

Experiential Learning &  
Career Management

**GET READY. GET SET.  
GET CONNECTED.**

**Job Search Guide**

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Millersville University

SEIZE THE OPPORTUNITY

CIVIC AND COMMUNITY  
ENGAGEMENT

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# RESUME

A resume is a marketing tool used to sell yourself to employers. The purpose of the resume is not to land the job; rather, it is to help you obtain a job interview. Your resume needs to be:

- Attractive and easily scanned by the eye
- Error free
- Targeted to the position to which you are applying
- Accurate: Misrepresenting yourself may lead to losing an offer or job

The most effective resumes are tailored to specific employers and positions. Be prepared to have three or four resumes targeted to specific types of positions and organizations.

## Getting Started

Although you do have some flexibility in designing your resume, there are some general guidelines that all resumes should follow. Typically, resumes should contain your name and contact information at the top in big, bold letters so they are clearly visible. Underneath, you should describe your education and work experience. The most important rule to remember for resumes is to stay consistent with your formatting so the resume looks neat. For example, if you use all capital letters for one heading, you should use that same format for all headings. You should take up the entire page and not have large blank spaces on the resume. You should use headings to separate different sections and use bolding or all capital letters to make section headings stand out. Students will often use resume templates to complete their resumes. Using a template is not advisable because it makes it more difficult to make changes to the resume later on and to customize if needed. It's also important that your resume can be easily read. Basic fonts like Arial, Verdana, Calibri and Times New Roman in an 11-or 12-point font work well.

Typically, a resume should only be one page in length, particularly if you are a traditional college student with minimal work experience; however, there are some exceptions for which a two-page resume is acceptable. One exception would be for students who are in majors such as Education, Psychology, or Social Work who have done considerable volunteer work or had multiple internships or student-teaching experiences. Another exception would be someone outside of these fields who has an abundance of relevant experience which cannot be contained on a single page, or a nontraditional college student with a lengthy employment history. Remember that if you are using a second page, you should use at least a third to half of the page. Additionally, you should put your name, Page #2, your email address or your phone number on the top line of the second page.

## Basic Resume Sections

**Identification Section:** This section includes your name, mailing address, phone number(s), email address and website (include only if your personal website is professional). Make sure that your email address presents a professional image (you can use firstname.lastname@). Your outgoing voicemail message should also sound professional. If you have a complete profile on LinkedIn, you can also include the link to your profile.

**Education Section:** Includes your university/universities, city and state where school is located, degrees or certifications, major(s) and minor(s) or concentration(s), graduation month and year, and may include your GPA if a 3.0 or better. Typically, most students will list only their cumulative GPA (overall GPA); however, some students may wish to list their GPA in their major as well, particularly if their major GPA is significantly

higher than their cumulative GPA. You may also note honors, such as Dean's List, in this section. For example, you could say "Dean's List 2 Semesters," or "Dean's List 5/8 Semesters." List additional degrees in reverse chronological order (most recent degree listed first). You may also list another university/college if you feel it is relevant for the positions to which you are applying or if you completed significant course work (for example, 35 credit hours) at that institution. If listing a school that you did not receive a degree from, list the school name, city and state. Then on the second line include "Completed XX credits in XYZ Major." Remember to include your study-abroad institution, including location, dates and course of study if different from your major. High school information is typically not included if you are in college.

**Experience Section/Relevant Experience:** This section should primarily include information on any full- or part-time jobs you have held, as well as any internships or co-op experiences. Additionally, it could include other types of experiences if they are relevant in some way to the position to which you are applying. Examples would be volunteer experience, research projects/thesis or significant campus activities. Remember that experiences do not have to be ones for which you have been paid or ones gained through a company to count as relevant. Club experiences or research may be just as important as jobs you have held. You should also list part-time jobs (even if they are not related to your future career) because they show you have work experience. Once you have more work experience in your field, you may wish to remove some of these part-time positions.

Students will often separate their work experience into two sections. The first section could be called "Related Experience," which focuses on any positions related to your field. The second section could be titled "Additional Experience" and contain jobs that are unrelated to the position for which you are applying. Jobs are typically listed in order within each section from most recent to least recent. For the experience section(s), list the name of the company or organization, the location (just city, state), job title and the dates you worked at that position (month and year or just years). Be consistent with how you write your dates. Listing the company first or the job title first depends on what information is the first thing you want the employer to see. We do recommend you list the dates last. Underneath the company information, use bullets to outline what you did at that job/experience. Next to each bullet, write a short, concise statement that begins with an action verb or adjective and describes specifically what you did on the job, as well as how you did it and why you did it. Focus on results you achieved, and try to quantify results (use numbers) whenever possible. For example, if you were a Restaurant Server, you could say that you "Consistently maintained one of the highest check averages of all servers" or "Increased food and beverage sales by 22%." Even if a job is unrelated to your major, try to focus on transferable skills that could be useful at any job, such as money handling, customer service, sales or training/supervising others.

## Optional Resume Sections

**Objective:** This is a brief statement which states the position you are applying for or your career goal. Ideally this statement will be customized to the position for which you are applying. This objective should be no longer than two sentences. Avoid using generic phrases such as "an entry-level position."

**Summary of Skills:** Instead of an Objective, another option is to begin the resume with a Summary of Skills. This section is a marketing pitch which allows you to highlight your most impressive skills and experiences. This statement is typically 3-5 bullet points in length or a short paragraph which highlights specific achievements, certifications, licenses, computer skills or other job-related skills. Make sure your Summary of Skills section is clear and concise and avoids personal pronouns.

Here are two examples of Summary of Skills statements:

## **Professional Summary**

Creative, compassionate, organized, energetic self-starter who is able to work independently or in a team environment. Excellent oral and written communication skills. Two years of experience working with children and families in community agencies. Group and individual counseling experience. Additional experience in marketing, fundraising and event planning. Familiar with Microsoft Office and social networking. Bilingual in Spanish/English.

## **Summary of Qualifications**

- Proven ability to design and implement campus-wide programs and events
- Increased organizational membership by 15%
- Streamlined budgeting process to track existing and planned future expenses, which improved organizational efficiency by 15%
- Consistently exceeded sales goals by 5%

**Relevant Courses Section:** This can be a separate section or included under the Education Section. Course work is typically shown on a resume if you do not have relevant experience related to the career you are pursuing, or if your course work makes you uniquely different than others in your major. Do not list every course you have ever taken. Only list those courses that are important to the position for which you are applying.

**Awards, Honors and Achievements:** Include any scholarships, awards or special honors you have received that are relevant to the position or significant enough to impress an employer. Do not list high school honors unless they are relevant or are truly outstanding accomplishments, such as being Class Valedictorian, a National Merit Scholarship Finalist or competing at the state level in sports, the arts, etc. List the name of the award, the organization and the year it was received. For example, “Lancaster Business Women’s Association Scholarship, 2011.” You do not need to go into detail about what the award was for; however, you should be able to describe it in more detail in an interview.

**Organizations/Activities:** Include any organizations, clubs or volunteer experiences both on or off campus, especially those that show achievement or professional standing. Some examples of activities to include for this section are honor societies, fraternity/sorority involvement, volunteer work, clubs, professional associations for your field, music or theatre groups, and competitive sports teams. Also include any offices that you held. If you have already listed some of these leadership positions in your experience section, there is no need to list them twice on your resume.

When mentioning your clubs and organizations, you do not need to go into great detail about each one. It is sufficient just to list the name of the organization or activity and year(s) you participated. Here is an example of how you could set up your activities section:

### **ACTIVITIES/HONORS**

Name of activity, overall dates you were in organization (years only are fine)

- Use bullets to describe project you participated in as general member
- Bullet describing project as general member

**President**, dates just as president (years only are fine)

- Describe a duty as President
- Describe a duty as President

**Secretary**, dates as secretary

- Describe secretarial duty
- Describe secretarial duty

**Technical or Special Skills:** This section should contain specific computer programs that you are familiar with or proficient in, including the Internet, Social Media, and Microsoft Office Suite. Make sure you list any computer programs that you have experience with that are specific to your particular industry. Additionally, you should list any special equipment that you have worked with that is important for your field. Sample headings for this section may include “Computer & Technical Skills,” “Laboratory Experience,” “Publications,” “Presentations,” “Professional Associations/Affiliations,” etc.

**References:** Do not include “References Available Upon Request” at the end of your resume. This section has become archaic. Do not list your references on your resume. If references are requested as part of the job posting or application requirements, your references should be on a separate sheet of paper, with the same header as your resume, showing your name and contact information. It can accompany your resume, if requested.

## **Sending Your Resume to Employers**

Currently, most employers will ask that you email your resume to them. The best way to send a resume and cover letter via email is to attach them as separate documents. When emailing your resume, type a brief, professional-sounding email that explains who you are, what position(s) you are applying for, and mentions that your resume and cover letter are attached for their review. The email should thank the reader and should also contain your contact information at the bottom. Note that sometimes when resumes are sent via email, some of the information may shift around and the resume will look different when opened. To prevent this from occurring, you may want to save your final resume and cover letter as PDF documents.

If you are mailing your resume or handing out your resume at a job fair or interview, it should be on formal resume paper. Resume paper is 24 lb. weight, 100% cotton, and neutral in color (white, off-white, ivory, or light gray). This paper is heavier and fancier than regular computer paper. Make sure you use the same type of paper for your resume, cover letter, and reference sheet. Do not fold or staple your resume documents. When mailing your resume, try to type the company address and return address on the envelope, as opposed to handwriting it.

## Possible Power Verbs for Describing Experiences

Describe your experiences utilizing “action” or “power” verbs. Listed below are examples of these verbs that can be used effectively in your resume. Use the present form of the verb when describing current experiences.

accelerated	delegated	identified	perceived	reviewed
accomplished	delivered	illustrated	performed	revised
achieved	demonstrated	imagined	persuaded	risked
acted	derived	implemented	photographed	sang
activated	designed	improved	piloted	scheduled
adapted	detailed	improvised	pinpointed	selected
addressed	detected	incorporated	planned	sensed
administered	determined	increased	played	separated
advised	developed	influenced	predicted	served
aided	devised	informed	prepared	set up
allocated	devoted	initiated	prescribed	sewed
amplifies	diagnosed	innovated	presented	shaped
analyzed	diagrammed	inspected	preserved	shared
answered	directed	inspired	problem-solved	sketched
anticipated	discovered	installed	processed	sold
appointed	dispensed	instituted	produced	solved
appraised	displayed	instructed	programmed	sorted
approved	disproved	integrated	projected	sought
arbitrated	dissected	interpreted	promoted	specialized
arranged	distributed	interviewed	proofread	spoke
ascertained	diverted	introduced	proposed	streamlined
assembled	dramatized	invested	protected	structured
assessed	drew	inventoried	proved	studied
attained	drove	investigated	provided	substituted
audited	edited	judged	publicized	suggested
augmented	effected	launched	purchased	summarized
awarded	eliminated	learned	qualified	supervised
broadened	emphasized	lectured	questioned	supplied
budgeted	employed	led	raised	supported
built	enforced	lifted	read	symbolized
calculated	engaged	listed	realized	synergized
cataloged	established	listened	reasoned	systematized
charted	estimated	logged	received	talked
checked	evaluated	made	recommended	taught
classified	examined	maintained	reconciled	team-built
coached	expanded	managed	recruited	team-taught
collected	expedited	manipulated	rectified	tended
communicated	experimented	mediated	reduced	tested
compiled	explained	memorized	reestablished	trained
completed	expressed	mentored	referred	translated
composed	extended	met	regulated	treated
computed	extracted	modeled	rehabilitated	tutored
conceived	fabricated	modified	rehearsed	typed
conceptualized	filed	monitored	reinforced	umpired
condensed	financed	motivated	related	understood
conducted	fixed	navigated	remembered	understudied
conserved	focused	negotiated	rendered	undertook
consolidated	followed	observed	reorganized	unified
constructed	formulated	obtained	repaired	united
consulted	fortified	offered	reported	upgraded
contrived	founded	operated	represented	used
controlled	gathered	ordered	researched	utilized
cooperated	guided	organized	reshaped	verbalized
coordinated	handled	oriented	resolved	verified
corresponded	harmonized	overhead	responded	volunteered
counseled	headed	overhauled	restituted	weighed
created	heightened	oversaw	restored	widened
decided	helped	painted	retrieved	worked
defined	hypothesized	participated	revamped	transcribed



## Types of Resumes

There are different types of resumes with many variations on the basic theme. The following is a description of each type.

**Chronological:** Many recent graduates and individuals with plenty of related experience will choose this format. Information in this format is in reverse chronological order, emphasizing current experience.

**Functional:** Individuals making a career change, reentering the workforce or who have had little experience may choose this format. The emphasis is on skills and qualifications developed in work while drawing upon experience, education, and personal background. Headings are used to separate particular skills. Example headings: Managerial Skills, Financial Skills, and Organizational Skills. See “Specialized Resume Section.”

**Combination:** The combination resume is a blend of the chronological and functional resumes. It allows for flexibility to choose the parts that work best for your experiences.

**Creative:** This resume type is ideal for those entering a highly creative field such as graphic design or art. It combines aspects of other resume layouts and uses an original and unique layout with distinct content. While this may work in highly creative fields, you must be certain when you use this format that you are sending your resumes to organizations that will appreciate it. You are best served to also prepare a traditional resume for more conservative businesses or organizations.

**Federal Resume:** A federal resume is a resume that includes all the information the federal government requires in an application for employment. The federal resume must include specific information in a certain chronological format and lists job-related and recent employment, education, training and skills. See “Specialized Resume Section.”

**Curriculum Vita (CV):** This is similar to a resume, but is used primarily when applying for higher-education teaching positions, research opportunities and graduate schools. The CV is designed to highlight an individual’s educational and academic history, focusing specifically on academic achievements. The CV can be multiple pages highlighting your educational experience, research, publications, academic fellowships, honors and awards, presentations and professional affiliations.

# SCHOOL OF EDUCATION SAMPLE RESUME

111 Good Street  
Lancaster PA 17603

NAME

[name@gmail.com](mailto:name@gmail.com)  
717-555-5555

## SUMMARY OF QUALIFICATIONS

Construction Professional with over 3 years of construction management experience.

- Successfully managed diverse design-build, subcontractor and vendor teams
- Consistently on-time, within budget delivery of projects up to \$10 million

## EXPERIENCE

**Assistant Project Manager**, Right Construction, Mount Joy PA 20XX – Present

- Maintain detailed monthly cost control records and schedules for 9-12 projects
- Develop cost estimates for change orders associated with projects
- Assist in the design to build construction projects with costs averaging \$8 – \$10 million
- Coordinate resources to achieve project objectives and identify and communicate where corrective actions are needed
- Evaluate reports, records and logs to confirm adequacy of information and ensure that uniform monitoring and recordkeeping are performed
- Review all sales contracts with Project Manager to identify and assess risks during the bid stage prior to advise suitable actions that can be implemented to optimize the risk

**Field Manager**, Great Construction, LLC, Dover DE

- Managed new construction, remodeling, medical, institutional and multi-family projects
- Supervised 5-10 subcontractors and material suppliers
- Followed State and Federal safety regulations to maintain a safe jobsite
- Read and interpreted construction design blueprints and specification manuals
- Assisted Project Manager in estimating construction costs and procurement process
- Maintained document databases to ensure compliance with management objectives
- Participated in site meetings

**Builder Assistant Intern**, Resort Builders, Swanberry PA Summer 20XX

## TECHNICAL SKILLS

Autodesk AutoCAD Mechanical, Autodesk Inventor Professional, SolidWorks, SoftPlan, RISA 2D, Microsoft Office Suite, Adobe Creative Suite, Microsoft Windows OS, Apple Mac OSX

## EDUCATION

Millersville University, Millersville PA

**Bachelor of Science in Applied Engineering and Technology Management**, May 20XX

Option: Construction Technology    Minor: Occupational Safety

## CERTIFICATIONS

Certified Technology Manager, CTM, ATMAE

IS-00100.b "Introduction to the Incident Command

IS-00546.12 "Continuity of Operations Awareness

## ORGANIZATIONS

Lancaster Young Professionals

Lancaster Chamber of Commerce

Construction Management Association of America

# SCHOOL OF EDUCATION SAMPLE RESUME

225 Hempstead Lane  
Landisville, PA 17538

**NAME**

Student@ millersville.edu  
(717) 555-0000

## OBJECTIVE

A County Caseworker position which utilizes my education, skills, and experience.

## EDUCATION

Millersville University, Millersville, PA  
**Bachelor of Arts in Psychology**, May 20XX  
GPA: 3.8/4.0

Dean's List 8/8 Semesters

Magna Cum Laude

## AGENCY EXPERIENCE

Children & Youth Agency, Lancaster, PA  
**Case Worker Intern**, January 20XX-Present

- Conduct intake interviews with children and families to determine their needs
- Complete accurate, timely, and confidential case notes for clients
- Co-lead adult education seminar on parenting skills
- Refer families to community resources for employment, housing, addiction, abuse, food, clothing, education, counseling, and legal services

Domestic Violence Services of Lancaster, Lancaster, PA  
**Children's Advocate Directed Project**, Fall 20XX

- Planned and implemented recreational/educational group activities for children
- Assisted with on-going development of Domestic Violence Curriculum for volunteers and staff
- Co-facilitated student groups designed to process domestic violence in families

## RELATED EXPERIENCE

Red Robin, Lancaster, PA  
**Server & Trainer**, August 20XX- December 20XX

- Trained new hires on company procedures
- Received Employee of the Month Award for March 20XX and May 20XX

Boys & Girls Club of Lancaster, Lancaster, PA  
**Camp Counselor**, Summer 20XX

- Assured the safety and well-being of 12 girls in 3<sup>rd</sup> and 4<sup>th</sup> grades during week-long day camp
- Organized and led campers in games designed to teach team building and conflict resolution skills
- Hosted the end of week talent show and helped participants to prepare their acts

## VOLUNTEER WORK

Water Street Rescue Mission, 20XX  
Habitat for Humanity, 20XX- 20XX  
United Way Day of Caring, 20XX  
Youth With A Mission, Mexico City Homebuilding Project, 20XX

## ACTIVITIES/HONORS

Psi Chi National Honor Society in Psychology, 20XX-Present  
Millersville University Psychology Club, 20XX-Present

- **President**, 20XX-20XX

American Business Women's Association Scholarship, 20XX

# SCHOOL OF EDUCATION SAMPLE RESUME

## NAME

1 George Street  
Harrisburg PA 15001  
717.333.1234  
student@millersville.edu

## PROFESSIONAL SUMMARY

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A passionate and hard working educator who uses innovative teaching methods and drives student achievement. Expertise in managing small learning teams and providing targeted individual instruction. Proficient with the use of instructional technology and formal and informal assessments.

## EDUCATION

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### **Bachelor of Science in Education –Early Childhood PreK-4 and Special Education PreK-8, May 20XX**

Millersville University, Millersville, PA

Minor: Athletic Coaching

GPA: 3.4/4.0                      Major GPA: 3.6/4.0

## TEACHING EXPERIENCE

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### **Student Teaching, Learning Support for Reading, Marticville Middle School, Pequea, PA                      Spring 20XX**

- Prepare and present daily lesson plans in reading, including SRA lessons, for comprehension and decoding skills
- Created a social story about respecting each other's space and read it to small groups of students
- Attend IEP meetings to witness the development of individualized education plans for 2 students
- Conducted literary assessments for 5 students

### **Advanced Professional Studies- Intermediate Life Skills – 4<sup>th</sup> & 5<sup>th</sup> grade, Hope Elementary, Hope, PA                      Fall 20XX**

- Designed and implemented a comprehensive instruction unit on reading tables in mathematics for five students
- Wrote a teacher work sample corresponding to the mathematics unit to provide rationale and critique myself
- Instructed one student in a spelling lesson daily to further develop his vocabulary
- Read books aloud to the class to demonstrate expressive language skills and build comprehension

### **Advanced Professional Studies- 5<sup>th</sup> Grade Inclusion Team, Has Herr Elementary, Lampeter, PA                      Spring 20XX**

- Developed and taught math lessons on probability, a lesson on the three branches of government and a lesson on the three types of rocks so the students can broaden their knowledge on the subjects
- Instructed small groups during the reading of the book "Sounder", to informally assess comprehension
- Designed an interactive bulletin board on the three branches of government to provide additional support for the students of the unit
- Responded to the students in student-teacher reading response journal, to build communication skills and encourage reading

### **Philadelphia Urban Seminar-Grade 3, Theodore R. Hall Elementary, Philadelphia, PA                      Summer 20XX**

- Worked with students with autism on daily writing
- Worked with English Language Learners on number sense and number theory
- Worked with all students at the school carnival day on different kinesthetic activities and games
- Observed Diagnostic Reading Assessments (DRA)

### **Sophomore Block- 4<sup>th</sup> Grade ELL, Jackson Elementary, York, PA                      Fall 20XX**

- Taught a lesson on sequencing and bullying to assess the students' ordering abilities and to expand on social skills
- Created a visual record of the experience in the form of a scrapbook to understand the school's contextual factors and build on my professional development
- Graded worksheets and tests to formally assess the students' subject knowledge

# SCHOOL OF EDUCATION SAMPLE RESUME

NAME, PAGE 2

[student@ millersville.edu](mailto:student@millersville.edu)

## RELATED EXPERIENCE

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**Student Intern- Grade 5**, Quakertown Elementary, Quakertown PA **Spring 20XX**

- Worked one-on-one with the students to provide additional help with mathematics
- Conferenced with students during writer's workshop for editing help
- Reviewed homework or morning work with the students as a review of previous lessons and information
- Created the classroom seating chart to build on my decision making and rational as a teacher

**Volunteer- Pre K**, Children's Developmental Program, Kid Care, Landisville PA **Summer 20XX**

- Worked with 22 students of various abilities, including mental and physical disabilities, for over sixty hours
- Assisted the students with computers and read to the students during free time for language development
- Interacted and assisted the students during their activities and circle time to provide support
- Taught and provided activities on camping and bears to expand the students' knowledge of the outdoors

**Childcare**, Landisville PA **Summer 20XX**

- Provided safe and dependable care for two school-aged children
- Prepared activities to improve math and reading comprehension for student in grade 2
- Provided reliable transportation for sporting events and other activities

## WORK EXPERIENCE

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**Student Supervisor/Server**, Millersville University Catering, Millersville PA **June 20XX-Present**

- Manage the responsibilities and assign roles to 10-15 servers at each event
- Oversee the events to provide a positive experience for both the customer and the employees

**Softball Coach**, Lancaster Stars, Lancaster, PA **March 20XX-Present**

- Instructed 15 girls ages 11-13 in the fundamentals of softball
- Provided supervision during daily afternoon practices and weekend tournaments
- Maintained close communication with parents to update them on schedules and individual progress

## PROFESSIONAL MEMBERSHIPS AND AWARDS

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"Classroom Management-- Where do I go from here?" Presentation, Millersville, PA **20XX**  
Pennsylvania State Education Association **20XX**  
Dean's List- five semesters **20XX-20XX**  
Millersville University Marauder Marching Band **20XX-20XX**  
Phi Eta Sigma National Honor Society **20XX**

## Name

101 N. George Street  
(717)-872-3312

Millersville, PA 1755  
NAME@gmail.com

## EDUCATION

**Bachelor of Science in Education, Technology Education** May 20XX

Millersville University, Millersville, PA

GPA: 3.76/4.00

Dean's List: 6/8 semesters

**Magna Cum Laude**

## TEACHING EXPERIENCE

**Student Teaching, 7<sup>th</sup> grade Industrial Technology**, January 20XX-Present

XYZ Middle School, Millersville, PA

- Planned and implemented unit on Designing an Effective Message with Desktop Publishing in four sections
- Taught standards based lessons on robotics, web-design, multimedia, digital imaging, wood, and 3D modeling
- Developed teaching strategies and classroom management skills to promote a positive learning environment
- Designed and created various instructional materials including: bulletin boards, presentations, handouts, worksheets, video tutorials, and instructions
- Facilitated material review with an interactive Jeopardy question game
- Attended bi-weekly IEP meetings to review special needs students' programs and implemented any necessary changes
- Initiated contact with students' parents to ensure their child's success in the classroom

**Advanced Professional Studies**, Spring 20XX

Learning Valley High School, Learning, PA

- Developed and instructed a lesson on offset lithography to a 9th-12th grade graphics class of 33 students
- Collaborated with cooperating teacher during small group instruction and work periods to assist students' needs
- Observed student-teacher interaction, noting positive classroom management strategies

**Sophomore Block, 6<sup>th</sup> Grade**, Spring 20XX

Schoolville High School, Schoolville, PA

- Observed student-teacher interaction
- Assisted with group projects
- Interacted with students before and after class

Name, Page 2

[NAME@gmail.com](mailto:NAME@gmail.com), (717)-872-3312

## RELATED EXPERIENCE

### **Volunteer, Second Mile, Spring 20XX-Present**

- Facilitated group work and cooperation by engaging children in hands-on crafts or sports activities
- Provided support in a one-on-one relationship with an eight year old child to facilitate communication
- Supervised children's sports games and ensured safety and proper sportsmanship to reinforce appropriate group behaviors

### **Camp Counselor, Summers 20XX – 20XX**

Camp Sunshine, Mount Books, PA

- Supervised a group of twelve children for nine weeks and encouraged group work dynamics and collaboration
- Created group games to strengthen and challenge physical and mental capabilities
- Mentored individual children who needed additional support or assistance to accomplish their summer camp goals

## WORK EXPERIENCE

### **Sales Associate, March 20XX - Present**

Barnes and Noble Bookseller, Mount Books, PA

- Assist customers in locating the book(s) to suit their needs and to optimize their shopping experience
- Work cooperatively with fellow associates to provide a positive shopping atmosphere for the customers by providing fast and accurate check-out service

### **Student Worker, Academic Advisement, October 20XX-Present**

Millersville University, Millersville, PA

- Assisted students with class selection and exploratory program options
- Facilitated communication between exploratory students and their potential major department's supervisor

## NAME

111 Main Street  
Lancaster PA 17604  
717-555-1212  
name@yahoo.com

## OBJECTIVE

An internship in event organization that will increase my knowledge of the music business.

## EDUCATION

### Millersville University, Millersville, PA

Bachelor of Arts in Music, December 20XX  
Concentration: Music Business and Technology

## RELATED EXPERIENCE

### Winter Center, Millersville University, Millersville PA

#### Production Assistant, Fall 20XX

- Assisted the Prop Master in building, borrowing and altering props for productions
- Supervise 5-15 stage crews
- Assembled a variety of different speaker systems such as the i208, FF2, and RSS
- Installed networks, wire harnesses, and speakers for stage productions

### Millersville University Orchestra, Millersville PA

#### Manager, Librarian September 2007-Present

- Completed set-up and clean-up of rehearsal space
- Filed and organized orchestral scores, distribute/collect music during rehearsals

## COMPUTER SKILLS

- Microsoft Office, including Word, Excel, PowerPoint and Outlook
- Dreamweaver
- Protools & Audacity
- iTunes & Windows Media

## MUSIC ACTIVITIES

### Millersville University, Millersville PA

- Marauder Music Productions, 20XX - Present
- Orchestra – Principal French Horn, 20XX-Present
- Chamber Ensemble – Principal **French Horn** 20XX - 20XX
- Jazz Ensemble French Horn, 20XX – 20XX
- Horn Ensemble, Spring 20XX
- University Choir – Alto, Fall 20XX

## ORGANIZATIONS

Entrepreneurial Musicians Forum  
Student Activities Board  
Student Ambassadors  
Students In Free Enterprise



## NAME

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40 Lemon Street, Lancaster, PA 17603 • name@hotmail.com • Cell: (717) 555-1111

## SUMMARY

Conscientious and detail-oriented accounting professional who learns quickly and produces quality work. Expertise in REA contact management and Timberline accounting software. Proficient in MS Office products and SPSS software.

## EDUCATION

**Bachelor of Science in Business Administration**, May 20XX

Concentration: Accounting

Minor: Finance

GPA: 3.4/4.0 Dean's List 4/7 Semesters

## INTERNSHIP EXPERIENCE

**Intern**, Simon Lever LLP, Lancaster, PA, January 20XX-May 20XX

- Prepare individual tax returns for over 50 customers
- Prepare commercial tax returns for 5 small businesses
- Assist supervisor with managing budget for department consisting of 10 full-time and 5 part-time employees

## WORK EXPERIENCE

**Teller**, Citizens Bank, Lancaster, PA, June 20XX-Present

- Deposit and cash checks for customers
- Assist customers with opening new accounts
- Balance cash drawers and process evening deposits

**Spin Instructor**, Millersville University Fitness Center, Millersville, PA, June 20XX-Present

- Prepare speed and cardio drills for 50 minute spin classes
- Instruct 25 class members during 3 weekly spin classes

McDonalds, Womelsdorf and Sinking Spring, PA

**Swing Manager**, September 20XX – January 20XX

- Oversaw crew of 2 to 15 people and delegated duties
- Analyzed secret shopper reports and implemented change

**Shift Supervisor, Crew Trainer, and Crew Member**, June 20XX – April 20XX

## ACTIVITIES/HONORS

**Student in Free Enterprise**, April 20XX-Present

**Student Business Association**, September 20XX-Present

**Millersville University Honors Program**, September 20XX-Present

**111 Main Street**  
Philadelphia PA 19000

**Name**  
Name@millersville.edu  
555-123-4567

421 George Street  
Millersville, PA 17551

## OBJECTIVE

A marketing internship utilizing my strong communication, writing and analytical skills.

## EDUCATION

Millersville University, Millersville, PA  
**Bachelor of Science in Business Administration**, May 20XX  
Concentration: Marketing  
GPA: 3.5/4.0          Dean's List 5/8 semesters

## COMPUTER SKILLS

- Microsoft Office, including Word, Excel, PowerPoint and Outlook
- Minitab

## RELEVANT EXPERIENCE

Publishers Unlimited, Columbia, PA  
**Marketing Intern**, May 20XX-Present

- Coordinate with internal departments to respond quickly to customer needs, requests and problems
- Perform market research through interviews, focus groups and surveys
- Place and track advertising
- Brainstorm and implement innovative marketing and outreach strategies
- Prepare brochures and materials and develop detailed marketing plans

## ADDITIONAL EXPERIENCE

Center for Student Involvement & Leadership, Millersville, PA  
**Office Assistant**, April 20XX- Present

- Assume receptionist duties, greet public and refer them to appropriate staff members, answer phone, route calls, and take messages
- Oversee database management for quality assurance.
- Assist staff with administrative duties as requested.

Little Kids Day Care Center, Landisville, PA  
**Child Care Provider**, June 20XX- August 20XX

- Planned and implemented activities to meet the physical, emotional, intellectual and social needs of the children in the program

## ACTIVITIES/AWARDS

Treasurer, MU Student Senate, 20XX-Present  
University Athletics Board, 20XX-20XX  
National Honor Fraternity, 20XX-20XX

# SCHOOL OF HUMANITIES & SOCIAL SCIENCES SAMPLE RESUME

## NAME

101 George Street  
Millersville PA 17112  
717-872-1111  
Student@gmail.com

## OBJECTIVE

A probation officer position in the city of Lancaster.

## EDUCATION

Millersville University, Millersville PA

**Bachelor of Art in Sociology**

May 20XX

Option: Criminology

Cumulative GPA 3.2/4.0

Dean's List 4/8 semesters

## RELATED EXPERIENCE

**Intern, Youth Correctional Center, Lancaster PA**

January 20XX - Present

- Prepare paperwork for cases scheduled for court appearance
- Submit monthly statistical reports on status of court case-flow
- Assist Probation Officers with enforcement of all orders handed down by the Court
- Aide Probation Officers with paperwork and collateral materials needed to conduct investigations

**Intern, Lancaster County Youth Intervention Center, Lancaster PA,**

Summer 20XX

- Observed and aided staff and supervisor with facility operations and events
- Facilitated group sessions designed to educate and reinforce appropriate behaviors
- Met one-on-one with 5 clients ages 13 – 16 to discuss individual behavior issues and identified behavioral modification strategies

**Therapeutic Support Staff, Community Service Group, Lancaster PA**

September 20XX– December 20XX

- Provided one-on-one interventions with assigned residents
- Ensured clients' health, safety and welfare, and integrate clients into the community
- Implemented program plans to enhance clients' social, emotional, cognitive, and independent living skills
- Completed all daily, weekly, and monthly records, reports, casework notes, etc in a timely fashion

## EXPERIENCE

**Assistant Manager, LA Fitness, Lancaster PA**

March 20XX – May 20XX

- Managed and assigned tasks for 12 other employees to complete throughout the day
- Assisted over 500 patrons who enter the fitness center by answering questions about the facilities, demonstrating proper workout techniques, and walking throughout facility to maintain my presence
- Opened and closed facility by properly calculating cash deposits of over \$800 and cash on hand totals and completing drink inventory

**Aerobics Instructor, Student Memorial Fitness Center, Millersville University, Millersville PA**

May 20XX - Present

- Instructed an aerobic class which utilizes a variety of agility exercises
- Designed each 45 minute class so that each exercise is specific and relevant to the goals behind the class
- Performed drills with 65 participants in order to lead and instruct them throughout the class

## ACTIVITIES

Lancaster County Day of Commitment  
Millersville University Circle K  
Sociology Club

May 20XX  
Fall 20XX- 20XX  
January 20XX- 20XX

## NAME

111 Frederick Street  
Mount Joy PA 17554  
717-555-1234  
[Name@hotmail.com](mailto:Name@hotmail.com)

## EDUCATION

Millersville University, Millersville, PA  
**Bachelor of Science in Communication**, May 20XX  
Option: Broadcasting  
GPA: 3.67/4.0      Dean's List 3 semesters

## BROADCASTING EXPERIENCE

WGAL-TV, Lancaster, PA

### **Creative Services Intern**, Fall 20XX

- Observe field production team to learn all aspects of equipment installation, lighting techniques, audio, and camera positioning
- Participate in the production and post-production phases of studio projects
- Assist copywriters with developing ideas and writing copy for commercials, public service announcements, and promotions

Winter Visual & Performing Arts Center, Millersville, PA

### **Technical Operations**, 20XX-Present

- Direct 5 members of the stage crew to set up for various events
- Control switchboards for lights, cameras, and audio equipment during productions
- Maintain equipment and provide technical support when needed

Millersville University Television (MUTV), Millersville, PA

### **Crew Member**, 20XX-Present

- Prepare television reports and compile news sources, video, and other production elements
- Produce, record, and edit field-based programming
- Develop story ideas, write scripts, and conduct interviews for weekly broadcasts

## RELATED EXPERIENCE

Millersville University Fitness Center, Millersville, PA

### **Spin Instructor**, Summer 20XX

- Prepared speed and cardio drills for 50 minute spin classes
- Instructed 25 class members during 3 weekly spin classes

Red Robin, Philadelphia, PA

### **Wait Staff**, Summers 20XX – 20XX

- Averaged \$1250 in sales per night
- Worked a six-table section with 75-100 customers per shift
- Maintained highest check average among 10-person staff

## ACTIVITIES

Millersville Radio News (WIXQ), 20XX-20XX

University Activities Board, 20XX-20XX

Millersville Mentoring Alliance, 20XX-20XX

# SCHOOL OF HUMANITIES & SOCIAL SCIENCES SAMPLE RESUME

119 Westbury Drive  
Lancaster, PA 17603

**NAME**  
student@ millersville.edu

Home: (717) 394-6523  
Cell: (717) 572-8712

## EDUCATION

Millersville University, Millersville, PA

**Bachelor of Science in Speech Communication, December 20XX**

Concentration: Public Relations

GPA: 3.5/4.0      **Cum laude**      Dean's List 3/4 Semesters

Harrisburg Area Community College, Lancaster PA

**Associate of Arts in Communication, May 20XX**

GPA 3.8/4.0      Highest Honors      Dean's List 4/4 Semesters

## PROFESSIONAL EXPERIENCE

Giant Center, Hershey, PA

**Public Relations Intern, Fall 20XX**

- Worked with advertisers to strategically place company logos in the stadium
- Coordinated with graphic artist to develop print advertisements for newspapers and Clipper Magazine
- Brainstormed and implemented creative promotional contest to increase fan attendance
- Wrote press releases regarding upcoming promotional events
- Arranged public appearances for Hershey Bears hockey players

American Cancer Society, Lancaster, PA

**Public Relations Intern, Summer 20XX**

- Coordinated Relay for Life event to raise money for cancer research
- Created press releases for various events throughout the year
- Started and maintained a Facebook page and Twitter account for the Lancaster Chapter
- Developed and assembled information packets designed to educate cancer patients and their families on available support services
- Assisted Make-A-Wish Foundation by providing names of children who would like to ride in their annual Mother's Day Truck Convoy for children with cancer

## EXPERIENCE

Cloister Car Wash, Lancaster, PA

**Cashier, June 20XX-Present**

- Provide customer service by greeting customers and suggestively selling services
- Handle monetary transactions providing accurate change to customers

**Driver, Summer 20XX**

## ACTIVITIES/HONORS

Public Relations Student Society of America, 20XX-Present

Acacia Fraternity, 20XX-Present

Susquehanna Bank Summer Nonprofit Internship Award, 20XX

Acacia Leadership Academy, 20XX

Writer, The Snapper (Millersville University's student newspaper), 20XX-20XX

## COMPUTER SKILLS & SPECIAL SKILLS

Microsoft Word, Publisher, PowerPoint, iMovie, Facebook, Internet

Bi-lingual in English and Spanish

# SCHOOL OF HUMANITIES & SOCIAL SCIENCES SAMPLE RESUME

111 Main Street Millersville PA 17551                      **NAME**                      717-555-1212                      name@gmail.com

## EDUCATION

**Bachelor of Science in Speech Communication: Theatre**, December 20XX  
Millersville University, Millersville PA  
GPA: 3.5/4.0                      Dean's List 6/8 semesters                      **Cum Laude**

London Theater Tour, London England, Summer 20XX

## SCHOLARSHIPS

Elva w. Biemsderfer Scholarship  
Edward J. Laucks Memorial Sertoma Award  
John David Neider Memorial Scholarship

## STAGE MANAGEMENT EXPERIENCE

**University Theatre, Citamard, Millersville University**, Millersville PA

- Assistant Production Stage Manager, Legally Blond, Spring 20XX
- Stage Manager, The Pirates of Penzance, Fall 20XX
- Stage Manager, Proof, Fall 20XX
- Stage Manager, Charley's Aunt, Spring 20XX
- Assistant Stage Manager, Woman in Black, Summer 20XX

**Fulton Theater**, Lancaster PA

- Production Stage Manager, Witness for the Prosecution, Summer 20XX
- Stage Manager, King Lear, Summer 20XX
- Stage Manager, The Birds, Spring 20XX
- Assistant Stage Manager, Carousel, Fall 20XX

## ACTING EXPERIENCE

**University Theatre, Citamard, Millersville University**, Millersville PA

- Louise, Gypsy, Fall 20XX
- Ensemble, A Chorus Line, Spring 20XX

**Mount Joy Theater**, Mount Joy PA

- Lina Lamoont, Singin' in the Rain, Spring 20XX
- Ensemble, Dreamgirls, Summer20XX

## EXPERIENCE

**Clerk, Costume Shop, Millersville University**, Millersville PA Spring 20XX

**Wait Staff, Applebee's**, Elizabethtown PA Summers 20XX – 20XX

**Retail Associate, Home Depot**, Lancaster PA September 20XX – August 20XX

# SCHOOL OF SCIENCE & MATHEMATICS SAMPLE RESUME

## NAME

6789 Timber Road, York, PA 17403 (717) 555-9876 [Name@gmail.com](mailto:Name@gmail.com)

## PROFESSIONAL SUMMARY

A hard working and conscientious scientist who produces quality work and solves tough problems. Expertise includes data manipulation, team management, and experimental design. Proficient in Graphical Analysis, HyperCard, and Electrophoresis.

## EDUCATION

Millersville University, Millersville, PA

**Bachelor of Science in Biology**

May 20XX

Specialization: Molecular Biology Minor: Mathematics

GPA: 3.76/4.0 **Magna cum Laude**

## LAB EXPERIENCE

**Bacteriology Intern**, Lancaster Labs, Lancaster, PA

Spring 20XX

- Filtered water samples for Recreation Committee to obtain pollutant levels
- Identified water pollutants and generated analysis report for various agencies
- Assisted and observed insect control plans for local community
- Utilized autoclaving machines to sterilize laboratory equipment

**Research Assistant**, Millersville University, Millersville, PA

Fall 20XX

- Worked extensively with genetic recombination studies for yeast cultures
- Studied the mechanism for sex determination in octopuses
- Assessed research problems in both independent and collaborative settings

**Intern**, Merck Pharmaceuticals, Philadelphia, PA

Summers 20XX - 20XX

- Composed and revised work instructions for intake of drug trials, such as Lipitor and Viagra
- Maintained extensive database of drug side effects for all trial drugs

## WORK EXPERIENCE

**Office Assistant**, Department of Biology, Millersville University, Millersville, PA

Fall 20XX

- Managed schedules and appointments for 10 faculty members
- Prepared instructional materials for three Biology 101 courses
- Designed four issues of the Department Newsletter

**Server**, Ruby Tuesday's, Lancaster, PA

September 20XX-Present

- Provided high-quality service to patrons in a fast-paced environment
- Opened and closed restaurant in manager's absence

## INVOLVEMENT

**Poster Presentation, "Genetics of Yeast Cultures,"** ACS National Meeting, Philadelphia, PA

April 20XX

American Biology Society

20XX-20XX

**New Student Orientation Leader**

Fall 20XX

**Resident Hall Activities Council**

Spring 20XX - Present

**Phi Eta Sigma National Honor Organization**

Fall 20XX - Present

45 Main Street  
Millersville, PA 17551

**Name**

(717) 555-1234  
student@millersville.edu

## EDUCATION

**Bachelor of Science in Chemistry**, December 20XX

Millersville University, Millersville, PA

**Magna cum laude**     Dean's List 7/8 Semesters     Cumulative GPA: 3.89/4.00

## LABORATORY EXPERIENCE

**Independent Research**, Millersville University, Millersville, PA, Fall 20XX

- Characterized N-Heterocyclic carbene (NHC) complexes of rhodium
- Synthesized two series of novel complexes to date and work frequently with analytical techniques including NMR spectroscopy

**NSF REU Participant**, North Carolina State University, Raleigh, NC, Summer 20XX

- Worked extensively in the synthesis and catalytic analysis of a variety of oxorhenium complexes
- Assessed research problems in both independent and collaborative settings and gained experience in the formal communication and presentation of chemical research

**Summer Intern**, Hydac Technology Corporation, Bethlehem, PA, Summer 20XX

- Evaluated the condition of outgoing and incoming fluid and hydraulic products such as hydraulic filter elements and housings
- Composed and revised work instructions for various fluid-power and electronic instruments and products

## EXPERIENCE

**Chemical Operations Specialist, U.S. ARMY**, August 20XX-August 20XX

- Maintained chemical detection equipment and protective gear for tank company of 54 soldiers
- Trained soldiers on the use of decontamination equipment, protective gear, and standard operating procedures in environments with nuclear, biological or chemical contamination

**Bartender**, T.G.I.Fridays, Lancaster PA, Summers 20XX-20XX

- 20XX Finalist Bartender Competition

**Organic and General Chemistry Tutor**, Millersville University, Millersville PA, 20XX - Present

## PRESENTATIONS

**Poster Presentation**, "Development of an Analytical Chemistry Experiment", 239th ACS National Meeting, San Francisco, CA, March, 20XX

**Poster Presentation**, "Synthesis and Characterization of Triazole-Based Iridium(I) and Rhodium(I) Catalysts"  
Student Research Symposium, Millersville University, Millersville, PA, 20XX

## HONORS

Dr. Judith Bond Endowed Scholarship, 20XX

Cecil A. Upton Organic Chemistry Award, 20XX

Neimeyer Hodgson Student Research Grant, 20XX

NSF STEM Scholarship, 20XX & 20XX

Wentzel-Wright Memorial Scholarship, 20XX

Vice President, Student Chapter, American Chemistry Society, 20XX – 20XX



## Name

111 Main Street  
Lancaster PA 17603  
name@millersville.edu  
717-555-1212

## OBJECTIVE

A computer science internship utilizing my strong computer programming, data management, web design, and software development skills.

## EDUCATION

Millersville University, Millersville, PA

**Bachelor of Science in Computer Science**, May 20XX

GPA: 3.5/4.0 Dean's List 5/8 semesters

## COMPUTER SKILLS

- Microsoft Office, including Word, Excel, PowerPoint, Access, and Outlook
- Linux and Windows
- Networking, Hardware and Software installations
- Programming in C++
- Eclipse for Java

## RELEVANT EXPERIENCE

Millersville University Information Technology, Millersville, PA

**Student Assistant** May 20XX-Present

- Provide hardware and software support for campus computers
- Install printers and various computer hardware for offices and classrooms
- Perform troubleshooting and repairs for lab and faculty computers and printers
- Create, maintain and update interactive, multi-page websites

New Computer Company, Lancaster, PA

**Customer Service Representative**, April 20XX- Present

- Assist customers with software installation and operation questions
- Participate in extensive product training program
- Prepare monthly reports

Food Markets, East Stroudsburg, PA

**Store Clerk**, September 20XX – August 20XX

## ACADEMIC COMPETITIONS

**Millersville University Network Security Team**

- Collegiate Cyber Defense Competition Spring 20XX, 20XX
- Collaborated as a team to update, patch, and secure a network
- Monitored network for virus outbreaks, security breaches, and attacks
- Maintained detailed logs of all network and system events
- Worked with FBI agents to document network attacks

**Millersville University Programming Team**

**Association for Computing Machinery**

## Name

(777) 555-6666  
Estudent@xys.com

Current Address:  
555 Millersville Drive  
Millersville, PA 17551

Permanent Address  
333 Skyview Road  
Swanberry, PA 10001

## EDUCATION

**Millersville University**, Millersville, PA

**Bachelor of Science in Education, Secondary Mathematics Education**, May 20XX

Minor: Computer Science

GPA: 3.45/4.0      Honors in Mathematics 405: Teaching in Secondary Education  
ETS Recognition of Excellence in Mathematics Praxis 20XX

## TEACHING EXPERIENCE

**Student Teaching**, Spring 20XX

XYS High School, XYZ Township, PA

- Planned and implemented lessons and activities in Precalculus/Trigonometry and Calculus
- Use differentiation instruction to support students of all abilities including students with IEPS
- Design and implemented formal assessments, including tests, quizzes, and tickets out the door
- Used informal assessments to determine the progress of the students throughout the lesson and to determine if standards and curriculum requirements were met
- Assisted students in computer science club by encouraging problem solving skills

**Advanced Professional Studies**, Fall 20XX

ABC High School, XYZ High School

Fun Elementary, Learning Middle School, Assessment High School in Lancaster, PA

- Observed and taught mini-units in 5 different schools in different math subjects and age groups
- Planned and implemented lessons in algebra, trigonometry, computer science, 7<sup>th</sup> grade pre-algebra, and 6<sup>th</sup> grade visual building
- Developed student focused lessons where students were actively involved in their learning
- Designed assessments to determine how effective the lessons were on student learning, including quizzes, activities, and tickets out the door
- Collaborated with the cooperating teacher to meet required curriculum needs and teacher needs
- Developed interactive Computer Science lessons to simulate understanding of code by reading, interpreting and acting out the code. Lessons were taught using the Karel code

**Sophomore Block Field Experience**, Spring 20XX

Learning Middle School, Lancaster City, PA

- Interacted with students in a 7<sup>th</sup> grade science classroom
- Observed the 7<sup>th</sup> grade team end of the year reports about which students were passing and failing what classes
- Worked with and interacted with a classroom of diverse students

Name

(777) 555-6666

page 2

## COMPUTER SKILLS

Computer Science Languages Studied: Java, C++, Visual Basic, and Assembly Language

## RELATED EXPERIENCE

Mathematics Department, Millersville University, Millersville, PA

**Mathematics Tutor**, September 20XX – May 20XX

- Tutored students seeking help in their pre-algebra and algebra classes

Camp Fun, Campville, PA

**Resident Director** (3 yrs) Senior Cabin Counselor (4 yr), Summers 200X – 20XX

- Supervised 12-15 camp counselors and staff through staff training, evaluations, and meetings
- Coordinated, developed and directed 12 resident and day groups in up to 6 activities a day
- Resolved camper disputes through conflict-resolution
- Developed and instructed activity lessons for a total of 400 campers ages 5 to 17 in the areas of archery, sports and games, rock wall, outdoor living skills, canoeing, low ropes, and arts and crafts

## ACTIVITIES

Peer Health Education, Millersville University, Millersville, PA

**Treasurer**, August 20XX – May 20XX

- Informed the college and community about health-related information
- Worked closely with students and faculty to help them recognize addiction problems in cessation classes and support groups
- Implemented programs for the campus on sexual protections, healthy living, and other health issues
- Organized the budget of \$2000 following University guidelines

Math Club, Millersville University, Millersville, PA

**President**, 20XX – 20XX

InterVarsity Christian Fellowship, Millersville University Millersville, PA

**Treasurer**, 20XX – 20XX

- Processed and submitted financial paperwork for Student Senate budget allocations
- Managed the \$3000 budget between events, scholarships, and materials

## AWARDS

Overall Best Staff Member of the Year, Camp XYZ , 20XX

Resident Staff Member of the Year, Camp Wonderful, 20XX, 20XX

Eagle Scout, 20XX

**NAME**

name@gmail.com, 610-555-1111  
Any Walnut Street, Reading PA 19608

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## **EDUCATION**

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### **Millersville University, Millersville, PA**

Bachelor of Science in Biology Respiratory Therapy, December 20XX

Dean's List: 7/8 semesters

GPA: 3.8/4.0 **Magna cum laude**

## **CLINICAL EXPERIENCE**

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CLINICAL ROTATIONS (7 hospital rotations for 720 contact hours) July 20XX – December 20XX

### **Christiana Care Health System, Newark DE**

- Observed and engaged in respiratory therapy protocols in the Neonatal Intensive Care Unit, Surgical Critical Care Center, and Emergency department
- Performed various patient care treatments and diagnostic modalities to adult and neonatal patients
- Assisted in tracheotomy procedures, bronchoscopy, and surfactant delivery
- Aided in ventilator checks and patient care, and attended morning rounds

### **Geisinger Medical Center, Danville PA**

- Handled multiple duties in the Adult Critical Care Unit, Pediatric Critical Care Unit, and Neonatal Critical Care Unit
- Interacted with medical staff to determine proper care of patients

### **Hershey Medical Center, Hershey PA**

- Helped evaluate and treat patients in the Adult Intensive Care Unit, Neonatal Intensive Care Unit, Pediatric Intensive Care Unit, and Neurological Intensive Care Unit
- Worked in a team environment, and built cooperation skills by interacting closely with nurses, doctors, x-ray techs, and other various staff at the hospital

### **Lehigh Valley Hospital and Health Network, Allentown PA**

- Provided patient care in the Medical Intensive Care Unit, Surgical Intensive Care Unit, Neonatal Intensive Care Unit, and Burn Unit
- Developed specific respiratory care plans by evaluating the pulmonary needs of each patient

### **Lancaster Regional Medical Center, Lancaster PA**

- Aided respiratory therapists in the Intensive Care Unit
- Acted as the charge therapist, performed pulmonary function tests and calibrated ABG analyzer
- Coached patients in pulmonary rehabilitation, observed open heart surgery
- Learned proper airway management in the operating room, observed a day in the cardiac cath lab, and facilitated a sleep study
- Assessed, managed, and delivered respiratory care to a variety of patients

### **Lehigh Valley Respiratory Care, Lancaster PA**

- Broadened my view of respiratory therapy by spending a week observing a home care respiratory therapist and service technician

### **AI DuPont, Wilmington DE**

- Aided respiratory therapist in the hospital's Pediatric Intensive Care Unit, Cystic Fibrosis Clinic, Cardiac Operating Room, and CICU/Cath Lab
- Ensured proper medication delivery
- Performed speciality pulmonary function testing, stress testing, and metabolic assessment testing

## **Volunteer Respiratory Therapist, PA Vent Camp, Lancaster PA July 20XX**

- Assisted in the use of IPV and the coughalator machines, nasotracheal and tracheal suctioning
- Monitored and changed shiley trachs

## **RESEARCH**

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### **Lehigh Valley Health Network, Respiratory Unit, Allentown, PA, Summer 20XX**

Summer Research Scholar Program Intern

- 1 of 43 participating undergraduate students, selected from a pool of 170 applicants
- Performed research entitled “Predictors of Failure of Bi-Level Positive Airway Pressure for the Treatment of Acute Cardiogenic Pulmonary Edema”
- Investigated medical charts for pertinent data for research; established a better understanding of non-cardiogenic pulmonary edema and the positive effects BiPAP can have on this disease

### **Senior Research, “An Observational Study on the Effects of Deep Suctioning” July 20XX- November 20xx**

- Conducted an observational research experiment in collaboration with classmate on deep suctioning
- Jointly planned, organized, performed, and analyzed the research data

## **CERTIFICATIONS**

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Advanced Cardiac Life Support Certification, September 20XX

Pediatric Advanced Life Support Certification, August 20XX

Neonatal Resuscitation Program, June 20XX

Basic Life Support Certification, June 20XX

## **INVOLVEMENT**

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American Association for Respiratory Care

Pennsylvania Society for Respiratory Care

Placed third, Pennsylvania State Student Sputum Bowl, Harrisburg PA April 20XX

Volunteer Science Fair Judge, Penn Manor High School, Millersville PA 20XX

Millersville University Volleyball Team, 20XX – 20XX

- Scholar Athlete

## **EMPLOYMENT**

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### **Wait Staff, Red Robin, Willow Street, PA, June 20XX- Present**

- Averaged \$1250 in sales per night
- Worked a six-table section with 75-100 customers per shift
- Maintained highest check average among 10-person staff

### **Head Banquet Manager, CrossGate Country Club, Millersville PA Summer 20XX**

- Hired, trained and evaluated a staff of 8
- Scheduled work shifts to assure adequate staffing for catered events

### **Server, University Dining and Conference Services, Millersville University Millersville, PA, Spring 20XX**

105 George Street  
Harrisburg PA 17605

NAME

717.872.1111  
student@hotmail.com

## EDUCATION

**Millersville University Millersville PA**  
School Nurse Certification, May 20XX  
Bachelor of Science in Nursing, May 20XX

**Lancaster General Hospital School of Nursing, Lancaster PA**  
Registered Nurse Diploma, June 20XX

## PRACTICUM EXPERIENCE

Penn Manor High School, Millersville PA Spring 20XX

### **School Nurse Intern**

- Assessed the medical needs of the students and created a school health plan
- Represented the school at local health care co-operative and community planning meetings
- Worked in partnership with children, parents and the school community to address identified needs
- Supported, advised, counseled and referred children to appropriate care when experiencing mental health issues
- Facilitated small groups designed to educate parents on good parenting skills
- Coordinated immunization programs with PA Department of Health
- Provided basic healthcare training for school staff
- Advised parents and school staff on childhood illnesses and the management and control of infection and communicable diseases
- Carried out health assessment at school entry

## HOSPITAL EXPERIENCE

Lancaster General, Lancaster PA

### **Staff Nurse 20XX – 20XX**

- Implemented patient care for up to 12 patients per section
- Scheduled patient admissions and discharges
- Assessed patient status and notify physicians of clinical changes
- Provided assistance to Nursing Manager in the supervision of staff nurses
- Evaluated staffing requirements including floor assignments
- Maintained patient charts and confidential files according to Federal mandated HIPAA Privacy Rule

## LICENSES and CERTIFICATIONS

EMT – Professional Health Care Provider License, State of Pennsylvania  
Pediatric Advanced Life Support Certification, American Heart Association  
Critical Care Registered Nurse Certification, National Association of Critical Care Nurses  
Trauma Care Certification Lancaster General Hospital

# GRADUATE STUDENT SAMPLE RESUME

## NAME

Smith Street  
Millersville, PA 17551  
717.872.3333  
name@gmail.com

## OBJECTIVE

A Clinical Director Position with Lebanon VA Medical Center

## EDUCATION

**Master of Social Work**, May 20XX  
Millersville University, Millersville, PA  
GPA 3.9/4.0 Council on Social Work Education

**Bachelor of Social Work**, May 20XX  
Shippensburg University, Shippensburg, PA  
GPA 3.7/4.0 Council on Social Work Education

## SOCIAL WORK EXPERIENCE

Golden Living Center, Reading, PA

**Social Worker**, May 20XX – Present

- Meet with patients and families to discuss the transfer process, expected outcome and financial implications
- Determine the special needs of patients and create cost effective solutions
- Facilitate patient placement based on clinical needs, bed availability, and patient/family preference
- Manage and develop relationships with referral sources within area referring providers

Willow Valley Retirement Community, Willow Valley, PA

**Social Services Coordinator**, May 20XX – May 20XX

- Developed a social history, social assessment and individual care plan for new residents
- Documented progress notes, related to each resident's care plan within policy timeframes
- Participated in pre-admission screening of potential residents and provided information to residents and families during admission
- Oriented residents to the long-term care environment and facilitated placement adjustment
- Interviewed, hired, trained, supervised, and evaluated 20 Social Services Department personnel
- Complied with state and federal requirements when maintaining patient records
- Managed operational budget of \$500,000

## RELATED EXPERIENCE

Willow Valley Retirement Home, Shippensburg, PA

**Intern**, Spring 20XX

Twin Oaks, Carlisle, PA

**Intern**, Fall 20XX

## PROFESSIONAL ORGANIZATIONS

Assistance for the Aging, May 20XX – Present

National Association of Social Workers, September 20XX – Present

Phi Alpha Theta Alpha, December 20XX– Present

# GRADUATE STUDENT SAMPLE RESUME

## NAME

14 Miller Road  
Lancaster, PA 19703

(555) 323-3423  
Name@yahoo.com

## SUMMARY

A dedicated and committed employee who achieves consistent results and pays close attention to detail while completing top quality work. Maintains professionalism and is extremely mindful of deadlines and expectations of others.

## EDUCATION

Millersville University, Millersville, PA

**Master of Arts in English**, May 20XX

GPA 3.76/4.0

Thesis: "Encouraging Voice to the Victims of Rape in Contemporary Popular Literature"

University at Albany, State University of New York, Albany, NY

**Bachelor of Arts in English and Women's Studies**, December 20XX

Major GPA 3.56/4.0

## WORK EXPERIENCE

Millersville University, Experiential Learning and Career Management, Millersville, PA

**Graduate Assistant**, August 20XX-May 2XX

- Critiqued and edited student resumes and cover letters for approximately 15 students a week
- Contributed to department's biweekly newsletter by writing articles covering events on campus as well as offered services from the office
- Attended conferences and forums that cover branding, development, and leadership
- Assisted and guided undergraduate and graduate students in searching for internships, volunteer opportunities, graduate school, or post-graduation full-time employment
- Facilitated workshops for resume production and interviewing skills for student teachers and undergraduate and graduate students

Sargent's Court Reporting Service, Inc., Harrisburg, PA

**Court Reporter**, December 20XX-May 20XX

- Proofed and edited transcripts before presentation to law firm or other legal contract
- Maintained different guidelines and deadlines expected of each specific contract
- Recorded and transcribed accurate court proceedings, depositions, and board meetings throughout the states of Pennsylvania, Maryland, and West Virginia
- Administered oath as a Pennsylvania and West Virginia certified notary public
- Interacted with judges, hearing officers, attorneys, defendants, and witnesses
- Adhered to proper legal proceedings concerning redaction and privacy guidelines



Name, page 2  
name@Yahoo.com

(555) 555-1111

## RELATED EXPERIENCE

WAMC 515, Albany, NY

**Intern**, January-May 20XX

- Revised and edited features and information for weekly broadcasts
- Researched topics for upcoming featured radio shows
- Conducted interviews of crucial members of the current wave of the women's movement, such as Amy Richards and Jennifer Baumgardner

## ACTIVITIES/HONORS

7<sup>th</sup> Annual Pennsylvania State System of Higher Education Graduate Research Symposium, April 20XX

Thinking Gender Conference at UCLA, February 20XX

Middle Atlantic Career Counseling Association, December 20XX-Present

Millersville University Safe Zone Program, October 20XX-Present

Millersville University Graduate Student Association, September 20XX-May 20XX

United Way Day of Caring, September 20XX

Who's Who Registry of Executives, Professionals and Entrepreneurs, January 20XX-Present

e-Journal Editing and Publishing Board, *transcending silence...*, Spring 20XX

Googling Critique Theory Conference, December 20XX

Susquehanna University Poetry Conference, March 20XX

## PUBLICATIONS

*Signet*, Millersville University Literary Academic Journal, Poetry, Spring 20XX

*The Patriot News*, Central Pennsylvania Newspaper, Poetry, March 20XX

# GRADUATE STUDENT SAMPLE RESUME

## NAME

10 Pine Road, Lancaster, PA 17603 ▪ (555) 545.5469 ▪ name@gmail.com

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## SUMMARY

Counseling student with experience helping youth cope with issues, such as academic planning, interpersonal relationships, mental health, and self-esteem. Trained in group counseling techniques, solution-focused brief therapy, and appraisal methods. Passion for helping students with college and career planning and development.

## EDUCATION

Millersville University, Millersville, PA

**Master of Education in School Counseling (Secondary Certification)**, May 20XX

GPA: 3.9/4.0

**Bachelor of Arts in Psychology**, May 20XX

GPA: 3.8/4.0          Dean's List all semesters

## INTERNSHIP EXPERIENCE

**School Counseling Intern**, Fall 20XX

Eastern York High School, Eastern York School District, York, PA

- Counseled students in grades 9 through 12, using solution-focused and person-centered approaches, to address anxiety, self-esteem, poor academic performance, attendance, and a variety of other issues
- Advised students regularly in accordance with IEPs to meet specific goals
- Led mixed groups weekly on topics such as conflict resolution, relationships, time management, and high school transitions
- Developed a career planning curriculum for 10<sup>th</sup> grade
- Taught and co-taught classes on resume development, interview training, and job search skills
- Participated in weekly meetings on student classroom performance and behavior to provide input on student counseling needs

## RELATED EXPERIENCE

**Therapeutic Support Staff**, June 20XX-May 20XX

TEAMCare Behavioral Health, LLC, Lancaster, PA

- Provide one-on-one strength-based interventions to children and adolescents of all ages with behavioral and social issues in home, school, and community settings
- Follow treatment plans developed by Behavioral Specialists and participate in weekly supervision meetings to discuss progress
- Provide guidance and support to families in developing, accomplishing, and monitoring the goals of treatment plans
- Maintain accurate documentation of treatment interventions and individual student progress

**Name, Page 2**

Name@gmail.com

**Basketball Coach, September 20XX-Present**

Lancaster Catholic Youth Services Organization, Lancaster, PA

- Attend biweekly practices and weekly games
- Instruct small groups of players on basic skills, such as dribbling, passing, and shooting

**Writing Tutor, September 20XX-May 20XX**

Millersville Honors Program, Millersville, PA

- Reviewed and edited papers for 30 students in Honors English courses
- Met with students individually to explain feedback and check for understanding
- Consulted with faculty members to review course expectations and syllabus requirements

**Student Worker, June 20XX-May 20XX**

Office of Global Education, Millersville University, Millersville, PA

- Assisted with programming of global education activities for study abroad programs in England, Scotland, and the Netherlands
- Maintained an Access database of contacts including students, faculty, and program coordinators
- Represented the Office at various University events, such as Freshman Orientation, Career Week, and the Wellness Fair

## INVOLVEMENT

American School Counselor Association, 20XX

Lancaster County School Counselor Association, 20XX

Millersville University Peer Tutoring Program (20XX-20XX)

## FEDERAL RESUME SAMPLE

### NAME

15 Sunny St, Lancaster, PA 17603

Mobile: 717-555-5555

Email: [name@gmail.com](mailto:name@gmail.com)

Citizenship: United States and Ireland

Languages: Spanish (Conversational Speaking, Advanced-Low Reading/Writing)

Veteran's Preference: N/A

Clearance: N/A

Classification: Unclassified

Caveats: None

OBJECTIVE: Intelligence Analyst, GS-9/11

### SUMMARY OF QUALIFICATIONS

Strong analytical, writing, research, and social media skills.

Reputation for diligence, quality/excellence of work, and aptitude to learn new skills.

Highly motivated to achieve set goals and to continue professional development.

Equally effective working independently and in cooperation with others.

Organizational and time management skills sufficient to independently establish priorities and to coordinate and complete competing assignments within established timeframes.

### EDUCATION

#### MILLERSVILLE UNIVERSITY

Millersville, PA United States

Master of Science in Emergency Management, May 20XX

GPA: 4.0/4.0

Credits Earned: 6 Semester Hours (20% Completion of MS Course Requirements)

Community Emergency Response Team Training, April 20XX

Bachelor of Arts in International Studies, May 20XX

Bachelor of Science in Spanish Education, May 20XX

Minor in Linguistics

GPA: 4.0/4.0, Dean's List recipient – 10/10 semesters, Summa cum Laude

Credits Earned: 169 Semester hours

Studied Abroad, Universidad de Burgos, Spain, 20XX, and American School of Barcelona, Spain, 20XX

#### Relevant Courses:

*Technical and Professional Writing for Emergency Management* – The development of writing and communication skills necessary for successful grant writing and federal employment.

*Principles and Practices of Emergency Management* – An introduction of the all-hazards approach to emergency management with a focus on major areas including OPSEC.

### FEMA EMERGENCY MANAGEMENT INSTITUTE

IS-1 – Emergency Program Manager: An Orientation to the Position

IS-3 – Radiological Emergency Management

IS-10.a – Animals in Disaster: Awareness and Preparedness

IS-15.b – Special Events Contingency Planning for Public Safety Agencies

NAME, Page 2 [name@gmail.com](mailto:name@gmail.com)

IS-42 – Social Media in Emergency Management  
IS-100.b – Introduction to Incident Command System  
IS-139 – Exercise Design  
IS-200.b – ICS for Single Resources and Initial Accident Incident  
IS-201 – Forms Used for the Development of the Incident Action Plan  
IS-700.a – National Incident Management System (NIMS), an Introduction  
IS-800.b – National Response Framework, an Introduction

## ORGANIZATIONS AND ASSOCIATIONS

LANCASTER COUNTY HAZARD MITIGATION PLANNING TEAM, Manheim, PA  
Community Representative, September 20XX-Present  
INTERNATIONAL ASSOCIATION OF EMERGENCY MANAGERS, Millersville, PA  
Secretary of Millersville Chapter, August 20XX-Present  
GRADUATE AMBASSADOR, Millersville, PA  
Student Ambassador, August 20XX-Present

## CONFERENCES

20XX IAEM-USA ANNUAL CONFERENCE, Orlando, FL

## ACHIEVEMENTS AND AWARDS

The Global Education Ambassador Program (Gold Level) for Promotion of Study Abroad (20XX)  
The International Studies Faculty Award for Excellence in International Studies (20XX)  
The Xenophile Award for Excellence in the Field of Foreign Languages (20XX)  
The Fanani Award for Excellence in Humanities (20XX)  
The Class of 1898 Award for Junior Who Ranked Second in Excellence of Scholarship (20XX)  
The Mary Slokum-Sproul Award for Public Speaking (20XX)  
Oral Proficiency Interview (OPI) and Writing Proficiency Test (WPT) rating of Advanced-Low in Spanish

## WORK EXPERIENCE

### THE HARRY POTTER ALLIANCE

\*\*Note, this organization is based online and staff are located internationally.

[www.thehpalliance.org](http://www.thehpalliance.org)

08/20XX – Present

Salary: Volunteer/xx USD Per Hour

Hours per week: xx

### DEVELOPMENT DEPARTMENT/GRANTS TEAM MEMBER

Supervisor: Paul Smith (555-892-3344)

GATHER AND ANALYZE grant opportunities, fundraising campaigns, action requests, and online media tools.  
PROJECT LEADER for the 20XX Borders Benefit Day, where Borders donated 15% of the proceeds in support of the Harry Potter Alliance.

EDIT DOCUMENTATION, including the Annual Report, formal donor correspondence, letters of inquiry, grant applications, and other written communication.

NAME, Page 3 [name@gmail.com](mailto:name@gmail.com)

PROMOTE campaign awareness through INFORMAL AND PROFESSIONAL NETWORKING, social media, and email.

## YORK HOSPITAL

1001 South George St

York, PA 17403 United States

03/20XX - 10/20XX

Salary: xx USD Per Hour

Hours per week: xx

## DOCUMENT IMAGING SPECIALIST

Supervisor: Emily Shiva (555-492-1879)

ADMINISTRATIVE and CLERICAL experience. Prepared, scanned, and indexed CONFIDENTIAL patient information. Typically prepared over 1,000 pages per eight-hour shift.

## WACHOVIA

Park City Center

Lancaster, PA 17601

08/20XX - 06/20XX

Salary: xx USD Per Hour

Hours per week: xx

## BILINGUAL LEAD TELLER

Supervisor: Lindsey Trailer (555-491-8012)

ENGAGED IN EXCELLENT CUSTOMER SERVICE, including peak periods of 40+ customers per hour in branch. Processed financial transactions (including deposits/withdrawals over \$20,000), EDUCATED CLIENTS about account opportunities, and assisted financial specialists with Spanish clients.

Assisted the Service Manager in MANAGEMENT and MENTORING of tellers. Senior level teller and authority when Service Manager was out of the branch.

## AMERICAN SCHOOL OF BARCELONA

03/20XX - 05/20XX

## STUDENT TEACHER

Student teacher for Spanish as a Foreign Language (SFL), Spanish III and Spanish V.

INDEPENDENTLY DESIGNED two complete lesson units for middle school students. CREATED AND WROTE multiple lesson plans with the assistance of existing material and COLLABORATION with the cooperating teachers.

# FUNCTIONAL RESUME SAMPLE

111 University Drive  
Millersville PA 17551

NAME

NAME@gmail.com  
717-555-1111

## SUMMARY OF SKILLS

A dedicated educator seeking to deliver training and performance support solutions to new hires and seasoned employees

- Effectively integrated technology into traditional and nontraditional classroom settings
- Consistently exceeded program goals by 15%
- Awarded the 2013 PATA Innovate Teaching Award

## TECHNICAL SKILLS

Adobe Dreamweaver, Adobe Captivate, Adobe Photoshop, Macromedia Flash, Trivantis Lectora, Microsoft Office Suite, HTML, CSS, JavaScript, and ActionScript.

## QUALIFICATIONS

### Training

- Develop training programs that include eLearning, Prezi presentations, websites, and other media formats to ensure course materials are current and meet the diverse learning styles of participants
- Generate and maintain a teaching calendar that outlines quarterly course syllabus, learning activities and goals
- Identify and incorporate best practices and lessons learned into program plans
- Present information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures.

### Assessment

- Develop and administer needs assessment for curriculum development following State/Federal mandates
- Identify training and development needs of learners through analysis, appraisal methods and regular consultation with stakeholders
- Create rubrics and metric assessment instruments to measure training effectiveness
- Document and maintain up-to-date confidential records on participants' progress

### Program Management

- Prepare budget reports to justify expenditures and request additional funding
- Effectively manage learning resources necessary to implement program plans
- Mentored and coached 4 members of first year teaching staff

## EXPERIENCE

English Teacher, Penn Manor High School, Millersville, PA 20XX – 20XX

ESL Instructor, Sylvan Learning Center, Lancaster, PA Summers 20XX – 20XX

Board Member, United Way, Lancaster, PA 20XX – 20XX

## EDUCATION

Millersville University, Millersville PA

**Bachelor of Science of Education in English**, May 20XX

# FUNCTIONAL RESUME SAMPLE

## Name

111 Main Street  
Reading PA 19603  
NAME@Yahoo.com  
610-555-5555

## QUALIFICATIONS

### Accounting Skills

- Maintained records of financial transactions by recording and balancing accounts
- Compiled statistical Excel reports , including accounts payable, accounts receivable, profit and losses, and withholding
- Calculated employee wages and prepared payroll checks
- Decreased error rate by 30% on posting of Accounts Payable and Receivables by initiating new verification procedures

### Management Skills

- Hired trained and managed 9 Accounts Receivable employees
- Created a training manual designed to educate staff on office policies and procedures
- Developed quarterly reports on department efficiency and productivity

### Technical Skills

- Utilized QuickBooks Pro to input general ledger entrees and created statistical reports
- Created and maintained department's web page utilizing Dreamweaver and Publisher
- Maintained employee records through PeopleSoft management system

## EXPERIENCE

Compensation Manager, Lancaster General Hospital, Lancaster, PA, 20XX-20XX  
Human Resources Generalist, AstraZeneca, Wilmington, DE, 20XX-20XX  
Senior Billing Specialist, Marywood Healthcare, New York, NY, 20XX-20XX  
Billing Specialist, Marywood Healthcare, New York, NY, 20XX-20XX

## EDUCATION

Millersville University, Millersville PA  
Bachelor of Science in Speech Communication, 20XX

## ORGANIZATIONS

**Board Member**, Habitat for Humanity, Lancaster, PA, 20XX-Present  
**Treasurer**, Lions Club, Lancaster, PA, 20XX - Present  
**Member**, Maple Tree Community Association, Willow Street, PA, 20XX-20XX



# LETTERS

While the resume is an essential part of your job campaign, it is not complete unless it is accompanied by a cover letter. Resumes that are mailed or e-mailed to prospective employers need to have a cover letter included. Cover letters need to be targeted to the positions to which you are applying and should highlight your experience and direct the employer to the resume. Don't repeat what is in your resume.

## Cover Letter Basics

- Entices a potential employer/graduate school to read the resume.
- Explains why the resume was sent.
- Conveys enthusiasm and specific interest in the organization/position/graduate school.
- Allows further communication by indicating next steps.
- Tailors specific skills or attributes to the position.
- Provides a professional example of work quality by being neat, well organized, concise and technically flawless.
- Use the same paper you used for your resume. Remember, the cover letter needs to be printed on 24 lb., 100% cotton resume paper that is neutral in color (white, off-white, ivory or light gray).

## Email Cover Letter Basics

- Follow the employer's instructions on how to submit your cover letter and resume.
- Make sure that your electronic cover letter is written as well as any other professional correspondence.
- Remember to use a simple font and remove fancy formatting. Don't use HTML.
- If the job posting asks you to send an attachment, ask the employer what format they would like to receive your documents. Typically, employers can view documents as a PDF or a Word document.
- Make certain you list the position you are applying for in the Subject Line of your email.
- Include a signature with your contact information. This makes it easy for the hiring manager to get in touch with you.

## Job Search Letter Types

- **Application or Inquiry Letter:** Answers an advertised position or explores if there is a position within the targeted organization.
- **Thank-You Letter:** Mailed within 48 hours of an interview or contact; thanks the individual, restates or clarifies your strengths for the position, and restates the next steps in the hiring process.
- **Acceptance or Declination Letter:** Confirms acceptance or declination of an offered position. States your understanding of the responsibilities of the position and verifies starting date and salary.

# Letter Design

## **Opening paragraph**

Take the time to introduce yourself and tell them why you are interested in the job. Let the reader know where you saw the position posted. If you were referred to the position by a friend or colleague, identify the person in the opening sentence. Keep it professional.

## **Second/third paragraph**

Describe your skills and qualifications and what makes you the best candidate for the position. Remember to focus on how your qualifications match this position. This is the time to highlight points on your resume, but be careful that you DO NOT restate what you have outlined on your resume. Give specific examples of how your education, skills and experiences will help you to be an outstanding candidate for the position. Make sure you tell an employer what you can do for the company.

## **Closing paragraph**

Thank them for reviewing your resume and outline a course of action. Remember to provide a phone number and/or email address so that they can get in touch with you.

**Once your cover letter is written, you should have it reviewed. Experiential Learning and Career Management staff is available to review and critique your resume and cover letter during scheduled drop-in hours, by individual appointments or by email. Allow 5 to 7 business days for feedback.**

# SAMPLE LETTERS

Name  
Address  
City, State, Zip Code  
Phone Number  
Email Address

Date

Employer Name  
Title  
Company  
Address  
City, State, Zip Code

Dear Ms. Black:

Suzanne Smith, a regional sales manager at Major Max Company, suggested I write to you regarding the Marketing Assistant position in your sales department. I have heard a great deal about Major Max over the years and know it is a well-respected and innovative leader in the retail industry. I would love the opportunity to begin my professional career at such an organization.

One of my strengths is my ability to work with a team to develop effective marketing plans. As an intern at Fabulous Shoe Company, I lead a team of three Marketing Interns. Our team researched the buying and shopping habits of our targeted group of 20-30 year olds and developed a marketing plan to meet our consumers' buying needs. Based on our study, the Fabulous Shoe Company increased their market share by 15% and our team was recognized as having the top innovative marketing plan for 20XX. In addition to this internship experience, I also worked for the Best Dressed Corporation from 20XX-20XX. During this two year period, I exceeded my sales goals by 49% and received the "Top Salesperson of the Month" award eight times. As a result of these experiences, I have developed the skills necessary to succeed at Major Max Corporation.

I look forward to meeting you to discuss in detail my qualifications. The number I can be reached at during the day is 717-852-1597, or email me at \_\_\_\_\_@\_\_\_\_.

Thank you for your time and consideration.

Sincerely,

*Sign in black ink*

Name  
Enclosure

# SAMPLE COVER LETTER

Your Address  
Your City, State, Zip Code  
Your Phone Number  
Your Email Address  
Date

Employer Name  
Title  
Company  
Address  
City, State, Zip Code

Dear Dr. Moore:

Dr. Smith alerted me to the Math Teacher position that has become available at XYZ High School. Please accept this letter and accompanying resume as evidence of my interest in applying for this position.

My education at Millersville University has given me a strong background in teaching high school students with varied math aptitudes. My experiences as a student teacher at Penn Manor High School allowed me to partner with my cooperative teacher to study the impact of using learning style technology in the classroom. The technology illustrates Mathematics concepts for varied learning styles which include visual, auditory and sensory learners. As part of this study, I was able to compare past student Mastery scores with my class scores. The results of this study found that students who were exposed to technology based learning increased their Mastery scores by 32%. My skills as an effective teacher, along with my ability to measure student learning, makes me an ideal candidate for this position

Thank you for taking the time to review my credentials. If you have further questions or would like to schedule an interview, please contact me at \_\_@\_\_ or 717-xxx-xxxx

Sincerely,

***Sign in Black Ink***

Name  
Enclosure

# SAMPLE THANK-YOU LETTER

Your Address  
Your City, State, Zip Code  
Your Phone Number  
Your Email Address

Date

Employer Name  
Title  
Company  
Address  
City, State, Zip Code

Dear Dr. Flander:

Thank you very much for taking the time to interview me for the Production Line Manager position at the Leftorium on October 31, 20XX. It was extremely interesting to learn about your company and the services that you offer. I respect the work and accomplishments that your organization provides to left-handed people in the Lancaster area.

My enthusiasm for the position and my interest in working for the Leftorium was strengthened as a result of the interview last Thursday. I believe my education and experience match very well with the job requirements, and will allow me to excel in this position. For example, my five years of working with left-handed lawyers will assist me in developing a product line for your clients. I am highly motivated, open-minded, and a good facilitator. I am sure that I could make a significant contribution to the productivity of your organization.

The Leftorium is an organization that I can definitely see myself devoting time and energy to because the work is of great importance to the lives of many people. I would like to reiterate my interest in the position and your organization. If there is any further information I can provide, please do not hesitate to contact me at (717) 555-3663. I look forward to speaking with you soon.

Again, thank you for the interview and your consideration.

Sincerely,

***Sign name in black ink***

Your Name

# SAMPLE DECLINE LETTER

Your Address  
Your City, State, Zip Code  
Your Phone Number  
Your Email Address

Date

Employer Name, Title  
Company  
Address  
City, State, Zip Code

Dear Mr. Watt:

Thank you for the considerable time and effort you have expended in considering me for the Systems Analyst position in your Information Technology Department. I appreciate the time you, Mr. Joule, and Ms. Curie have spent with me during the interviews and tour of your facilities.

As you are aware, I have had the good fortune to be able to select from several outstanding opportunities. The process of selecting just one of these offers has been very difficult. Last week, I focused my energies on High Voltage Electronics and one other company.

After much thought, I must respectfully decline your offer to join your Information Technology Department. I feel that the opportunity with the other company more closely matches my qualifications and interests at this stage in my career.

I am very impressed with your Intranet services for clients, the commitment to customer service, and team atmosphere. I have advised a number of my peers of the excellent opportunities available with your company. Several of them expressed interest in speaking with you after they graduate. I wish you much success in your recruitment efforts.

Thank you again for the kindness and consideration you offered me over the last few weeks.

Sincerely,

***Sign in black ink***

Tommy Edison

# SAMPLE ACCEPTANCE LETTER

Your Address  
Your City, State, Zip Code  
Your Phone Number  
Your Email Address

Date

Employer Name  
Title  
Company  
Address  
City, State, Zip Code

Dear Ms. Burns:

I am pleased to accept the position of staff accountant with the Springfield Nuclear Power Plant. I look forward to the challenges that await me with your company. I appreciate the opportunity to use all of my business skills to benefit your organization.

I will report to the Springfield Nuclear Power Plant Operations Center on November 1, 20XX to begin the training process, which will conclude on November 6. As we discussed, my starting salary will be \$50,000 a year and I will enroll in the company benefits program.

Thank you again for the opportunity to join your organization. If you need to get in contact with me before the 1st of November, I can be reached at (555) 555-5555 or by email at \_\_\_\_\_@\_\_\_\_\_.

Sincerely,

***Sign in black ink***

Your Name

# PROFESSIONAL REFERENCES

References are people who can speak to your ability to do the work required for the position and who can also speak about your work ethic, technical/theoretical knowledge base and your ability to grow beyond the position for which you are currently applying. If you are applying for graduate schools or certification programs, your references will need to speak about your ability to handle the academic requirements of the program, your scholarly achievements and your commitment to the field. You will typically be required to provide 3-5 references.

## Possible References

- Supervisors and former supervisors are great references. They have worked directly with you and can give an honest, yet positive assessment of your abilities.
- Listing a college professor with whom you worked closely is a good idea. An employer will be able to learn about your research interests and where you learned your skills.
- Academic and organization advisors can also be good resources. They are individuals who know you and your experiences related to the field you are about to enter.

## Final Notes on References

1. Make sure you have permission to use someone as a reference. You can't expect someone to talk highly about you if you don't ask for their permission for employers to call them.
2. Your reference page should use the same header (name and contact information) as your resume.
3. When asking someone to be a reference, talk to them about what types of things they will say about you. **If the individual can only give negative comments about you or is vague about your experiences and skills, don't list them as a reference.**
4. Send your references, your resume and a statement of what types of positions to which you are applying.
5. Keep your references informed of how your search is going and what organizations received their name.
6. Let them know when you get offers and accept a position.
7. Thank your references. You should be grateful that they are helping you in your job search. A thank-you note shows that you appreciate their assistance.



## REFERENCES SAMPLE

**C. Alan Arthur**  
129 Tarmac Road  
Millersville, PA 17551  
(717) 555-7737  
carthur@comcast.net

### REFERENCES:

Mr. Carl Carlson  
Shift Supervisor  
Springfield Nuclear Power Plant  
227 Fallout Avenue S  
Springfield, PA 12345  
(717) 555-6853  
ccsnpp@snpp.com

Dr. Nicholas Riviera  
Professor of Biology  
Millersville University  
P.O. Box 1002  
Millersville, PA 17551  
(717) 555-2663  
n.riviera@hotmail.com

Ms. Selma Bouvier  
Assistant Director  
Department of Motor Vehicles, Lancaster Office  
227 Driveway Boulevard  
Lancaster, PA 17603  
(717) 555-2277  
Bouvier2784@gmail.com

Dr. John Smith  
Director of Special Projects  
Lancaster General Hospital  
Lancaster PA 17603  
(717) 555-5555  
js@lancastergeneral.net

# INTERVIEWS

When employers are interviewing candidates to fill specific positions, they are looking for individuals whose skills and experiences best match the position description, who fit into the culture of the organization, and who can hit the ground running and have potential to grow within the organization.

As the job candidate, be sure that you make your experiences work for you. Throughout the interview you need to connect your experiences, both in and outside the classroom, with your career goals. You need to convey what you learned as well as what you did, quantify your experiences and remember to take credit for your contributions on projects and achievements. In addition, before you meet with an interviewer, you will need to know information about their organization and the position for which you are applying.

The basic information you will want to know about a prospective employer is:

- What does the company do — products/services?
- What is their Mission/Vision/Culture?
- Responsibilities of the job
- Where does the position fit in the company?
- Career growth opportunities
- Who succeeds in this position?
- Turnover rate
- Do your abilities/personality fit with the position?

## Basic Types of Interviews

### Informational Interview

An informational interview is an opportunity for you to gain valuable information about your career interest/path, general industry information and specific information about the company/organization for which you may be interested in working. This is an informal conversation in which you are the one asking questions. Information you may want to obtain include the pluses and minuses of working in your career of interest, and what strategies might you employ to better position yourself for your career of interest. During an informational interview you do not ask for a job. At the end of the interview, you can ask the person if you can continue to stay in contact with them to ask industry/career advice. Most people are very willing to talk about their careers and how they got to their current position.

### Screening Interviews

Screening interviews can take place during job fairs or during interviews on campus or over the telephone. This is typically your first contact with an employer. Your task is to show the interviewer that you possess the basic job skills required and that you are truly interested in the position and the employing organization. This kind of interview usually lasts 30 minutes. Employers will use the screening interview to make the decision on which candidates they want to invite for a site interview.

## Site Interviews

Site interviews take place when employers invite candidates to their company/organization offices. This type of interview can last from 1 hour to 2 days, depending on the nature and competitiveness of the position. During a site interview you can expect to meet with different levels of individuals in the organization, including the following:

- Immediate supervisor
- Supervisor of the immediate supervisor
- Team members/coworkers
- Possible stakeholders of the organization

During this process you may also be asked to participate in various activities to test your abilities to do the work assigned to you. Some of these activities could include:

- Case-study scenarios
- Written subject-matter tests
- Dining activities
- Presentations

## The Interview

An effective cover letter and resume will help you to obtain an interview, which is your opportunity to demonstrate that you are the right candidate for the position. You should prepare carefully for the interview by researching the company in advance and having a basic understanding of the company's products and services, the clients it serves, and its organizational mission and structure. Failing to research a company before your interview will make you appear uninterested in the company and the position. You should also have a thorough understanding of the job description and be able to articulate how your qualifications match the position requirements and the organization's needs.

The interview is your opportunity to demonstrate certain skills, such as your verbal communication skills, that may not be communicated through your resume. Practicing your interview responses ahead of time will help you to appear polished and composed. Be sure to also focus on having appropriate body language, a friendly demeanor, good eye contact and a firm handshake, all of which convey a message about your professionalism. Often, employers will ask if you have any questions for them, so it is helpful to have some questions prepared which express your interest and enthusiasm. After the interview, be sure to evaluate your performance and send thank-you notes (email is acceptable) to everyone who participated in the process.

## Interview Do's

Review the company's website, mission statement, key management, company history, company blogs and anything else the company shares online.

Use social media. Check to see if the company is connected on Facebook, Twitter, and LinkedIn. Companies may use these sites to recruit new employees. Free databases and websites such as Glass Door provide an "inside" look at companies.

Dress appropriately for the industry. Err on the side of being conservative to show you take the interview seriously. Your personal grooming and cleanliness should be impeccable.

Know the exact time and location of your interview. Know how long it takes to get there, park, find a rest room to freshen up, etc. Arrive early, ideally 15 minutes prior to the interview time. Punctuality is key to making a great first impression.

Listen to be sure you understand your interviewer's name and the correct pronunciation. Even when your interviewer gives you a first and last name, address your interviewer by title (Ms., Mr., Dr.) and last name, until invited to do otherwise. Use a firm handshake when greeting your interviewer.

Be honest and yourself. Dishonesty gets discovered and is grounds for withdrawing job offers and for firing. You want a good match between yourself and your employer. If you get hired by acting like someone other than yourself, you and your employer will both be unhappy.

Bring copies of your resume and a list of references, or a portfolio, if applicable.

Treat the interview seriously and respond as though you are truly interested in the employer and the opportunity presented.

Exhibit a positive attitude. The interviewer is evaluating you as a potential coworker. Behave like someone you would want to work with.

Have intelligent questions prepared to ask the interviewer. Having done your research about the employer in advance, ask questions which you did not find answered in your search.

Make sure you understand the employer's next step in the hiring process. Know when and from whom you should expect to hear from next. Know what action you are expected to take next, if any. Don't be afraid to call the interviewer to follow up if you haven't heard from them in the expected time frame.

Follow up the interview with a handwritten thank-you note or email message to express your appreciation for the time the interviewer shared with you. Restate your interest and why you are a good fit for the job.

## **Interview Don'ts**

Don't make excuses. Take responsibility for your decisions and actions.

Don't make negative comments about previous employers or professors (or others).

Don't falsify application materials or answers to interview questions.

A job search can be hard work and involve frustrations. Don't exhibit frustrations or a negative attitude in an interview.

Don't be unprepared for typical interview questions. You may not be asked all of them in every interview, but being unprepared looks foolish.

Don't treat the interview casually, as if you are just shopping around or doing the interview for practice. This is an insult to the interviewer and to the organization.

Don't chew gum or smell like smoke.

Don't allow your cell phone to sound during the interview. If it does, apologize quickly and ignore it. Don't take a cell phone call. To be on the safe side, turn it off or silence it before the interview.

Don't discuss salary too soon in the interview process. Wait for the interviewer to introduce the topic.

## **Behavioral Interviews**

Behavioral-based interviewing is a new, popular form of interviewing that employers are using to encourage prospective employees to describe how they react in a situation. Employers use this type of interviewing technique because they believe the most accurate predictor of future performance is how you reacted in past situations.

During a behavioral-based interview, you will be expected to give detailed responses based on your actual experiences. For each example, make sure to summarize the situation, describe your actions and explain the results.

### **Sample Behavioral Interview Questions**

1. Give me a specific example of when you did not meet a deadline.
2. Tell me about a specific time when you had to address an angry customer.
3. Tell me about a specific time when you made a mistake at your previous job that cost the company time and money.
4. Give me an example of a situation in which you had to work under extreme pressure.
5. Tell me about a time when you had to work with a difficult team member. How did you handle the situation?
6. Describe the system you use for organizing your work. How do you juggle multiple projects at once?
7. Tell me about a time when you had a conflict with a person in a position of authority. How did you handle the situation, and what was the result?
8. Give me an example of a time when you had difficulty communicating with a coworker. How did you improve your relationship with this person?
9. In your opinion, what are the key ingredients for success? How do you apply these standards in your own work?
10. Tell me about a time you came up with a solution to a problem your organization faced. How did your organization improve as a result of your efforts?

# STAR TECHNIQUE

An important part of your interview will involve answering questions posed by the interviewer. Your ability to clearly and concisely respond to questions in an informed manner that relates your background to the questions posed will set you apart from others who stumble over questions. The best way to give a perfect response is to tell a story. The STAR method provides a guided approach to using one of your past successes to respond to the question.

**The four steps** are:

1. S = Situation (Describe the situation: General/Specific)
2. T = Technique (What approach did you use?)
3. A = Action (What action did you take?)
4. R = Result (What was the result of your action?)

## **Keep it positive!**

Plan to develop a comprehensive list of your many successes, especially those that relate to non-classroom activities such as:

- Related Experience
- Technical Interests
- Leadership Examples
- Teaming Activities
- Communication Skills
- Work Experiences

Develop short examples that illustrate your successes in these areas:

## **Situation or Task**

Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience or any relevant event.

## **Action You Took**

Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what *you* did—not the efforts of the team. Don't tell what you might do; tell what you did.

## **Results You Achieved**

What happened? How did the event end? What did you accomplish? What did you learn?

## **Sample Interview Questions**

1. Tell me about yourself.
2. What interests you about the job/organization?
3. What are your strengths?
4. What are your weaknesses?
5. Do you prefer to work by yourself, or with others?
6. What are your career goals or future plans?
7. What are your salary requirements?

8. Do you have any questions for me?
9. How has your education prepared you for this position?
10. What qualifications do you have that relate to the position?
11. What new skills or capabilities have you recently developed?
12. What motivates you in your work?
13. What qualities do you find important in a coworker?
14. How does your previous experience relate to this position?
15. What did you like most/least about your last job?
16. Who may we contact for references?
17. Where do you see yourself in five years?
18. How will you judge yourself successful?
19. How does this job fit into your career plans?
20. What do you expect from this job?

## **Sample Questions to Ask Employer**

1. Can you describe a typical work week for this position?
2. What other positions and/or departments will I interact with most?
3. How will my performance be evaluated?
4. How much decision-making authority is given to new employees?
5. What are the opportunities for advancement?
6. Are there opportunities for additional education and/or professional development?
7. Why did you choose to work for this organization?
8. How would you describe the culture of your organization?
9. What makes you different from your competitors?
10. What are the next steps in the hiring process?

# PREPARING FOR A JOB FAIR

## Job & Internship Fair Preparation

### Professionalism

- Many recruiters comment that students can enhance their employment opportunities by improving the quality of their initial impression. The image that you present is very important, so keep that in mind when planning what to wear and when putting together your resume.
- Do not have your cell phone on when meeting with employers.
- Interviewing is a two-way street. Plan the questions you will ask of each employer, and be prepared to answer questions about yourself and your experience.
- Make arrangements for childcare, if needed, for the day of the event. Do not bring your child (or other family members) to the event.
- Gather essential items to bring with you:
  - More than enough copies of your resume.
  - Additional information to enable you to complete any applications given to you (names and addresses of references, unofficial transcripts, etc.).
  - A letter-sized portfolio with notepad and pen.
  - Your research notes on your preferred employers.
  - Grooming-care items, including breath mints.

### Dress Professionally

- For both men and women, interviewing in a conservative business suit is recommended (navy blue, gray or blue pinstriped), but business casual can be appropriate if you don't currently own a business suit.
  - **Business casual for men:** Dress pants, collared shirt and tie, dress shoes.
  - **Business casual for women:** dress pants or skirt, modest blouse/professional top, hose and dress shoes.
- Professional dress includes footwear; do not wear sneakers or **excessively high-heeled, platform or party shoes.**
- Be neat, clean and well groomed. Avoid excessive makeup, jewelry and perfume.
- Do not smoke or chew gum.

### Resumes

- Develop a professional, error-free resume.
- Have ELCM staff review and critique your resume through walk-in hours (current drop-in hours can be found at [www.millersville.edu/elcm](http://www.millersville.edu/elcm)) or email ([careers@millersville.edu](mailto:careers@millersville.edu)). Plan ahead with email critiques, as you need to allow 5 to 7 business days for turnaround time.
- Print your resume on high-quality paper:
  - 24-lb. weight, 100% cotton; neutral color (white, off-white, ivory or light gray)
  - If you have a 2-page resume, staple your resume together (only for a job fair).
  - **DO NOT PLACE A PHOTO ON YOUR RESUME.**



- Bring your resume to the fair in a professional portfolio/folder.
- Bring an adequate number of resumes! Add an additional 5-10 resumes beyond number of companies you are planning to visit.

## **Company Research**

- Narrow down your specific career goals, interests and needs.
- Be familiar with the companies and organizations that you are planning to visit.
- Review the List of Employers attending the event on the ELCM webpage ([www.millersville.edu/elcm](http://www.millersville.edu/elcm)).
- Visit the companies' individual websites to learn specific details about each organization.
- Information to know about the company and position:
  - What does the company do products/services?
  - What is their mission/vision/culture?
  - What are the responsibilities of the position?
- Identify the companies you are interested in speaking with, then create a priority order. Create an A, B and C priority list.
  - A list = Companies that met all or most of your career goals.
  - B list = Companies that met 60%-70% of your career goals.
  - C list = Companies that offer positions in your field of study, but you have not been able to determine if they meet your career goals.
  - Visit a few B-list companies to perfect your 3-minute elevator pitch

## **Job Fair “Elevator Pitch”**

- Brief 3-minute introduction statement that addresses the following information about yourself:
  - Your career goals
  - Your strengths
  - Your experiences
  - Your qualifications
- Relate this information to the specific company you are speaking with. This is where you can highlight your understanding of the company as it relates to your career goals/objectives.
- Include questions you have for the employer. Sample questions:
  - What types of training programs do you offer?
  - What are the skills and attributes you value most in your employees?
  - What are the biggest challenges for this position?
  - What's the company culture like?
  - What do you enjoy most about working for the company?
  - What are the opportunities for advancement?

## **When You Arrive at the Event**

- Before you enter the event, turn off your cell phone.
- Check in at the registration table to locate any additional handouts, updates and newly posted information.
- Orient yourself to the facility by reviewing the floor plan.
- Update your list of companies you plan to visit, in priority order.
- Organize your materials and have your resume available to hand to the interviewer.
- Develop an interview plan that includes taking a break to assure that you will look and feel your best throughout the day.

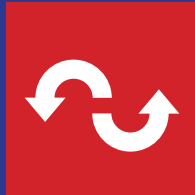
## **During the Interview**

- When meeting the interviewer, establish eye contact, present a firm handshake, introduce yourself, hand the representative your resume and explain why you have chosen to speak with this company.
- Be confident and take an active part in your interview. Have a three-point agenda: know what you are looking for, what you have to offer and what questions you will ask about the organization.
- Listen carefully and take conversational cues from the interviewer.
- Respond to questions with specific and concise examples. Try to avoid pat answers and clichés.
- Ask knowledgeable questions about the company and their career opportunities. **DO NOT ASK** “Are you hiring?” or “How much do you pay?”
- Respond truthfully while maintaining a positive picture of yourself.
- Ask about the hiring process, including time frame and actual or potential openings.
- At the end of the interview, ask for a business card, offer a firm handshake and express your appreciation, using the interviewer’s name.

## **After the Event**

- Keep an accurate record of your contact with employers, including names of your interviewers, follow-up procedures and expected time lines.
- Promptly complete any applications you were given. and mail to the appropriate company.
- Within 48 hours. send typed, professional thank-you letters, addressed to the specific interviewers.
- Make note of the dates of your follow-up calls, and record the name of the person with whom you spoke. Keep copies of all application materials and letters you send.
- After you accept a position, be courteous enough to inform any other companies where you may have applications pending. Inform and thank your references when you accept a position. You should also notify ELCM so that they can update their records.





# Millersville University

SEIZE THE OPPORTUNITY

Millersville University is an Equal Opportunity/Affirmative Action institution. Coordinators: Services for Students with Disabilities—Dr. Sherlynn Bessick, Director, Office of Learning Services, Lyle Hall, 717-872-3178; Title VI and Title IX— Mr. Hiram G. Martinez, Assistant to the President for Social Equity and Diversity, Delaware House, 717-872-3787; ADA Coordinator—Mr. Louis DeSol, Associate Vice President for Human Resources, Dilworth Building, 717-872-3017.

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