driver bank".

The Craft and Antique Mall, Cashier/Sales Representative, Rockford, MI  June 2012-Aug 2015
- Developed store layout and merchandising plans to incorporate products from over 100 vendors.
- Managed financial transactions and handled payments for purchases, layaways, and booth rentals.
ALYSSA SCHULTZ
alyssa.b.schultz@wmich.edu (616) 778-9900

OBJECTIVE
Seeking a laboratory internship in a research or quality control environment, where experience in 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 Expected: December 2018
Minors: Biology, Spanish GPA: 3.68/4.00
American Chemical Society Certification August 2018

RELATED CAREER EXPERIENCE
WMU Department of Chemistry, Kalamazoo, MI May 2017 – Present
Research Associate
- Focus on nanoscale energy and electron transfer in synthesized monolayer.
- Protect clusters of gold in an electroanalytical chemistry lab.
- Organize laboratory notebook for four teams.
- Presented research findings to an audience of 30 students and three chemistry professors.

WMU Department of Chemistry, Kalamazoo, MI September 2016 – April 2017
Teacher Assistant
- Graded papers for undergraduate organic and inorganic chemistry classes.

OTHER CAREER EXPERIENCE
Craftsman Chop Co., Portage, MI January 2014 – August 2016
Server
- Provided excellent customer service to make guests feel valued, accurately recorded guest orders, communicated efficiently to kitchen staff, and supported team members.

LABORATORY SKILLS:
Differential Pulse Voltammetry UV/Vis Analysis
Gas & Liquid Chromatography Square Wave Voltammetry
Ultracentrifugation Cyclic Voltammetry

COMPUTER SKILLS:
Microsoft Office Suite including Access

AWARDS
WMU Dean’s List 2014 – Present
Department Award for Chemistry and Calculus 2015
Frederick W. Stanley Jr. Memorial Chemistry Scholarship 2014

MEMBERSHIPS
Order of Omega Greek Honors Fraternity, Treasurer 2014 – Present
WMU Chemistry Club, President 2014 – Present
Honors Student Association 2014 – Present
Borgess Health Alliance, Volunteer 2017, 2018
WMU Intramural Soccer 2014, 2015

Peter Jacobs
269-123-4567 peter.l.jacobs@wmich.edu

Objective
To obtain a First Officer position with Republic Airways. Striving to put forth a strong work ethic and enthusiastic outlook with customers and team members, while ensuring safe and timely operations under all conditions.

Education
Western Michigan University Kalamazoo MI
Bachelor of Science in Aviation Flight Sciences June 2018
Graduated 4-year program in 3 years with a 3.25 cumulative GPA

Flight Experience
Trained at WMU’s College of Aviation, a Part 141-approved flight school, during all weather conditions including rain, snow, cold, and IFR.

Commercial Single-Engine Training – Cirrus SR-20 05/18 to 06/18
Commercial Multi-Engine Training – PA-44 Seminole 05/17 to 05/18
Spin Endorsement Training – 8KCAB Super Decathlon 10/17 to 03/18
Instrument Training – Cirrus SR-20 09/16 to 05/17
Private Pilot Training – Cirrus SR-20 09/15 to 07/16

Flight Experience
Total Time: 253 Flight Time: 205 Pilot in Command: 68
Instrument: 85 Actual Instrument: 5 Night: 29
Complex: 68 Cross Country: 48 Multi-Engine: 68

Certification & Ratings
Private Pilot, CMEL, CSEL
Instrument Rating – 376828
FCC Restricted Radiotelephone Operators Permit – RR00116021
FAA First Class Medical Certificate – GX-0860679
US Passport: Current, Unrestricted
CPR/AED Certified

Additional Systems
iPad, EFIS, Universal, FMS, TCAS, WAAS, Avidyne Entegra 9, Avidyne R9.3
Synthetic vision, DFC100 Autopilot, Skywatch 497, Garmin GTX327
Transponder, Garmin 430, Garmin GTX 650, and the Aspen Evolution 1000

Work Experience
Belle Tire, Tire & Glass Technician, Kalamazoo MI 11/16 to Present
- Assess and repair vehicles, operate according to company safety standards, and provide high customer satisfaction based on recorded survey data.
- Train new technicians on operational procedures and customer expectations.

Precision Roofing Inc., Roofer, Kalamazoo MI 05/14 to 10/16
- Roofing, general carpentry, gutter installation, and clean up.
- Provided safe and timely performance, worked efficiently with team, and helped problem-solve when issues arose.
Aviation Maintenance

Tara J. Collan
134 Maple Ave, Kalamazoo, MI 49008 · (231) 213-2331 · tara.j.collan@wmich.edu

OBJECTIVE
To obtain an internship with Duncan Aviation, utilizing strong academic preparation in Aviation Maintenance, excellent technical skills, and the ability to learn quickly to meet and surpass company goals.

EDUCATION
WESTERN MICHIGAN UNIVERSITY, Kalamazoo, MI Expected April 2019
Bachelor of Science in Aviation Maintenance Technology GPA 3.43

WORK EXPERIENCE
WMU College of Aviation, Battle Creek, MI September 2017-Present
Hydraulics and Test Cell
- Design and order required parts based off of serial numbers and or equivalent
- Fabricate sheet metal, wire boxes, and conduit for required needs
- Route, trim, and solder electrical wires and connectors

Overhauling G-200 January-August 2017
Western Michigan University College of Aviation, Battle Creek, MI
- Disassembled, removed, and replaced Maintenance Manual/Checklist Manual
- Cleared and inspected through the use of NCT equipment and precision pressure equipment

JUSTO'S GREENHOUSE, Holland, MI Summers, 2014-2016
Sales and Maintenance Associate
- Interacted with customers in a professional manner, located merchandise, and handled financial transactions
- Assessed, repaired, and maintained equipment
- Operated heavy equipment to deliver and receive goods

SKILLS
- General repair, troubleshooting, and maintenance of equipment systems on WMU aircraft
- Basic wiring, networking, telescaen, drafting

VOLUNTEER EXPERIENCE
Over 300 hours since 2015
Habitat for Humanity, Human Society, FCA, Camp Junior Counselor, Adopt A-Highway

PROFESSIONAL AFFILIATIONS
- Trusted with chapter funneling, organizational skills, professionalism, and leadership
- Alpha Phi Alpha (AHP) WMU Chapter Fall 2014-Present
- Association for Women in Aviation Maintenance (AWAM) WMU Chapter Fall 2014-Present
- Skills USA WMU Chapter (Treasurer) Fall 2015-Present

Aviation Administration

Margaret Jennings
(262) 676-5432 · margaret.jennings@wmich.edu

Aviation administration student able to effectively communicate knowledge of flight operations, adjust to changing conditions, 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, Western Michigan University Expected: August 2019
Aviation Management Technology Minor: General Business

PRIVATE PILOT CERTIFICATION
Spring City Aviation, Inc., Waukesha WI August 2014

FLIGHT EXPERIENCE
Aviation Student Council, Kalamazoo MI Secretary (since 2015) September 2014-Present
- Effectively represent the student body regarding matters of improvement within the College of Aviation through the use of surveys and comment boxes.
- Co-facilitate meetings between faculty and student council for the benefit of the College and students.

WMU Precision Flight Team, Kalamazoo MI Competitor September 2014-March 2016
- Attended the National Intercollegiate Flying Association’s (NIFA) Regional Competition and attained the NIFA Regional Champion Title.

WORK EXPERIENCE
WMU College of Aviation, Battle Creek MI Student Ambassador September 2015-Present
- Maintain excellent working relations with the public and WMU by leading tours to prospective students, their parents, and alumni of the University.

WMU Facilities Management, Kalamazoo MI Fire Safety Technician January 2015-April 2015
- Operated and serviced fire equipment and systems while complying with National Fire Protection Agency standards.
- Acquired effective mechanical troubleshooting skills for front line jobs.

PICK N SAVES, Pewaukee WI (Seasonal) June 2014-August 2014
- Boxery/Clerk/DeLift Driver
- Rearranged, restocked, and organized store adequate stock
- Maintained working knowledge of store layout and all products
- Assisted in handling daily paperwork

Aviation
Objective
An outgoing, motivated, and willing student with a goal to work for Western Michigan University. I am looking for a way to utilize my skillset and my knowledge of Computer Information Systems and grow my resume while attending college.

Education
Western Michigan University, Kalamazoo, MI
Bachelor of Business Administration
Current GPA: 3.87
Major: Computer Information Systems
Expected Graduation: Spring 2019

Professional Experience
BEP Peer Educator
Zhang Career Center at Western Michigan University, Kalamazoo, MI
April 2016 - Present
- Worked with peers in one on one situations to better prepare them for their career aim.
- Utilized time management and communication skills to handle a set list of various tasks and deadlines.
- Ensured student readiness for the Business Externship Program in various situations unique to each student.

Composer for Walled Lake Central Winter Guard (JV)
Walled Lake Central High School, Walled Lake, MI
November 2015 – April 2016
- Learned teaching and coaching skills in a competing program.
- Learned time management while writing the music on a tight production schedule.
- Communicate effectively for unforeseen eventualities that change the timeline.

Volunteer Experience
Bronco Bash, Driver
Western Michigan University, Kalamazoo, MI
September 2015
- Drove supplies to company’s tents, drove chairs and tables around campus to set up for the event.
- Communicated effectively with team members to divide workload and maximize efficiency.

Haworth College of Business Fair Employer Shuttle Driver
Western Michigan University, Kalamazoo, MI
November 2015
- Shuttled employers and their equipment from East Campus to West Campus.
- Communicated with task force to ensure that the shuttles were running in an efficient order.

Cleaning Military Gravestones
Fort Custer Military Base, Augusta, MI
November 2015
- Scrubbed and cleaned the gravestones of lost military personnel and their families.

Skillset

Human Resource Management

Objective
An outgoing, motivated, and willing student with a goal to work for Western Michigan University. I am looking for a way to utilize my skillset and my knowledge of Computer Information Systems and grow my resume while attending college.

Education
Western Michigan University
Bachelor of Business Administration
Current GPA: 3.87
Major: Human Resource Management, Psychology
Expected Graduation: May 2017

Professional Experience
Zhang Career Center Peer Educator
Haworth College of Business, Western Michigan University
May 2015 - Present
- Currently planning and marketing two, semi-annual developmental events, an internship panel and a major exploration event called the Major Mash-Up
- Developed and implemented training for Handshake, an applicant tracking system used throughout multiple college campuses, for all of the Zhang Career Center student staff
- Analyzed data and commented on trends to provide feedback to employers regarding externship responses

Volunteer Experience
Haworth College of Business Career Fair Employer Shuttle Driver
Western Michigan University, Kalamazoo, MI
April 2014 - January 2015
- Prepared and distributed employer personal files to include onboarding documents such as employee agreement, performance improvement plans, written warnings, etc.
- Partnered with the lead to help complete a site Affirmative Action Plan with the company

First-Year Seminar Intern
Omicron Sigma Lambda, Communication and Public Relations Chair
Haworth College of Business, Kalamazoo, MI
Fall 2014 - Spring 2015
- Prepared and presented over 12 success seminars (with topics ranging from note-taking strategies to learning styles) to a range of undergraduate students

Volunteer Experience
Drive Safe Kalamazoo
Business Externship Program Peer Mentor
Dean’s Leadership Scholar Program
Trailblazer Finalist: Haworth College of Business

Activities
- Design and Lead Conference Committee, Speaker Acquisition Chair
- Student Leadership Advisory Board, Vice President of Outreach
- Omicron Sigma Lambda, Communication and Public Relations Chair
- Society for Excellence in Human Resources
- Dean’s Leadership Scholar Program

Achievements
- Recipient of the Dean’s Gold Star Scholarship
- Dean’s List: Haworth College of Business
- Trailblazer Finalist: Haworth College of Business

LinkedIn: www.linkedin.com/in/charles
Shelly Fortino
Shelly.fortino@wmich.edu • (269) 123-4567

EDUCATION
Western Michigan University, Haworth College of Business
Bachelor of Business Administration
GPA: 3.57/4.0
Expected Graduation: April 2017

Major: Integrated Supply Management, Minor: Health Information & Informatics Management

Haworth College of Business Dean’s List
Fall 2013, Spring 2014, Spring 2015

Awards:
- Western Michigan University Integrated Supply Management Scholarship
- National Defense Transportation Association Scholarship
- Western Michigan University Presidential Silver Scholarship

MAJOR RELATED COURSE WORK
IME 320 – Managing ERP Systems with SAP
Millersville University, spring 2015

MGMT 3810 – Improving Supply Systems with Lean Six Sigma
Western Michigan University, spring 2014

CIS 2640 – Access, Excel, and Web Query
University of New Hampshire, spring 2013

PROFESSIONAL EXPERIENCE

September 2015 - Present
MGM 3810 – Lean Six Sigma Individual Project – Tooling Spend Analysis
Tooling Spend Analysis
- Assisted with the creation of content briefs and PowerPoint decks to send out to team members
- Managed a focus group of 10 people to gain insights about Millennial consumer’s interests
- Conducted research on competitors’ sites to produce suggested objectives for a website re-launch strategy
- Originally started as a job position with a team of 10

L Machine Company
Three Rivers, MI

- Assisted in updating multiple data dashboards to increase data accuracy
- Assisted in updating multiple data dashboards to increase data accuracy
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Communicated with suppliers and customers
- Assisted in updating multiple data dashboards to increase data accuracy

Business Externship Program
Kalamazoo, MI

Outstanding Advertising & Promotion Student Award, Recipient
Fall 2014

Career Center at the Haworth College of Business
Kalamazoo, MI

AdCraft Foundation Scholarship, Recipient
Spring 2015

Outstanding Student of the Year Award, Recipient
Spring 2016

Student Leadership Advisory Board, Western Michigan University, Treasurer
Fall 2014 – Present

Treasurer
- Planned and moderated a focus group of 10 people to gain insights about Millennial consumer’s interests
- Conducted research on competitors’ sites to produce suggested objectives for a website re-launch strategy
- Assisted in updating multiple data dashboards to increase data accuracy
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Communicated with suppliers and customers
- Assisted in updating multiple data dashboards to increase data accuracy

Student Assistant
Summer 2016

- Assisted in updating multiple data dashboards to increase data accuracy
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Communicated with suppliers and customers
- Assisted in updating multiple data dashboards to increase data accuracy

Western Michigan University Bronco Marching Band
Kalamazoo, MI

- Assisted in updating multiple data dashboards to increase data accuracy
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Communicated with suppliers and customers
- Assisted in updating multiple data dashboards to increase data accuracy

Kappa Kappa Psi, National Honorary Band Fraternity
Fall 2014 – Spring 2016

- Assisted in updating multiple data dashboards to increase data accuracy
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Communicated with suppliers and customers
- Assisted in updating multiple data dashboards to increase data accuracy

COMMUNITY OUTREACH & ACTIVITIES

Volunteer
- Assisted in updating multiple data dashboards to increase data accuracy
- Developed and streamlined new business practices to maximize efficiency in the workplace
- Communicated with suppliers and customers
- Assisted in updating multiple data dashboards to increase data accuracy

Microsoft Office Suite • Microsoft Expression Web • SAP • Minish • AutoCad2016 • Farohm
Susan P. Sullivan
Susan.sullivan@wmich.edu  •  (269) 123-4567  •  Skype: 2681234567

Objective
Eager to engage in the summer 2016 marketing internship while demonstrating my strong interpersonal and communication abilities, creative mind, and dedication to success in order to create powerful marketing materials that assist in developing the company in the eyes of potential customers.

Education
Western Michigan University, Haworth College of Business, Kalamazoo, MI
Bachelor of Business Administration, Anticipated Graduation: April 2017
Major: Marketing
Minor: Event Planning, General Business
CIMBA, Consortium Institute of Management and Business Analysis, Paderno del Grappa, Italy
Summer 2015

Work Experience
The Career Center, Haworth College of Business, Western Michigan University, Kalamazoo, MI   July 2015 - Present

Employer Relations/Event Planning Intern
- Lead intern managing Marketing, Food/Sales/Marketing Career Night and ISM Career Night, garnering $29,000 in total sales and receiving an attendance of 400 students, while assisting with Business Career Day as well
- Create marketing campaigns and promotional materials, design logistics outlines, coordinate catering details, and closely monitor sales daily
- Develop and maintain relationships with over 85 employers and industry professionals through effective verbal and viral communication
- Assist with implementing new Handshake software and introducing it to students and employers, registering over 200 new companies and 400 members
- Proficient in designing marketing materials and communication in Microsoft Word, Excel, PowerPoint, and Publisher

CIMBA, Paderno del Grappa, Italy   Summer 2015

Resident Assistant
- Forged relationships with seven other resident assistants and international staff to guarantee a smooth transition for the 300 attending students
- Conducted office hours, night rounds, and morning duties to manage students and cease conflicts and ensure the cleanliness and safety of the campus

Volunteer Experience
Business Exchange Program Peer Mentor
December 2014 - Present
- Helped students prepare for the program and their trip

Drive Safe Kalamazoo
2013 - Present

Everyone Goes Camp
Summer 2012, 2013 & 2014

Athletics
Bronco Skating, Western Michigan’s Syndicated Ice Skating Team: Member, Secretary
August 2013 - Present

Bronco Skating, Red Mango Fundraiser Coordinator
October 2014

Achievements
Lee Honors College: Member  •  Fall 2013 - Present
Alpha Lambda Delta, Member  •  Spring 2013 - Present
WMU & Haworth College of Business Scholarship Recipient  •  Fall 2013 - Present
Haworth College of Business Dean’s List  •  Fall 2013 - Present

Tucker R. Franklin
269-745-8398  •  Tuckerfranklin@wmich.edu  •  www.linkedin.com/in/Tucker Franklin  •  Skype: 2691234567

Objective
A self-driven, top performing sophomore, seeking an internship position that will allow me to utilize my leadership ability and communication skills to further develop my professional character and selling ability within your company.

Education
Western Michigan University-Haworth College of Business
Bachelor of Business Administration
Major: Sales and Business Marketing
GPA: 3.94

Kalamazoo, MI  •  Graduation Date: April 2018
Minor: Finance and Management

CIMBA, Consortium Institute of Management and Business Analysis, Paderno del Grappa, Italy
Summer 2015

Professional Experience
Data Entry Manager
Proos Fabrication and Manufacturing Inc.
May 2015

- Selected for attaining top 10% percentile GPA at Western Michigan University
- Selected for attending top 15% percentile GPA at Western Michigan University

Sales Extern
WMU Business Internship Program
May 2015

- Helped manage and maintain over 1,000 acres of land in a timely fashion
- Demonstrated quick and responsive customer satisfaction through negotiation and problem resolution

State Ranger
Muskegon State Park
June 2013 - August 2015

- Communicated and network with various companies in the largest student-run organization
- Identified and select companies to attend Employer Nights
- Assist President in promotion of SBMA and coordination of Employer Nights

Student Leadership Advisory Board
December 2015 - Present

- Collaborate with top-performing students in the planning and implementation of student activities within the Haworth College of Business
- Invited into Honor Society after achieving top 10% percentile GPA in first year at Western Michigan University

Delta Sigma Pi
January 2016 - Present

- Adhered to the highest ethical standard and achieved highest donation rate among peers through vigorous and time-consuming pledge process
- Assisted Vice President of Pledge Education to align the expectations of the Fraternity with all Neophytes
- Directed and strategized fundraising, professional, community service, and social events to be conducted with Neophytes

Honors and Awards
Inducted February 2015

Alpha Lambda Delta Honor Society
Inducted February 2015

Golden Key International Honor Society
Inducted October 2015

Drive Safe Kalamazoo
January 2015

- Volunteered time to be dispatched around Kalamazoo to give students judgment free rides home on the weekends
- Negotiated and achieved highest donation rate by over 200% of other volunteers

Professional Affiliations
April 2015 - Present

Committee Member
- Communicate and network with various companies in the largest student-run organization
- Identify and select companies to attend Employer Nights
- Assist President in promotion of SBMA and coordination of Employer Nights

Student Leader
- Collaborate with top-performing students in the planning and implementation of student activities within the Haworth College of Business
- Invited into Honor Society after achieving top 10% percentile GPA in first year at Western Michigan University
- Selected for attending top 15% percentile GPA at Western Michigan University

Pledge President
January 2016 - Present

- Adhered to the highest ethical standard and achieved highest donation rate among peers through vigorous and time-consuming pledge process
- Assisted Vice President of Pledge Education to align the expectations of the Fraternity with all Neophytes
- Directed and strategized fundraising, professional, community service, and social events to be conducted with Neophytes
Jimmy Buffet  
Commercial Leasing Specialist with Stryker Flex Financial  
1234 S. Margaritaville Blvd., Kalamazoo, MI 49008  
jim.buffet@comcast.net  

I have a professional background in retail banking, bank operations and commercial leasing but am eager to take on the challenges of your MBA program. For my education, I graduated with a Bachelor of Arts degree from Kalamazoo College in Economics and Business. While there, I studied abroad for a trimester, competed in collegiate football and took part in several service learning projects within the community. I look to bring leadership, analysis and a cross-functional mindset to your program.

WORK EXPERIENCE
Documentation Specialist, Stryker Flex Financial  
Stryker – Kalamazoo, MI – July 2013 to Present
- Work in an incredibly fast-paced environment to structure commercial leasing documents for complex business transactions ensuring accuracy and timely turnaround time.
- Collaborate with our internal Legal team and customers for negotiated terms.
- Review signed agreements and process for Purchase Orders supplied by a third-party funding source.
- Manage contingencies and deficiencies that could delay shipping or funding.
- Work closely with an inside sales team, credit and portfolio administration team to provide excellent customer service.
- Continue to build new processes around our “Captive” model and work to improve current processes to become more efficient in a demanding environment.

Operations Loan Analyst (Team Leader), Consumer Loan Closing and Processing  
PNC BANK – Kalamazoo, MI – May 2011 to July 2013
- Oversaw a team of 12 people, fielded questions and coached staff regarding home equity loan closings, sales strategies and five-star service.
- Team Leader for a new, pilot process as Loan Closing underwent a change in operating models.
- Nominated to train remainder of department on the new model. Because of success, traveled to and trained the Rocky Mount, NC division.
- Reviewed trust agreements to determine signing requirements for home equity loans. Assisted in training another division to assume these responsibilities.
- Handled and resolved escalated situations during application process.
- Worked as a liaison between branches, customers, underwriting and fulfillment.
- Trained new hires and conducted interviews.

Assistant Branch Manager  
First Community Federal Credit Union – Kalamazoo, MI – December 2008 to July 2010
- Underwrote consumer loans; arranged and managed loan closings.
- Trusted with lending approval authority.
- Identified member’s financial needs and offered informed solutions.
- Responsible for growing brand in terms of shares, loans, membership and other financial relationships.
- Oversaw and motivated a staff of 5-7 people.
- Conducted a survey and wrote a report identifying desired avenues of communication with membership.
- Researched and provided analysis of the benefit of a credit union call center.

EDUCATION
Bachelor of Arts in Economics and Business  
Kalamazoo College – Kalamazoo, MI  
September 2003 to June 2017

College Prep  
Grosse Pointe South High School – Grosse Pointe, MI  
January 1999 to January 2003

SKILLS

LINKS
- http://www.1stcomm.org
- http://www.stryker.com
- http://www.pnc.com
- http://www.kzoo.edu

AWARDS
Flex of the Week – Stryker  
May 2014
Volunteered to travel to Chicago and set-up our Flex Financial Road Show

PNC Achievement Award  
March 2012
For leadership demonstrated during implementation of new operating model

PNC Employee of the Month  
September 2010
For scorecard excellence

Kalamazoo College Dean’s List  
June 2007
Three-time recipient during four-year tenure for academic excellence
KELLY M. FORTUNE  
1234 Howard St., Kalamazoo, MI  49006  
Phone: (269) 123-4567  
Email: kelly.m.fortune@wmich.edu

OBJECTIVE
To obtain a full-time position as a family life educator in the greater Kalamazoo Community, assisting with the healthy growth and development of families.

EDUCATION
Bachelor of Science in Education  
Western Michigan University, Kalamazoo, MI  
GPA 3.58

Certifications:
- Michigan Provisional Secondary Certificate (Highly Qualified)  
- 6-12 Family and Consumer Science (KH); 6-12 English (BA)  
- First Aid, American Red Cross  
- Child, Infant and Adult CPR, American Red Cross

EXPERIENCE
- Intern Teacher  
  Portage North Middle School, Portage Public Schools, Portage, MI  
  January-June 2018
  - Created an assimilation 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, addictions, health/nutrition education, and teen age 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.

OTHER EXPERIENCE
- Community Health Educator/Teen Programming Assistant  
  Kalamazoo MI  
  August 2016-Present
  - Volunteer, Kalamazoo Habitat for Humanity
  - Volunteer, Special Olympics Competition
  - Student Leader, Welcome Week Student Orientation Program
  - Dynamic People Actively Seeking Health (DASH) Program
  - WMU Summer Basketball Camp Counselor

CERTIFICATIONS/PROFESSIONAL AFFILIATIONS
- National Athletic Trainers Association  
  2014-Present
- American Heart Association CPR & AED  
  April 2015
- American Heart Association CPR & AED  
  April 2015

ACADEMIC HONORS AND AWARDS
- Don M. Jackson Scholarship  
  2016-17
- WMU Dean’s List  
  2015-18
- Alpha Lambda Delta Honors Society  
  2016
- Western Michigan University Academic Scholarship  
  2017
- Harriett Kiser Creed HPER Scholarship  
  2015

TECHNOLOGY
- Microsoft Word, Excel, PowerPoint, Publisher, Adobe Photoshop, Adobe Illustrator
OBJECTIVE
To contribute classroom and previous dietetics training to an internship with Bronson Methodist Hospital to improve the health of patients and increase efficiency of service.

EDUCATION
Bachelor of Science in Dietetics
Western Michigan University, Kalamazoo, MI
Program Concentration: Food and Nutrition
Expected Graduation: June 2019
GPA: 3.62

EXPERIENCE:
Dietitian Intern
St. Mary’s Free Bed Hospital
Grand Rapids, MI
January-May 2018
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
St. Johns Hospital
Bloomfield Hills, MI
June-August 2017
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
Sprint PCS
Kalamazoo, MI
March 2014-August 2016
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
Academy of Nutrition and Dietetics (fka, American Dietitians Association) 2016-present
Dean’s List, WMU 2016-present
Student Dietetics Association (WMU) 2014-15
Coach, Girls of the Run 2014-2017
Healthy Babies, Healthy Start Program (Kalamazoo County) 2016

TECHNOLOGY
Microsoft Office Suite
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 unique learning styles. Able to participate in extra-curricular activities, including academic and athletic programming.

EDUCATION

Bachelor of Science in Education, April 2016
Western Michigan University, Kalamazoo, MI
Major: Elementary Education, Minors: Early Childhood, Mathematics/Science, English

Certifications:
- Michigan Provisional Certificate
- Highly Qualified in: English Language Arts (K-8), Mathematics (5-8)
- Highly Qualified in: Reading, Writing, Mathematics, Social Studies

TEACHING EXPERIENCE

Franklin Grove Elementary, Kalamazoo Public Schools, Kalamazoo, MI
Instructor, Teacher, District: 2016-2018
Teach and assess 2nd grade students in all core subject areas. Implement cooperative learning strategies with differentiated instruction to adapt instruction for all students. Increase math skills, study strategies and critical thinking skills. Implement data-driven decision making to improve student learning. Developed and monitored student progress with various assessments to ensure student achievement.

Galesburg-Augusta Middle School, Galesburg-Augusta Community Schools, Galesburg, MI
Professional Teacher, District: 2017-2018
Observe and assess with various measures for high school students. Developed and implemented hands-on learning opportunities for students using both traditional and technology-based instruction. Engaged in cross-disciplinary planning to ensure effective instruction. Developed lesson plans and activities that target specific student needs.

Spring Valley Elementary School, Kalamazoo Public Schools, Kalamazoo, MI
Professional Teacher, District: 2018-2019
Developed and implemented instruction using the Four Blocks literacy framework for 2nd grade students. Worked closely with reading specialists to increase reading proficiency. Provided intervention for students who were struggling with reading.

RELATED EXPERIENCE

Old Welcome Home, Kalamazoo, MI
Daycare, Teacher, District: 2014-2016
Teach and assess 5-year-old children in all core subject areas. Implement cooperative learning strategies with differentiated instruction to adapt instruction for all students. Increase math skills, study strategies and critical thinking skills. Implement data-driven decision making to improve student learning. Developed and monitored student progress with various assessments to ensure student achievement.

ADDITIONAL CERTIFICATIONS

CPR, First Aid, and Adult CPR, October 2018

AWARDS


TECHNICAL SKILLS

Microsoft Office, PowerPoint, Excel, Adobe, and more

INTERESTS

Reading, Running, Hiking, Golfing, Outdoors
Jack Tanner

Effective leader with strong communication skills and organization. Proven ability to successfully train corporate, military, and academic personnel. Technically proficient and capable of learning new processes quickly.

EDUCATION
Bachelor of Science, Aerospace Engineering Expected Graduation - May 2019
Western Michigan University
GPA - 3.85

EXPERIENCE
Air Force Reserve Officer Training Corps
2014-Present
Michigan State University
Cadet Wing Commander
- Attend weekly training under active duty Air Force personnel
- Receive training in the core areas of leadership, communication, and teamwork
- Attended boot camp-style field training and achieved the highest ranking possible within flight
- Currently placed in charge of the entire Cadet Wing as the Cadet Wing Commander
- Responsible for the training of 100+ cadets, as well as week-to-week planning

Student Success Center
2016-2017
Western Michigan University
Student Tutor/Teaching Assistant
- Tutor science, engineering, and technology subjects to underclassmen
- Advise new students on study habits and other productive learning skills
- Present new material to students in classroom setting
- Grade completed work and provide feedback

Rockwell Automation
Wayland, Michigan
Summer 2017
Summer Sales Intern
- Learned the industry and assigned products quickly, in spite of no previous experience
- Considered to be an expert in Rockwell Automation Ethernet Media products and therefore tasked with training full-time employees
- Completed over 120 in-person sales calls to manufacturing companies throughout western Michigan, exceeding quota by 70 sales calls
- Performed product demonstrations to entire branch during monthly sales meetings

Rood Hall Particle Accelerator Laboratory
2015-2017
Western Michigan University
Student Worker
- Assisted Lab Engineer in the development and construction of circuitry to monitor the Accelerator’s coolant system
- Led the installation and troubleshooting of newly developed coolant monitoring system

Anderson Farms
Newark, Ohio
2012-2016
Production Supervisor
- Ultimately responsible for the production of straw wattles, an erosion control product
- Hands-on ability to operate and maintain farm machinery including tractors, bobcat and forklift

HONORS
- Dean’s List - All semesters
- AFROTC Commendation Award - Spring 2015
- AFROTC Achievement Award - Fall 2015
- AFROTC Meritorious Service Award - Fall 2016
- AFROTC Distinguished Graduate - Max 1 of AFROTC Field Training 2016

VOLUNTEER
- Over 80 hours of community service through Arnold Air Society at nursing homes, soup kitchens, and trash clean-ups
- Over 500 hours of volunteer work through Superkids Ministries as a counselor in charge of 10-20 young boys

JACQUE M. STORY
jacque.m.story@wmich.edu
(561) 676-1615

OBJECTIVE
To obtain an internship with Macy’s, offering strong academic and practical experience to assist with creation of marketing and branding plans.

EDUCATION
Western Michigan University, Kalamazoo, MI
Bachelor of Science in Fashion Merchandising and Design, April 2019
GPA: 3.8
Minor: Business Management

RELEVANT COURSEWORK
- Apparel Construction & Styling
- Flat Pattern Design & Drafting
- Textiles
- Product Development
- Retail Management
- Entrepreneurship
- CAD
- Visual Merchandising

EXPERIENCE
Hanes Envision Department Store, New York, NY
Sales Associate
January-April 2018
- 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 store’s mission and goals
- Created merchandising test forms for accuracy and efficiency of store records

Family Dollar Stores, Kalamazoo, MI
- Patient Services Representative
- Product Manager
- Assistant Manager

M-O-A Fashion Show Designer
September 2017-December 2017
- Designed and constructed costumes for four runway shows in collaboration with the Susan G. Komen Breast Cancer Foundation fundraiser
- Assisted with set designs, hair and make-up for models, and served on the fundraising and design committees to ensure event success
- Created concept board and visual merchandising displays for visual presentation

ACTIVITIES/HONORS
- Phi Sigma Theta National Honor Society - 2013 - Present
- WMIU Deans List - 2012 - Present
- WMIU Women’s Chorus - 2012 - Present
- Kappa Omicron Nu National Honor Society - 2013 - 15
- Member, Merchandising Opportunities and Design Association (MODA) - 2014 - 15
- American Heart Association Heart Walk Grand Rapids MI - 2014
- Campus Activities Board - 2013

TECHNOLOGY SKILLS
- Proficient in Microsoft Word, Excel, and PowerPoint
- Working knowledge of Adobe Illustrator, Photoshop, and InDesign

Fashion Merchandising

Education / Engineering
Versatile, motivated, and optimistic student pursuing a summer internship in the field of chemical engineering. Striving to apply leadership skills and laboratory experience to improve the lives of others.

Education:
Bachelor of Science in Chemical Engineering
Western Michigan University, Kalamazoo MI
Expected Graduation: April 2021
Spanish Language and Culture Study Abroad - fluent in Spanish
University of Burgos, Spain

Work Experience:
Student Ambassador, College of Engineering Advising Office
August 2016-Present
- Develop relationships with students, manage simultaneous projects, exceptional organization.

Atherosclerosis Research Laboratory Assistant, WMU Chemical Engineering
May-August 2017
- Worked with a team to determine the root cause and prevention of atherosclerosis.
- Improved the purification process of PEIPC through chromatography, monitored by mass spectrometry.
- Tested and analyzed protein interaction and signaling through western blotting, gel electrophoresis, PCR, and tissue culture work.

Leadership and Volunteer Experience:
Emerging Leaders & Lead Corp
2015-Present
- Strengthened leadership skills and styles through self-analysis and symposiums.

Coach, Bronco Connection Center, WMU Department of Alumni Relations
June-July 2016
- Trained new hires and worked as an example motivating and assisting coworkers.

Student Mentoring Program
August 2015-May 2016
- Mentored youth in Chicago, as a pen-pal, encouraged continuing education.

Relay for Life
April 2016
- Organized the team and fundraisers, while sharing the primary intent of this national event with the local community.

Mission Trips to Nicaragua and Costa Rica
2014 & 2015
- Connected with the community and hospital, providing support to local maternity clinic.

Accolades:
AIChE Freshman Recognition Award
2016-2017
President's Grant for Study Abroad
2017
Chassis Plans Leadership in Engineering Scholarship Finalist
2016
MI-LSAMP Summer Undergraduate Research Academy Grant
2015

Memberships & Certificates:
Member of the American Institute of Chemical Engineers
2016-Present
2016

Current Activities:
- WMU Women in Science Technology Engineering and Mathematics
- WMU AIChE Club
- WMU Engineering Mentoring Network
- WMU Swim and Dive Club

Skills and Certification:
- Microsoft Office Suite
- BlueBeam PDF Software
- Procore Associates Certificate
- SAChE Safety Certificate “Chemical Process Safety in the Chemical Process Institute”
- Basic AutoCAD
- Procore Associates Certificate
- Public Speaking
Seth McMillan

Enthusiastic and reliable engineering student with a strong work ethic seeking an internship with Eaton Corporation for the summer of 2018. Offering leadership experience, solid organizational skills, and innovative thinking to advance development of current and future products.

Education
Bachelor of Science in Engineering
Western Michigan University (WMU) Kalamazoo, MI
Major: Mechanical Engineering, Minor: Mathematics, Psychology GPA: 3.25 / 4.00
WMU Signature: Leadership

Skills / Academic Progress
• Computer applications including: HTML, MATLAB, AutoCAD, SolidWorks, MS Office
• Emerging Leaders Certificate from WMU – Student Leadership Office
• Leaders in Action Certificate: Development of collaboration, teamwork, conflict management
• Mechanical and Aerospace Engineering Merit Scholarship recipient

Experience
Student Outreach Ambassador
WMU College of Engineering and Applied Sciences May 2016 - Present
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
WMU College of Engineering and Applied Sciences March 2016 - Present
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
Lansing YMCA September 2013 - August 2015
Lansing, MI
• 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
• Dean’s List, Western Michigan University 2016 - Present
• Treasurer, Society of Automotive Engineers student chapter
• Volunteer, Habitat for Humanity and WMU Invisible Need Food Pantry

Jenna Oliver, M.S.

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 December 2019
Western Michigan University
Thesis: Detection of Hybrid & Quiet Vehicles by Blind & Visually Impaired Pedestrians
(Thesis research project supported by General Motors)

Bachelor of Science in Mechanical Engineering, GPA: 3.30 April 2017
Western Michigan University

PROFESSIONAL EXPERIENCE
Graduate Research Assistant September 2017 to Present
Western Michigan University

• Manage data collection research projects in partnership with General Motors and Nissan
• 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 May 2016 to August 2017
WeBuild Inc. (Architecture/Engineering Firm)

• 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
• Assisted with the design of the data acquisition system that records vehicle position and motion, acoustic data, and subject responses
• Serve as a mentor for academic, co-curricular, and leadership involvement
• Assisted students in science, engineering, and mathematics coursework to advance student achievement

SOFTWARE KNOWLEDGE
MATLAB; SPSS; LabVIEW, AutoCAD 2000/2006/Building Systems 2006/MEP 2009; Carrier 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 lbf hydraulic shaker table; reverberation test chamber; anechoic test chamber

COMMUNITY INVOLVEMENT
Resident Assistant (RA) August 2013 to April 2016
Western Michigan University

• 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
AMELIA BROWNING
4001 Barton Blvd, Kalamazoo, MI 49007 • (269) 777-3131 • amelia.browning@wmich.edu

EDUCATION
Bachelor of Science, Engineering
Western Michigan University
• Major: Engineering Design Technology
Expected Graduation: Spring 2019
Current GPA: 3.75

EMPLOYMENT
Western Michigan University Plastics and Processing Lab Assistant
Kalamaazoo MI 2018-Current
Support the WMU plastics and polymers classes by grading student assignments and assisting during weekly student lab sessions.

General Motors - Vehicle Engineering Intern
Warren MI, Summer, 2016-2017
• Create 3D engineering models for the next generation overhead door panels which will eventually become standard on most GM vehicles in the next few years. (2017)
• Utilize Autodesk Mold Flow software to advise designers and engineers on part development questions and production issues. (2017)
• Assisted vehicle engineers with a preliminary redesign of interior body panel attachments. Attended weekly design reviews with engineers and suppliers to ensure that the parts being developed meet all necessary requirements and standards. (2016)
  o The purpose of this new attachment design was to decrease the likelihood of a component detachment when side airbags were deployed, making a vehicle crash much safer for the occupants.
• Developed the 3D engineering models of the fuse door panel for the 2018 Buick Enclave. (2016)

Metal Technologies Incorporated: Gray Iron Foundry-Engineering Co-Op
Three Rivers MI, 2015-2016
• Worked with the engineering department on day to day tasks and larger projects by meeting deadlines based on shifting priorities.
• Performed statistical analytics focusing on correlations between iron chemistry, desired product properties, physical defects, and tooling life.
• Assisted the engineering department with gating and mold design, microstructure analysis, updating CAD designs, FMEA analysis, reports, and presentations.

Michigan Department of Transportation-Road Surveyor
Portage MI, Summer 2015
Carried out region operations with incident management, sign mapping, data collection, and reporting.

Blue Wave Products-Product Designer (Freelance)
Kalamazoo MI, 2015-As Needed
Contracted to work with artists, marketing teams, and product developers to create production drawings and 3D engineering models for the purpose of producing new lines of pool products such as lounge chairs, toys, and slides.

AFFILIATIONS
Society of Plastics and Engineers-SPE (Automotive Division)
2016-Present
The Automotive Division of SPE is dedicated to recognizing and communicating technical accomplishments in all phases of new automotive plastics and plastic-based composite applications.

Kalamazoo Promise Mentoring Program-Western Michigan University
2015-Present
The Kalamazoo Promise Mentors are a group of successful college students who provide first generation college students with support and guidance through their first years of college.

Entrepreneurship Club-Western Michigan University
2015-2016
Event planning, internal organization, member recruitment, event promotion, and treasurer.

TECHNICAL SKILLS
• Computer Aided Design:
  o Siemens NX 9, Lifecycle Visualization, Finite Element Analysis, and Team Center.
  o Autodesk Mold Flow Simulation.
Whitney Williams
430556 Mango Hills Ave.
Naperville, IL 60564
630.222.2222  whitney.williams@wmich.edu

Education
Bachelor of Arts, December 2018  GPA: 3.6
College of Fine Arts, Western Michigan University
Kalamazoo, MI

Major: Dance

Hair: Brown  Eyes: Brown  Height: 5’3”  Weight: 125

Performances
- "Altius"  Robert Battle  Soloist, Ensemble
- "Red Salvation"  Tony Gekko  Ensemble
- "EL Oto Lucio"  Carolyn Paulik  Duet, Ensemble
- "Kennedy Center Performance of The End"  David Conaway  Ensemble
- "The 45's"  Lou Conte  Trio, Ensemble
- "In the Streets (Helen Tamiris)"  Shaped by Shanna Martin  Ensemble
- "In My Mind"  Mark Gelles  Duet, Ensemble
- "Kennedy Center Performance of Suite Café"  George Faison  Ensemble
- "Suite Café"  George Faison  Ensemble
- "Jawbone"  Derrick Evans  Ensemble

Dance Companies
- Western Dance Project  David Conaway
- Spanish Steps Dance Company  Jon Fonder, Mary Dew, Melissa Parnell, Nicole Scopovski

Teaching Experience
- Education for the Arts  Modern  Kalamazoo, MI
- Shyanne Danse Kizette  Hip Hop  Plainwell, MI
- Center For Dance  Ballet, Jazz, Hip Hop, Tap, Modern  Westland, IL

Training, Awards, and Scholarships
- "Dallen Exceptional Dance Medal"  WMU  2016-2017
- "Partners in Dance Scholarship"  WMU  2015-2016
- "Outstanding Dance Major Scholarship"  WMU  2015-2016
- "Wendy Comoch Scholarship"  WMU  2015-2016
- "Lou Conte"  Chicago, IL  2016-2017
- "Urban Jamms"  Chicago, IL  February 2016, The Edge Scholarship
- "The City"  Los Angeles, CA  July 2016
- "Dance For Life Summer Workshop"  Chicago, IL  July 2016
- "International Dance Challenge"  Chicago, IL  2016, Center Stage Award
- "Ballet America: Finals"  New York  July 2016, Dancer of the Year
- "Broadway Dance Center"  New York, NY  July 2014
- "Chicago Xtreme Rhythm Project"  Chicago, IL  June 2014-2013
- "River North Workshop"  Chicago, IL  August 2013
- "Co Dance: Finalist"  Orlando, FL  July 2013, Dancer of the Year

Special Skills
- Acting, Singing, Musical Counting
- Choreography: Stark Stage and Crew Work, Lighting Design
- Members: Basic Spanish, Gymnastics, CPR/First Aid

Joshua E. Ruiz
269.387.7788  joshua.e.ruiz@wmich.edu

EDUCATION
Bachelor of Fine Arts in Graphic Design  Expected graduation April 2020
Western Michigan University, Kalamazoo, MI
3.6 GPA

Minors: Photography and Imaging

Associate of Arts in Visual Communication  May 2016
Kellogg Community College, Battle Creek, MI
3.0 GPA

ARTISTIC EXHIBITIONS
- "Structure for Chaos, Cosmo's Cucina"  Kalamazoo, MI  2018
- "Kalamazoo by Night, Water Street Coffee Joint"  Kalamazoo, MI  2017

SOFTWARE and DESIGN SKILLS
- Adobe InDesign  Macromedia Flash  Dreamweaver
- Adobe Illustrator  Black & White Film Processing  Photo Matting
- Adobe Photoshop  QuarkXPress

DESIGN EXPERIENCE
- Graphic Designer, Morgan Graphics, Portage, MI  May 2017 – present
- Design and illustrate commercial documents for clients
- Prepare submitted art and layouts for presses and digital printing
- Package documents and graphic resources, including separating colors and ripping plates
- Work successfully under strict deadlines to produce a superior product

- Graphic Design Intern, Shan Printing, Battle Creek, MI  May 2016 – July 2016
- Created three design proposals based on employer's specifications and presented to the staff for approval
- Developed corporate identity packages, including business cards, stationery and brochures, for a three new business clients

AFFILIATIONS and ACCOMPLISHMENTS
- American Institute for Graphic Artists (AIGA), member  2015 – present
- Art Star Award Recipient, nominated by faculty  2017
- Water Enz Memorial Scholarship  2015
Interdisciplinary Health Services

Nancy Kathryn Wiltmore
1244 Haven Street Kalamazoo, MI 49006
(269) 123-4567 nancy.wiltmore@w.mich.edu

PROFILE
Responsive bilingual professional seeking to use a holistic approach and critical thinking skills for the Medical and Health Services Manager position with Spectrum Hospital. Ability to maintain rapport and effectively communicate with individuals from diverse backgrounds.

EDUCATION
Bachelor of Science in Interdisciplinary Health Services Graduation: April 2019
Western Michigan University
Minor: Psychology and Social Work
Kalamazoo, MI

HEALTHCARE EXPERIENCE
Program Support Community Living Options January 2017 – Present
Kalamazoo, MI
- Administer medications to adults 21-70 years of age. Help determine when to provide CPR, First Aid, or AED.
- Document patient vital signs (blood pressure, blood sugar level, administration of insulin injections) and check weights, recording information and verifying patient confidentiality in accordance with HIPAA regulations.
- Serve as a primary contact between physician, patient, supervisor, and on-duty medical assistance. Inform all staff required to maintain client status with patient mental health.
- Interact with the family members and co-workers while working towards the recovery of the patient.

Rehab Aid Program Assistant May 2015 – December 2016
Kalamazoo, MI
- Administer medications to adults 21-70 years of age.
- Perform catheter care for inpatient and home health patients.
- Provide emotional support to patients and their families.
- Ensure that the facility was organized, clean and clean.

Medical Records Analyst February 2014 – April 2014
Saint Joseph, MI
- Organized and entered hospital records into the Chartbase database.
- Analyzed patient medical records and charts for doctors’ offices. Obtained and understood essential healthcare data and patient information, including HIPAA laws.

VOLUNTEER EXPERIENCE
Port Huron Hospital Foundation - Children’s Network Port Huron, MI December 2015 – 2017
- Volunteer at the Children’s Network

Global for Humanity: Co-Leader Kalamazoo, MI June 2015

Volunteers Against Sexual Assault (VASA) Kalamazoo, MI October 2015

Maria Alexander
maria.alexander@w.mich.edu 1244 Philip Street Kalamazoo, MI 49008 (269) 123-4567

OBJECTIVE
Seeking a bilingual (Spanish) Social Worker position at Lincoln Elementary School District #1 in San Antonio, Texas. Offering strong communication skills in English and Spanish, with experience in individual, family, and group programming for migrant and seasonal farmworker populations.

EDUCATION
Bachelor of Social Work Western Michigan University, Kalamazoo, MI GPA: 3.76
April 2019

Associate of Arts in Liberal Arts Southwestern Michigan College, Dowagiac, MI May 2014

RELATED EXPERIENCE
Social Work Intern September 2017 – May 2018
Catholic Family Services Caring Network Kalamazoo, MI
- Collaborate with employees to achieve program goals.
- Assist clients by referring them to parenting and child care programs.
- Communicate with clients regularly.
- Maintain accurate records while protecting client confidentiality.

Program Associate September 2016 – March 2017
Cass County Michigan State University-Extension Casco, MI
- Promote nutrition and health education to families and individuals with limited educational backgrounds.
- Developed and created Spanish language educational materials.
- Represented Cass County MSU-E at migrant resource council, Cass County Youth Committee, and others.
- Completed monthly individual and group activity data using Microsoft Excel.

Community Service and Volunteer Activities
All Saints 2012-present
Sunday School St. Thomas More Student Parish 2014-present
Mother Fr. Volunteer Learning Network 2014-2016

Hobbies and Memberships
WMU College of Health and Human Services Dean’s List and Honor Student All semesters
Member of the Association of Social Workers 2014-present
Speech Pathology

- Jacob Hillary –
  (269) 123-4567 | jacob.c.hillary@wmich.edu

Seeking a position with the Chicago Public Schools as a clinical fellow speech-language pathologist. Contributing excellent leadership and interpersonal skills to help children excel in their academic career.

EDUCATION

Master of Arts, Speech-Language Pathology
Western Michigan University, Kalamazoo, MI
April 2019

Bachelor of Arts with Honors, Communicative Sciences and Disorders
Western Michigan University, Kalamazoo, MI
May 2017

Secondary Provisional Teaching Certificate
Speech Correction Teaching Major K-12 Endorsement
Psychology Teaching Minor Secondary Endorsement
Michigan State University, East Lansing, MI

Communication Disorders Study Abroad, United Kingdom
July 2015

Participated in evaluation, treatment, and research of communication disorders with speech language therapists and academia from University College London and hospitals in London, England, and Edinburgh, Scotland.

CLINICAL EXPERIENCE

Spectrum Health, Butterworth Hospital, Grand Rapids, MI
September-December 2017

- Served clients aged 2-94 in Trauma I adult 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.
- Prepared and performed 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.

Charles Van Riper Language, Speech, and Hearing Clinic, Kalamazoo, MI
September 2016-August 2017

- Served clients aged 3-8. Participated in diagnostic teams to determine need for speech and language services.
- Administered standardized tests including: Goldman-Fristoe Test of Articulation (GFTA-2), Karo-Lewis Phonological Analysis (KLP), Peabody Picture Vocabulary Test (PPVT-III), and the Stuttering Severity Instrument (SSI-4).
- Organized and prepared 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.

PROFESSIONAL ORGANIZATIONS

Michigan Speech-Language Hearing Association (MSHA) 2015-Present
National Student Speech-Language Hearing Association (NSSLA) 2015-Present

COMMUNITY SERVICE

Conversational tutor for international teaching assistants at Michigan State University 2016-2017
Classroom aide and chaperone at Heartwood School for students with autism in Lansing, MI 2016-2018

Nursing

REBECCA KANE
(269) 123-4567
rebecca.kane@wmich.edu

EDUCATION

Western Michigan University, Kalamazoo, MI
April 2020

Bachelors of Science in Nursing
Carl and Winifred Lee Honors College
Medallion Scholarship Recipient

Kellogg Community College
August 2014

EMT- Basic Certification

PROFESSIONAL EXPERIENCE

AskWMU Coordinator-Student Ambassador
January 2018-Present

- Lead tour groups through facility and answer questions regarding the program and clinical opportunities.
- Train new employees in customer service and communication.
- Provide excellent, timely, and professional customer service.

Western Michigan University
September 2017-Present

Nursing Lab Assistant
- Prepare classroom and lab for clinical nursing students.
- Assist students in validation preparation.
- Maintain non-threatening, clean, and safe learning environment for students.

American Red Cross Instructor
June 2016-Present

- Instruct CPR, First Aid, and AED to youth and adults.

SKILLS

Languages: English (primary), American Sign Language (secondary)

ACTIVITIES & HONOR

Western Student Association
- Christian Neighbors food pantry volunteer

Student Nurses Association
- Hope Lutheran Church nursery volunteer

Drive Safe Kalamazoo
- Tutor Time co-founder and coordinator

Fall Welcome Leader
- Rotary Youth Leadership Academy camp nurse

Red Cross Club
- Rotary service volunteer, Pretty Lake Camp
Dr. Sasha J. Barrington
Phone: (269)123-4567
sasha.j.barrington@wmich.edu

PROFESSIONAL SUMMARY
Physicist with teaching experience at a private liberal arts college, community college and a research university. Recognized for varied teaching styles, ability to make physics relevant to daily life, and put students at ease when learning difficult topics. All University Graduate Research and Creative Scholar at Western Michigan University and recognized for outstanding teaching assistant from the Department of Physics at WMU.

EDUCATION

Doctor of Philosophy, Physics GPA: 3.55  
Department of Physics, Western Michigan University, Kalamazoo, MI  
Dissertation Topic:  
Dissertation Adviser:  
June 2015

Master of Arts (Physics) GPA: 3.52  
Department of Physics, College of Arts and Sciences, WMU  
June 2011

Bachelor of Science  
Department of Physics, Faculty of Science, University of Columbo, Sri Lanka  
April 2004

TEACHING EXPERIENCE

Visiting Assistant Professor of Physics, Bethel College  
Courses taught  
PHYS 150-01: Introductory Physics I (Studio Physics Format)  
Text book: Physics for Scientists and Engineers; Randall D. Knight  
PHYS 340-01: Classical Dynamics w/Lab  
Text book: Classical Mechanics; John R. Taylor  
January-June 2016

Adjunct Physics Instructor, Kalamazoo Community College  
Courses Taught  
College Physics I: Lecture and standard Lab  
Eight credit/non-calculus course in general college physics intended for 38 diverse students in pre-science. Topics included mechanics, heat, and sound, using mathematical skills of algebra and trigonometry.  
Text book: College Physics; Serway & Vuille (10th edition)  
August-December 2015

Doctoral Teaching Assistant, Western Michigan University  
Courses Taught:  
PHYS 1080: Elementary Physics Lab  
PHYS 1150: General Physics I Lab  
PHYS 1160: General Physics II Lab  
PHYS 2060: University Physics I Lab  
PHYS 2070: University Physics II Lab  
Courses Assisted:  
PHYS 1020: Energy and the Environment Environmental Physics  
PHYS 2060: University Physics I  
PHYS 2070: University Physics II  
Fall 2008-July 2015

PROFESSIONAL DEVELOPMENT WORKSHOPS FOR TEACHING

- Member of AAPT, AFT Michigan, WMU Physics Club  
  May 2011-Present
- Presented at Kalamazoo Valley Community College Seminar Days  
  January 2016
  Topic: Seven Principles for Smart Teaching
- Graduate student teaching intensive  
  July 2015
  Professional development program that helps assess teaching practices, refine teaching and learning approaches, and improve communication for diverse learners. The intensive included:
  - Small group mentoring  
  - Guided practice & reflection  
  - Foundations of teaching & learning  
  - Effective classroom management  
  - Methods & strategies for learning  
  - Assessment & Evaluation

- Introduction to Google Apps in Education  
  October 2015
- Developing International Students’ Writing Skills  
  March 2015
- NFS: Managing Difficult Students & Academic Dishonesty  
  March 2015
- Teaching with Technology Symposium  
  February 2015
- Cool Tools Workshops at Western Michigan University  
  January-April 2015

TEACHING TOOLS
E-learning and Moodle (learning utilizing electronic technologies to access educational curriculum outside of a traditional classroom), Interactive Physics 2000, Science workshop, PASCO capstone software used with the PASCO Universal Interface, video analysis

AWARDS
- All University Graduate Research and Creative Scholar, WMU  
  2014
- Departmental Graduate Research and Creative Scholar, WMU  
  2014
- Jacob DeWitt Award for Outstanding Graduate Teaching, WMU  
  2012, 2013, 2014
- Outstanding Poster Presentation  
  5th Annual Research and Creative Activities Poster Day, WMU  
  2011
- APS women association, DAMOP, ICPEAC and Graduate Student Travel Award, CAARI Conference assistantship  
  2011

RESEARCH EXPERIENCE

Ion beam analysis:  
Collaborating with Fraunhofer and Vapor Technologies, Inc.  
2013-Present

Ion beam implantation, single crystal alignment for channeling, Rutherford Back Scattering analysis (RBS) for single crystal MgO, analysis of interface between Cr coatings deposited on Si substrate and irradiation of diamond with carbon and proton beam for slicing (Lift-off method).

Produce resistive stripes in 10 µm lines and an isolated heater in a microfluidic system  
Lurie Nanofabrication Facility, MI, USA  
June 2014 - October 2015
Electron and ion beam systems:
Western Michigan University May 2009-May 2015
Micro beam production, passive beam guiding and characteristic study of electrons and fast highly charged ions through micro and nano-sized insulating capillaries.

Micro beam production of slow highly charged ions:
University of Normany, Caen, France May-June 2012
Through micro-sized borosilicate glass capillaries at ARIBE (a low energy ion beam) facility.

PUBLICATIONS

INVITED TALKS
- S. J. Barrington, 22nd International Conference on the Application on Accelerators in Research and Industry (CAARI 2012), Fort Worth, TX, August 5-10 2012, Program and schedule, Tue-AP03-4
Curriculum Vitae

Alice B. Jackson, PhD

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Curriculum Vitae

EDUCATION
Ph.D., Educational Leadership, Higher Education
Western Michigan University, Kalamazoo, MI 49008
Dissertation: "Eeroite for and for committee attendance"
M.A., Michigan State University, English Literature
B.A., Albion College, Religious Studies

HONORS AND AWARDS
- All-University Teaching Effectiveness Award, Graduate College and Graduate Studies
  Council Western Michigan University (2016)
- Graduate Teaching Effectiveness Award, Department of Educational Leadership,
  Research, and Technology, Western Michigan University (2015 and 2014)
- Rising Star Award recognizing outstanding doctoral candidate in the College of
  Education and Human Development, Western Michigan University (2016)

ACADEMIC EXPERIENCE
- Western Michigan University, Adjunct Professor, Doctoral Associate, Student Affairs,
  Graduate Teaching Assistant (2016 – 2016)
- Wells College, Dean of Students (2016 – 2016)
- Green Ridge College, Dean of Students and Associate Professor of English (2003 – 2006)

PUBLICATIONS AND RESEARCH
Peer Reviewed Journals:
  Journal (Summer 2012).
  literature reveals what we understand and what we don't." URMIA Journal (July 2011).
  disabilities: Risk management considerations." New Directions for Higher Education,
  Special Issue: Disabilities and Higher Education.
  of the SSOA." Leadership Exchange (Summer 2005).

Books and Book Chapters:
Jackson, A. B. (2012). "Lessons from the academy: PRM implementation in the
  university setting." In R. S. Sanders, J. Kruger, & R. Sanders (Eds.), Enterprise risk
  management: One study for executives, risk practitioners, and educators. Hoboken,
  NJ: John Wiley & Sons.
  Legal Principles into Effective Policies." IRP Publications.

Other Publications:
http://www.varma.com/members/enterprise-risk-management-today-0220-
2013-1.pdf
Jackson, A. B. (2009). "Get student input to create effective disciplinary system." Student Affairs
  Today. IRP Publications.

Research:
Principal Investigator, Western Michigan University Interfaith Diversity, Experience, &
Principal Investigator, Western Michigan University Hope IX Sexual Misconduct and Safety
Survey (HEIRS 12-0305) Spring 2016.

TEACHING
Graduate:
- Assessment and Accountability (Fall 2013), Assessment and Accountability (Fall
  2014, 2016, 2016, Fall Higher Education Law (Spring 2015, 2016, 2017); Assessment
  and Accountability for the WMC Ph.D. program in the Dominican Republic (Summer 2016).
- Undergraduate: English Composition, First Year Seminar, British Literature, English
  Literature, Oral Communications, Introduction to Western Civilization, Shakespeare I and II.

PRESENTATIONS
Remote Presentations:
"Student Well-Being: The Role of the President of Student Assistants in Creating a Work of Care":
Keynote presentation and workshop for the Division of Student Affairs at the University of
Michigan-Flint, MI, August 2012.
Curriculum Vitae

Jackman, A. B. CV

Invited Conference Presentations:


“Invited Conference Presentations:

“Enterprise Risk Management for Higher Education.” Academic Impressions Conference Faculty Pre-con (Atlanta, GA) June 2015.

“The Intersection of Student Conduct Processes, Behavioral Intervention and Student Mental Health: Developing and Implementing Effective Policies and Practice.” Higher Education Risk Management Conference, University of Texas System (Austin, TX) April 2014.

“The Intersection of Student Mental Health Issues, Behavioral/Therapeutic Intervention and Student Conduct Protocols and Procedures: The Continuing Evolution of Effective Disability Services on College and University Campuses” with Jeff Nolan. 15th Annual Presecondary Training Institute (P3I) (Boston, MA) June 2013.

National and Regional Conferences:

“Together We’re Better: Diversity & Inclusion and Student Affairs Collaborative Partnership.” NASPA National Institute (Miami, Fl.) December 2015.

“Grade-A Assessment: Integrating the Teaching of Assessment with Student Affairs Department Processes.” (with Reed Kelly). NASPA Assessment and Persistence Conference (Boston, MA) June 2015.


“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’ Forum, NASPA Regional IV-East Conference (Evansville, IN) October 2011.


2014-6/6-2015:
Title IX Director of Compliance Search Committee (2014), co-chair:
Western Michigan University Higher Learning Commission Advisory Council (2013 – present)
University Strategic Planning Operations Team (USPOT) and Transition Team, Western Michigan University (April 2012 – May 2016).

CONSULTING
Strategic Planning Workshops, School of Social Work, Western Michigan University: September and November 2015.
Strategic Planning Workshop and consultation regarding mission and goals, School of Public Affairs Administration, Western Michigan University (January 2014)
International Development (IDB) administration and feedback faciliitation, Center for Global and International Study, University of Michigan, July 2013.
ABRAHAM LINCOLN
111 President Drive
Washington DC 20005 US
Mobile: 202 200 2222
Email: abraham.lincoln@wmich.edu

Country of Citizenship: United States of America
Veteran’s Preference: No
Highest Grade: GS-02-07, 06/2016-08/2017

Availability: Job type: Permanent, Temporary, Recent Graduates
Work Schedule: Full time

Desired Locations:
US-DC-Washington/Metro
US-VA-Arlington
US-VA-Alexandria

Work Experience:
Department of State (Educational and Cultural Affairs) Washington, DC US
9/20/16-8/20/18
Grade Level: 02
Supervisor: John Smith (289-222-2222)
Okay to contact this Supervisor: Yes

- Supervised 10 contractors on communications, ensured project was delivered on time and budget
- Contracted and pitched media for program publicity resulting in four newspaper articles and two interviews
- Researched public affairs best practices in private sector and government, resulting in five adopted measures that improved agency performance
- Facilitated biweekly team meetings and conducted monthly diversity training presentations for twenty to thirty internal staff members
- Participated in team brainstorming sessions to analyze organizational problems and improve efficiency

Department of State (Educational and Cultural Affairs) Washington, DC US
5/5/15-8/20/16
Grade Level: NA
Supervisor: Jane Doe (209-333-444)
Okay to contact this Supervisor: Yes

- Wrote eight articles about foreign education initiatives in Bureau newsletter and press releases
- Created marketing and training materials for use in programs and mentoring initiatives
- Coordinated monthly presentations on mentoring initiatives

ABC Afterschool Program
Philadelphia PA US
3/14/13-2/1/15
Salary: 15 USD per hour
Hours per week: 40

Program Coordinator
Supervisor: John Doe (209-444-4444)
Okay to contact this Supervisor: Yes

- Developed and monitored program goals and policies resulting in the highest recorded performance in ten years
- Oversaw three mentoring programs in limited resource communities to promote safe and healthy youth development
- Recruited, trained, and managed twenty-five adult mentors and twenty youth

ABC Afterschool Program
Philadelphia PA US
5/5/15-8/20/16
Grade Level: NA
Supervisor: John Smith (289-222-2222)
Okay to contact this Supervisor: Yes

- Assembled financial and budget information for use in Educational and Cultural Affairs internal materials
- Assisted with administrative tasks such as filing documents and organizing meeting logistics

U.S. Consulate (Department of State) Madrid, Spain
5/13/15-8/25/15
Grade Level: NA

Political and Economic Section Intern, NA
Supervisor: Jane Doe (209-333-444)
Okay to contact this Supervisor: Yes

- Researched and wrote five regional and economic and political briefs for US Ambassador’s Madrid consulate district visits
- Compiled ten briefs with fifteen professionals in regional chambers of commerce, bank’s nongovernmental organizations, and government offices to enable a shared understanding of material.
- Synthesized information from external research and interviews
- Provided administrative support through sorting mail, filing documents, and answering multi-line phone system
- Utilized Spanish language skills as well as political and cultural knowledge in a variety of settings

Education:
Western Michigan University, Kalamazoo, MI US May 2019
Bachelor of Arts
98 Credit Hours
GPA: 3.05 out of 4.0

Federal Resumes require you to include # of semester hours to ensure eligibility.
Government Resume

Major: Economics, Spanish Language (double major)

WMU Signature: Civic Engagement

Relevant Coursework, Licenses and Certificates:
Macro Economics, Micro Economics, Statistics, Public Policy Process

Language Skills:
- English
  Spoken: Advanced
  Written: Advanced
  Read: Advanced
- Spanish
  Spoken: Advanced
  Written: Advanced
  Read: Advanced

Affiliations:
National Spanish American Foundation (Fall 2015-Present) Member

References:
Name: George Washington
Employer: Western Michigan University
Title: Professor, Spanish Language
Phone Number: 208-555-5555
Email Address: George.washigton@wmich.edu
Reference Type: Personal
Name: James Maddison
Employer: Department of State
Title: Director of Foreign Affairs
Phone Number: 207-444-4444
Email Address: jmaddison@gmail.com
Reference Type: Professional

Leadership and Service Roles:
Western Michigan University 10/2015-5/2018
Diversity Workshop Facilitator
- Developed twelve forums for dialogue between diverse student groups
- Build five partnerships between student groups through cultural programming

Business Society, WMU 9/2016-5/2017
President
- Recruited four executive committee members
- Managed a membership base of 40+ students
- Organized club involvement in business related workshops/events

Basketball Coach
- Taught twelve, ten-year old boys the fundamentals of basketball, sports ethics, and mental focus
- Coordinated travel logistics for away competitions

Habitat for Humanity, New Orleans, LA 3/2014
Volunteer
- Contributed to rebuilding a home in St. Bernard Parish, New Orleans

Other Roles at Western Michigan University:
War News Radio, Weekend Co-Host 9/2016-5/2018
Spanish Department, Representative 9/2016-5/2017

Class Projects:
Western European Economy: Then and Now April, 2018
- Completed a seventy-five-page capstone paper including depth economic analysis of past and present financial concerns of Western Europe
- Conducted research on historical implications of changes in economic wealth in Western Europe
- Presented research on historical implications of changes in economic wealth in Western Europe

Leadership and Service Roles:
Western Michigan University 10/2015-5/2018
Diversity Workshop Facilitator
- Developed twelve forums for dialogue between diverse student groups
- Build five partnerships between student groups through cultural programming

Business Society, WMU 9/2016-5/2017
President
- Recruited four executive committee members
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- Taught twelve, ten-year old boys the fundamentals of basketball, sports ethics, and mental focus
- Coordinated travel logistics for away competitions

Habitat for Humanity, New Orleans, LA 3/2014
Volunteer
- Contributed to rebuilding a home in St. Bernard Parish, New Orleans

Other Roles at Western Michigan University:
War News Radio, Weekend Co-Host 9/2016-5/2018
Spanish Department, Representative 9/2016-5/2017

Class Projects:
Western European Economy: Then and Now April, 2018
- Completed a seventy-five-page capstone paper including depth economic analysis of past and present financial concerns of Western Europe
- Conducted research on historical implications of changes in economic wealth in Western Europe
- Presented research on historical implications of changes in economic wealth in Western Europe

Leadership and Service Roles:
Western Michigan University 10/2015-5/2018
Diversity Workshop Facilitator
- Developed twelve forums for dialogue between diverse student groups
- Build five partnerships between student groups through cultural programming

Business Society, WMU 9/2016-5/2017
President
- Recruited four executive committee members
- Managed a membership base of 40+ students
- Organized club involvement in business related workshops/events

Basketball Coach
- Taught twelve, ten-year old boys the fundamentals of basketball, sports ethics, and mental focus
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Collaborative WMU Departments

The content in this guide provides a broad overview of important areas in career development. We recognize that students and alumni come from differing backgrounds, cultures and identities that may not be fully addressed in this resource.

In keeping with the University’s commitment to embracing diversity and inclusion on campus, we are providing a list of collaborative departments that exist to support students. In addition to this guide and visiting your career services office, one or more of the offices below may also be able to provide you with additional resources related to career development.

The Alpha Program
wmich.edu/alpha
(269) 387-4426

The Office of Admissions admits students to the Alpha Program who show academic promise but do not meet the criteria for regular admission to WMU, either because of high school grades or ACT/SAT scores that are lower than regular admission requirements.

Centers for Counseling and Psychological Services
wmich.edu/cecp/ccps
(269) 387-5100

The Centers for Career Counseling and Psychological Services (CCPS) works with students to help them understand the relationship between self (inside information) and the world of work (outside information). Any students having questions or problems with, but not limited to, career or academic major decisions, family pressures and work anxiety may want to consider going to career counseling.

Counseling Services
wmich.edu/healthcenter/counseling
(269) 387-3287

Counseling Services offers short-term individual, couples and group counseling for a diverse student population. The counseling process can help students learn skills to cope with problems and develop new ways of thinking, which may lead to a healthier and more fulfilling lifestyle. Your time at Western Michigan University may include stress, complicated decisions or challenging situations. Counselors help students identify challenges and decisions, family pressures and work anxiety.

The Communication Center
wmich.edu/business/academics/communication
(269) 387-6414

The Haworth College of Business Communication Center is a place where pre-business, professional-level B.B.A, MBA and M.S.A. students can go for help in strengthening and professionalizing oral, visual and written communication skills—for assignments, scholarship or graduate school applications, employment opportunities, or any other situation in which you want to stand out!
Collaborative WMU Departments (cont.)

Disability Services for Students
wmich.edu/disabilityservices
(269) 387-2116

The mission of Disability Services for Students at Western Michigan University is to make education accessible. A student is a student, regardless of the issues, challenges or conditions faced. DSS advocates for the student to be provided with the appropriate tools to allow that person the opportunity to reach goals and potential. Those tools, academic accommodation or adjustment, facilitate learning while maintaining the integrity of course content and outcomes.

Office of Diversity and Inclusion
wmich.edu/diversity
(269) 387-6313

To ensure equitable access for all, the Office of Diversity and Inclusion provides leadership by working collaboratively with the University community to identify and overcome institutional barriers and affirm the dignity, value and uniqueness of each member of the WMU community.

Center for Fostering Success
wmich.edu/fostersuccess
(269) 387-8344

The Center for Fostering Success was officially approved by Western Michigan University’s Board of Trustees in 2012. The mission is to improve college graduation and career achievement rates among youth and young adults (12 to 25 years old) aging out of the foster care system.

Immigration Services
wmich.edu/immigration
(269) 387-5865

International students please visit WMU Immigration Services for immigration advice and advance planning for any training or work related to your program of study.

International students must have work authorization from U.S. Homeland Security in advance of their start date. It is recommended to visit with WMU Immigration Services one full semester in advance to plan ahead for training or work.

Types of authorizations include Curricular Practical Training (part of curriculum) and Optional Practical Training (optional to degree program).

- **Walk-In Advising**
  - See website for times
  - For brief, simple questions
  - Travel Signatures

- **Private Appointments**
  - To give you the time and individual service you deserve
  - For confidential or complicated issues
  - Consultations for Curricular Practical Training

- **OPT Workshops**
  - Strongly encouraged for students wishing to apply for OPT
  - Available weekly throughout each semester
  - Held in International Admissions and Services office

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- addiction

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Collaborative WMU Departments (cont.)

Office of Institutional Equity
wmich.edu/equity
(269) 387-6316

The Office of Institutional Equity promotes an environment of equal opportunity, equity, access and excellence for all members of the University community and provides compliance oversight regarding applicable laws, regulations and policies to ensure a welcoming, safe, civil and inclusive environment.

Kalamazoo Promise Scholars Program
wmich.edu/kalamazoopromise
(269) 387-6313

Western Michigan University and the Kalamazoo Promise have partnered to develop a WMU-based program for currently enrolled and prospective students eligible for the Kalamazoo Promise. The mission of this program is to increase retention and graduation rates for Kalamazoo Promise recipients who attend Western Michigan University by providing direct support from campus coaches, university departments and community resources, including parents, Kalamazoo Public School staff and business partners.

Lesbian, Bisexual, Gay and Transgender Student Services
wmich.edu/lbgt
(269) 387-2133

The Office of LBGT Student Services offers support, education and advocacy around issues of gender identity/expression and sexual orientation to the WMU community. This office collaborates with student organizations, university departments and local organizations to provide our campus community with access to healthy resources, activities and support services.

Office of Military and Veterans Affairs
wmich.edu/military
(269) 387-4444

Western Michigan University’s Office of Military and Veterans Affairs assists in creating a smooth transition from service to student. This office provides veterans, service members and family members of veterans with guidance and mentorship in a variety of areas, including academic support, benefit support and answers to questions about WMU, Veterans Affairs and the campus community.
Collaborative WMU Departments (cont.)

Division of Multicultural Affairs
wmich.edu/multicultural
(269) 387-4420

The Division of Multicultural Affairs strives to ensure that all students are given the full opportunity to discover and develop their talents, interests and unique potential and to provide a learning-centered environment that presents the context for intellectual, cultural, professional and personal growth during the college experience. Through programs, services and initiatives that address cross-cultural competency and personal empowerment, the Division of Multicultural Affairs fosters community development, leadership and a campus climate that respects and appreciates the history, culture and traditions of all students.

Student Professional Readiness Series
wmich.edu/business/academics/spurs
(269) 387-5131

The Student Professional Readiness Series is a co-curricular graduation requirement in the Haworth College of Business at Western Michigan University, ensuring that all undergraduate BBA students earn their spurs and graduate with the career readiness competencies desired by employers as defined by the National Association of Colleges and Employers. The SPuRS program guides you, as a business student, in cultivating your interpersonal skills, leadership attributes and professional competencies through co-curricular programming. SPuRS was developed based on employer feedback and prepares you to successfully launch from college to career.

TRiO Student Success Program
wmich.edu/triostudentsuccess
(269) 387-4440

TRiO Student Success Program is a learning community funded by the U.S. Department of Education that helps first-generation, income eligible and students with disabilities complete their baccalaureate degrees. Since 1984, TRiO SSP has been a vibrant part of the Western Michigan University campus community.

WMU Signature
wmich.edu/signature
(269) 387-2128

Western Michigan University recognizes that engagement outside of the classroom can contribute to student learning and development. In response, the University created a framework, WMU Signature, for students to intentionally engage on campus and meaningfully reflect on their experiences. To celebrate students’ co-curricular achievements, the University will officially recognize students who have successfully completed their WMU Signature by including a WMU Signature Designation on their academic transcripts and diploma.

WMU Writing Center
wmich.edu/writingcenter
(269) 387-4615

The Western Michigan University writing center is dedicated to creating and fostering a campus culture that values writing as an essential process by which individuals develop scholarly knowledge, critical thinking ability, communication skills and practical wisdom. The Writing Center helps writers at all levels and of all abilities determine strategies for effective communication and make academically responsible choices at any stage in the writing process and in any genre. Our hope is to empower each writer with the skills to better understand their own work and to more deeply engage with other writers’ works.
Employment Advice for Students with Disabilities

As today’s workplace continues to grow and evolve with an increase in technology, on-the-job training and software innovations, students with disabilities have the ability to find a workplace that will recognize their value and individualized needs. Under the Americans with Disabilities Act, a workplace must be able to provide “reasonable” accommodations to all employees. What is reasonable accommodation? Under ADA law, the employer makes a reasonable effort to accommodate the employee’s individual needs given their disability.

As a student, you are learning the best environments, technological fit and accommodations that make you a successful student. You will apply this knowledge as you enter an internship, grad school or employment. What can you do to ensure you find a work environment that provides the right accommodations?

1. **Research to see if the employer is a disability inclusive employer:** Does the employer support disability initiatives and are they committed to a culture of inclusion? GOOGLE the employer name + diversity and see what you can find.

2. **Have multiple mentors:** One of the best things anyone can do is to engage often with people who have created a satisfying career path for themselves. Use open dialogue with other people of varying abilities who feel satisfied and engaged in their work. Ask them about their career path, interviewing experiences and advocacy for self at work.

3. **Use your resources:** Get to know your campus student resources, professors, and other students. It is often helpful to know of ways to engage in campus work, mentorship, tutoring, leadership and more. You will be able to ask specific questions about accommodations in research labs, for example, if working in one is your goal.

4. **Check out the local (community) resources:** Many organizations that are inclusive and already practicing individualized accommodations want to be connected with area community partners. In Kalamazoo, we have the Kalamazoo Office of Disability Network of Southwest Michigan: [www.dnswm.org](http://www.dnswm.org). The staff are well-versed in ADA-compliance, peer and professional advocacy, offer workshops, a newsletter and more.

5. **Research the building before you interview there:** Where are the restrooms, WiFi, ramps, etc? Be prepared so that once you land an interview, you will know what to expect, have a strategy and focus on answering the questions.

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**“When do I disclose my disability?”**

You do not need to disclose a disability until you have received an offer for internship and/or work offer.

In general, you will want to share with the employer on a need to know basis and when to do so is your choice. Some students with disabilities disclose in the cover letter, some during the interview and others at the time of offer. Best practice includes thoughtful discussion about how their disability has allowed them to think more about teams, workplace safety and technology.


The Job Accommodation Network: [AskJAN.org](http://AskJAN.org)

National Collaborative on Workforce and Disability for Youth: [www.ncwd-youth.info/411-on-disability-disclosure](http://www.ncwd-youth.info/411-on-disability-disclosure)

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Be confident and always present yourself in a professional manner.

Maria Guizar
MI Department of Corrections
Career Resources for International Students

Transitional Resources
US cultural and employment norms may seem quite different to an international student transitioning to the US. The following resources provide various information on cultural norms, educational requirements, obtaining visas and transition information.

- Foreign born.com: www.foreignborn.com
- International Student: www.internationalstudent.com/resources
- National Association for College Admission Counseling: www.nacacnet.org/
- “Crossing customs: International students write on US college life and culture” by Jay Davis and Andrew Garrod! (Book)
- “Succeeding as an international student in the US and Canada” by C. Lipson & A.E. Goodman (Book)

Visa Information
As you search for jobs or internships, it is important to understand the processes associated with your visa. Employers may have false assumptions about visa limitations, costs, or processes and it is important to be able to provide accurate information to potential employers. The following resources provide visa information.

- US Department of Labor: www.foreignlaborcert.doleta.gov/howdoi.cfm
- H1 Base Website: www.h1base.com

Job and Internship Search
A job or internship takes a combination of numerous resources and strategies. Below are lists of potential sponsoring employers, occupational outlooks and job opportunities. Utilize these resources as you build your job search strategy and create target employers list.

- https://www.h1base.com/
- http://www.myvisajobs.com/
- http://www.goingglobal.com/
- http://www.h1visajobs.com/
- https://www.insidehighered.com/advice/2018/05/07/job-advice-international-grad-students-united-states-opinion
- https://www.internationalstudent.com/jobsearch/
- “Power Ties: The International Student’s Guide to Finding a Job in the United States” by Dan Beaudry
- “3 Steps to Your Job in the USA: International Student Edition” by S. Steinfield & H. Yinping (Book)

Education Resources
The following resources are helpful when exploring continuing education options, institutions and processes.

- Education USA: www.educationusa.state.gov/
- Institute for International Education: www.iie.org
- “International Student Handbook 2013: All new 26th Edition” by The College Board (Book)
ADVICE FOR VETERANS

Spend time with civilians and other veterans:
Part of making a successful transition from military life to college life is immersing yourself in this new and different culture. Join the Student Veterans Association (SVA) to create new relationships with students that have served and participate in civilian based student events across campus.

Assume control of your college path:
Arrive 15 minutes early to every event you are a part of. Don’t miss class, take notes and study, study, study...give 100% priority to your studies.

Look for support:
Every student needs support, regardless of his/her life situation. As a veteran, you have access to multiple means of support ranging from tutoring to advising and counseling services. Visit wmich.edu/military for a list of supportive resources.

Utilize your resources:
Career Services, Financial Aid, Health Care Options and a host of many other resources are available to you. Take advantage of them while you are here!

Take time to experience a little more:
Attend sporting events, join a Registered Student Organization (RSO), see Broadway productions at Miller Auditorium, experience Bronco Bash, work out at the student recreational center - get engaged.

Engage with faculty and employers:
Take every opportunity to attend as many employer related events as possible. Lists of employer-related events can be found at: wmich.edu/business/career/programs or wmich.edu/career/events. Also, make it a priority to visit each of your instructors you have during their office hours.

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wmich.edu/extended/someday

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• Punta Gorda
• Traverse City
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