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receiving a Career Guide for your university. This publication can also be found at www.Career-Guides.net.
Dear Islanders,

College students typically have many questions about career options and what they will do after completing their degree(s). These questions include:

- What kind of job can I get with this major?
- Is picking a major the same as picking a career?
- Where can I search for a job in my field?

Career Services will help you make thoughtful decisions regarding your career goals and find the resources to reach them. As we assist you, keep in mind that your success in achieving your career aspirations will ultimately depend on the steps you take to build experience. There is no substitute for experience…it bridges the gap between the classroom and the real world, broadens your network of contacts, and often changes the way you look at the world.

Whether you are taking your first steps, and need a sense of direction or help finding internships to build a stronger resume, or are preparing for graduation and want to promote yourself to employers, we are here to help you. We encourage you to visit us in University Center 304 so that we can help you work toward your career goals.

Sincerely,

Jo Anna Benavides-Franke
Director

Texas A&M University - Corpus Christi is a member of the National Association of Colleges and Employers. We adhere to the guidelines outlined by NACE.
CONSULTATION

Career Counseling is available to currently enrolled students. Services are available to alumni up to a year past graduation. Career counselors can help you!

- Choose a major
- Discover and explore careers
- Make decisions about career goals and life plans
- Utilize career software to match you with exciting career options

EVENTS

Career and Job Fairs are scheduled regularly.

- **All Major Career Fair** is scheduled in both Spring and Fall. This fair is designed for all majors.
- **Teacher Job Fair** is scheduled in both Spring and Fall. This fair is designed for those who are seeking employment in education K-12.
- **Graduate School Fair** is scheduled in Fall. This fair is designed for those students who are interested in continuing and pursuing an advanced degree.
- **Health Care Professionals Job Fair** is scheduled in Spring. This fair is designed for those students who are interested in pursuing employment in the health care industry.
- **Volunteer Fair** is scheduled in the Fall. This fair is designed to help students seek out volunteer opportunities in the local Corpus Christi community.

Business Etiquette Dinner is offered every Fall. This interactive presentation offers the student a chance to learn the dos and don'ts of proper business etiquette while keeping your cool when eating.

Get the Job Fashion Show is the opportunity for the student to see first hand what to wear for an interview.

Job Shadow Program is the opportunity for students to spend a day (or half a day) with a professional in an interesting career. This program is offered throughout the year.

Workshops are designed to help the student gain a better understanding of these topics. All workshops are presented in the Career Services Computer Lab located in UC 304.

- Part-Time Employment
- Job Searching 101
- How to Job Search in the “Hidden Market”
- How to Find the Right Internship for You
- Resume Writing
- Interviewing
- CHOICES(Assessment for Career Decision Making)
- Second Interviewing and Salary Negotiating
- Federal Employment
RESOURCES

Career Resource Library, located in Career Services UC 304, includes information on resume writing, cover letters, job search strategies, industry standards and company directories.

Career Service Website is http://career-services.tamucc.edu provides updates on our services and programs, career events and on-line workshops.

ILink is a career management system provided to A&M-CC students at no cost and includes: part-time and full-time job announcements; internships; personal space to upload resumes, cover letters and other materials; and access to on-campus interview schedules. Register for ILink at Career Services or at http://career-services.tamucc.edu

CHOICES

CHOICES is one of the resources available to students to assist with career decision making. This user-friendly software program contains simple assessments that can help you understand which jobs might fit your interests and skills. The program also contains a database of over 600 jobs to explore.

STUDENT EMPLOYMENT REGISTRATION AND JOB REFERRAL PROCEDURES

Working on and off campus is as easy as registering with ILink. Once you have registered, access to view these jobs will be verified.

To obtain contact information, bring the job number to Career Services for a referral.

All students are limited to 3 job referrals per day.

After you receive the referral, it is your responsibility to contact the employer and set up the interview, or send your resume. (Referral does not guarantee you the job, they just help you get your foot in the door. The rest is up to you!)

If the employer requests a faxed resume, we will be glad to fax it for you.

On-Campus Part-Time Employment

The Student Employment Service (SES) is located in Career Services, UC 304. The SES offers you a chance to expand your learning beyond the classroom both on and off campus. If you are interested in working on campus and you have been awarded College Work-Study as part of your financial assistance package, you will find these jobs on our website. If you have not been awarded Work-Study, but would still like to work on campus, there are jobs available on the Career Services website.

Off-Campus Part-Time Employment

We also assist students in looking for off campus, part-time employment through the Job Location and Development (JLD) Program. An off campus, part-time employment experience will give you a look at your chosen field and allow you to develop and enhance skills that will increase your opportunities for internships or professional employment at graduation.
INTERNSHIPS

As a student, internship experiences are excellent opportunities to confirm choice of major and affirm career interests. These opportunities can also provide the credentials needed for full-time positions. Internships provide opportunities to:

- Obtain meaningful work experience in field.
- Earn and learn – students contribute toward financing their education.
- Apply classroom learning in a work environment.
- Network with professionals.
- Strengthen confidence, maturity, and professionalism.
- Establish professional references.
- Evaluate employers prior to accepting full-time work.

Internship positions are available to all A&M-Corpus Christi students, subject to employer’s requirements. Individual colleges within the university assign criteria for receipt of academic credit. You will receive assistance understanding credit requirements from Career Services. Application for credit will be through the college of your major.

If you are interested in an internship, you must register with ILink and upload your resume. Our career library is filled with hundreds of state and national internships opportunities. We also have current listings of local internships available through ILink.

ON-CAMPUS INTERVIEWING

It is easy to participate in on-campus interviews. After registering on ILink, complete the registration and resume sections on the website. When your profile has been approved you are ready to sign up for on-campus interviews.

Interviews are conducted in Career Services, University Center 304. Current recruiting schedules and position requirements are maintained in Career Services. Off-campus interviews are scheduled by the employer.

Remember – on-campus interviews are REAL, you must:

- Meet all deadlines!
- Research!
- Keep your commitment – always be on time which is a minimum of 10 minutes early.
- Respect the employers who have invested in this process.
- Dress Professionally

“No Shows”

Students who do not show up for an interview and who fail to cancel the interview according to the rules established will be automatically suspended from on-campus interviewing. The suspension will remain in effect until the student has personally explained his/her “no show” to the Assistant Director of Career Services and has sent a formal letter of apology to the recruiting organization that was “stood up”. More than one “no show” may result in a permanent suspension of on-campus recruiting privileges.

Cancellation of Interviews

Interview may be canceled by a student for any reason up until 9:00 a.m. of the day prior to the interview. Interviews may be canceled for emergency reasons after the 9:00 a.m. deadline, but the student must provide an explanation to the Director or Assistant Director as soon as is practical. Each situation will be individually reviewed. Interviews that are not properly cancelled will be dealt with as “no shows”.

PERSONAL READINESS PROGRAM

Checklist for Freshman

- Important: Register on the web with ILink at http://career-services.tamucc.edu
- Make an appointment for career assessment/testing and career counseling at Career Services in the University Center, 304.
- Visit the Student Employment Office at Career Services to locate jobs available as you work toward your degree. Part-time jobs will make you more marketable after graduation.
- Develop a Career Action Plan detailing the leadership activities, work experiences, and internships you wish to pursue during college.
- Join a student organization and get involved. Visit Student Activities in the University Center, 226 to find out more.
- Attend job fairs to familiarize yourself with career opportunities and possibly land a summer or part-time job and/or internship.
- Establish good relationships with your professors, advisors, and academic advisors. Discuss your career plans with them.
- If you have not selected a major, use the CHOICES Assessment computer program to investigate majors that are associated with your desired occupation.
- Study and work hard to establish good grades. Many employers have minimum grade point requirements for internships and employment.

Checklist for Sophomores

- Update information or register in ILink if you have not already done so at http://career-services.tamucc.edu
- Seek career-related employment and internships. Also seek campus leadership positions.
- Join one of the organizations you have identified in you Career Action Plan.
- Explore volunteer opportunities to learn more about your career choice and help you get valuable experience.
- Attend Career Services workshops to learn more about resume writing, interviewing, and job search skills and techniques.
- Attend job fairs. These can help you to get a summer co-op, internship or part-time job in a field you are considering.
- Try job shadowing, spending a day with or working alongside someone in your field of interest.
- Continue building relationships with you professors, advisors, and academic advisors. Discuss you career plans with them.
- Study hard. Remember, recruiters will be interested in your grades in a couple of years.
Checklist for Juniors

- Update your information or register with ILink if you have not done so yet at http://career-services.tamucc.edu
- Upload your resume to ILink if you have not done so yet. You can not see postings for internships without it. You can do this at http://career-services.tamucc.edu
- Formulate a list of specific job titles in which you are interested in. The CHOICES Assessment can help you.
- Meet participating professionals in career fields in which you are interested and begin to develop your career network through information interviews.
- Continue to develop leadership and organizational skills in campus organizations. Join professional and honorary organizations that meet your criteria.
- Attend on-campus and off-campus job fairs to make vital contacts with future employers.
- Attend Career Services workshops on resume writing, job search and interviewing.
- Attend Get the Job or Dress to Impress and the Business Etiquette Dinner programs to get tips on interviewing, professional attire and business etiquette.
- If graduate or professional school is advised for your career interest area, attend the Fall Graduate School Fair. Begin writing to universities that offer academic programs you seek. Career Services can help you identify schools with appropriate programs. The University library has college catalogs on microfiche or CD-ROM.
- Keep building relations with your professors, advisors and academic advisors.
- Keep hitting those books! Good grades will pay off.

Checklist for Seniors

- Register with ILink or update your information if you have not so yet at http://career-services.tamucc.edu
- Upload your resume to ILink if you have not done so yet. You can not sign up for on-campus interviewing without it. You can do this at http://career-services.tamucc.edu
- Sign up for on-campus interviews using ILink. Students graduating in May should start interviewing in the fall.
- This is your last chance. If you haven’t done a career-related internship, NOW is the time. Otherwise, you might lose out in the competition for jobs to students who have work experience.
- If you haven’t already done so, join professional and honorary organizations that meet your criteria and seek leadership positions. Subscribe to professional magazines or journals in your field (some are available via the Internet).
- Attend Career Services workshops to hone your job search skills. Do a practice or mock interview at Career Services. You can have it videotaped for future reference.
- Attend programs such as Get the Job, Dress to Impress or Business Etiquette Dinner to gain an edge on interviewing.
- Attend job fairs. Great companies come to our campus in search of great employees. It could be you.
- Apply for graduate or professional schools of interest.
- Maintain regular contact with your professors and other references to keep them apprised of your job search progress. Get letters of reference from them and your employers.
- Student Teachers, start your Teacher Credential File at UC 304. It includes necessary materials that school districts require for employment purposes. Make plans to attend the Teacher Job Fair to talk with recruiters from districts you are interested in.
- Don’t let up on your studying. Remember recruiters are interested in your demonstrated success and academic achievement.
- Notify Career Services as soon as you accept a position or have been accepted into a graduate program so we can celebrate with you!
Planning a career direction and finding the position you want is a full-time job in itself and requires a personal commitment of time and energy. The sheer number of options and amount of information available to you can be quite overwhelming. However, your job will be much easier if you map out a plan of action and carefully track your efforts. Your first step is to realize that you are going to be selling a product—yourself! You must figure out how best to market your product, and that involves a careful and thorough assessment of yourself and what you can bring to a future employer.

Self-Evaluation
Before you try to market yourself to potential employers, you need to know something about what you are looking for and what you have to offer. The more you know about your interests, skills, abilities, values, goals, and personal qualities, the greater your opportunities are for finding the most suitable career.

Networking Skills
Networking is gathering information from and making contacts through the people you already know. Learn how networking can help you with your career search.

Researching Employers
Your task in the career search is to find the most suitable position for yourself. This section will show you how to use your research and investigative skills to discover job openings and prepare for an interview.

Your Resume
A resume is a critical tool in your job search. It is a summary of your qualifications and experience used to elicit further interest from a prospective employer. This section contains guidelines on constructing a resume that will get you noticed.

Cover Letters
Letter-writing skills are essential to your job search. Excellent cover and thank you letters often make a difference in whether or not you are considered for a position. See this section for tips on writing winning letters.

Interview Preparation
For most fields, without an interview you will not get a job. It is in this stage of your job search that you convince an employer to hire you. This section shows you how to make the best possible impression during an interview.

Career Fairs
Attending career fairs can be extremely beneficial to your career search. This section gives you tips on preparing for a career fair, what to expect during the career fair, and how to follow up with employers afterwards.

Evaluating Job Offers
This section outlines the factors you will want to consider when determining whether or not you will accept a position.

From College to Career
This section gives tips that can help you to excel in the workplace.
**Self-evaluation** is a process of identifying your personal and professional values, interests, personality type, and skills. You should also pinpoint the kinds of things that motivate you to perform well in the workplace. Essentially, with self-evaluation, you are attempting to answer the questions of who you are, what you want to do, why you want to do it, where you want to work, and what your goals are.

Below are some questions developed by executive recruiters to help you better understand yourself and your career aspirations. They are also questions an employer may ask you during an interview. Answer these questions as accurately and honestly as you can. They will help you ascertain your career assets and liabilities, which will prepare you for your job search and for future interviews.

**Questions**

- What characteristics do I admire in others?
- What do I enjoy doing most? What motivates me?
- What have I done to correct my shortcomings?
- What level of responsibility do I aspire to in five years?
- What should I be earning then?
- How will I achieve these levels? What skills do I need?
- Am I a good Listener?
Networking Skills

Recruiting experts agree that a very small percentage of jobs are found by combing through classified sections of newspapers. In fact, around 80 percent of jobs are found through networking.

What is Networking?
Networking is simply gathering information from and making contacts through the people you already know. How do you start establishing a network? After you have professional objectives in mind, begin talking to people you know such as:

- Friends and family
- Classmates and professors
- Former employers
- Colleagues from professional, community, and religious groups
- Former teachers and faculty from schools you have attended

The key to creating a network is to obtain the names of at least two additional contacts each time you talk to someone. The types of questions you should ask when obtaining further contacts are:

- What organizations should I investigate?
- Do you know anyone who works in or is associated with my field of interest?
- May I mention your name when contacting other people or organizations?

Develop a Tracking System
Develop a method of keeping track of each conversation, phone call, letter, interview, follow-up and promise. Without a good organizational system, you could become confused.

Be Professional
As you begin to make professional contacts, make sure you dress and act the part. Conduct yourself in a manner that will convince your professional contacts that you can do the job. This will also help you obtain other referrals much more easily.

Return the Favor
Networking is a give-and-take proposition. Send thank you letters after each meeting or helpful phone conversation. Keep in touch with members of your network and give back to it whenever possible.

Informational Interviews
You can collect information on your chosen field via informational interviewing. Informational interviewing is simply asking questions of different members of your network. Remember to ask for the names of at least two more contacts during an informational interview.

Questions you may want to ask during an informational interview are:

- What aspect of your job was the biggest challenge when you first started?
- What qualifications do you seek of new employees?
- What are the things you like or dislike about your job?
- If you could start over again in this field, what would you do differently?
- Should I have a particular certification or achieve a higher-level degree in order to advance in this field?
- What classes and activities in college best helped prepare you to enter this field?
- How can I make myself a more desirable job candidate?
- What kinds of job titles would I probably have in this field?
- What life experiences have most helped you acquire and develop knowledge of this field?
- Are there any professional groups you would recommend I join?
- How do you see this industry changing in the future?
- Who else should I contact within the field?
Before applying for a position within an organization, you should first do some research to find out essential information about it. You should do this to discover the employer’s needs and make sure your qualifications are a good fit for the organization. You also need to have as much information about the organization as possible before going into an interview, because the interviewer may ask you pointed questions to assess how much you know about the company.

Make sure you are familiar with at least these aspects of an employer:
- Name, age, and location(s)
- Product lines and/or services
- Parent company and/or subsidiaries
- Financial picture of organization, assets, stock picture, recent mergers, etc.
- Major competitors
- Growth history
- Career possibilities
- Deadline for application

You can find this information in the following resources:

**Your Career Guide**
This Career Guide is an excellent resource to reach organizations that are actively recruiting college graduates like yourself. Take time to carefully review the career opportunities that these companies have placed in your Career Guide. These advertisements will typically include open positions and contact information. You can then contact the organization if you desire additional information. Be sure to check out the on-line version of this publication at www.Career-Guides.net.

**The Employer’s Website**
You can frequently locate an employer’s website by typing the company name into many search engines. Most employers have specific sections of their own websites devoted to employment opportunities.

**Internet**
There are numerous other places on the Internet that contain employer information as well.

**Job Search Assistance Sites**
The following sites have valuable information that will help you in your job search. Some of the sites give you the option to post your resume on-line and search through available job opportunities, while others provide more general recruitment information about employers and enable you to link to their websites.
- www.Career-Guides.net
- www.HBCU-Careers.net

**Researching Companies**
The following site allows you to search for companies according to a number of search criteria.
- www.companiesonline.com

**Researching Graduate Schools & Continuing Education Programs**
The Council of Graduate Schools website includes several resources for students.
- www.cgsnet.org

**Directories**
These resources may provide information about an organization’s products or services, number of employees, principal executives, history etc. You should be able to locate the directories listed below in the reference section of a public library.
- *America’s Corporate Families*
- *Dun & Bradstreet:*
  - Million Dollar Directory
  - Middle Market Directory
  - Reference Book of Corporate Managements
- *Moody’s Manual*
- *Standard Directory of Advertisers*
- *Standard Rate and Data (Business Publications Directory)*
- *The Directory of Corporate Affiliations: Who Owns Whom*

**Trade Associations**
These organizations produce membership directories, journals and informational briefs. Find associations that match your career interest and then write to ask for their membership list or any printed material they offer. If they publish job listings or have a resume referral service, these could prove to be a great asset to you. And if they have student memberships, then all the better. Remember, almost every type of field or industry that exists has a trade association affiliation.
A resume is one of the most important elements of your job search, and will need to be updated periodically throughout your career as you gain new skills and experience. Your resume will serve as the first impression potential employers will have of you. Employers spend an average of less than 60 seconds reviewing any resume. For these reasons, it is essential for your resume to project a clear and concise picture of your skills, professional qualities, achievements, and goals.

The tips below will help you begin constructing your resume. They are meant solely as guidelines, and you should always check with your career services office and follow their recommendations.

### Stand Out

Be cautious if you choose to use a resume wizard or template; they tend to generate resumes that all look alike. Individualize your resume, but be sure not to overdo it. You want your resume to be distinctive, but always remain streamlined and conservative for easy readability.

### Structure of Your Resume

The overall structure you choose for your resume will depend on what suits your employment history and experiences best. The following are the most widely recognized resume formats:

**Chronological**

This is the most common resume format, and probably the easiest to prepare. The chronological resume emphasizes employment and/or experience history, listing these elements in reverse chronological order. (In other words, your most recent experience is listed first.) This format is especially useful for new graduates or those with limited work experience.

**Functional (Skill-Based)**

The functional resume emphasizes skills and attributes that can be applied to a variety of employment situations. Your skills are broken down into categories that quickly communicate to employers what you can do for them. This format is useful for candidates without direct employment-related experience, or for those who wish to work in fields unrelated to their academic background.

**Combination**

For many candidates, a combination of elements from the chronological and functional resume formats works best.

**Targeted**

Some candidates prefer to focus on specific job “targets,” and tailor a different resume for each target. With this format, your skills can be redirected with each resume to hit each target most effectively.

### Elements of the Resume

**Contact Information**

List your name, address, telephone number(s), and e-mail address. Make sure your e-mail address sounds professional or neutral. If necessary, set up an alternate screen name to use for business contacts exclusively. Above all, make sure that any potential employer can easily contact you! Other personal information such as religion, age, marital status, etc. should not be included.

**Objective/Summary of Qualifications**

There are differing viewpoints as to whether an objective will help or hurt your chances in the job market. Check with your career services office for their recommendations. If you decide to use an objective, state the type of position you are seeking. Also, consider including in your objective how you will benefit the employer—not what you are seeking from the employer. An alternative to an objective is a summary of qualifications. The summary of qualifications simply includes skills/traits that you can bring to an employer.

**Educational Background**

List names and locations of educational institutions attended, degree(s) awarded with completion dates, majors and minors, and anticipated or actual dates of graduation.

**Employment History**

List employment experience in reverse chronological order, including any summer/part-time jobs and internships. Use action words to describe your duties and achievements, and be sure to indicate when and how increases of responsibility occurred.
**Action Words**
The following list of words is useful when describing your job duties. These words represent skill areas that you may have that would be beneficial to a prospective employer.

**References**
You can list references as the final major category of the resume or as an attachment page. Check with your career services office for their recommendations.

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**Optional Items**
If any of these items are related to your objective and can help sell you as a job candidate, you may want to consider including them:

- G.P.A. (if 3.0 or above) or major G.P.A.
- Academic awards, honors, or scholarships
- Special projects/research
- Personal skills/computer skills
- Extracurricular activities/community service
- Leadership

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**ACTION WORDS**

- accomplished
- accelerated
- achieved
- adapted
- administered
- analyzed
- appraised
- assisted
- budgeted
- built
- calculated
- charted
- compiled
- composed
- conducted
- consolidated
- controlled
- created
- delegated
- delivered
- demonstrated
- developed
- diagnosed
- directed
- discovered
- distributed
- earned
- edited
- eliminated
- evaluated
- established
- examined
- exhibited
- expanded
- expedited
- explained
- facilitated
- formulated
- generated
- handled
- implemented
- improved
- increased
- initiated
- instituted
- launched
- maintained
- managed
- mastered
- mediated
- motivated
- negotiated
- observed
- obtained
- operated
- organized
- participated
- performed
- planned
- presented
- processed
- produced
- programmed
- proposed
- recommended
- recruited
- reduced
- reinforced
- researched
- reviewed
- scheduled
- supervised
- strengthened
- translated
- updated
- wrote

---

**Editing Your Resume**

**Length**
Ideally, your resume should be one page. You should make certain all pertinent information is included. If your resume requires more than one page, label the second page with your name and the page number.

**Appearance**
The body of the resume should be an eleven or twelve point standard font of no color other than black. Fonts such as Arial, Helvetica, or Times New Roman are always a safe bet when constructing a resume that has a professional appearance. Spacing and size of the page are key elements to ensure optimum readability. Print your resume on quality 8½” x 11” paper in white or conservative colors.

**Accuracy**
Proofread carefully for spelling and grammar and ask someone else to proofread your resume. Accuracy is essential; nothing stands out like spelling or grammatical errors!
Electronic/Scannable Resumes

In all likelihood, you will be submitting your resume electronically to on-line job search sites, or sending it to organizations that scan resumes and keep them on file electronically. When doing this, compose your resume according to the following guidelines:

Electronic Resumes

- Use a common word processing program such as Microsoft Word
- Pay attention to the format the employer requests. For example, some employers prefer a PDF file, others prefer a plain text file
- E-mail the resume to yourself as a test before sending it to employers
- Forward a hard copy of your resume and cover letter as a follow-up

Scannable resumes

- Print on one side of the paper only
- Use non-decorative fonts such as Helvetica, Arial, and Times New Roman
- Avoid graphics, shading italics, underlining, and boldface text
- Avoid using horizontal and vertical lines
- Use all upper-case letters to emphasize words
- Include a “Key Word” section and list words that the scanning program may be seeking (e.g., web development, administration, negotiation, html, etc.)
- Use plain white paper
CHRONOLOGICAL RESUME

Your Name
Your Address
City, State, Zip
Area Code/Phone Number
E-mail Address

Objective
A position as/a position in the field of...

Education
Name of University, City, State
Degree(s) received, Major(s), Minor(s), Date degree(s) received,
GPA (if it is a 3.0 or higher)

Skills/Attributes
- List of acquired skills that supports your objective

Employment Experience
Most Recent Job Title Dates Employed
Name of Employer, City, State
- What you did, duties performed, responsibilities, accomplishments.

Next Job Title (Before Most Recent) Dates Employed
Name of Employer, City, State
- What you did, duties performed, responsibilities, accomplishments.

Next Job Title Dates Employed
Name of Employer, City, State
- What you did, duties performed, responsibilities, accomplishments.

Honors
Awards, scholarships, merits, etc. and dates received

Other Activities
Extracurricular activities, club memberships, group affiliations, etc.
that support your objective along with applicable dates

References available upon request
Richard Resume  
1111 Main Street  
(555) 555-5555  
rresume@email.com

Objective  
A programmer position in the software development and engineering field.

Education  
**ABC University**, Anytown, US  
Bachelor of Science, Computer Science, Business minor, 4/20__

Languages/Software  
- Access  
- MODULA-2  
- Oracle  
- .NET
- Assembly  
- SQL  
- C  
- SAS  
- C++  
- JAVA  
- Visual Basic  
- FOCUS

Hardware  
- IBM PC/AT/IT/Ps-w's and compatible  
- Ethernet networks using Novell or Windows NT servers  
- Cisco 2500, 4000, and 7000 series routers  
- AS 400 and 4380 IBM Mainframes

Employment Experience  
**Programmer/Analyst**  
8/20__-present  
Anytown Bowling and Billiards, Anytown, US  
- Developed and performed maintenance on applications in an IBM Mainframe environment. Produced user requested reports in SAS.

**Programmer**  
6/20__-4/20__  
ABC University Bookstore, Anytown, US  
- Developed and implemented inventory system in Access using Visual Basic and C. Responsible for the overall technical and maintenance support of the system.

**Computer Lab Assistant**  
8/20__-4/20__  
ABC University, Anytown, US  
- Provided technical assistance on operations and use of lab equipment. Provided tutorial help on class projects.

Honors  
- Technical Achievement Scholarship, 20__  
- Distinguished Honor Graduate, US Army Leadership Course, 20__

Other Activities  
- Member, Association of Computer Machinery, 20__-present  
- Volunteer Host ABC University Career Day, 20__  
- U.S. Army, Sergeant/E-5, March 97-present  
- Volunteer, ABC Basic Programming Contest, 20__  
- Anytown Festival Staff, 19__-20__

References available upon request
Your Name
Your Address
City, State, Zip
Area Code/Phone Number
E-mail Address

OBJECTIVE
A position as/a position in the field of...

EDUCATION
Name of University, City, State
Degree(s) received, Major(s), Minor(s), Date degree(s) received
GPA if it is a 3.0 or higher

RELATED SKILLS
Name of Skill • An accomplishment that illustrates or documents this skill
Name of Skill • An accomplishment that illustrates or documents this skill
Name of Skill • An accomplishment that illustrates or documents this skill

ACTIVITIES
Extracurricular activities, club memberships, group affiliations, etc. that support your objective

EMPLOYMENT
Most Recent Job Title, Name of Employer, City, State Dates Employed
Next Job Title (Before Most Recent), Name of Employer, City, State Dates Employed
Next Job Title, Name of Employer, City, State Dates Employed
Least Recent Job Title, Name of Employer, City, State Dates Employed

REFERENCES AVAILABLE UPON REQUEST
**FUNCTIONAL RESUME**

Jessica Jobseeker  
1111 Main Street  
Anytown, US 22222  
(555) 555-5555  
jjobseeker@email.com

**OBJECTIVE**  
A challenging position requiring organizational skills and creativity to coordinate convention events.

**EDUCATION**  
ABC University, Anytown, US  
Bachelor of Science in Sociology  
Minor in Spanish  
Graduated Cum Laude, 4/20__, GPA 3.8

**RELATED SKILLS**

**Event Planning**  
- Collaborated with students to organize and implement various campus entertainment and activities  
- Promoted and advertised campus shows  
- Attended programming retreats which provided information and instruction about event planning

**Leadership**  
- Served on the Executive Board of two campus organizations  
- Recruited members for a campus club  
- Directed research sessions for an ABC University professor  
- Facilitated group discussions as program mentor for child mentoring program  
- Spoke on a panel for ABC University’s Sociology Department

**Language**  
- Capable of communicating with native Spanish speakers  
- Studied in Mexico, Summer 20__  
- Resided in native home where only Spanish was spoken

**ACTIVITIES**  
Member of Campus Productions Programming Groups  
Study Abroad: Guadalajara Mexico, Summer 20__  
Independent Research Project, Psychology Dept, fall 20__  
Mentor, Child Education Program, Anytown School District

**EMPLOYMENT**

**Substitute Teacher**, Anytown School District, Anytown, US  
10/___ - 6/___

**Intern**, XYZ Consulting, Anytown, US  
9/___ - 12/___

**Accounts Payable Assistant**, A Plus Accounting, Anytown, US  
6/___ - 9/___

**Sales Consultant**, Q Mart Department Store, Anytown, US  
2/___ - 5/___

REFERENCES AVAILABLE UPON REQUEST
JANE SMITH  
Present Address: 1111 Main Street, Anytown, US 22222, 555-555-5555  
E-mail address: jsmith@email.com  
Permanent Address: 1234 Main Street, Anytown, US 22222  

EDUCATION  
ABC University, Anytown, US  
Bachelor of Arts in Communications, May 2003  
Overall GPA 3.4; Major GPA: 3.6  
Relevant Courses: Interpersonal Communication, Marketing, Psychology  
Relevant Projects: Developed Marketing Strategy for local chapter of PRSSA  

EXPERIENCE  
Associate Manager, My Store, Anytown, US, June 2001 - present.  
Supervised staff of 10 part-time employees. Increased sales 25% in 6 months. Utilized team-building, goal setting, and business knowledge to improve employees’ skills.  
Maintained company web site. Opened and closed store in absence of owner. Created window and in-store displays.  

President, College Honor Society, ABC University, Anytown, US, August 2001- present.  
Utilized leadership skills to increase membership and encourage active participation in the organization. Planned and conducted monthly meetings. Contacted guest speakers and organized fundraisers.  

Interacted with customers and utilized suggestive selling techniques. Increased sales by 15%. Salesperson of the month twice. Created product displays. Conducted inventory. Assisted in training new sales staff.  

SKILLS, HONORS, AND ACTIVITIES  
American Marketing Association, Treasurer: Managed $16,000 budget, 2000-2001  
Alpha Phi Omega National Service Fraternity, Membership Chair, 2000-present  
Graduated top 10% of high school class with 3.8 GPA; Senior Class President  
80% self supporting in college; work 25 hours per week as full-time student  
Big Brothers/Big Sisters Volunteer  

Speak fluent Spanish
Effective letters are just as important as a strong resume. Well-written letters will command the attention of prospective employers and ensure that others will remember you, helping to develop a strong network of contacts.

The following are types of letters you will be writing to prospective employers. Make sure that every letter you write is addressed to a specific person, and not a form or copied letter. If necessary, phone the organization to ascertain the correct person to receive correspondence. Write down the correct spelling of the person's name and title, and remember to proofread your letter carefully.

**Inquiry Letter**
This letter is written to express interest in employment within an organization and to obtain information about any possible openings. Since this letter is not written in response to a job posting, communicate flexibility while being specific about the type of job you would like. Include your resume with this letter. Indicate when you will be checking back with the organization.

**Application Letter**
The letter is written to express interest in a known vacancy or job posting. After expressing your interest in the specific position, briefly summarize how your background and skills relate to the job requirements. Again, include your resume and indicate when you will be checking back with the organization.

**Application Status Check Letter**
Two or three weeks after sending an application to or interviewing with an employer, you may want to send a letter asking about the status of your application. Recap your history of contact with the employer (dates of correspondence and interviews, etc.). Reiterate your interest in the position and express appreciation for the employer's cooperation and time.

**Thank You Letter**
You should always send a thank you letter within 24 hours of a job interview. This letter should be brief, but be sure to express appreciation for the interviewer's time. Mention a few key points discussed during the interview, and indicate your continued interest in the position. Thank you letters reflect well on you and may help you when hiring decisions are made.

**Rejection Letter**
If you decide to turn down an offer of employment with an organization, always send a letter to the employer briefly explaining the reasons for your decision, even if you have already declined verbally. This letter helps support your network of contacts; you never know when you may have to contact this employer again. Always thank the employer for the opportunity and consideration of your candidacy.

**Acceptance Letter**
After accepting a position with an employer, always send a letter of acceptance. Express appreciation for the opportunity of joining the organization, and briefly confirm the terms of employment (title of position, salary, responsibilities, benefits, and start date).
Your Address
City, State, and Zip Code
Date

Contact’s Name
Title
Company Name
Address
City, State, and Zip Code

Dear Mr./Ms. (Contact’s Last Name):

Get the employer’s attention in the opening paragraph and arouse interest in you. When indicating your reason for writing the letter, indicate where you received information about the vacancy or position.

In your middle paragraphs, give details of your background that will show the reader why you should be considered as a candidate. Create desire on the part of the reader.

Refer the reader to your general qualifications on your enclosed resume or other materials. Use as much space as needed to tell your story, but keep it brief and to the point.

In your closing paragraph, ask for action. Ask for an appointment suggesting a time when you will be available. A positive request is harder to ignore than a vague hope.

Sincerely,

Your Handwritten Signature
Your Typed Name
Enclosure

Cover Letter Tips:
- Always enclose a cover letter when you mail your resume
- Your cover letter should be brief—no more than one page in length
- Cover letters should be individually typed and signed and should follow standard formatting for business letters, such as the sample that appears on this page
- Proofread your letter carefully for typographical and grammatical errors
John Williams  
System Administrator  
Superior Diagnostic Services  
123 Main Street  
Townsville, IN 55555  

Dear Mr. Williams:

I recently noticed a vacancy at your organization for the position of Computer Programmer in a recent issue of Tech World. I have been working in a computer environment for several years, and I am anxious to learn more about this opportunity.

I recently graduated from ABC University with a Bachelor of Science in Information Technology. I have acquired a great deal of hands-on experience during the last few years through many detailed class projects. Most recently, I have developed large Access inventory systems using C++ and Visual Basic.

I believe my combination of education and experience are an excellent match for the qualifications of your position. I have enclosed my resume for your review. I am very interested in meeting you to discuss this opportunity within your organization. If you would like any additional information, my number is (444) 555-1212. I will be in the Anytown area from May 5 through June 16, and would greatly appreciate the opportunity of meeting with you during that time. Thank you very much for your consideration.

Sincerely,

Your Handwritten Signature

Your Typed Name

Enclosure
THANK YOU LETTER

Your Address
City, State, and Zip Code
Date

Name of Interviewer
Title of Interviewer
Company Name
Address
City, State, and Zip Code

Dear Mr./Ms. (Last Name of Interviewer):

In the first paragraph, state when and where you had your interview. Thank the interviewer for his or her time, and reaffirm your interest in the organization.

In the second paragraph, mention something that particularly appeals to you about the prospect of working for them. Also, reinforce a point or two in support of your application.

If after the interview you thought of something you wish you had said, the third paragraph of the letter is a good place to bring that up. You can also restate your understanding of the next steps in the hiring process.

In the last paragraph, thank the employer for considering your application and ask for further communication.

Sincerely,

Your Handwritten Signature

Your Typed Name
Ms. Angela Chastain  
Director of Human Resources  
Modern Advertising  
345 Center Drive  
Centertown, PA 55555

Dear Ms. Chastain:

Thank you for meeting with me last Thursday, August 8, to discuss the position of copywriter at Modern Advertising, Inc. I was quite impressed with the enthusiasm you displayed for your company’s future and the helpfulness of your office personnel. Learning about Modern’s present media campaign for the Pennsylvania Sausage Company was exciting and demonstrated your creative approach to advertising. Modern Advertising is a company with which I want to be associated.

Your description of the special qualifications needed for this position was especially interesting. My ability to work under pressure and meet tight deadlines has already been proven in the advertising position I held with The Slippery Rock Rocket. As I stated at our meeting, I enjoyed the challenge of a competitive environment in which success is based on achievement.

I would also like to mention that since our meeting I have received the College Reporter’s Award for an article of mine published in the Rocket. This is my first national award, and I am quite encouraged by this approval of my work.

Again, thank you for considering me for the position of copywriter. I look forward to hearing from you soon.

Sincerely,

Your Handwritten Signature

Your Typed Name
Interviews allow employers to assess you as a complete person, rather than just your qualifications on the printed page. Employers want to gauge whether or not you would be a good “fit” for their organization. This is also an opportunity for you to find out the same thing about the employer. Most employers consider the interview to be the most important part of the hiring decision.

**What Employers Look for in a Candidate**

- Self-confidenceability to communicate
- Work ethic: teamwork, leadership, initiative, flexibility, ability to handle conflict
- Intelligence, critical thinking
- General personality: poise, enthusiasm, creativity, high energy level, interpersonal skills
- Personal management, self-knowledge
- Qualifications—Can you relate your academic program, skills, and/or prior work or internship experience to the needs of an employer?

**Key Points to Remember:**

**Do:**
- Arrive 10-15 minutes early
- Maintain good eye contact with the interviewer
- Use a firm, professional handshake
- Listen carefully to the interviewer’s questions
- Be aware of your body language; maintain good posture, appear relaxed and not fidgety
- Show enthusiasm, confidence, courtesy, and honesty
- Keep a positive attitude about former employers, supervisors, and co-workers; be tactful and do not criticize former employers even if discussing an unpleasant situation
- Maintain a professional image—don’t let the employer’s casual approach fool you
- Always present the best of your background and qualifications
- At the close of the interview, establish a date for your next communication
- Always remember to thank the interviewer for his/her time

**Don’t:**
- Give terse or rambling answers to questions; find a balance
- Be too casual with language or use non-words (“thinking words” like “um…” “uh…”)
- Address the interviewer by his/her first name unless invited to do so
- Dominate the interview or appear arrogant; do not interrupt the interviewer when he/she is speaking
- Criticize yourself or your former employers
- Discuss your personal problems

**What to Bring:**
- Directions to the interview site
- Name(s) and title(s) of interviewer(s)
- Extra copies of your resume
- Reference lists
- Portfolio of work samples, if applicable
- Good quality pen and pencil
- Leather folder (black or dark color) or briefcase
What to Wear

The following are general tips; some organizations may vary somewhat on what is considered appropriate or inappropriate interview attire. Researching the organization beforehand may yield some insight into these standards. However, when in doubt, it is always best to err on the conservative side.

Dress Tips for Men

- Single or double-breasted suit in small pinstripe or solid shades of navy or charcoal gray.
- Shirts: Light colors, starched cotton. Non-button down collar and long sleeves.
- Shoes: Well-polished, black or brown leather lace-up wingtip or slip-on dress shoes.
- Ties: Solid, thin striped, or small geometric print. Bottom of tie should meet the belt line.
- Accessories: Long, dark socks in solid dark color that complements suit. No jewelry besides wedding band and watch.

Dress Tips for Women

- Suit or tailored dress in solid shades of navy, gray, or black with skirts hemmed above the knee. May also wear pant suit.
- Blouses: White or pastel colors. Silk, cotton, or polyester material with long sleeves and conservative neckline.
- Polished, closed toe shoes with low heels.
- Accessories: Subtle makeup. Nails should be neat with no polish or a clear neutral color. One ring per hand with exception of wedding set. Avoid carrying a purse if holding a briefcase or portfolio.
Practice Answers to Questions Before the Interview
You will generally be asked two types of questions during an interview: traditional and behavioral.

Traditional Questions
Traditional questions are designed to pinpoint aspects of your basic personality, work ethic, history, attitude, etc. When practicing answers to traditional interview questions, try to develop answers that illustrate how your education and life experience can benefit the employer. If you have done a thorough self-assessment and know why you want to work for this employer and in this field, you will be able to answer traditional questions easily.

- What are the two or three things most important to you in your job?
- What is your philosophy of life?
- Tell me about yourself.
- What are your short-term and long-term career goals? How do you plan to achieve them?
- What do you consider to be your greatest strengths and weaknesses?
- In what ways do you think you can make a contribution to our organization? Why should we hire you?
- What do you know about our organization?
- What did you learn from co-op, internship, or part-time job experiences?
- Why did you choose this career?
- Why would you like to work for this company?

Behavioral Questions
Behavioral questions are designed to examine how you have responded to specific situations in the past as an indicator of how you may behave in the future. When practicing answers to behavioral questions, think about how you have dealt with specific problems in the past. Consider how your qualifications and attributes enabled you to demonstrate leadership, initiative, and problem-solving ability.

- How have you demonstrated initiative?
- How have you motivated yourself to complete an assignment or task that you did not want to do?
- Tell me about the riskiest decision that you have made.
- Can you tell me about an occasion where you needed to work with a group to get a job done?
- What was the greatest challenge you ever faced, and how did you approach it?
- What did you do in your last job to effectively plan and organize?
- Tell me about a time on any job when stressful situations or problems tested your coping skills. How did you handle it?
- What leadership positions have you held? Describe your leadership style.
- Tell me about a time when you failed at something. If you could do it again, what would you do differently?
- Describe your involvement in a team situation in which you were not in a leadership role.
Questions to Ask the Interviewer
Before closing the interview, the interviewer will usually give you an opportunity to ask questions. It is always good to do this because it shows that you are interested in the position. The following are questions you may wish to ask the interviewer:

- Please describe a typical day on the job.
- What personal qualities, skills, or experience would help someone do well in this position?
- What are the company’s plans for future growth?
- What are the most challenging aspects of this job?
- Describe the position in terms of the overall department structure.
- What are typical career paths within this organization?
- What types of initial and future training programs do you offer?
- Can you explain the performance evaluation and promotion process?
- What is the retention rate of people in this position?
- What makes your organization different from your competitors?

Follow Up!
Always send a thank you letter to the organization within 24 hours after an interview. Be sure to reiterate your interest in the organization and position. Call the interviewer within two weeks of the interview to inquire about the status of your application as well.
Numerous benefits and opportunities are available to you when you attend a career fair, regardless of your chosen major or your future goals. However, simply attending a career fair is not enough; you need to make your participation count. If you understand what to expect at a career fair and take the proper steps to prepare beforehand, you will receive the maximum benefit from the event and increase your chances of obtaining interviews.

**Before the Career Fair**

**Target your top five companies**
If possible, obtain a list of the employers who will be attending the career fair, and select the top five organizations you would most like to visit. Make sure that at a minimum you research these organizations before you attend the career fair. (Refer to the “Researching an Employer” section of this guide for researching tips.) The more you can show an employer that you know about their organization, the more likely you are to leave a positive impression.

**Prepare a resume**
A well-written, error free resume is a must. Make sure you have multiple copies of your resume and a list of references to distribute at the career fair. Refer to the “Your Resume” section of your Career Guide for information on resume writing.

**Prepare to answer questions**
You may not sit down to a formal interview, but employers are likely to ask you questions that would be asked during an interview. Review and practice answers to the traditional and behavioral questions that interviewers may ask in the “Interview Preparation” section of this guide.

**Sell yourself**
Be prepared to introduce yourself to each employer with your name, a firm handshake, a copy of your resume, and your objective. (Why are you attending a career fair and what type of career are you seeking?) Practice this introduction before the career fair so you will be comfortable interacting with employers at the career fair.

**Be professional**
Present a professional appearance and dress as if you were attending a job interview. If you are in doubt about what to wear at a career fair, refer to “What to Wear” in the “Interview Preparation” section of this Career Guide.

**Arrive early**
In order to avoid long lines you should plan to arrive at career fairs early. You will spend less time waiting in lines and more time visiting with employers.
EVALUATING JOB OFFERS

During the Career Fair

Use your time wisely
Survey the room to determine where employers are located and in what order you plan to visit them. If there is a long line to speak with one of your “chosen” companies, keep moving and return later. Your goal should be to make contact with as many employers as possible.

Be confident
Project enthusiasm, confidence, and sincerity. Smile, walk confidently with good posture and make consistent, direct eye contact.

Introduce yourself
When it is your turn to speak with an employer, greet him/her with a firm handshake, a copy of your resume and a brief summary of why you are attending the career fair and/or the type of career you are seeking.

When appropriate, be sure to ask one or more of the questions that you prepared.

Prepare for follow-up
Thank the employer for his/her time, and be sure to leave a copy of your resume. Ask the employer for a business card or company literature for the follow-up protocol. If the employer says they do not have a position in your field, ask for the address of the Human Resources Department so you can write a letter and send your resume. Nearly all employers hire all majors. The person you are speaking with may not be aware of all opportunities offered by the company.

As soon as you walk away from the employer, jot down a few notes about your conversation so you will have a few memorable points to mention in your follow-up letter.

After the Career Fair

Follow up!
Send thank you letters to employers you met within a week of the fair. This shows the employer that you have a genuine interest in their organization and position and may give you a competitive edge over those candidates that do not follow up. Review the “Cover Letters” section of this Career Guide for tips on constructing powerful thank you letters.

Be persistent
If you have observed the follow-up protocols as outlined by the employer, it is appropriate to send a letter inquiring about the status of your application after a reasonable amount of time has passed.

Listed below are factors you will want to consider when determining whether or not you will accept a position. While salary is an important factor, be sure you weigh your starting salary against the salary potential of the position and the cost of living of the geographic area where you plan to live. Also, consider these factors:

Job/Employer Related Factors

- Potential for career advancement
- Work schedule (traditional “9:00-5:00” or flexible hours)
- Work environment/attire (formal vs. informal)
- Bonus or commission plans
- Benefits such as profit sharing, 401K plan, insurance, etc.
- Travel
- Reputation and stability of employer
- Size of employer
- Ability to gain a mentor
- Type of industry

Geographic/Life-Style Factors

- Geographic location
- Climate
- Social life for singles, couples or family
- Commute to work
- Availability of suitable housing
- Size and type of community (suburban, metropolitan, rural)
The less formal atmosphere of your academic career may not provide you with enough opportunities to hone the skills you will need to develop in the workplace. Take time to consider the following as you begin your new career.

**Be a Dependable Employee**
Be punctual to work and meetings, and avoid frequent absenteeism. Meet established deadlines. Be someone that can be counted on to get the job done.

**Master Your Job Tasks**
If you want to move up, you must first prove that you understand and can accomplish the basic requirements of the job.

**Understand Expectations**
Determine what is expected of you from the very beginning. This includes developing clear deadlines for your projects.

**Exceed Expectations**
Work hard and plan to do more than is expected. Show enthusiasm and take initiative. Avoid “it’s not my job” thinking.

**Strive for Excellence**
Always do the best you can. Work towards providing your employer with the highest quality final product possible.

**Ask for Feedback**
Keep your supervisor informed of your progress and ask for regular feedback on your performance. If any assignments are unclear, ask for clarification instead of proceeding in the wrong direction because you are fearful of looking foolish.

Adapt to the Corporate Culture
Learn your organization’s style and culture and be willing to adapt to it. Companies expect their employees to “fit in” and accept the corporate culture. If you don’t understand it, you are more likely to make errors that could hurt your progress. Learn the corporate culture by familiarizing yourself with the employee handbook, observing co-workers’ behavior, and asking questions when in doubt.

**Develop Strong Oral and Written Communication Skills**
Every job, including technical ones, requires some degree of communication skills. Look for opportunities to make oral presentations and written reports and do them conscientiously and carefully.

Learn to be a good listener to ensure you fully understand instructions. Demonstrate patience and sensitivity with others; avoid public confrontation or complaining. Learn to be tactful when working on a team; consider what others on the team have to say and work with them. Proofread all written work carefully for content, spelling and grammar before submitting it.

**Establish Positive Working Relationships**
Get to know and be known by others in your work environment, and be professional and courteous at all times. Maintain confidences and avoid gossip because it can be destructive and puts you in a bad light.

You may correspond with customers, clients, business contacts, and co-workers via telephone and e-mail. When doing so, it is vital to maintain a professional image. The following tips will help sharpen these skills in the workplace.

**Phone**
- Call during typical business hours
- Have all necessary information in front of you
- Call from a quiet location, or reduce/eliminate background noise
- Notify people when they are on a speakerphone
- Make sure voice mail messages are concise and professional. Be sure to clearly state your full name, telephone number (with extension if applicable) and reason for calling

**E-mail**
- Write in complete sentences; don’t use one-word replies
- Use the subject line to specify the point of the message (not for informal greetings)
- Structure your e-mails like a business letter, and including greetings and closings
- Review the content of your e-mail to make sure the point of the message is clear
- Be sure to use correct grammar and to perform a spell check before sending
See What the “NETWORK” Can Do For You

www.HBCU-Careers.net

🌟 Search the nation’s top employers by major or industry.

🌟 View an on-line version of this Career Guide.

🌟 Explore career opportunities from organizations that are looking to hire quality people like YOU!